

**INTERPERSONAL COMMUNICATION**  
**Spring 2015 (1/20 – 5/17)**  
**Tues./Thurs.**

**SPEECH 1318.26995.001**

*(NRG - Rm. 4204 12:00 pm – 1:20 pm)*

**SPEECH 1318.27006.015**

*(NRG - Rm. 4201 1:30 pm – 2:50 pm)*



***Instructor: Theresa E. Glenn***

e-mail: [Tglenn2@austincc.edu](mailto:Tglenn2@austincc.edu)

*\*\*\*E-mails will be replied to during office hours.*

**Office Hours:**

**NRG Campus, Rm. 4128-B**

*Mon. 2:00 – 3:00 pm*

*Tues. 9:30 – 11:30 am*

*Wed. (Online ONLY) 2:00 – 3:00 pm*

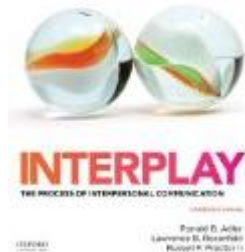
*Thurs. 10:30 – 11:30 am*

*And by appointment*

**NRG Phone 512-223-4897**

*All course materials are loaded in Blackboard (BB) after the class.*

**Course Rationale: *Greetings and welcome to Speech 1318!*** Although this course is usually taken as a requirement for most students, it is my personal goal as an instructor that you leave this semester with information that is valuable to you in your personal and professional lives. Overall, it is my wish that you find the course much more useful than just getting the “required grade”. I believe you’ll find the course challenging, interesting and rewarding as well. Please feel free to visit me during office hours, or contact me via e-mail or telephone with any questions, comments, ideas or concerns that you may have. I look forward to forging ahead together into the world of communication.



**Required Text and Materials:** Adler, R. B., Rosenfeld, L. B., & Proctor, R. F. (2015). *Interplay*, 13<sup>th</sup> ed. New York: Oxford University Press, Inc. ISBN-978-0-19-939048-9

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| <ul style="list-style-type: none"><li>• 3 Green scantrons</li><li>• 1 3-ring binder (optional)</li></ul> | <ul style="list-style-type: none"><li>• Computer access for typed assignments, e-mail and blackboard access.</li></ul> |
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### **Course Description:**

Interpersonal Communication applies communication theory to interpersonal relationship development, maintenance, and termination in friendships, romantic partnerships, families, and workplace relationships. The course explores theories and practice in verbal and nonverbal communication with a focus on interpersonal relationships. This course emphasizes improving interpersonal skills and increasing communication competence in everyday social exchanges. Skills: E

### **Instructor Objectives/Goals:**

- To introduce students to fundamental theories of interpersonal communication.
- To show students how these theories apply to their own experiences.
- To improve students’ communication skills in a variety of interpersonal contexts.

### **Course Units:**

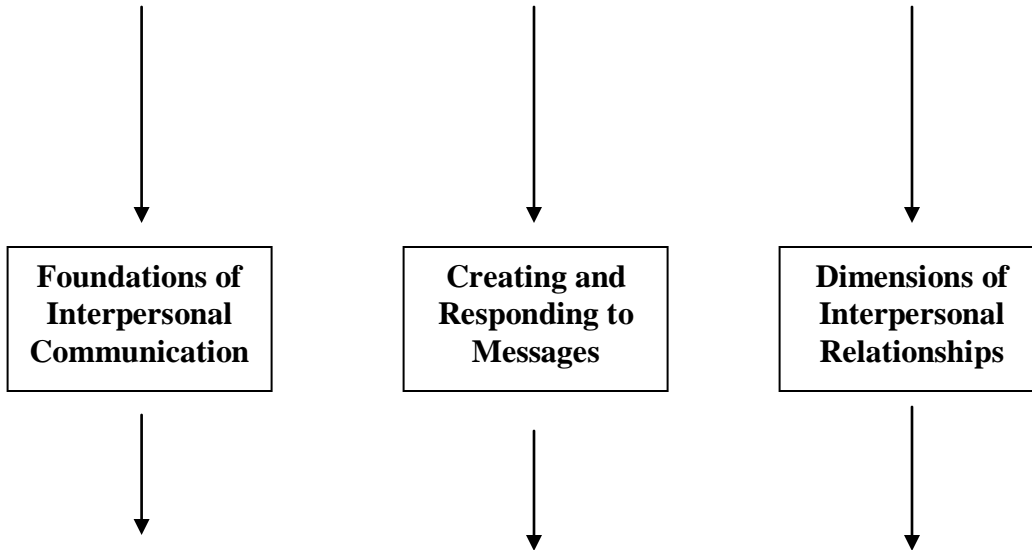
This course is designed to give you a broad overview of some of the topics that fall under the area of speech communication. During the semester, we will cover the following topic areas:

- Foundations of Interpersonal Communication
- Creating and Responding to Messages
- Dimensions of Interpersonal Relationships

### **Course/Student Objectives:**

- Recognize the characteristics of competent communication in dyadic interactions
- Demonstrate the ability to assess the appropriateness and effectiveness of interpersonal strategies used in various interpersonal situations
- Demonstrate skill in selecting and using a variety of communication strategies and responses based on situational contexts, goals, and human needs
- Differentiate between theories that explain interpersonal interaction
- Recognize the ethical dimensions of interpersonal communication
- Recall how perception affects communication and the importance of perception-checking
- Demonstrate the ability to analyze and critique verbal and nonverbal messages in interpersonal interactions
- Evaluate listening habits and demonstrate effective listening skills
- Demonstrate effective interpersonal conflict management principles
- Recognize communication differences between individuals in cultures that affect interpersonal interactions and recall strategies for adapting to cultural differences
- Recall the nature and role of emotions in interpersonal interaction, and competent strategies for expressing emotions
- Identify distinguishing characteristics of interpersonal relationships including family, friendship, romantic, and work

# Interpersonal Communication



<p><i>~ Recognize the characteristics of competent communication in dyadic interactions</i></p> <p><i>~ Differentiate between theories that explain interpersonal interaction.</i></p> <p><i>~ Recognize the ethical dimensions of interpersonal communication.</i></p> <p><i>~ Recall how perception affects communication and the importance of perception-checking.</i></p> <p><i>~ Recognize communication differences between individuals in cultures that affect interpersonal interactions and recall strategies for adapting to cultural differences</i></p>	<p><i>~ Demonstrate the ability to assess the appropriateness and effectiveness of interpersonal strategies used in various interpersonal situations</i></p> <p><i>~ Demonstrate skill in selecting and using a variety of communication strategies and responses based on situational contexts, goals, and human needs.</i></p> <p><i>~ Demonstrate the ability to analyze and critique verbal and nonverbal messages in interpersonal interactions</i></p> <p><i>~ Evaluate listening habits and demonstrate effective listening skills.</i></p> <p><i>~ Recall the nature and role of emotions in interpersonal interaction, and competent strategies for expressing emotions.</i></p>	<p><i>~ Demonstrate effective interpersonal conflict management principles</i></p> <p><i>~ Identify distinguishing characteristics of interpersonal relationships including family, friendship, romantic, and work</i></p>
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### **Course Skill Levels.**

In accordance with H.B. 2183, students who enroll for ACC Speech courses are expected to demonstrate competent English speaking and listening skills:

- “Competence in speaking is the ability to communicate orally in clear, coherent, and persuasive language appropriate to purpose, occasion and audience.”
- “Listening at the college level means the ability to analyze and interpret various forms of spoken communication.”

As a student, you can expect to acquire these abilities only if you honor all course policies, attend class, participate in class exercises and complete assignments in good faith and on time. Students may vary on their achieved competency levels regarding these abilities.

### **Instructional Methodology:**

The class is designed around instructor lecture, working with partners and in small groups, as well as possible individual and group presentations. **Students are expected to contribute to all lectures and activities with questions, ideas and relevant business or personal experiences.**

### **Participation:**

You are strongly encouraged to listen, observe, and participate actively in each class meeting. Because our subject—human communication—occurs between and among people, each class session is treated like a communication laboratory where you will practice applying theory to your everyday communication patterns. Participation will enhance your classroom experience. Although not a “separate” part of the semester grade, students who participate on a consistent basis will be given consideration if in need of a tenth of point to raise their grade one letter grade.

### **Attendance:**

*ACC’s General Policy Statement:*

Regular and punctual class and laboratory attendance is expected of all students. If attendance or compliance with other course policies is unsatisfactory, the instructor may withdraw students from the class.

*Instructor Policy:*

This course emphasizes theoretical and practical aspects of communication, thus, it is important that you attend all class sessions. Attendance will be taken daily. **Students who are absent more than 4 classes (excused or unexcused) will fail the course.** You are expected to arrive to class on time and remain for the entire period. Arriving late (more than 15 minutes) or leaving more than 15 minutes early constitutes one absence.

### **Withdrawal/Incompletes:**

*ACC’s General Policy Statement:*

It is the responsibility of each student to ensure that his or her name is removed from the roll should he or she decide to withdraw from the class. The instructor does, however, reserve the right to drop a student should he or she feel it is necessary. If a student decides to withdraw, he or she should also verify that the withdrawal is submitted before the Final Withdrawal Date. The student is also strongly encouraged to retain their copy of the withdrawal form for their records.

Students who enroll for the third or subsequent time in a course taken since Fall, 2002, may be charged a higher tuition rate, for that course.

State law permits students to withdraw from no more than six courses during their entire undergraduate career at Texas public colleges or universities. With certain exceptions, all course withdrawals automatically count towards this limit. Details regarding this policy can be found in the ACC college catalog.

*Instructor Policy:*

It is the student’s responsibility to withdraw from the course by the **official withdrawal date (4/27/2015)** if personal circumstances prevent progress. Thus, if you stop attending class and do not officially withdraw through the registrar’s office you will receive an “F” as your final grade. I reserve the right to withdraw any student from the course for lack of attendance, lack of progress, disrespectful behavior in the classroom or via

e-mail, unauthorized use of technology in the classroom, disruptive behavior or use of vulgar language as defined by the instructor.

### **Incompletes**

#### *ACC General Policy Statement:*

An instructor may award a grade of “I” (Incomplete) if a student was unable to complete all of the objectives for the passing grade in a course. An incomplete grade cannot be carried beyond the established date in the following semester. The completion date is determined by the instructor but may not be later than the final deadline for withdrawal in the subsequent semester.

#### *Instructor Policy:*

Incompletes are given on rare occasions only in the event of extreme circumstances. A student must have completed a minimum of 75% of the semester’s work, and maintained a “C” average or higher for me to consider an “incomplete.” Please visit with me if the situation arises.

### **Late Work/Missed Exams:**

**No homework will be accepted late without penalty**, even if you were absent the day it was assigned. Work is considered “late” if you do not have it ready when I call for it. Completing it during class or right after class is late. You are responsible for announcements made and homework assigned during a missed class! No excuses. Thus, homework is due on the assigned date. Be sure to check with a classmate or on Black Board or contact me via e-mail. *Homework turned in late will be penalized twenty points (20 pts) each day it is late, not each class period.* You may put it in my box to avoid severe late penalties. I will only accept late work up until one week after the original due date.

Each student will be allowed to make up one missed exam with a 10 pt penalty as long as it is taken within three days of the original exam date (including weekends). Make-up exams may be taken at the NRG testing center only with the instructor’s permission and notification. A make-up may not be taken after the 3 days. Any additional make-up exams or late work will only be accepted due to an excused absence or an extreme circumstance, and even under those circumstances an additional penalty of 10 points will be assessed. You are expected to contact me regarding a missed exam/presentation prior to the next class period otherwise no make-up work will be allowed. *Note:* Make-ups are **not** allowed for the group problem-solving meeting or the individual final speech unless you have an excused absence as defined below.

Excused absences require documentation verifying one of the following: a) required military service; b) you are hospitalized/doctor’s note; c) funeral attendance for a member of your family; or d) your first enrollment in the course occurred after it began. Being absent for work related or other school activities or planned vacations, etc. will count toward your allotted four absences and do not count as “excused” absences. You must plan accordingly to be successful!

### **Testing Center Policy**

Students using the Academic Testing Center must govern themselves according to the “Student Guide for Use of ACC Testing Centers” and should read the entire guide before going to take the exam. To request an exam, one must have:

<a href="#">ACC Photo ID</a>	Course Synonym (e.g., 26995)
Course Abbreviation (e.g., SPCH)	Course Section (e.g., 001)
Course Number (e.g., 1318)	Instructor's Name: GLENN

Do NOT bring cell phones to the Testing Center. Having your cell phone in the testing room, regardless of whether it is on or off, will revoke your testing privileges for the remainder of the semester. ACC Testing Center policies can be found at <http://www.austincc.edu/testctr>.

### **Student and Instructional Services:**

ACC strives to provide exemplary support to its students and offers a broad variety of opportunities and services. Information on these services and support systems is available at: <http://www.austincc.edu/support/>

Links to many student services and other information can be found at: <http://www.austincc.edu/>. ACC Learning Labs provide free tutoring services to all ACC students currently enrolled in the course to be tutored. The tutor schedule for each Learning Lab may be found at: <http://www.austincc.edu/tutor>. For help setting up your ACCeID, ACC Gmail, or ACC Blackboard, see a Learning Lab Technician at any ACC Learning Lab.

<b>Northridge Campus Testing Center (NRG)</b> Rm. 3237 Phone: 223-4735
<b>Northridge Campus Learning Lab</b> Rm 4119 512.223.4813

**Scholastic Dishonesty:**

A student attending ACC assumes responsibility for conduct compatible with the mission of the college as an educational institution. Students have the responsibility to submit coursework that is the result of their own thought, research, or self-expression. Students must follow all instructions given by faculty or designated college representatives when taking examinations, placement assessments, tests, quizzes, and evaluations. Actions constituting scholastic dishonesty include, but are not limited to, plagiarism, cheating, fabrication, collusion, and falsifying documents. Penalties for scholastic dishonesty will depend upon the nature of the violation and may range from lowering a grade on one assignment to an “F” in the course and/or expulsion from the college. See the Student Standards of Conduct and Disciplinary Process and other policies at <http://www.austincc.edu/current/needtoknow>

**Students with Disabilities:**

Each ACC campus offers support services for students with documented disabilities. Students with disabilities who need classroom, academic or other accommodations must request them through the office of Student Accessibility Services (SAS). Students are encouraged to request accommodations when they register for courses or at least three weeks before the start of the semester, otherwise the provision of accommodations may be delayed.

Students who have received approval for accommodations from SAS for this course must provide the instructor with the ‘Notice of Approved Accommodations’ from SAS before accommodations will be provided. Arrangements for academic accommodations can only be made after the instructor receives the ‘Notice of Approved Accommodations’ from the student.

Students with approved accommodations are encouraged to submit the ‘Notice of Approved Accommodations’ to the instructor at the beginning of the semester because a reasonable amount of time may be needed to prepare and arrange for the accommodations. Additional information about the Office for Students with Disabilities is available at <http://www.austincc.edu/sas/>. (NRG: 512-223-4725)

**Student Rights and Responsibilities:**

*ACC General Policy Statement:*

Students at the college have the rights accorded by the U.S. Constitution to freedom of speech, peaceful assembly, petition, and association. These rights carry with them the responsibility to accord the same rights to others in the college community and not to interfere with or disrupt the educational process. Opportunity for students to examine and question pertinent data and assumptions of a given discipline, guided by the evidence of scholarly research, is appropriate in a learning environment. This concept is accompanied by an equally demanding concept of responsibility on the part of the student. As willing partners in learning, students must comply with college rules and procedures.

*Instructor Policy:*

Each student is strongly encouraged to participate in class. In any classroom situation that includes discussion and critical thinking, there are bound to be many differing viewpoints. These differences enhance the learning experience and create an atmosphere where students and instructors alike will be encouraged to think and learn. On sensitive and volatile topics, students may sometimes disagree not only with each other but also with the

instructor. It is expected that faculty and students will respect the views of others when expressed in classroom discussions. No disrespectful, insulting, demeaning or threatening language will be tolerated in class or on-line. Students will be dropped from the class for use of such language or actions.

### **Cell Phones, Lap Tops, Electronic Gadgets & Classroom Distractions:**

No cell phones, tablets, lap tops, vapor cigarettes or any other electronic devices are allowed during class unless permission is granted by the instructor. You are responsible for making sure that they are turned off and headphones are off your head. Text messaging or playing electronic games during class will not be tolerated. Working on or reading material from another class is not acceptable. **One point will be deducted from your final grade each time your phone, use of electronic devices or behavior is a distraction to me or the class.** I may also confiscate your gadget and/or ask you to leave the class for the remainder of the period. The penalty will be tracked in your BB gradebook. Laptop computers are NOT allowed during class time unless permission is granted by the professor to you personally (there is a form to sign) or required by the SAS staff. I reserve the right to withdraw students from the class for more than 3 offenses.

### **Student Standards of Conduct and Disciplinary Process:**

By enrolling at ACC, you agree to abide by the college's Student Standards of Conduct. These standards also establish disciplinary procedures for students accused of violating those standards. Acceptable standards of conduct include behavior that:

- Reflects the highest level of honesty and integrity
- **Is civil, courteous, and respectful of all members of the campus community, their property, and the property of the college**
- Encourages responsibility and prohibits the unlawful use of alcohol, illicit drugs, other substances, and weapons, and
- Promotes mutual respect, equality, and safety of its members and opposes those acts that harass, intimidate, or haze its members.

Violation of these standards can result in penalties ranging from 1-5 points off your homework average or dismissal from the course.

*\*ACC Student Need to Know Policies and Procedures - Administrative Rule 1.04.006.*

### **Safety:**

Austin Community College is committed to providing a safe and healthy environment for study and work. You are expected to learn and comply with ACC environmental, health and safety procedures and agree to follow ACC safety policies. Additional information on these can be found at <http://www.austincc.edu/ehs>. Because some health and safety circumstances are beyond our control, we ask that you become familiar with the Emergency Procedures poster and Campus Safety Plan map in each classroom. Additional information about emergency procedures and how to sign up for ACC Emergency Alerts to be notified in the event of a serious emergency can be found at <http://www.austincc.edu/emergency/>. Please note, you are expected to conduct yourself professionally with respect and courtesy to all. Anyone who thoughtlessly or intentionally jeopardizes the health or safety of another individual will be dismissed from the day's activity, may be withdrawn from the class, and/or barred from attending future activities.

**In the event of an emergency contact campus police by dialing 222 from any campus phone or 223-7999 from any cell phone or off-campus phone.**

### **Use of ACC Email**

All College e-mail communication to students will be sent solely to the student's ACC Gmail account, with the expectation that such communications will be read in a timely fashion. ACC will send important information and will notify you of any college related emergencies using this account. Students should only expect to receive email communication from their instructor using this account. Likewise, students should use their ACCmail account when communicating with instructors and staff. Instructions for activating an ACCmail account can be found at <http://www.austincc.edu/accmail>.

## **Grading Policy**

Specific grading criteria will be provided for every assignment. If you have any questions regarding the expectations of an assignment, please do not hesitate to seek clarification. Use of proper grammar and punctuation is a requirement for all assignments.

Please track your points/grade throughout the semester. If you have concerns regarding your final class average, please talk to me during the semester. Waiting till your final grade has been posted will not help you.

☺ Remember if your average is an 89.4 on the day I calculate grades, you've earned a "B" in the class as such with other averages. If you wait until the last day of class to show concern about your grade, you are too late.

<b>A</b>	89.5 – 100 pts.
<b>B</b>	79.5 – 89.4 pts.
<b>C</b>	69.5 – 79.4 pts.
<b>D</b>	59.5 – 69.4 pts
<b>F</b>	59.4 and below
<b>I</b>	Incompletes are only awarded in special extenuating circumstances



## Course & Grading Requirements:

1. **In class assignments, (3) oral demonstrations & homework assignments:** Various in-class and small homework assignments will be given throughout the semester. Please put your first and last name, date, and class with section number on every submitted paper. No cover page necessary. Make sure to STAPLE your work. Ten point penalty if you forget to put your name on your paper. Oral skill demonstrations are designed to give the students an opportunity to demonstrate their mastery of skills learned in class. They are conducted as a role play with either classmates or the instructor. There is no makeup opportunity for missed in-class activity grades. If you are absent and miss an in-class activity you take a zero for that grade. Your lowest homework grade will be dropped.

\_\_\_\_\_ X .25 = \_\_\_\_\_

2. **Exams:** There are three major exams taken in-class. You can think of these as unit tests. They are not comprehensive. Although a few concepts pointed out throughout the semester will carry over onto the next exam. Exams may be multiple-choice, true/false, matching, or short answer. Test material may come from lecture, the text, or both. You need a green scan tron for each exam.

*Exam #1* Chapters 1-4, plus supplementals

\_\_\_\_\_ X .15 = \_\_\_\_\_

*Exam #2* Chapters 5-8, plus supplementals

\_\_\_\_\_ X .15 = \_\_\_\_\_

*Exam #3* Chapters 9-12, plus supplementals

\_\_\_\_\_ X .15 = \_\_\_\_\_

3. **Self-Assessment & Reflection Journals:** Students are required to submit three journals. You may choose which three chapters you will write about. **ONE JOURNAL MUST BE SUBMITTED PER EXAM.** In other words, you cannot wait until the last three chapters to complete all your journal requirements. If you don't submit at least one journal per exam period you miss your opportunity to submit that journal and will take a zero. The journals should identify how you can or did apply at least one concept discussed in the chapter to your business and/or personal life. The journal is NOT a summary of your chapter notes. It should NOT just restate what you read in the book. **It needs to show me how you have applied the course concepts to your life.** Journals may be shared with classmates in small group formats. For each entry identify the chapter, page number and concept you have chosen and then begin your discussion. Each entry should be 300 words; double-spaced (12 pt). Put the total word count at the bottom of the page. (Each journal is worth 5%.)

\_\_\_\_\_ X .15 = \_\_\_\_\_

4. **Analysis of Interpersonal Communication Principles & Theory:** Apply course concepts to communication life outside of the classroom and prepare a summary paper of the experience. May include a log of communication activities and presentation of results to class. Actual assignments may vary some.

- Video analysis

\_\_\_\_\_ X .05 = \_\_\_\_\_

- Art of Apology/Forgiveness Paper (Chap. 9)

\_\_\_\_\_ X .10 = \_\_\_\_\_

**TOTAL points = \_\_\_\_\_/100 pts.**

**Contractual Agreement:** Your acceptance of the conditions and policies outlined in this document is implied by your continued enrollment in this course.

## Spring 2015

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Tues.	1/20	Introduction to Course
Thurs.	1/22	<b>Begin Unit I</b> Chapter 1 – Interpersonal Process
Tues.	1/27	Chapter 1 cont.
Thurs.	1/29	Chapter 2 – Culture and Interpersonal Communication <b>Homework due:</b> Online syllabus quiz in Blackboard & G-mail printout
Tues.	2/3	Chapter 2 cont.
Thurs.	2/5	Chapter 3 – Interpersonal Communication and the Self <b>Homework due:</b> ( <i>Communicator Style Inventory due. Go to: <a href="http://www.peterursbender.com/quiz/quiz.html">www.peterursbender.com/quiz/quiz.html</a>, complete the “free personality quiz” and print out your results.</i> )
Tues.	2/10	Chapter 3 cont.
Thurs.	2/12	Communication Styles Activity
Tues.	2/17	Chapter 4 – Perceiving Others
Thurs.	2/19	Chapter 4 cont.
Tues.	2/24	Oral Demonstration Day: Comm Styles & Perception Checking
Thurs.	2/26	<b>Exam 1 – Chapters 1-4 plus supplemental materials</b>
Tues.	3/3	<b>Begin Unit II</b> Chapter 5 – Language
Thurs.	3/5	Chapter 5 cont.
Tues.	3/10	Chapter 6 – Nonverbal Communication Due - Complaint Free Language Experiment (ch. 5)
Thurs.	3/12	Chapter 6 cont.
Tues.	3/17	<b>Spring Break – No Class</b>
Thurs.	3/19	<b>Spring Break – No Class</b>
Tues.	3/24	Chapter 7 – Listening: Receiving and Responding
Thurs.	3/26	Chapter 7 cont.
Tues.	3/31	Chapter 8 – Emotions
Thurs.	4/2	Chapter 8 cont.
Tues.	4/7	Oral Demonstration Day: I-language & Active Listening
Thurs.	4/9	<b>Exam 2 – Chapters 5-8 plus supplemental materials</b>
Tues.	4/14	<b>Begin Unit III</b>

		Chapter 9 – Dynamics of Interpersonal Relationships
Thurs.	4/16	Chapter 9 cont.
Tues.	4/21	Chapter 11 – Communication Climate
Thurs.	4/23	Chapter 11 Cont.
Tues.	4/28	Chapter 12 – Managing Conflict
Thurs.	4/30	Chapter 12 cont.
Tues.	5/5	Chapter 10 – Communication in Close Relationships: Friends, Family, & Romantic Partners
Thurs.	5/7	Chapter 10 cont.
Tues.	5/12	Oral Demonstration Day: Warm Comm Climate & Assertive Msg.
Thurs.	5/14	<b>Exam 3 – Chapters 9-12 plus supplemental materials</b>

Note: The course syllabus is subject to change depending upon completion of objectives and number of students on the final roll.



*Please keep this syllabus throughout the semester. Track your grades and attendance on it. When the semester is over you can then recycle it ☺ Please remember to recycle whenever possible on campus.*