



ORIGINAL COURSE IMPLEMENTATION DATE: September 2017
 REVISED COURSE IMPLEMENTATION DATE: January 2025
 COURSE TO BE REVIEWED (six years after UEC approval): May 2030
 Course outline form version: 26/01/2024

OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

Note: The University reserves the right to amend course outlines as needed without notice.

Course Code and Number: CMNS 140	Number of Credits: 3 Course credit policy (105)										
Course Full Title: Interpersonal Skills for the Workplace Course Short Title: Interpersonal Skills Workplace											
Faculty: Faculty of Humanities	Department (or program if no department): School of Communication										
Calendar Description: Focuses on interpersonal communication primarily between two people and within small groups. Students reflect on how their own behaviours and responses affect others and use their knowledge of communication theories to analyze scenarios and case studies and to inform practical application of skills.											
Prerequisites (or NONE):	None.										
Corequisites (if applicable, or NONE):											
Pre/corequisites (if applicable, or NONE):											
Antirequisite Courses <i>(Cannot be taken for additional credit.)</i> Former course code/number: Cross-listed with: Equivalent course(s): <i>(If offered in the previous five years, antirequisite course(s) will be included in the calendar description as a note that students with credit for the antirequisite course(s) cannot take this course for further credit.)</i>	Course Details Special Topics course: No <i>(If yes, the course will be offered under different letter designations representing different topics.)</i> Directed Study course: No <i>(See policy 207 for more information.)</i> Grading System: Letter grades Delivery Mode: Face-to-face only Expected frequency: Annually Maximum enrolment (for information only): 28										
Typical Structure of Instructional Hours <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Lecture/seminar</td> <td style="width: 20%; text-align: center;">30</td> </tr> <tr> <td>Tutorials/workshops</td> <td style="text-align: center;">15</td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> </tr> <tr> <td style="text-align: right;">Total hours</td> <td style="text-align: center;">45</td> </tr> </table>	Lecture/seminar	30	Tutorials/workshops	15					Total hours	45	Prior Learning Assessment and Recognition (PLAR) PLAR cannot be awarded for this course because: this is a process course which includes personal reflection and application of skills to a variety of scenarios.
Lecture/seminar	30										
Tutorials/workshops	15										
Total hours	45										
Scheduled Laboratory Hours Labs to be scheduled independent of lecture hours: <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	Transfer Credit <i>(See bctransferguide.ca.)</i> Transfer credit already exists: Yes Submit outline for (re)articulation: No <i>(If yes, fill in transfer credit form.)</i>										
Department approval	Date of meeting: March 1, 2024										
Faculty Council approval	Date of meeting: March 8, 2024										
Undergraduate Education Committee (UEC) approval	Date of meeting: May 17, 2024										

Learning Outcomes *(These should contribute to students' ability to meet program outcomes and thus Institutional Learning Outcomes.)*

Upon successful completion of this course, students will be able to:

1. Discuss the basic principles of effective interpersonal communication.
2. Identify barriers to effective communication.
3. Explain how their own emotions, perceptions, values, and beliefs shape their personal and professional interactions.
4. Identify the impact of cultural background on interpersonal communication by analyzing various cultural communication norms including those of First Peoples.
5. Analyze verbal and non-verbal communication.
6. Discuss the power of language, tone, and voice in interpersonal communication, especially related to definition and practice of equity, diversity, and inclusion.
7. Describe the effects of technology on interpersonal communication.
8. Analyze case scenarios to determine interpersonal communication strategies.
9. Demonstrate active listening and giving and receiving constructive feedback.

Recommended Evaluation Methods and Weighting *(Evaluation should align to learning outcomes.)*

Final exam:	15%	Assignments:	75%	Quizzes/tests:	10%
	%		%		%

Details:

Assignments may include:

Self-reflection paper	20%
Interaction critiques and analyses of workplace scenarios	35%
Self-evaluations of recorded role-play exercises	20%
Quizzes/tests	10%
Final exam	15%

NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.

Typical Instructional Methods *(Guest lecturers, presentations, online instruction, field trips, etc.)*

Lecture, experiential learning using case studies, demonstration of skills, role playing, recording with feedback and reflection, and group discussions.

Texts and Resource Materials *(Include online resources and Indigenous knowledge sources. [Open Educational Resources](#) (OER) should be included whenever possible. If more space is required, use the [Supplemental Texts and Resource Materials form](#).)*

Type	Author or description	Title and publication/access details	Year
1. Textbook	DeVito, J.	<i>Messages: Building interpersonal communication skills</i> , 5 th Can. Ed. Toronto: Pearson	2016
2. Article	Sonal, S.	Social media platforms and the paradigm shift in interpersonal communication. <i>IUP Journal of Soft Skills</i> . Mar 2022, Vol. 16 Issue 1, p23-30	2022
3. Article	Kick, A.L, Contactos-Sawyer, J. & Thomas, B.	How Generation Z's reliance on digital communication can affect future workplace relationships. <i>Competition Forum</i> , 13 (2), 214-222.	2015
4.			
5.			

Required Additional Supplies and Materials *(Software, hardware, tools, specialized clothing, etc.)***Course Content and Topics**

- Foundations of interpersonal communication models and theories
- Challenges in interpersonal communication
- The role of reflection
- Culture
- Perception of self and others
- Listening
- Verbal and nonverbal communication
- Emotion in professional communication situations
- Relationships and handling conflict
- Effective evaluation strategies