Douglas College

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If Revision, Section(s) Revised: **C, H, J, L**

Date of Previous Revision: **06 February 2003**
Date of Current Revision: **01 January 2004**

C: **CFCS 1220**   **D**:   **Working with Others**   **E: 3**

Subject & Cour

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L: PLEASE   INDICATE**:   Part of Block Transfer to Schools of Child and Youth Care at UVIC, UCFV, Malaspina University College; Bachelor of Professional Arts in Human Services degree program at Athabasca University; and Bachelor of Community Rehabilitation degree program at the University of Calgary.**

Non-Credit

College Credit Non-Transfer

X   College Credit Transfer:

SEE BC TRANSFER

M:	Course Objectives / Learning Outcomes

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

1. **Apply theories of effective interpersonal communication across a variety of contexts.**
   - š **Describes essential elements of effective communication**
   - š **Listens actively to colleagues in a classroom context**
   - š **Accurately reflects content and relational messages**
   - š **Explains the impact of relationship and context on communication**
   - š **Considers the significance of culture in interpersonal communication**
2. **Examine interpersonal communication style.**
   - š **Assesses own communication style using a variety of methods**
   - š **Considers an area of own communication for development designs a plan to address this area of communication**
   - š **Implements a plan to address this area of communication**
   - š **Writes an analysis of the plan and its outcome**
   - š **Interprets the significance of own culture and communication style**
3. **Consider assertiveness and conflict resolution as significant elements of communication.**
   - š **Describes elements of assertiveness**
   - š **Explains typical barriers to assertive communication**
   - š **Describes at least one model of conflict resolution**
   - š **Analyzes the relationship between assertiveness and conflict resolution**
   - š **Explores cultural implications in understanding assertiveness and addressing conflict**
4. **Apply basic principles of feedback in several communication contexts.**
   - š **Explains at least one model for offering feedback**
   - š **Provides feedback to colleagues**
   - š **Considers feedback from colleagues, instructors and field experience**
   - š **Integrates feedback and experience into practice**
   - š **Incorporates feedback in self assessment**

N:	**Course Content: The following global ideas guide the design and delivery of this course:**

1. **Working relationships are effective when**
   a) **stakeholders are involved**
   b) **practitioners develop and maintain caring and respectful relationships based on non judgmental listening, reflection and effective feedback**
   c) **clear boundaries are maintained**
   d) **there is a climate of trust and safety**
   e) **there is clarity regarding the role and purpose of the relationship**
2. **Individuals reach adulthood with communication styles which have effectively served them. It is important to examine communication style and skills for effectiveness in developing satisfying interpersonal and working relationships.**
3. **Conflict is a natural part of interpersonal relationships. It provides an opportunity for self-discovery, creative communication, increased intimacy, problem resolution and personal growth.**
4. **Practitioners must recognize their personal style of interacting with others and, building on that style, develop appropriate and effective skills for communicating with others in the workplace. This requires versatility, flexibility, sound judgement, and sensitivity.**
5. **When working with others, it is necessary to have effective communication skills, appropriate assertiveness skills and respect for the rights of self and others. This includes the ability to reflect on events, to talk about feelings, to set boundaries and to advocate for self and others.**

O:	Methods of Instruction

- š **Lecture**
- š **Group work**
- š **Student Presentations**
- š **Guest Speakers**
- š **Audio-visual Presentations**