

**MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE
COURSE OUTLINE**

Faculty are required to have the outline submitted to the Academic Affairs Office. The course outline is the form used for approval of new courses by the Collegewide Curriculum Committee.

DEPT. SBM **COURSE NO.** 1330

NUMBER OF CREDITS: 1

COURSE TITLE Interpersonal Skills

CATALOG DESCRIPTION This course is designed to assist learners in improving their one-on-one communication skills. The learner will analyze the variables common to interpersonal communication and learn techniques to overcome barriers to effective communication. The learner will analyze the management skills needed to work with a diverse workforce.

AUDIENCE Business Owners, Employees, Entrepreneurs, Manager, Supervisors

FUFILLS MN TRANSFER CURRICULUM AREAS(S) (Leave blank if not applicable)

Area : by meeting the following competencies:

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PREREQUISITES OR NECESSARY ENTRY SKILLS/KNOWLEDGE: Student is a business owner, employee or entrepreneur or by special permission of the instructor.

LENGTH OF COURSE: 16 WEEKS

THIS COURSE IS USUALLY OFFERED:

Every other year Fall Spring Summer Undetermined

Four goals are emphasized in course at Minnesota West Community & Technical College:

- 1) **ACADEMIC CONTENT:** Read manual.
- 2) **THINKING SKILLS:** Define startup group.
- 3) **COMMUNICATIONS SKILLS:** Describe system configuration.
- 4) **HUMAN DIVERSITY:**

TOPICS TO BE COVERED: This course focuses on diversity within work teams, listening skills, identifying communication problems and identifies different styles of communication.

LIST OF EXPECTED COURSE OUTCOMES:

1. Define interpersonal communication process.
2. Utilize interpersonal communication techniques.
3. Determine interpersonal communication barriers.
4. Determine diversity in the work place.
5. Recognize individual differences.
6. Determine communication barriers in organizations.
7. List poor listening habits.
8. Demonstrate effective listening.
9. Analyze nonverbal messages.
10. Demonstrate positive nonverbal feedback.
11. Demonstrate positive verbal feedback.
12. Identify biases.
13. Evaluate messages.
14. Monitor interpersonal communications.
15. Describe conflict types and conditions.
16. List principles of conflict resolution.
17. Practice question techniques.
18. Define discrimination.
19. Understand the basis underlying discrimination.
20. Recognize discriminatory language.
21. Define group dynamics.
22. Identify leadership styles.
23. Utilize appropriate self-disclosure.
24. Recognize concepts of intercultural communication.
25. Role-play diverse perceptions.
26. Differentiate between formal and informal negotiating.
27. Demonstrate interpersonal skills for successful negotiating.
28. Determine when to negotiate.
29. Analyze perception differences.
30. Evaluate self-perception.

LEARNING/TEACHING TECHNIQUES used in the course are:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Collaborative learning | <input checked="" type="checkbox"/> Problem Solving |
| <input checked="" type="checkbox"/> Student Presentation | <input checked="" type="checkbox"/> Interactive Lectures |
| <input checked="" type="checkbox"/> Creative Projects | <input checked="" type="checkbox"/> Individual Coaching |
| <input checked="" type="checkbox"/> Lecture | <input checked="" type="checkbox"/> Films/Videos/Slides |
| <input checked="" type="checkbox"/> Demonstrations | <input type="checkbox"/> Other (describe below) |
| <input checked="" type="checkbox"/> Lab | |

ASSIGNMENTS AND ASSESSMENTS FOR THIS CLASS INCLUDE:

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> Reading | <input checked="" type="checkbox"/> Tests | <input checked="" type="checkbox"/> Individual Projects |
| <input checked="" type="checkbox"/> Oral Presentations | <input checked="" type="checkbox"/> Worksheets | <input checked="" type="checkbox"/> Collaborative Projects |
| <input checked="" type="checkbox"/> Textbook Problems | <input checked="" type="checkbox"/> Papers | <input type="checkbox"/> Portfolio |
| <input checked="" type="checkbox"/> Group Problems | <input type="checkbox"/> Term Paper | |
| <input type="checkbox"/> Other | | |

EXPECTED STUDENT LEARNING OUTCOMES:

See expected course outcomes.

The information in this course outline is subject to revision

Veteran Services: Minnesota West is dedicated to assisting veterans and eligible family members in achieving their educational goals efficiently. Active duty and reserve/guard military members should advise their instructor of all regularly scheduled military appointments and duties that conflict with scheduled course requirements. Instructors will make every effort to work with the student to identify adjusted timelines. If you are a veteran, please contact the Minnesota West Veterans Service Office.

To receive reasonable accommodations for a documented disability, please contact the campus Student Services Advisor or campus Disability Coordinator as arrangements must be made in advance. In addition, students are encouraged to notify their instructor.

This document is available in alternative formats to individuals with disabilities by contacting the Student Services Advisor or by calling 800-658-2330 or via your preferred Telecommunications Relay Service.

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