**CSK 2205 INTERPERSONAL AND INTERGROUP COMMUNICATION**  
This course explores inter-individual and inter-group relationships in communication using insights from a variety of disciplines like speech communication, sociology, psychology, anthropology and philosophy. Theories and research from these areas are applied to asses any communalities and differences underlying messages between individuals, ethnic and religious groups, generations, races, sex, etc. Emphasis will be places on ways applying these insights to reduce social conflict and national and international tension.

***Content:***

UNIT 1: Foundations of Interpersonal Process

* + - * + The communication process
        + The axioms of interpersonal communication
        + Basic concepts of interpersonal communication

UNIT 2: The self in communication

* + - * + Communication and self concept
        + How self concept affects communication
        + Improving self concept

UNIT 3: The Individual’s communication system

* + - * + The perception process
        + The common tendencies in perception process
        + Perception and emotion

UNIT 4: Intimacy and distance relations

* + - * + Striking a balance
        + Influence on intimacy and distance
        + Self disclosure in relationship
        + Functions of self disclosure
        + Guidelines for self disclosure

UNIT 5: Communication network in groups

* + - * + Communication networks and group formation
        + Group dynamics
        + The functions of a group
        + Tubb’s small group development theory
        + Poole’s model
        + Turkman’s model of small group development
        + Overcoming barriers to effective inter-group communication

UNIT 6: Managing Interpersonal Conflict

* + - * + Functions and dysfunctional conflict.
        + Conflict in relation systems
        + Assertive and aggressive styles
        + Best practices in conflict resolution

**Learning Outcomes:**

By the end of the course students should be able to:

1. Appreciate the role of interpersonal relationships
2. Keep good relations with other using strategies studied on the course
3. Work with others or lead others in the team

**Course assessment:**

Extended coursework essay}

Group presentation} = 30%

Test}

Final Comprehensive Examination = 70%

(End of Semester)

**Instruction methods:**

Lectures

Case Studies

Group Discussion and Class Presentations

Activity Research Work

**References:**

**Stenberg. S. (2007),** *An Introduction to Communication Studies.* Capetown, Juta & Co.

Clearly. S. (2004), *The Communication Handbook.* Revised 2nd Ed. Juta & Co.

Fieldings. M. (2005), *Effective Communication in Organisations.* 3rd Ed. Juta & Co.

Steinberg. S. (2000), *Persuasive Communication Skills.* Juta & Co.

Fowler. A (1998), *Negotiating Persuading and Influencing,* Institute of Personnel and Development

New Comb Judson (1982), *Communicating: Messages and Meaning,* Ginn & Co.

Stanton. Nicky (2004), *Mastering Communication. 4th Ed.* Palgrave MacMillan.