Texts

- **Required**: Communicating for Results: A Guide for Business & the Professions, (8th Ed) Cheryl Hamilton
- **Required**: Core Communication: Skills & Processes, by Sherod & Phyllis Miller
- Additional handouts from instructor (available at [http://faculty.northseattle.edu/wholt/bus236/](http://faculty.northseattle.edu/wholt/bus236/))

**Course Description**

This is an interactive experiential course exploring interpersonal communications, relationships, and interactions in the workplaces we operate in today. It is designed to increase your conceptual understanding, self-awareness, and personal effectiveness in personal relationships in our constantly changing, dynamic, world. You will have the opportunity to learn a conceptual framework along with specific interpersonal skills to help you achieve success in your working relationships. Employers increasingly value employees, who in the midst of the rapid pace of workplace change have the ability to apply strong personal communication skills to all aspects of their job. Those same employers are clearly stating that success is related as much (if not more) to an employee’s personal qualities, as their technical knowledge.

**Learning Goals**

Understand and learn processes and skills to be effective in variety of actual workplace situations including working in teams, dealing with customers, and communicating on the job—both in person, and through online methods.

1. Learn and practice applying methods and skills to actual work situations.
2. Assess and better understand some of the factors in the group dynamics of teams in the workplace, including what roles you play in them, and what you can do to make changes.
3. Gain a better understanding of human relational "systems" (both positive and negative) in an organization — including what happens, how you and others react, and how you can most effectively shift the dynamic in your role.
4. Understand and learn how to adapt to some of the consistent personal challenges in the workplace, including problem solving and managing conflict.
5. Understand the clear value and challenge of human diversity in today's workplace.
6. Gain experience with the interview process and making "front of the group" oral presentations.
NSCC General Education Outcomes
Outcome 4: Access, evaluate, and apply information from a variety of sources and a variety of contexts.
Outcome 6: Work and communicate effectively in groups.

Assessments
This course is highly interactive and experiential in nature. Laboratory work will be in-class in small groups designed to help you learn by application and personal experience. Your regular attendance and participation is required for successful completion. A sign-in sheet (available from the website) will be circulated during the first 1/2 hour of each class session to record attendance. Please make sure that you locate the form and sign-in each week. If you know that you are going to miss an upcoming class, please let me know ahead of time by phone or email.

If you miss class, whether you told the instructor beforehand or not, please check on the class website to get any further handouts, assignments, or other class information.

Between classes, you will be asked to reflect on what you've learned and how it applies to your work situations and in your life. You will use your individual situations, ongoing issues or challenges as examples in upcoming class discussions.

Grading
You will receive more detailed information about grading on a separate sheet.

Important Notes

1. Assignments will be given intermittently throughout the quarter. In addition to the course textbook, I will make available online course content handouts where needed during the quarter. Assignments are due the next class period unless otherwise stated.
2. All work is expected to be turned in on time. Grades on late assignments will be reduced by 0.25 point (on a 4.0 scale) for each class period they're late. Tests will be given after the class meeting date only if previous arrangements are made.
3. Changes may be made in the timing and subjects presented during the quarter as necessary to accommodate guest speakers, presenters, etc.
4. All questions and comments are welcome. Class attendance and participation is important as we experience learning how to learn from each other in our relationships.
5. Due to the nature of the class, the class roster (names only) will be shared with the other members of the class. This information will be used for behavioral observations of each other's communication patterns.

Important Dates

June 23, 2008: 1st day of class
July , 2008: Last day to change audit/credit status
August 11, 2008: Last class day
August 13, 2008: Final Exam
August 15, 2008 Summer quarter ends
I understand that in order to benefit from this program it is important to:

- Attend all sessions
- Complete between-session assignments
- Practice my new skills

I agree that I:

- Have read the syllabus, grading sheet, and schedule.
- Have talked to my instructor/coach about questions or concerns
- Want to learn Interpersonal Communication skills.

Signature: