

JAMESTOWN COMMUNITY COLLEGE
State University of New York

INSTITUTIONAL COURSE SYLLABUS

Course Title: Interpersonal Communication

Course Abbreviation and Number: CMM 2500

Credit Hours: 3

Course Type: Lecture

Course Description: Students will develop their ability to examine the interpersonal communication they are likely to encounter in their personal and professional lives. They will describe their interpersonal communication style, and understand the roles played by such factors as verbal and non-verbal cues, communication climate, intimacy, distance, and conflict. Students also learn to recognize obstacles to effective interpersonal communication and develop strategies for overcoming these obstacles.

Prerequisite: ENG 1510.

Student Learning Outcomes:

Students who demonstrate understanding can:

1. Analyze a communication situation by defining its setting, describing the individuals in the setting and the interaction among those individuals, and determining the degree of communication effectiveness within that setting
 2. Suggest ways to improve communication effectiveness based on an analysis of the communication situation
 3. Demonstrate a thorough understanding of their own communication style
 4. Recognize the communication styles of others
 5. Develop strategies for overcoming differences in communication styles
 6. Apply knowledge of interpersonal communication to their personal and professional lives
-

Topics Covered:

- Interpersonal communication as needs-based: physical needs, safety needs, belonging needs, self-esteem needs, self-actualizing needs
 - Models, principles and guidelines of interpersonal communication
 - Personal identity and communication style
 - Perception and interpersonal communication: processes, influences and guidelines
 - Understanding the symbolic nature of verbal communication and overcoming language barriers
 - Non-verbal communication
 - Listening and non-listening
 - Emotional intelligence and interpersonal communication
 - Obstacles to the effective communication of emotions and guidelines for communicating emotions effectively
 - Confirming and disconfirming communication climates; guidelines for creating and sustaining healthy climates
 - Understanding conflict, recognizing communication patterns during conflict, managing conflict, and guidelines for effective communication during conflict
 - Interpersonal communication in personal contexts: friendships, romantic relationships, and families
 - Interpersonal communication in the workplace
-

Information for Students

- Expectations of Students
 - [Civility Statement](#)
 - [Student Responsibility Statement](#)
 - [Academic Integrity Statement](#)
- [Accessibility Services](#)
Students who require accommodations to complete the requirements and expectations of this course because of a disability must make their accommodation requests to the Accessibility Services Coordinator.
- [Get Help: JCC & Community Resources](#)
- [Emergency Closing Procedures](#)

- Course grade is determined by the instructor based on a combination of factors, including but not limited to, homework, quizzes, exams, projects, and participation. Final course grade can be translated into a grade point value according to the following:

A=4.0	B+=3.5	B=3	C+=2.5	C=2	D+=1.5	D=1	F=0
-------	--------	-----	--------	-----	--------	-----	-----

- Veterans and active duty military personnel with special circumstances (e.g., upcoming deployments, drill requirements, VA appointments) are welcome and encouraged to communicate these to the instructor.

Effective Date: Fall 2021