



BAKER COLLEGE
STUDENT LEARNING OUTCOMES

COM2010 Interpersonal Communication
3 Semester Credit Hours

Student Learning Outcomes and Enabling Objectives

1. Evaluate the theories and dimensions of interpersonal communication.
 - a. Explore interpersonal communication needs.
 - b. Investigate interpersonal communication concepts.
2. Explore the development of self and personal communication competence.
 - a. Explore the relationship between self, others, and communication.
 - b. Investigate building and maintaining relationships.
 - c. Differentiate between self-concept and self-esteem.
 - d. Examine the impact that self-esteem has on communication.
3. Differentiate the characteristics of competent communication in interpersonal interactions.
 - a. Discover how words have different rules.
 - b. Review the concept of metamessages.
 - c. Identify the importance of nonverbal communication.
 - d. Differentiate between the functions of nonverbal communication.
 - e. Examine the functions of nonverbal communication in day-to-day interactions.
4. Demonstrate skills needed for effective interpersonal skills at each stage of communication.
 - a. Explain culture and its relation to communication.
 - b. Explore the impact of culture on communication.
 - c. Determine the importance of conversation.
 - d. Summarize the motives and needs for interpersonal communication.
5. Evaluate communication strategies and processes in interpersonal situations.
 - a. Examine relationship characteristics.
 - b. Identify the purposes of relationships.
 - c. Differentiate between the terms conflict, disagreement, and argument.
 - d. Explain two perspectives about the existence of conflict.
 - e. Interpret the term interpersonal conflict.
6. Analyze effective interpersonal communication in a variety of settings.
 - a. Explore friendship characteristics.

- b. Examine the importance of communication in the formation of friendships.
 - c. Identify a dialectical approach to friendships.
 - d. Differentiate among various definitions of the word family.
 - e. Distinguish family communication patterns.
 - f. Explore family systems theory.
7. Analyze how our communication skills help mediate interpersonal and work relationships.
- a. Explain the history of computer-mediated communication.
 - b. Investigate some of the important figures in the creation of computer-mediated communication.
 - c. Compare the terms profession and professionalism.
 - d. Explore ethics in organizations.
 - e. Explain the concept of personal responsibility in the workplace.
 - f. Differentiate between formal and informal language.
8. Demonstrate acknowledgment and validation of the feelings, opinions, and contributions of others.
- a. Explore the concept of secret testing.
 - b. Determine the effects of empty apologies.
 - c. Describe the challenge of identifying Internet infidelity and emotional infidelity.
 - d. Explain hurtful messages and reactions to hurtful messages.

Big Ideas and Essential Questions

Big Ideas

- Communication
- Relationships
- Interaction
- Listening
- Conflict
- Technology
- Group Interaction

Essential Questions

1. What are interpersonal communication skills, and why are they important?
2. Why is it essential to collaborate and practice good communication with others?
3. Why is active and interactive listening crucial to communication?
4. What is the essence of maintaining relationships?
5. How do verbal and nonverbal communication cues impact relationships?
6. How can conflict affect communication and relationships?
7. Why is it essential to understand conflict and have resolution skills?

8. What is the impact of communication on group work?
 9. What is the dark side of interpersonal communication?
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These SLOs are approved for experiential credit.

Effective: Fall 2024