

DISCLAIMER: This course outline is only a sample and is subject to change. Course materials, assignments, dates, and weighting will vary depending on delivery format and instructor.

Territory Acknowledgement

We acknowledge and respect the lək'wəŋən peoples on whose traditional territory the university stands and the Songhees, Esquimalt and W̱SÁNEĆ peoples whose historical relationships with the land continue to this day.

Interpersonal Business Communication

BMBA 120

Course Description

The primary goal of this course is to assist in improving the effectiveness of your interpersonal communication in a workplace and personal setting. As a participant, you will be challenged to examine the way you communicate, the effect that your communication has on others and the application of the course material in a workplace setting. This is a dynamic course structure, one that will require introspection and involvement.

This course examines communication from many perspectives and explores the skills that improve interpersonal communication, the communication between two people. The course will help to develop effective communication approaches for personal and workplace relationships through a thorough study of communication concepts.

Learning Outcomes

Upon completion of this course, you will be able to:

1. Describe the basic principles behind interpersonal communication;
2. Recognize the skills that work to contribute to interpersonal communication;
3. Identify effective communication strategies that apply to workplace and personal settings; and
4. Describe the relationship between interpersonal communication and conflict.

Resources

Required Textbook: Look: Looking Out Looking In, 4th Cdn Ed. (Cengage/Nelson Publishing)

Note: There is a textbook companion resource called MindTap which will **NOT** be mandatory in this course, but it can be used as an optional study tool. If you would like to use this **optional** tool, you can register at:

<https://login.nelsonbrain.com/course/MTPN8G8ZGN7S>

Additional Resources: Readings outside of the textbook will be linked to from the course Brightspace page.

Weekly Schedule

Week	Topics and Readings
Week 1	Course Overview Introductions Reading: Chapter 1 – A First Look at Interpersonal Communication
Week 2	Reading: Chapter 2 – Communication and Identity
Week 3	Reading: Chapter 3 – Perception
Week 4	Review for Quiz 1 Reading: Chapter 4 – Emotions
Week 5	Case Study #1
Week 6	Reading: Chapter 5 – Language
Week 7	Reading: Chapter 6 – Nonverbal Communication
Week 8	Review for Quiz 2 Reading: Chapter 7 – Listening
Week 9	Reading: Chapter 8 – Communication and Relational Dynamics
Week 10	Reading: Chapter 9 – Improving Communication Climates
Week 11	Case Study #2
Week 12	Review for Quiz 3 Reading: Chapter 10 – Managing Interpersonal Conflict
Week 13	Course Wrap-up

Evaluation

Assignment	Mark
Communication Analysis Paper	10%
Group Case Study Analysis #1	10%
Quiz 1	15%
Communication Check-in	5%
Quiz 2	15%
Group Case Study Analysis #2	10%
Quiz 3	15%
Reflection Paper Peer Review	5%
Communication Reflection Paper	15%
Total	100%

Assignments

Communication Analysis

Using topics from Chapters 1-4, class discussions, and real-life examples, you will analyze your interpersonal communication and set goals to improve specific behaviours for the remainder of the term.

Group Case Study Analyses

In groups of 3-5, you will read, discuss, and answer a series of short questions about a case study.

Communication Check-in

You will respond to a few questions (on Brightspace) regarding your progress on your interpersonal communication goals for the term (set in your analysis paper).

Quizzes

Each quiz will be completed on Brightspace and will consist of 15-20 multiple choice questions and up to 3 short answer questions. Quizzes will have a set time limit and must be submitted before time expires. Quizzes will be open book/open note but must be completed individually. Missed quizzes will be given a score of zero.

Communication Reflection Peer Review and Paper

Your final project will be a reflection paper on how your interpersonal communication has changed throughout the term and areas you want to continue improving.

You are required to post a draft of your paper and review two classmates' papers on Brightspace