

# Dakota County Technical College

## SMGT 1825: Interpersonal Effectiveness

### A. COURSE DESCRIPTION

Credits: 2

Lecture Hours/Week: 2

Lab Hours/Week: \*.\*

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

Practice a variety of interpersonal communication techniques including active listening, giving and receiving effective feedback, assertive communication, handling emotional behavior, and interpretation of nonverbal cues. Learn to resolve conflict and negotiate collaborative solutions in workplace settings. Identify barriers to positive interpersonal work relationships and strategies for developing and maintaining healthy work relationships.

**B. COURSE EFFECTIVE DATES:** 08/01/1998 - Present

### C. OUTLINE OF MAJOR CONTENT AREAS

### D. LEARNING OUTCOMES (General)

1. analyze role of perception in communication
2. analyze situations for causes of conflict
3. analyze the affect nonverbal communication has on the communication process
4. assess when to confront
5. debate change
6. demonstrate effective questioning, paraphrasing and summarizing
7. demonstrate effective skills in giving and receiving feedback
8. demonstrate skills in dealing effectively with emotional behavior
9. describe components of communication model
10. develop follow up plans in conflict resolution
11. distinguish among passive, aggressive, and assertive behavior
12. examine individual differences
13. explain effects of predominant communication styles
14. explain the meaning of compromise
15. identify communication barriers
16. identify conflict management styles to potential conflict situations
17. identify real interests of each party involved in a conflict
18. practice and emphatic listening
19. practice positive, critical and constructive feedback
20. relate interpersonal communication to team situations
21. summarize importance of interpersonal skills in the workplace
22. utilize positive negotiation to resolve conflict

**E. Minnesota Transfer Curriculum Goal Area(s) and Competencies**

None

**F. LEARNER OUTCOMES ASSESSMENT**

As noted on course syllabus

**G. SPECIAL INFORMATION**

None noted