

**CPS 2300: Interpersonal Communication Skills – CRN 53179**  
**Georgia State University – Summer, 2009**  
**Dept. of Counseling & Psychological Services (CPS)**

**Professor:** Robert Myrick, Ph.D. Email: [rmyrick@gsu.edu](mailto:rmyrick@gsu.edu)  
Counseling & Psych Services: 404 413-8010  
CPS Website: <http://education.gsu.edu/cps/index.htm>

**Office Hours:** A telephone conference or meeting may be arranged on an individual basis, should the need arise.

**Course Overview:**

The purpose of this course is to provide an overview of interpersonal communication skills, including how these skills affect individuals and groups in society. Emphasis is on personal and interpersonal strategies for understanding, appreciating, and managing communication skills in personal and career relationships.

Attention is given to the nature of communication, verbal and non-verbal communication, interpersonal relationships, and leadership skills. Practical individual and group communication skills are emphasized.

**Course Objectives:**

Among the course objectives, the student will be able to:

- Understand the nature of interpersonal communication and how it is associated with building relationships.
- Describe how self-concept, self-esteem, and self-awareness are instrumental in communication.
- Explain how types of relationships are affected by communication skills.
- Recognize the elements of individual perception and how perceptions affect interpersonal communication.
- Describe how spoken or verbal messages are central parts of interpersonal relationships.
- Describe how nonverbal messages are part of the communication process.
- Discuss how self-disclosure influences the development of relationships.
- List and describe listening strategies and skills.
- List and describe effective responses that facilitate communication.
- Describe how communication skills are used in problem-solving strategies.
- Give examples of how assertiveness affects communication patterns in relationships.
- Describe how interpersonal conflicts can be managed and resolved through communication strategies.
- Identify effective group leadership and facilitator strategies and skills.
- Recognize the value and richness of cultural differences and increase intercultural communication skills.
- Describe new developments in communication via the Internet.
- Identify basic communication skills in facilitative and helping relationships.

**Required Course Text:** The text is included in the course software, along with lectures, learning activities and other resources.

Myrick, R.D.& Myrick, L.S. (2006). Interpersonal Communication Skills (downloadable software program). Sarasota, FL: Faulkner Press.

NOTE: The course materials may be purchased online only directly from the publisher at <http://www.faulknermedia.com>

**Supplemental Books and Links:** The following, while not required reading, are recommended as references and resources.

Adler, R.B., Rosenfeld, L.B., & Proctor, R.F. (2001). Interplay: Process of Interpersonal Communication (8th edition). Fort Worth, TX: Harcourt College Publishers.

Beebee, S. Beebee, S., & Redmond, M. (2002). Interpersonal Communication (3rd edition). Boston: Allyn and Bacon.

Devito, J.A. (2001). The Interpersonal Communication Book (9th edition). NY: Addison Wesley Longman.

Devito, J.A. (2002). Messages: Building Interpersonal Communication Skills. Boston: Allyn & Bacon.

Myrick, R.D. (2003). Developmental Guidance and Counseling. Minneapolis, MN: Educational Press Corporation.

Professional Journal Articles and Links: Using the GSU library and Internet, students can be directed to journal articles and websites via hyperlinks.

## IMPORTANT INFORMATION AND GUIDELINES FOR THIS COURSE

### **Communication**

Email is an essential communication tool for important class information, so make sure your GSU email address is functioning properly. Then, check it on a daily basis throughout the term for course-related messages.

Students who email the professor regarding a question or concern will be answered as soon as possible. Those who are concerned about not completing an assignment on time are expected to contact the instructor prior to the due date.

On occasion, announcements will be posted in the News & Events section of the course software main menu and will also appear under News in My Account at the Faulkner Media website.

### **Course Materials**

The course text and lecture presentations are accessed via a published software program. The software also includes *self-assessments*, *interactive learning activities*, *video clips*

and Internet links. In addition, there are class announcements, secure online exams and practice questions for each topic. For security purposes, only one student per registered software product can access the online exams.

### **Course Structure & Requirements**

There are no class meetings on campus to attend. For the most part, you work independently, at the time and place of your choosing and at your own pace. You will use the course software to complete the assigned readings and lecture presentations in preparation for four online exams scheduled throughout the term. It is strongly recommended that you use the optional practice tests for each topic as part of your preparation as well. Your course grade will be derived from your four online exam scores.

### **The Course Software: 4 Major Components**

When you open the course software, you will see a menu box in the center of your screen. There is a section called Help & Quicklinks and one called News & Events, where you can see exam codes, course updates and other announcements when you are online. The four major components are:

**Component 1: View Online Resources** – You must be online for this option to function. Selecting it will take you to the login for your My Account page on the Faulkner Media website. Here, you can verify your exam scores, read all news announcements and access other resources.

**Component 2: View Textbook Material (Library)** – Click this menu item to access the readings from the course text. The menu leads to the 14 topical areas that comprise the four sections of the course. This is the first step in learning about each topic and proceeding through the course section by section.

**Component 3: View Presentations** – Selecting this option is the next step in studying a topic. The mini-lectures with slides and images for each topic offer additional insights and examples to enhance your understanding. Use the upper left menu tab to select a topic. Experiment with the slide and audio controls at the top of the window to find the options that work best for you. Read the textbook selection about a topic first and then view the related presentation.

**Component 4: Exercises & Assessments** – This component provides access to the four online exams as well as practice tests and interactive games for each topic that can help you study and prepare for exams.

**Practice Choice Questions:** Select this option from the Assessment menu to access **Practice Tests** for each topic.

**Choice Game:** Select this option to access a game version of the practice tests.

**Online Exercises:** Select this option from the Assessment menu when it is time to complete **Online Exams**.

See the handout [How to Study](#) to learn more about how to proceed through the course successfully.

## **Practice Assessments (Practice Tests and Games)**

The practice questions are based on the readings and lectures and organized by topic. Each Practice Test for a topic consists of 10 items randomly drawn from a pool of about 35-55 questions. Choice Games are timed and have options to make some items easier. A game consists of as many items as you can answer in the allotted time.

Using the practice activities increases your familiarity with the topics as well as the format and content of potential exam questions. They are highly recommended as a study aid and students are not required to submit their practice scores.

To learn more about practice assessments and how to take them, see the handout [Using Practice Assessments](#).

## **Scheduled & Timed Online Exams**

There are four scheduled online exams, one per section of course material. The items for each student's exam are randomly selected from a large pool of questions, making each exam unique. Shortly before each exam period, the required 3-digit access code will be announced in the News & Events section of the software Main Menu and via class email.

### **Important things to remember:**

- You must be online with your browser set to accept cookies.
- Make sure you enter the access code correctly.
- An exam must be completed during a single 50-minute sitting.
- An exam access code can be used only ONE time.

For more information on how to access and take online exams, see the handout [Completing Online Exams](#).

## **Course Assignments and Schedule**

The course content, which is accessed via the software program, is divided into four sections that cover a total of 16 topics (4 per section).

For each topic, students have:

- (1) A textbook assignment to read (View Textbook Material)
- (2) A mini-lecture/slide presentation to listen to and view (View Presentations)
- (3) Practice tests and games (Exercises & Assessments)

After each section of topics, students complete an online exam. The following schedule is designed to help students give attention to the material covered in each section, have adequate time to review for each exam and complete the course on time. All four exams must be completed by midnight of August 1<sup>st</sup>.

**MYACCOUNT:** MyAccount is your personal webpage in the Faulkner Press navigation system. Go to Faulkner Press: <http://www.faulknerpress.com> and login to your personal account.

At your MyAccount, you can view and verify your exam scores. If your score is posted here, then it has also been posted to the professor's online grade book. It's a good idea to keep a personal record of your exam scores.

If you don't see your score in your MyAccount, then contact Faulkner Press Help Desk for assistance. You may have to resubmit your exam score and can be coached through the process.

**Communication:** As this is a web course, email is our main communication tool. Check your GSU email regularly. If your mailbox is full, then class messages will bounce back. Also check the News & Events window of the course program for periodic announcements, updates and for the three-letter codes needed to access exams.

**Scheduled and Timed Online Exams:**

Students are expected to complete each exam during a single 50-minute session. The exam can be taken anytime within a three-day exam period (Monday - Wednesday). Please note the topics and exam dates below.

**Exam 1** **Take Exam: June 18-20**

Section I: Understanding the Basics of Interpersonal Communication (Topics 1-4)

1. Nature of Interpersonal Communications
2. Communication and Self-Concept
3. Communication and Relationships
4. Interpersonal Perception

**Exam 2** **Take Exam: July 02-05**

Section II: Sending and Receiving Messages (Topics 5-8)

5. Verbal Communication
6. Nonverbal Communication
7. Self-Disclosure
8. Listening

**Exam 3** **Take Exam: July 16-18**

Section III: Responding to Messages and Managing Relationships (Topics 9-12)

9. Responding
10. Problem-Solving
11. Assertiveness
12. Conflict Management

**Exam 4** **Take Exam: July 30-Aug.01**

Section IV: Expanding Communication Horizons (Topics 13-16)

13. Communication in Groups
14. Diversity and Communication
15. Cyberspace Communication
16. Helping Relationships

**Access Codes.** Prior to each exam period, you will receive the required three-letter access code via Class News & Events window of the program. To access an exam, click on Exercises and Assessments in the main menu and scroll down to the appropriate exam.

Enter the access code and complete the exam. Once you complete the exam, select Grade in the assessment menu and your score will be submitted automatically to the

professor's online grade book and your MyAccount page. You can verify your score by going to your MyAccount at <http://www.faulknerpress.com>.

**Please note that when taking an online exam:**

You must be connected to the Internet.

You must deactivate your Instant Messaging.

You can get technical help, if needed, from the Faulkner Press Help Desk

**Attendance Policy and Final Grades:**

The following actions are used to reflect required participation: 1) purchasing materials, 2) registering materials with Faulkner Press and 3) completing online exams as scheduled. Practice tests are for your use only and are not a factor in determining final grades. However, it is possible, if necessary, to monitor the amount of time students spend interacting with the course materials and using the practice questions.

Final grades will be based on accumulated scores or points from the four exams. All exams must be completed within the semester.

**TECHNICAL ASSISTANCE:**

This course is not accessed via uLearn and does not use GSU technical services. Instead, it uses software and navigational systems developed by Faulkner Press and administered by Faulkner Media, who also provides all technical assistance. A variety of resources and technical assistance options are available.

- Read the Courseware Guide at the Faulkner Media online Help Desk <http://www.faulknermedia.com/help/> to learn about navigating the software.
- Check out the articles about common software issues and technical questions also located at the Faulkner Media online Help Desk at <http://www.faulknermedia.com/help/>.
- If you can't resolve the issue on your own, contact the help staff directly.  
By email to: [questions@faulknermedia.com](mailto:questions@faulknermedia.com)  
By calling toll-free: 1-866-428-2346

**Evaluation and Grading Criteria:**

The four online exams determine final grades for the course. Each exam is comprised of 50 items worth two points each. Thus, each exam is worth 100 points and the total for the course is 400 points. Practice tests in Exercises and Assessments help you prepare for an exam, but they are for your study purposes only and do not apply toward the final grade. They do not need to be submitted.

Online exam scores are reported in percentages (i.e., 92% = 92 points). Final grades are based on the following scale, which conforms to GSU policies.

<u>Points</u>	<u>(%)</u>	<u>Grade</u>
0-236	(0-59)	F

238-249	(60-62)	D-
250-265	(63-66)	D
266-277	(67-69)	D+
278-289	(70-72)	C-
290-305	(73-76)	C
306-317	(77-79)	C+
318-329	(80-82)	B-
330-345	(83-86)	B
346-357	(87-89)	B+
358-369	(90-92)	A-
370-400	(93-100)	A

The course syllabus provides a general plan for the course; deviations may be necessary.



**Attendance Policy:**

The following actions are used to reflect required participation: 1) purchasing materials, 2) registering materials with Faulkner Press and 3) completing online exams as scheduled. Practice tests are for your use only and are not a factor in determining final grades. However, it is possible, if necessary, to monitor the amount of time students spend interacting with the course materials and using the practice questions.

**Make-up Exams and Other Work Policy:** In some circumstances, particularly if a low score is made, then a make-up exam may be arranged at the professor's discretion. There are no extra credit assignments. Final grades will be based on accumulated scores or points from the four exams. All exams must be completed within the semester.

**TECHNICAL ASSISTANCE:**

Faulkner Press Help Desk staff can provide technical assistance. You can access it by going to: <http://www.faulknerpress.com/> and select Help Desk.

For personal assistance, you can send an email to [questions@faulknerpress.com](mailto:questions@faulknerpress.com)

Or, call the toll-free number 1-866-428-2346.

Please contact the Faulkner Press Help Desk if you have any technical questions or concerns--including downloading the software, navigating the software or course site, accessing online exams or verifying exam scores via your My Account. You will find them friendly and helpful.