

COMMUNICATION & INTERPERSONAL SKILLS

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| Semester No 1 | Code HU- 108 | Credit Hours 3-0 |
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COURSE OBJECTIVES:

1. Identify barriers to communication and ways to overcome them
2. Develop your non-verbal and para-verbal communication skills
3. Be able to adhere to legal and ethical standards in professional activities.
4. Be able to flexibly adapt to various professional situations, to be creative, initiative and show perseverance in achieving professional and personal goals.

LEARNING OUTCOMES:

1. Use appreciative inquiry as a communication tool
2. Capably speak and network with others
3. Establish common ground with others
4. Listen actively and effectively and ask good questions
5. To build mastery in five communication skills: speaking; listening; reading; writing; and culture

PRESCRIBD TEXTS:

1. [The 7 Habits of Highly Effective Teens: The Ultimate Teenage Success Guide - PDFDrive.com \(icrrd.com\)](#)
2. Littlejohn, Stephen W. (1999). Theories of Human Communication.6th ed. Belmont, CA, Wadsworth.

REFERENCE MATERIAL:

1. Talk Like TED: The 9 Public-Speaking Secrets of the World's Top Minds. St. Martin's Press (March 4, 2014). ISBN-13: 978-1250041128
2. Wood, J. T. (2002) Interpersonal Communication: Everyday Encounters (3rd edition).
3. Harmon, William; Holman, C. Hugh. A Handbook to Literature. 7th ed. Upper Saddle.

COURSE DESCRIPTION:

This course is designed to help students build and enhance their communication skills: - active listening, giving and receiving criticism, dealing with different personality types, and nonverbal communication. It explains basic communication theory as it applies to the workplace and offers "real-life" scenarios that demonstrate the use of effective interpersonal communication. Dealing with other people can sometimes be much more complicated than even the most sophisticated technical problem or business dilemma. But as with such problems


and dilemmas, there are effective techniques you can use to manage your working relationships more successfully. We all depend on other people for success. Yet how many of us can honestly claim to excel in our working relationships with other people? Couldn't we all achieve more by examining and improving our interpersonal skills?


This course will provide students with an introduction to the essential soft skills and the comprehension needed to succeed in today's business world. It provides practices in daily interpersonal skills' encounters. Emphasis is on the communication process; topics to be covered include perception, active listening, self-disclosure, ethics, nonverbal communication, conflict resolution, power, and dysfunctional communication. At the end of the semester students are expected to be able to demonstrate interpersonal communication skills, apply basic principles of group discussion, and manage conflict in interpersonal communication situations. This will be achieved through class- discussions and individualized study, learning and self-evaluation through in-text exercises.

ASSESSMENT SYSTEM:

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| Quizzes | 10% |
| Assignments | 10% |
| Mid Term | 20% |
| Final Term Project | 15% |
| ESE | 40- 45% |

Weekly breakdown of course contents is as follows:


| WEEK | TOPICS | QUIZZES | ASSIGNMENTS |
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| 1-2 |  Introductory session about course objectives, contents and its policies. <ul style="list-style-type: none"> • Communication Skills Inventory: ▪ Objectives <p>1.To discover one's personal communication style</p> <p>2. To demonstrate basic knowledge of parts of speech in English</p> | | 01 |



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| | <p>3.To conceptualize the use of Nominalization in day-to-day English writing</p> <p>4.To understand the difference between Kinds of Nouns & Noun Cases</p> <p>▪ Content: (Knowledge, Skills & Attitudes)</p> <p>1.Discover how to communicate with everyone.</p> <p>1 Discussion on different communicating Styles: Communication Style Inventory</p> <p>2.Find out what is your communication style?</p> <p>▪ Suggested Activities</p> <p>1. Watching of a video on Noun Cases</p> <p>2. Completion of Nominalization Worksheet</p> <p>▪ Suggested Resources</p> <p>1. Lesson Excessive Nominalizations.txt Noun ppts Nominalization Worksheets</p> <p>2. Watching of a video on Noun Cases Homework Complete the 2nd Nominalization worksheet</p> | | |
| 3 | <p> Module: Building Blocks: Prepositions, Conjunctions & Articles</p> <p>▪ Objectives:</p> <p>1.To demonstrate basic knowledge of parts of speech in English</p> <p>2.To conceptualize the use of prepositions</p> <p>3.To understand the difference between definite and indefinite article</p> | 01 | 01 |


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| | <p>3.To conceptualize the use of various kinds of conjunctions</p> <p>🚦 Content:(Knowledge, Skills & Attitudes)</p> <ol style="list-style-type: none"> 1.What are prepositions? 2. Are there rules for use of prepositions in English or people use them ambiguously? 3.How many conjunctions are there? 4.Defien “Definite’ &” Indefinite Articles” <p>▪ Suggested Activities</p> <ol style="list-style-type: none"> 1.Completion of preposition worksheet <p>▪ Suggested Resources</p> <p>Preposition, Conjunction, Articles ppts</p> | | |
| 4 | <p>▪ Building Blocks: Words & Sentence Structure</p> <p>▪ Objectives:</p> <ol style="list-style-type: none"> 1.To demonstrate basic knowledge of writing sentences in standard English 2.To demonstrate knowledge of three basic sentence structure: Simple; Compound & Complex <p>▪ Content:(Knowledge,</p> <p>▪ Skills and Attitude)</p> <ol style="list-style-type: none"> 1.What are the three kinds of sentences? 2.What is the difference between a phrase and a clause? 3.What are the different kinds of adjective clauses? 4.Lecture delivery through Clauses and Sentence ppts <p>▪ Suggested Activities:</p> <ol style="list-style-type: none"> 1.1Completion of clauses worksheets <p>▪ Suggested Resources:</p> <p>.21Clauses Worksheet .Phrases Worksheet</p> <p>▪ Homework:</p> <p>Complete the provided worksheets</p> | | 01 |
| 5-6 | <p>▪ Non-Verbal Communication: Body Language Across Cultures</p> <p>▪ Objectives:</p> <ol style="list-style-type: none"> 1.To develop your non-verbal and para-verbal communication skills 2.Listen actively and effectively and ask good questions | | 01 |

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| | <p>3. Use appreciative inquiry as a communication tool</p> <p>4. Capably speak and network with others</p> <p>5. Establish common ground with other</p> <ul style="list-style-type: none"> ▪ Content (Knowledge, Skills, Attitude) <p>1. What is Body Language?</p> <p>2. What is base lining?</p> <p>Grapes: The imperative technique for understanding body language (Gestures, rate of speech, animation, posture, eye contact & space)</p> <ul style="list-style-type: none"> ▪ Suggested Activities: <p>1. Watching of YouTube video:</p> <p>2. Your body language may shape who you are Amy Cuddy</p> <p>3. Body Language: The Power is in the Palm of Your Hands Allan Pease TED X</p> <ul style="list-style-type: none"> ▪ Suggested Resources: <p>1. Body Language PPTs</p> <p>2. YouTube Video</p> <ul style="list-style-type: none"> ▪ Objectives: <p>1. To reflect upon gender differences w.r.t nonverbal communication</p> <ul style="list-style-type: none"> ▪ Content (Knowledge, Skills, Attitude) <p>1. What are non verbal ?</p> <p>2. How is eye-contact perceived differently in Asian vs. Western countries?</p> <p>3. Does Arab world use different para language as compared to east and the west?</p> <p>4. How should women dress up professionally in coworking environments?</p> <p>5. How are women leaders perceived based on their demeanor (including how professionally they dress up) in co-working environments?</p> <p>6. How are people stereotyped based on their dressing/ clothing?</p> <ul style="list-style-type: none"> ▪ Suggested Activities <p>1. In-class breathing exercise to demonstrate the power of visualization</p> <p>2. Watching of YouTube video on women clothing</p> <ul style="list-style-type: none"> ▪ Suggested Resources <p>1. Body language ppts</p> <p>2. You tube videos</p> <ul style="list-style-type: none"> ▪ Homework <p><u>Body Language: An Interview with a Foreigner</u></p> <p>For this assignment you must interview a foreigner and record his /her responses</p> | | |
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| | <p>regarding the nonverbal of his/ her culture. For more details about this login to your LMS account and read the attached rubric there. The total marks of this assignment are 20.</p> | | |
| 7 | <ul style="list-style-type: none"> ▪ Module: Active Listening & Mindfulness ▪ Objectives <ol style="list-style-type: none"> 1. To listen compassionately and ethically to others 2. To demonstrate active listening skills in family and professional settings 3. To be able to defer judgement about others while listening to them 4. To show empathy while listening to others 5. Use clarifying statements 6. Demonstrate mirroring ▪ Content(Knowledge, Skills and Abilities) <ol style="list-style-type: none"> 1.What is the difference between active and passive listening? ▪ Suggested Activities <p>Active Listening Role Play: It is a graded activity and will be marked against class participation prior mids)</p> ▪ Suggested Resources <ol style="list-style-type: none"> 1.Active Listening & Mindfulness ppts 2.Active Listening Scenario Handout | 01 | |
| 8 | <p>WRITING WORKSHOP</p> <ul style="list-style-type: none"> ▪ Objectives <ol style="list-style-type: none"> 1.Develop critical writing skills 2.Be proficient at citations and referencing 3.How to format a paper in MLA Style (8th Edition) • 4.How to do In-text citations. 5.How to do citations following MLA guidelines. ▪ Suggested Resources: <p>MLA PPTs</p> ▪ Suggested Activities: <p>How to create the first page in MLA</p> | | |
| 9 | MID-TERM | | |

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| 10 | <p> PUBLIC SPEAKING</p> <ul style="list-style-type: none"> ▪ Objectives <ol style="list-style-type: none"> 1.To learn the art of public speaking 2.To comprehend the difference between small group conversation and large group talking ▪ Content (Knowledge, Skills, Abilities) <ol style="list-style-type: none"> 1.What is public speaking? Is it a lost art or a modern way of ascertaining messages through audio-visual aids? 2.What are the benefits of learning public speaking? 3.What is Stage fright? 4. Which is a good model of communication? Linear or Transactional? 5. What is “ Dialogic Theory?” ▪ Suggested Resources <ol style="list-style-type: none"> 1.Looks aren’t everything: Believe Me, I’m a Model by Cameron Russell 2.Reading one speech at http://www.vsotd.com 3.Lecture delivery ▪ Suggested Resources: <ol style="list-style-type: none"> 1. Public Speaking PPTs 2. Public Speaking : Practice & Ethics (PDF) | | |
| 11-12 | <p>PUBLIC SPEAKING (Contd).</p> <ul style="list-style-type: none"> ▪ Objectives <ol style="list-style-type: none"> 1.To learn about the ethics of public speaking? 2.Comprehending the causes of stage fright 3.Demonstrating the use of right and ethical language for public speaking 4. To learn how to choose a topic for public speaking? 5.To learn how to do audience analysis? ▪ Content (Knowledge, Skills, Attitude) <ul style="list-style-type: none"> • Why do we not follow ethics in our public speaking environments? 2.Which ethics have been prescribed by National Communication Credo? 3.How can we avoid stage fright? 4.What is the role of visualization in effective public speaking? 5.Which language techniques are best for effective public speaking 6. Are visual aids more important than message and the topic? ▪ Suggested Activities Power words of Zulfikar Ali Bhutto (You Tube Video) | 01 | |

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| | <p>Reading of personal communication apprehension report at https://www.jamescmccroskey.com/ac24.htm</p> <p>▪ Suggested Resources:</p> <ol style="list-style-type: none"> 1. PPTs & You Tube Video 2. Public Speaking: practice & Ethics (PDF) | | |
| 13 | <p> Monologues and Pivotal Speeches</p> <p>▪ Objectives</p> <ol style="list-style-type: none"> 1.To learn the art of speech delivery through reading of pivotal speeches delivered by national and international leaders 2.Comprehending the art of soliloquy/ monologues speech delivery 3. To become proficient at narrative building, scenario presentation and holding position during public speaking <p>▪ Content (Knowledge, Skills, Abilities)</p> <ol style="list-style-type: none"> 1.What is the difference between dialogues, monologues and debates? 2.How to decide upon the narrative/ scenario and holding position while delivering speeches <p>▪ Suggested Activities</p> <ol style="list-style-type: none"> 1. Reading of Hamlet's soliloquy from Hamlet by Shakespeare <p>▪ Suggested Resources</p> <ol style="list-style-type: none"> 1.Public Speaking ppts 2.You tube videos 3.Public Speaking: practice & ethics (PDF) 4.Hamlet's speech: 'To Be or Not to Be' | 01 | 01 |
| 14 | <p> Module: Self Development</p> <p>▪ Objectives</p> <ol style="list-style-type: none"> 1.To discern the importance of self - development for life long success | | |

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| | <p>2.To learn that self development is an ongoing process</p> <p>▪ Content (Knowledge, Skills, Attitude)</p> <p>1.What is the role of Self in interpersonal communication?</p> <p>2.What are the multiple contexts of interpersonal communication?</p> <p>▪ Suggested Activities</p> <p>1.Writing of a self-reflective essay</p> <p>2.Completion of 5- Big Inventory Worksheet</p> <p>Suggested Resources:</p> <p>1.5-Big Inventory (PDF)</p> <p>▪ Home Work:</p> <p>Compute all the entries against the Big-5 Questionnaire in the provided excel sheet</p> <p> Exploratory Writing Effective Speaking</p> | | |
| 15-16 | <p>▪ Objectives</p> <p>1. To learn the craft of exploratory writing</p> <p>2. To learn how to develop an anti- thesis</p> <p>▪ Content (Knowledge, Skills & Abilities)</p> <p>1.How To Talk to Anyone?</p> <p>2.How to make an unforgettable entrance to meet the people.</p> <p>3. Sound like an insider in any crowd of little common.</p> <p>4. Effective use of body language to captivate audiences.</p> <p>5. Work successfully in a party, in the way a politician works a room</p> | | 01 |
| 17 | Revision | | |
| 18 | END SEMESTER EXAMINATION | | |