

Mercer County Community College

Arts and Communication Division

CMN 211

Interpersonal Communications in Human Relations

COURSE DESCRIPTION

Nature and skills of interpersonal communication; combines theory and practice; emphasizes the uniqueness of interpersonal communication as opposed to the other three forms of human communication.

Text (s): **Reference Division Booklist**

Prerequisites: **CMN111, CMN112**

Co-requisites:

Credits: 3

Lecture Hours: 3

Studio/Lab Hours: 0

Food and Drink are Strictly Prohibited in Classrooms as per Health and Safety Laws. Students may not bring in chemicals or cleaning fluids without the appropriate MSD sheets.

Course Coordinator: Donna R. Munde

Latest Review: Fall 2004

I. GENERAL OBJECTIVES

- A. The student will be able to understand the communication process by analyzing the roles of speaker and listener.
- B. The student will be able to improve his perceptions skills so that genuine intention in communication is more likely to occur.
- C. The student must be able to recognize self-concept as the way to communication.
- D. The student must be able to recognize the importance of listening as a skill and a tool in improving and listening as self discipline to force concentration and attention to hearing.
- E. The student must be able to express messages, clearly, accurately, and in such a way that he understands syntax.
- F. The student will be able to improve his ability to communicate non-verbally and to recognize the significance of non-verbal signals sent from other people.
- G. The student will understand verbal and non-verbal defensiveness; he will learn how to recognize conflict and resolve it positively in communication situations.
- H. The student must be able to differentiate between group and organizational communication needs, understanding how to use interpersonal skills in interviewing and on the job with success.
- I. The student will be able to recognize the function of attitudes in communication situations, learning how to bring about attitude change in a positive environment and subsequently improve interpersonal persuasive skills.
- J. Ultimately, the student will be able to analyze his own communication experiences effectively and with this knowledge, hopefully improve communication with his family, friends, cohorts, and professional superiors.

II. SPECIFIC OBJECTIVES

Cognitive Objectives: As a result of taking the course, the student should be able to:

- A. know the unique features of interpersonal communication as opposed to communication in other settings (interpersonal, small group, public address, etc.).
- B. Recognize the symptoms of alienation and communication denial and their interrelationships in himself/herself and others.
- C. Recognize and discuss the variables operative in interpersonal perception, liking, and attraction.
- D. Know the limitations, values and misuses of both the verbal and non-verbal modes of language as they are used in interpersonal/relationships.

- E. Recognize and diagnose the communication and other barriers to effective and meaningful personal relationships.
- F. Know the importance of personal beliefs, attitudes, and values and other variables (self-concept, personal needs, self-acceptance, etc.) in initiating and maintaining good personal relationships with others.
- G. Recognize the causes, variables and effects of interpersonal conflicts and confrontations; define the concept of negotiation and appreciate its usefulness in conflict resolution.

III. BEHAVIORAL OBJECTIVES

As a result of the course, the student should be able to:

- A. Demonstrate increased skills in the accurate perception of other persons, reducing the force of irrelevant or prejudicial perceptual cues.
- B. Demonstrate improved skills in the use of both verbal and non-verbal messages in the interpersonal setting.
- C. Demonstrate skills in adapting to varying settings for and in overcoming barriers to effective interpersonal exchange
- D. Demonstrate skills in recognizing role-related behavior and in role-playing as a communication exercise.
- E. Demonstrate a greater awareness of personal beliefs, attitudes, and values as determinants of personal behavior.
- F. Demonstrate increased skills in effective, active, empathic listening to others.
- G. Demonstrate increased skills in initiating, maintaining, strengthening, and modifying interpersonal relationships, demonstrate skills in interpersonal negotiation, confrontation, and conflict resolution.

IV. AFFECTIVE GOALS

As a result of the course, the student should be able to:

- A. Be more sensitive to the complexities and realities of his/her own interpersonal relationships.
- B. Be better prepared and more willing to attempt constructive changes in his/her relationships with "significant others."

V. **METHODOLOGY**

- A. Lecture-Discussion
- B. Viewing selected films and hearing selected audio-tapes
- C. Participation in field experiences and observation of interpersonal communication in everyday life. Writing of case studies and problem analyses.
- D. Communications journal
- E. Assigned readings
- F. Examinations