

EFFECTIVE: JANUARY 2007
CURRICULUM GUIDELINES

Education

Effective Date:

January 2007

Faculty of Child, Family and
Community Studies
*Classroom and Community
Support*

D: **Working with Others**

E: **3**

| Descriptive Title | Semester Credits |
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| <p>tion:</p> <p>Course emphasizes the development of communication versatility in working with people. Explore and apply interpersonal and facilitation skills such as information gathering, listening, goal setting, active listening, assertiveness and conflict resolution. Models that address self and others, and cultural sensitivity will be presented for examination and practice.</p> | |
| <p>contact Hours to Type of Instruction Methods</p> <p>of Instructional Delivery and/or Media:</p> | <p>H: Course Prerequisites:</p> <p>None</p> |
| <p>Methods:</p> | <p>I: Course Corequisites:</p> <p>None</p> |
| <p>Contact Hours: (per week / semester or)</p> | <p>J: Co</p> |
| <p>Classes per Semester:</p> <p>1 ranging over 1 to 15 weeks</p> | <p>K: Maximum Class Size:</p> <p>30</p> |

M: Course Objectives / Learning Outcomes

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

- 1. Describe and apply theories of effective interpersonal communication across a variety of contexts.**
 - Describe key theories and essential elements of effective communication
 - Listen actively to colleagues in a classroom context
 - Accurately reflect content and relational messages
 - Explain the impact of relationship and context on communication
 - Consider the significance of culture in interpersonal communication
- 2. Examine interpersonal communication style.**
 - Assess own communication style using a variety of methods
 - Consider an area of own communication for development
 - Design a plan to address this area of communication
 - Implement a plan to address this area of communication
 - Write an analysis of the plan and its outcome
 - Interpret the significance of own culture and communication style
- 3. Consider assertiveness and conflict resolution as significant elements of communication.**
 - Describe elements of assertiveness
 - Explain typical barriers to assertive communication
 - Describe at least one model of conflict resolution
 - Analyze the relationship between assertiveness and conflict resolution
 - Explore cultural implications in understanding assertiveness and addressing conflict
- 4. Apply basic principles of feedback in several communication contexts.**
 - Explain at least one model for offering feedback
 - Provide feedback to colleagues
 - Consider feedback from colleagues, instructors and field experience
 - Integrate feedback and experience into practice
 - Incorporate feedback in self assessment

N: Course Content:

The following global ideas guide the design and delivery of this course:

- **Working relationships are effective when**
 - § stakeholders are involved
 - § practitioners develop and maintain caring and respectful relationships based on non judgmental listening, reflection and effective feedback
 - § clear boundaries are maintained
 - § there is a climate of trust and safety
 - § there is clarity regarding the role and purpose of the relationship
- **Individuals reach adulthood with communication styles which have effectively served them. It is important to examine communication style and skills for effectiveness in developing satisfying interpersonal and working relationships.**
- **Conflict is a natural part of interpersonal relationships. It provides an opportunity for self-discovery, creative communication, increased intimacy, problem resolution and personal growth.**
- **Practitioners must recognize their personal style of interacting with others and, building on that style, develop appropriate and effective skills for communicating with others in the workplace. This requires versatility, flexibility, sound judgment, and sensitivity.**
- **When working with others, it is necessary to have effective communication skills, appropriate assertiveness skills, understanding of cultural diversity, and respect for the rights of self and others. This includes the ability to reflect on events, to talk about feelings, to set boundaries and to advocate for self and others.**

O: Methods of Instruction

- **Lecture**
- **Group work**
- **Student Presentations**
- **Guest Speakers**
- **Audio-visual Presentations**

P: