

# COMM-1000: FUNDAMENTALS OF INTERPERSONAL COMMUNICATION

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## Cuyahoga Community College

**Viewing: COMM-1000 : Fundamentals of Interpersonal Communication**

**Board of Trustees:**

March 2022

**Academic Term:**

Fall 2022

**Subject Code**

COMM - Communication Studies

**Course Number:**

1000

**Title:**

Fundamentals of Interpersonal Communication

**Catalog Description:**

Define and explain basic terms, principles, and theories of interpersonal communication. Examine and adjust communication behaviors with the goal of improving one's own communication skills. Critically apply interpersonal theories in a variety of contexts and demonstrate an understanding of following aspects of interpersonal relationships: verbal, nonverbal, listening, perception, conflict, power, influence, and culture.

**Credit Hour(s):**

3

**Lecture Hour(s):**

3

## Requisites

**Prerequisite and Corequisite**

None.

## Outcomes

**Course Outcome(s):**

Apply communication theory.

**Essential Learning Outcome Mapping:**

Oral Communication: Demonstrate effective verbal and nonverbal communication for an intended audience that is clear, organized, and delivered effectively following the standard conventions of that language.

**Objective(s):**

1. Define interpersonal communication.
2. Consider and discuss the advantages and disadvantages to conflict.
3. Diagram and explain communication models.

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**Course Outcome(s):**

Recognize the importance of verbal communication and utilize verbal communication strategies to improve verbal messages.

**Essential Learning Outcome Mapping:**

Oral Communication: Demonstrate effective verbal and nonverbal communication for an intended audience that is clear, organized, and delivered effectively following the standard conventions of that language.

**Objective(s):**

1. Define interpersonal communication.

2. Diagram and explain communication models.
3. Recognize different listening types.

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**Course Outcome(s):**

Identify, understand, and be sensitive to the role of culture and diversity in interpersonal communication.

**Essential Learning Outcome Mapping:**

Cultural Sensitivity: Demonstrate sensitivity to the beliefs, views, values, and practices of cultures within and beyond the United States.

**Objective(s):**

1. Define perception in communication.
2. Define and discuss the concepts of self and social perception.
3. Own and describe feelings as related to specific behaviors.

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**Course Outcome(s):**

Express feelings effectively.

**Essential Learning Outcome Mapping:**

Oral Communication: Demonstrate effective verbal and nonverbal communication for an intended audience that is clear, organized, and delivered effectively following the standard conventions of that language.

**Objective(s):**

1. Define feelings.
2. Own and describe feelings as related to specific behaviors.

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**Course Outcome(s):**

Identify and discuss the role and importance of non-verbal communication.

**Essential Learning Outcome Mapping:**

Oral Communication: Demonstrate effective verbal and nonverbal communication for an intended audience that is clear, organized, and delivered effectively following the standard conventions of that language.

**Objective(s):**

1. Define interpersonal communication.
2. Diagram and explain communication models.
3. Recognize different listening types.
4. Define non verbal communication and its impact on interpersonal communication.

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**Course Outcome(s):**

Use ethical persuasion and influence effectively in interpersonal communication.

**Essential Learning Outcome Mapping:**

Oral Communication: Demonstrate effective verbal and nonverbal communication for an intended audience that is clear, organized, and delivered effectively following the standard conventions of that language.

**Objective(s):**

1. Identify different types of conflict.
2. Recognize and apply conflict skills.
3. Consider and discuss the advantages and disadvantages to conflict.

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**Course Outcome(s):**

Develop an effective conflict style.

**Essential Learning Outcome Mapping:**

Oral Communication: Demonstrate effective verbal and nonverbal communication for an intended audience that is clear, organized, and delivered effectively following the standard conventions of that language.

**Objective(s):**

1. Recognize and apply conflict skills.

2. Consider and discuss the advantages and disadvantages to conflict.

**Course Outcome(s):**

Recognize how perception affects communication.

**Objective(s):**

1. Identify different types of conflict.
2. Define perception in communication.
3. Define and discuss the concepts of self and social perception.
4. Identify the origin and effect of self-concept and self-esteem.
5. Define listening.
6. Learn and apply effective listening skills.

**Course Outcome(s):**

Recognize the impact of technology on interpersonal communications.

**Objective(s):**

1. Define interpersonal communication.
2. Diagram and explain communication models.
3. Recognize the challenges of online communication.

**Course Outcome(s):**

Explain the role of listening in interpersonal communication and utilize cognitive, responsive, empathetic, and critical listening strategies in order to maximize shared meaning.

**Essential Learning Outcome Mapping:**

Critical/Creative Thinking: Analyze, evaluate, and synthesize information in order to consider problems/ideas and transform them in innovative or imaginative ways.

**Objective(s):**

1. Define interpersonal communication.
2. Define perception in communication.
3. Diagram and explain communication models.
4. Recognize different listening types.
5. Define listening.
6. Learn and apply effective listening skills.

**Methods of Evaluation:**

1. Examinations
2. Quizzes
3. Personal journal
4. Short paper and/or presentation
5. Role playing
6. Interactive small and large group activities
7. Attendance

**Course Content Outline:**

1. Introduction to interpersonal communication
  - a. Definition and models of interpersonal communication
    - i. Actional/linear model
    - ii. Reactional/interactional model
    - iii. Transactional model
  - b. Functions of interpersonal communication
  - c. Characteristics of interpersonal communication
  - d. Interpersonal communication competence
  - e. Diversity in interpersonal communication
  - f. Ethics in interpersonal communication
2. Social Perception in Communication

- a. The perception process
    - i. Attention/Selection
    - ii. Organization
    - iii. Interpretation
    - iv. Dual processing in perception
  - b. Perceiving others
    - i. Reducing uncertainty
    - ii. Impression formation
    - iii. Attribution theory
    - iv. Person-perception bias
  - c. Self perception
    - i. Self Concept
    - ii. Self Esteem
    - iii. Culture and Self-perception
  - d. Improving Social Perceptions
  - e. Perception Checking
3. Intercultural Communication
- a. The role of culture in interpersonal communication
    - i. Dominant and co-culture
    - ii. Cultural dimensions
    - iii. Interpretation
    - iv. Dual processing in perception
  - b. Developing intercultural communication competence
  - c. Barriers to intercultural communication
  - d. Strategies to improve intercultural communication
    - i. The pyramid mode
4. Verbal communication
- a. Basic elements of verbal communication
    - i. Language defined
    - ii. Characteristics of language
      - 1. Arbitrary nature of language
      - 2. Ambiguous nature of language
      - 3. Language reflects and influences thoughts
  - b. Meaning and language
    - i. Semantics
    - ii. Arbitrary nature of language
    - iii. Attribution theory
    - iv. Person-perception bias
  - c. Verbal communication skills
    - i. Making language concrete
    - ii. Indexing
    - iii. Dating
    - iv. Language appropriate to context
    - v. Using vivid language
  - d. Technology in interpersonal communication
5. Nonverbal communication
- a. Characteristics of nonverbal communication
    - i. Nonverbal communication defined
    - ii. Importance of nonverbal communication
    - iii. Functions of nonverbal communication
    - iv. Communicate emotion (affect display)
    - v. Defines relationships
    - vi. Clarifies and reinforces verbal messages
    - vii. Substitutes for verbal message
    - viii. Contradict a verbal message
  - b. Categories of nonverbal communication
    - i. Body language / eye contact / kinesics
    - ii. Paralanguage / vocalics
    - iii. Space / proxemics

- iv. Touch / haptics
  - v. Time / chronemics
  - vi. Smell / olfactics
  - vii. Physical appearance
  - c. Guidelines for improving nonverbal communication
    - i. Guidelines for sending nonverbal messages
    - ii. Guidelines for receiving nonverbal messages
  - d. Technology in interpersonal communication
6. Listening
- a. Obstacles to effective listening
    - i. Personal styles of listening
    - ii. Listening apprehension
    - iii. Passive vs. active listening
    - iv. Perception and listening
  - b. Skills for improving listening
    - i. Active listening
      - 1. Attending
      - 2. Understanding
      - 3. Remembering
      - 4. Critically evaluation
      - 5. Responding
7. Interpersonal influence
- a. Interpersonal power
  - b. Types of interpersonal power
    - i. Persuasion
      - 1. Persuasion vs. coercion
      - 2. Aristotle's rhetorical appeals
      - 3. Processing persuasive messages
        - a. Elaboration likelihood model
        - b. Persuading automatic processors
        - c. Persuading extensive processors
        - d. Assertive message skills
8. Managing conflict
- a. The Nature of interpersonal conflict
    - i. Positive vs. destructive conflict
    - ii. Types of interpersonal conflict
      - 1. Fact conflict
      - 2. Policy conflict
      - 3. Value conflict
      - 4. Ego conflict
      - 5. Pseudoconflict
      - 6. Metaconflict
  - b. Conflict management styles
    - i. Withdrawing
    - ii. Accommodating
    - iii. Competing
    - iv. Compromising
    - v. Collaborating
  - c. Guidelines for effective conflict management
    - i. Break patterns of destructive conflict
    - ii. Create collaborative conflict conversations
9. Communication in interpersonal relationships
- a. The functions of communication in relationships
    - i. Maintaining a supportive climate of communication
      - 1. Empathizing
      - 2. Supportive interactions
      - 3. Supportive messages
    - ii. Levels of message confirmation

- b. Defensiveness: causes and remedies
- c. Face-saving and face-threatening in communications

## Resources

Adler, Ronald B., and Proctor II, Russell F. *Looking In, Looking Out*. 15th. Cengage Advantage Books, 2015.

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DeVito, Joseph A. *The Interpersonal Communication Book*. 14th. Boston, MA: Pearson, 2015.

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Guerrero, Laura K., et al. *Close Encounters: Communication in Relationships*. 6th ed. Sage, 2020.

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Gamble, Teri Kwal. *The Interpersonal Communication Playbook*. Sage, 2020.

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McCornak, Steven., et al. *Reflect & Relate: An Introduction to Interpersonal Communication*. 6th ed. Bedford /St. Martin's, 2021.

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Verderber, Kathleen, MacGeorge, Erina. *Inter-Act: Interpersonal Communication: Concepts, Skills, and Contexts*. 14th ed. NY: Oxford, 2016.

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## Resources Other

1. Beebe, Stever. Beebe, Susan and Mark Redmond. *Interpersonal Communication: Relating to Others (7th Edition)*. Boston, Pearson, 2014
2. Cameron, Deborah. *The Myth of Mars and Venus: Do Men and Women Really Speak Different Languages?* Oxford, Oxford University Press, 2008
3. Condrelli, Jo and Bough, Bennie. *101 Ways to Improve Your Communication Instantly*. Los Angeles, 2005
4. Hannah, Sharon. Suggestt, Rose. Tadtke, Doug. *Person to Person; Positive Relationships Don't Just Happen*. N.J. Pearson/Prentice Hall, 2008
5. Kendall, R. T. *Your Words Have Power*. London: Hodder Christina, 2006
6. Lane, Shelly. *Interpersonal Communication: Competence and Contexts*, Boston, Pearson/Allyn and Bacon, 2008
7. Mottet, Timothy, Vogl-Bauer, Sally and Houser, Marian. *Your Interpersonal Communication*. Boston, MA, Pearson, 2012
8. Oxman, Murray. *The How to Handle Difficult People Handbook: Everything Problem People Don't Want You to Know*, Naperville. Sourcebooks, 2006
9. RoAne, Susan. *Face to Face: How to Reclaim the Personal Touch in a Digital World*. New York, Simon and Schuster, 2008
10. Segal, Jeanne. *The Language of Emotional Intelligence: The Five Essential Tools for Building Powerful and Effective Relationships*. New York, McGraw-Hill, 2008
11. Thompson, Neil. *People Skills*. New York: Palgram Macmillan, 2009
12. West, Richard and Turner, Lynn. *IPC*. Boston, MA, Wadsworth, Cengage Learning, 2012
13. Wood, Julie. *Interpersonal Communication: Everyday Encounters*. Calif., Wadsworth, 2010

## Instructional Services

### OAN Number:

Transfer Assurance Guide OCM002

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