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INTERPERSONAL COMMUNICATION

Syllabus

COOM-231

3П 1.5

Educational program "Business Administration in Management and International Business"

Quarter/Year: Spring/2024

ECTS Credits: 6

Instructor: Alina F. Cherepynska

US Credits: 3

Contact

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Prerequisites: English Composition II

Course Description

Interpersonal communication plays a key role in building successful relationships at work. To be considered a valuable team player, it's very important to master this essential concept. Verbal and nonverbal communication, listening, negotiating, problem-solving, decision-making and assertiveness are all skills that a person should hone to successfully interact in the workplace. Thus, coursework in communication is especially applicable post-graduation.

This course is designed to help you become aware of the processes and theories of interpersonal communication within and about relationships that impact our personal and professional lives. Through self-analysis, case studies, practical application, and critique of cultural practices, you will examine the influence of communicative behaviors on personal relationships, groups, and society. Concepts include perception, ethics, emotion, conflict, cultural awareness, power, technology, language, nonverbal communication, social media, and listening. Interpersonal Communication is designed to increase your understanding and implementation of effective interpersonal communication behaviors and skills.

Throughout the semester we will examine basic verbal and nonverbal concepts affecting the communication process between individuals in various interpersonal contexts. This course requires you to participate in written and verbal activities designed to develop and improve interpersonal skills.

The international aspect of the discipline includes studying in English and focuses on international culture experience, usage of American textbooks and audio/[video](#) materials.

Course Outcomes

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

PH3. Demonstrate knowledge of theories, methods and functions of management, modern concepts of leadership.

- PH4. Demonstrate skills to identify problems and justify management decisions.
- PH8. Apply management methods to ensure the effectiveness of the organization.
- PH9. Demonstrate skills of interaction, leadership, teamwork.
- PH10. Have the skills to justify effective tools to motivate the staff of the organization.
- PH12. Assess the legal, social and economic consequences of the organization.
- PH14. Identify the causes of stress, adapt yourself and the members of the team to the stressful situation, finding ways to neutralize it.
- PH15. Demonstrate the ability to act socially responsibly and socially consciously on the basis of ethical considerations (motives), respect for diversity and interculturalism.
- PH16. Demonstrate skills of independent work, flexible thinking, openness to new knowledge, be critical and self-critical.

Competencies

- 3K4. Ability to apply knowledge in practical situations.
- 3K11. Ability to adapt and act in a new situation.
- 3K12. Ability to generate new ideas (creativity).
- 3K13. Appreciation and respect for diversity and multiculturalism.
- CK6. The ability to act socially responsibly and consciously.
- CK9. Ability to work in a team and establish interpersonal interaction in solving professional problems.
- CK13. Understanding of the principles and norms of law and use them in professional activities.
- CK15. Ability to form and demonstrate leadership qualities and behavioral skills.

Internationality: The Internationality of Interpersonal Communication presents a comprehensive overview of the theories, concepts and processes that interpersonal communication researchers use to explain a wide variety of social interaction phenomena such as: interpersonal conflict, negotiation, relationship development, interactional adaptation, social influence, and, communication in the workplace, at school and within family life.

Communications

For individual issues, students should contact the professor **ONLY** by given e-mail or by Moodle. In the Subject line they should put: **UACUFirstNameLastName**. E-mail messages will normally be answered within 24 hours.

Note! Only emails sent from the student's corporate email address will be answered.

Attention! Official and only language used for assessment activities is English. Official and only languages used for communication within the University are Ukrainian and English.

Student Responsibilities

Time Commitment

The study of technical courses is cumulative (i.e., an understanding of earlier material is necessary to grasp concepts covered later). Past experience has shown a high correlation between procrastination and low grades. Students must be committed to completing tasks on time.

Technical Aspects

The student is obliged to provide himself/herself with all the necessary technical equipment for the educational process (laptop or computer, webcam, headsets or headphones and microphone), as well as access to the Internet.

Only students signed-in with their own first and last name are allowed into [video](#) lectures in Zoom.

Grading Policy

The course is based on mastery of course outcomes. Student grades for this course will be calculated based on performance.

Note: the minimal grade to pass a subject is 60%.

Graduate Grading Guidelines

The assignment of a letter grade for a course is an indication of the student's overall success in achieving the learning outcomes for the course. The course letter grade may be viewed as a summary statement of the student's achievement in individual assessments (assignments & activities). These assessments are intended to identify for students their strengths as well as those areas in need of improvement. Student work is assessed according to the guidelines below.

Course-level Grading guidelines:

Grade	ECTS Grade	International Grade
90% - 100%	A	5 (Excellent)
83% - 89%	B	4 (Very Good)
75% - 82%	C	4 (Good)
70% - 74%	D	3 (Good)
60% - 69%	E	3 (Acceptable)
35% - 59%	FX	Not acceptable, possible repetition of course

Criteria for grading:

ECTS grade	Requirements for the student
A	The student demonstrated a comprehensive systemic and in-depth knowledge of program material; processed basic and additional literature; obtained a solid grasp of the conceptual apparatus, methods, techniques and tools provided by the program; found creative abilities in the presentation of the educational program material both on this issue and on related modules of the course and related courses, or the student had a current control of 90-100 points
B	The student demonstrated good knowledge of program material; processed the basic literature, mastered the conceptual apparatus, methods, techniques and tools provided by the program, but with some inaccuracies
C	
D	The student showed mediocre knowledge of the core program material; learned information mainly from a lecture course or just one textbook; mastered only certain methods, techniques and tools provided by the program
E	

FX	The student has significant gaps in knowledge of the main program material; fragmentary mastered the basic concepts, techniques and tools; significant mistakes are made when using them
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Maximum total possible points – **300** points incl. (Midterm and Final exam are 50% of overall evaluation, where Midterm – 20% and Final – 30%)

- Test / Assignment / Project – **140** points (35-40% of the total for the course are tasks taken or presented exceptionally during the class)
- Midterm exam – **60** points
- Final exam – **100** points

Student Workload

It is assumed that for each out of 17 class sessions a student spends about 10.5 academic hours of work. This includes 3.5 academic hours of lectures with the instructor and 7 academic hours of personal work. Personal work includes watching [video](#) lectures, extra materials and doing home assignments.

Please pay attention that 1 academic hour equals to 40 minutes.

Assignment Format

- All work should be shown in time. If the student misses the deadline – the task is failed.
- Midterm covered topics from previous lectures (weeks 1-7). It included multiple choice questions and open questions and took about 1 hour.
- The Final exam covered all course material and included multiple choice questions and cases. It lasts for 1.5 hours. Admission to the Final exam is possible only if all the tasks of the curriculum are covered.
- After the Midterm and Final is graded a student has access to the grade only. Access to the attempt, corrects answers and information whether the answer is correct cannot be granted.

Academic dishonesty

- Academic integrity is submitting one's own work and properly acknowledging the contributions of others. Forms of academic dishonesty include:
 Plagiarism — submitting all or part of another's work as one's own in an academic exercise such as an examination, a computer program, or written assignment.
 Cheating — using or attempting to use unauthorized materials on an examination or assignment, such as using unauthorized texts or notes or improperly obtaining (or attempting to obtain) copies of an examination or answers to an examination. Including the use of artificial intelligence and pre-prepared answers to the questions of tasks is prohibited (unless otherwise specified in the task itself or allowed by the instructor).
 Facilitating Academic Dishonesty — helping another commit an act of dishonesty, such as substituting for an examination or completing an assignment for someone else.
 Fabrication — altering or transmitting, without authorization, academic information or records.
- Any violation of these rules constitutes academic dishonesty and is liable to result in a failing grade and disciplinary action. In case of any academic dishonesty a student is not allowed to continue or retake the assessment activity and for the Final the unsatisfactory

grade (“0”) is assigned for the course total. Cases of the academic dishonesty are not considered by the Academic Council.

- Midterm and Final are valid only if they are taken on-campus (room defined by the dean’s office) and on UACU’s computer/laptop or online on the student’s computer/laptop using Zoom and other conditions defined by the dean's office to avoid the cases of academic dishonesty. Students who will not meet this requirement will be expelled from the course with grade “0”.

- In case of missed Midterm or Final exam (for a valid reason like sickness or an emergency) a request to repeat the exam is possible. Permit to repeat a midterm or final exam is done through a letter to the dean's office with request and approval of subject lecturer.

- Submission or retaking of any assessment activities after deadlines are forbidden.

Submission & Return Policy

Assignments must be submitted to the professor on or before the due date indicated in the Course Schedule. The assignments submitted after the due dates receive zero points.

**** NO MAKE –UP QUIZZES AND EXAMS ****

Schedule

Week #	Research Projects	Assignments Due	Points
<u>Lecture 1</u>	Topic: Foundations of Interpersonal Communication Communicate with a clear understanding of the elements of interpersonal communication; communicate with an understanding of the principles of interpersonal communication.	Review Lecture Assignment	10
<u>Lecture 2</u>	Topic: Culture and interpersonal communication Individual and Collective Orientation; High- and Low-Context Cultures; Power Distance; Masculine and Feminine Cultures; High-Ambiguity-Tolerant and Low-Ambiguity-Tolerant Cultures; Long- and Short-Term Orientation; Indulgence and Restraint	Review Lecture Assignment	10
<u>Lecture 3</u>	Topic: Culture and interpersonal communication: <u>Individual project: presentation</u>	Project	10
Lecture 4	Topic: Perception of the Self and Others in Interpersonal Communication Self-Concept; Self-Awareness; Self-Esteem	Review Lecture Assignment	10
<u>Lecture 5</u>	Topic: What is Non-Verbal Communication?	Review Lecture Assignment	10

	Body Gestures; Body Appearance; Facial Communication; Eye Communication; Touch Communication; Paralanguage; Silence Spatial Messages and Territoriality; Artifactual Communication		
<u>Lecture 6</u>	Topic: Principles of Verbal Messages Message Meanings Are in People; Messages Are Denotative and Connotative; Messages Vary in Abstraction; Messages Vary in Politeness; Message Meanings Can Deceive; Messages Can Criticize and Praise; Messages Vary in Assertiveness	Review Lecture Assignment	10
<u>Lecture 7</u>	Topic: Adapting your message to your audience Presentation	Project (<u>presentations</u>)	10
	<i>Midterm (7th or 8th class)</i> <i>20% out of total amount of points for the course</i>		60
<u>Lecture 8</u>	Topic: The process of listening Distractions: Physical and Mental; Biases and Prejudices; Lack of Appropriate Focus; Premature Judgment	Review Lecture Assignment	10
<u>Lecture 9</u>	Topic: Principles of Emotions and Emotional Messages Emotions May Be Primary or Blended; Emotions Are Influenced by Body, Mind, and Culture	Review Lecture Assignment	10
<u>Lecture 10</u>	Topic: <u>Interpersonal Relationships</u> : family relationships, love relationships, friend relationships, working relationships	Review Lecture Assignment	10
<u>Lecture 11</u>	Topic: <u>Interpersonal Relationships</u> : <u>Individual project Presentations</u>	Project	10
<u>Lecture 12</u>	Topic: Preliminaries to Interpersonal Conflict Definition of Interpersonal Conflict; Myths about Interpersonal Conflict; Interpersonal Conflict Issues	Review Lecture Test (<u>quiz</u>)	10
<u>Lecture 13</u>	Topic: Principles of Power Power in the Relationship; Power in the Person; Power in the Message	Review Lecture Test	10
<u>Lecture 14</u>	Topic: Summarizing	Review Lecture Assignment	10

Lecture 15	Final project. Presentations (Part of final exam)	Project	50
	Final (17th class) 40% out of total amount of points for the course (including Final project. Presentations)		50

Recommended Materials

DeVito, Joseph A. The interpersonal communication book / Joseph A. DeVito. -- 13th ed. 2017

Joe Alper (Editor) Interpersonal Communication; National Academies of Sciences, Engineering, and Medicine (Corporate Author); Health and Medicine Division (Corporate Author); Board on Population Health and Public Health Practice (Corporate Author); Roundtable on Health Literacy (Corporate Author) National Academies Press 19 May 2016

Kathryn Rentz; Paula Lentz Business communication: a problem-solving approach First edition. New York, NY: McGraw-Hill Education 2018

Planet Mindful-issue 20, Nov. 2021.- 99 pages

Берещак В. Комунікаційна стратегія в бізнесі. Як досягти максимуму в спілкуванні з аудиторією.—К.: Yakaboo Publishing, 2023. — 200с.


* The above schedule and procedures are subject to change in the event of extenuating circumstances.

*Note: Students who do not attend classes (for no reason) are not allowed to complete their homework assignments.

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Протокол засідання кафедр № 1 від 24.01.2024 року

Проректор з навчально-методичної роботи

 Л.І.Кондратенко

Завідувач кафедри

Г.А.Бевзо

Викладач

А.Ф.Черепинська

