IOP 2202 **INTERPERSONAL AND COMMUNICATION SKILLS**

**Duration of the Course:** The course is 3 Credit Units providing 45 Contact Hours.

**Course Description:**

This course presents the principles of effective interpersonal communication and relations in order to provide the students with a firm foundation in understanding how interpersonal communication works. With this foundation the students will be better able to develop and master the very practical skills of interpersonal communication. To be able to achieve this goal, a variety of skills are presented that include for example self awareness, people perception, verbal and nonverbal messages, engaging in conversations with greater satisfaction, communicating with power, and enhancing intercultural competence.

**Course Objectives:**

* To introduce to the students theories and principles of interpersonal communication and relations.
* To help the students appreciate and develop effective interpersonal and communication skills in a range of situations.

**Course Outline:**

Introduction to communication, Perception and communication, Listening in communication, Verbal communication, Non verbal communication, Conversation management, Interpersonal communication and relationships, Interpersonal communication and culture, Interviewing, Persuasive speaking, Interpersonal communication and power.

**Course Delivery:**

Course delivery is through student presentations, case studies and discussions.

**Assessment:**

Assessment is through at least two written tests or a written test and a coursework and one final examination.

**Learning Resources/References:**

1. Messages: Building Interpersonal and Communication Skills (4Ed) - Joseph A. Devito (1999).
2. Improving Communication- Suzanne Osborn & Michael T. Motley (1999).
3. Mastering Communication- Gouran, Wiethoff, & Doelger.
4. Speech Communication (6Ed)- William D. Brooks & Robert W. Heath (1989).