

WILMINGTON UNIVERSITY
COLLEGE OF SOCIAL & BEHAVIORAL SCIENCES
BASIC COURSE INFORMATION

COURSE TITLE: Interpersonal Communication Skills

COURSE NUMBER: PSY 309

I. COURSE DESCRIPTION:

The scope of the course encompasses communication in a variety of settings and roles - family and work, personal, and professional. The issues of gender and culture and their impact on both sending clear messages and receiving and understanding them is a critical part of the course.

II. MAJOR INSTRUCTIONAL GOALS:

GOAL A:

Understand interpersonal communication, and the process of communication via a "communication model".

Learning Outcomes: The student will be able to:

- A-1 Define communication.
- A-2 Explain the communication process.

GOAL B:

Understand the principles of interpersonal communication.

Learning Outcomes: The student will be able to:

- B-1 Identify and demonstrate methods of non-verbal communication.
- B-2 Identify and demonstrate the difference between pseudo and active listening.
- B-3 Identify and use the component parts of active listening.
- B-4 Make accurate reflective statements.

GOAL C:

Understand the impact of perception, culture, gender, and self concept on

