

COURSE OUTLINE

Department & Faculty: Department of Management & Mechanical Engineering Centre for Diploma Studies, SPACE, UTM	Page :
Course Code : Interpersonal Communication (DDWG 3383) Total Contact Hours : 42 hours	Semester: Academic Session:

Lecturer :
Room No. :
Telephone No. :
Synopsis : This course provides basic training in interpersonal communication skills relevant for human relations and for organizational work. It introduces students to the principles and practices necessary for effective human relations. Students will learn about the process of human interaction, and they have the opportunity to integrate theory and the new skills they have acquired. In a nutshell, this course will enable students to understand the role of interpersonal communication in the formation of self-concept, self-esteem, and self-image.

LEARNING OUTCOMES

By the end of the course, students should be able to:

No	Course Learning Outcomes	Programme Learning Outcome(s) Addressed	Taxonomy & Soft Skill Levels	Assessment Methods
1.	Differentiate the communication process, components, and strategies to enhance communication effectiveness,	PLO1	C3	Test Assignments & Presentation Final Exam
2.	Explain the role of self concept, self-esteem and perception in relation to interpersonal perceptions and impressions,	PLO1	C2	
3.	Discriminate issues related to conflict management, cultural diversity, and intercultural communication.	PL01	C3	
4.	Evaluate dimensions of interpersonal relationships, strategies for maintaining relationships, elements of successful teams and strategies for team problem-solving	PLO1	C3	
5.	Practise speaking and listening strategies in group activities. Work collaboratively in a group and changing roles	PL04 PLO5	P3, CS3 A3, TS2	

STUDENT LEARNING TIME

Teaching and Learning Activities	Student Learning Time (hours)
A. Face-to-face Learning 1. Lecture 2. Practical / Tutorial 3. Student Centered Learning B. Self Directed Learning 1. Non face-to-face eg assignments 2. Revision 3. Assessment Preparation C. Formal Assessment 1. Continuous Assessment 2. Final Examination	42 - 40.5 20 10 5 2.5
Total	120

TEACHING METHODOLOGY

Lecture and Discussion, Co-operative Learning, Independent Study, Individual Assignment, Group Assignment

WEEKLY SCHEDULE

Week 1	:	1.0 Introduction to Interpersonal Communication 1.1 The communication process 1.2 Principles of interpersonal communication 1.3 Strategies to enhance communication effectiveness
Week 2	:	2.0 Interpersonal Communication & the Self 2.1 Compare between self concept and self-esteem 2.2 Strategies to enhance self-esteem
Week 3	:	3.0 Perception, Attitude & Behavior 3.1 Compare between perception and interpersonal perception 3.2 Interpersonal perception and of interpersonal communication 3.3 Forming impressions of others and interpreting others' behaviour 3.4 Factors that influence interpersonal perceptions
Week 4	:	4.0 Listening & Responding 4.1 The listening process 4.2 Listening styles 4.3 Barriers to effective listening 4.4 Improving listening and responding skills
Week 5 Test	:	5.0 Verbal Communication Skills 5.1 Culture, words and meaning 5.2 Managing word barriers 5.3 Words and relationship with others 5.4 Approaches to relating to others
Week 6	:	6.0 Non verbal Communication Skills 6.1 Non verbal communication and interpersonal relationships 6.2 Bases for interpreting non-verbal behaviour 6.3 Strategies to interpret non verbal messages
Week 7	:	7.0 Conflict Management Skills

- 7.1 Types of interpersonal conflict
- 7.2 Stages of conflict
- 7.3 Conflict management styles

Week 8 MID TERM BREAK

- Week 9 : 7.0 Conflict Management Skills**
- 7.4 Win-win negotiation strategies
 - 7.5 Conflict management skills to manage emotions and problems to resolve interpersonal differences

- Week 10 : 8.0 Cultural Diversity**
- 8.1 Culture and values
 - 8.2 Barriers affecting intercultural communication
 - 8.3 Strategies to improve intercultural communication

- Week 11 : 9.0 Interpersonal Relationships**
- 9.1 Dimensions of interpersonal relationships
 - 9.2 Power and relationships
 - 9.3 Stages of relational development
 - 9.4 Interpersonal communication skills & strategies for maintaining relationships

- Week 12-13 : 10.0 Team-Building Skills**
- 10.1 Practical strategies for maintaining open communication with colleagues.
 - 10.2 Elements of successful teams
 - 10.3 Team problem solving techniques

- Week 14-1 : Group Project Presentations**

MAIN TEXTBOOK: Beebe, Steven A. *et al.* (2013). *Interpersonal Communication: Relating to Others*, Singapore: Pearson

REFERENCES

1. Mohd Fadzilah Kamsah. (2005). *55 Petua Kerja Berpasukan*, Pahang, D.M.: PTS Publishing ISBN: 9833372104 (PB.)
2. Noraini Ahmad. (2001). *Asertif dan Komunikasi*. Kuala Lumpur: Utusan Publications. ISBN 9676112240 (PB)
3. Ainon Mohd, Abdullah Hassan. (200x). *Seni Bercakap-cakap dan Berbual-bual*. Kuala Lumpur, PTS Millennia Sdn Bhd. ISBN: 983-3604-98-6

GRADING

No.	Assessment	Number	% Each	% Overall
1.	Project Presentation	1	15	15
2.	Assignments (Group discussion)	2	10	20
2.	Test	1	15	15
4.	Final Exam	1	50	50
	Overall Total		100	100