

**CPS 3300: Interpersonal Communication Skills
(Section 87951)
Georgia State University
Fall, 2009**

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Counseling & Psych Services: 404 413-8010

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. There are no prerequisites.

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:

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.

Course Materials:

Myrick, R.D. & Myrick, L.S. (2006). *Interpersonal Communication Skills* (Course Guide). Sarasota, FL: Faulkner Press.

Please NOTE: You can ONLY purchase the courseware directly online from Faulkner Press. No other books or materials are needed as everything is contained in the courseware.

(<http://www.faulknerpress.warecom/interpersonal>).

Supplemental Books as References (not required):

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 Media Corporation.

Professional Journal Articles and Links:

Using the GSU library and Internet, students can be directed to professional journal articles via hyperlinks.

IMPORTANT INFORMATION AND GUIDELINES FOR THIS COURSE

Courseware & Faulkner Press (Media). The courseware is downloaded directly to your personal computer from Faulkner Media. You must purchase and register your courseware with Faulkner Media. The basic steps are found in the Welcome Letter for this course.

Please note that we do not use ULearn or GSU technical services. Everything is channeled through Faulkner Media, including all technical assistance.

Course Structure. The course courseware provides readings, lectures, study activities, class announcements and links to the Internet. There are no class meetings on campus. You work independently, at the time and place of your choosing and at your own pace. However, you need to take the four exams as scheduled (See below).

Course Requirements: Students read reference material, listen to lectures, view slides, and work with practice questions in preparation for four online exams. The final course grade is derived from the accumulative scores on the four exams.

The Courseware: 4 Major Components. When you open the course courseware, you will see a menu box in the center of your screen. The four basic components of the main menu are View Online Resources, View Textbook Material, View Presentations, and Exercises & Assessments.

View Online Resources: General class announcements, including online exercise codes and links to web pages, are stored here. The messages are visible only when you are online. Current messages are also displayed at your MyAccount.

View Textbook Material (Library): Click here to access the course text and readings. The menu leads to the 16 topical areas (4 per section). This is the first step in proceeding through the course, section by section.

View Presentations: The course mini-lectures and accompanying slides and images are located here. The presentation for each topic offers 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 about a topic first (Library) and then View Presentation. It is the second recommended step to take in studying for each exam.

Exercises & Assessments: This component includes the four online exams as well as practice tests (Practice Choice Questions) and interactive games (e.g. crossword puzzles) that you can use as part of your study and preparation.

Practice Choice Questions: After selecting Exercises & Assessments from the courseware menu, select this option from the Assessment menu to access practice tests for each topic.

A practice test consists of 10 items randomly drawn from a pool of items based on the readings and lectures for a particular topic. Each time you take a practice test, the items you answered correctly are removed from the available practice test pool for that topic. This allows you to test yourself on all the items in the pool. There are about 35-55 practice questions for each topic, making a pool of about 125-140 for each online exam.

While the practice tests are not required and are not submitted, they are highly recommended as a study aid. They are for your use only. Working with the practice tests increases your familiarity with the topics as well as the format and content of potential exam questions.

Online Exams (Exercises): Select this option from the Assessment menu to complete the four online exams and submit your scores to the online grade book. Please note the section Scheduled & Timed Online Exams for the exam schedule and procedure.

An exam covers one section (4 topics) of reading and lecture material. Approximately 70% of the items on an exam will be randomly drawn from the pools of practice questions for

the topics it covers. The other 30% are randomly drawn from a different pool of questions that students do not see. However, the practice tests include questions that reflect the content of these items. Each student's exam is unique, in that the 50 items are randomly drawn from the hidden and practice question pools.

News & Events Window. There is also a News & Events section (lower left corner). You must be online to see the posted announcements. All exam access codes are posted there.

MYACCOUNT:

MyAccount is your personal webpage in the Faulkner Media navigation system. Go to Faulkner Media: <http://www.faulknermedia.com/> and login to your personal account.

Exam Scores: 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 Media for assistance. You may have to resubmit your exam score and the help desk can coach you through the process.

Communication: As this is a web course, email is a main communication tool for important class information and updates. Be sure to check regularly the email address that GSU has on file for you. If you let your mailbox get too full, then class messages will bounce back. Also check the News & Events window for periodic announcements, updates and for the three-letter codes needed to access exams.

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-
373-400	(93-100)	A
396 and above		A+

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 (Wednesday-Friday). Please note the topics and exam dates below.

Exam 1

Due: Sept. 9-11

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

Due: Oct.7-9

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

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

Exam 3

Due: Nov.4-6

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

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

Exam 4

Due: Dec.9-11

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 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.faulknermedia.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 Media Help Desk

Attendance Policy:

The following actions are used to reflect required attendance and participation: purchasing materials, registering courseware with Faulkner Media and completing online exams.

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, make-up exams 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 Media Helpdesk staff can provide technical assistance. You can access it by going to: <http://www.faulknermedia.com/> and select Help Desk.

For personal assistance, you can send an email to questions@faulknermedia.com

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

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