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COMX 102.02: Interpersonal Skills in the Workplace

Cassandra J. Hemphill

University of Montana - Missoula, cassandra.hemphill@mso.umt.edu

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**THE UNIVERSITY OF MONTANA
MISSOULA COLLEGE
DEPARTMENT OF APPLIED ARTS AND SCIENCES
SPRING SEMESTER, 2016**

COURSE NUMBER AND TITLE

COMX 102.02(CRN 72727), Interpersonal Communication in the Workplace

COURSE DATES

Course information, including readings, available:

Friday, February 12, 2016

Face-to-Face Meetings (two days):

Saturday, March 19, 8:30 am – 5:00 pm (Meet in Room HB 08)

Sunday, February 20, 2016, 8:30 am – 3:30 pm (Meet in Room HB 08)

Students must attend both days to pass this course.

Written Final Exam Due:

Tuesday, March 29, 5:00 pm

SEMESTER CREDITS

1 credit

PREREQUISITES

No prerequisites

PROFESSOR

Dr. Cassie Hemphill

CONTACT INFORMATION

Email: cassandra.hemphill@mso.umt.edu

Text: 406-370-8344

Office: HB 02 (the “Fishbowl”), in the Health and Business (HB) building on the Missoula College College East Campus.

Office hours: Tuesday 11:10-12:00 and by appointment

COURSE DESCRIPTION

This course introduces you to the theory and application of interpersonal communication in the workplace. You will learn effective communication strategies that will help you be more successful in your professional and personal relationships.

STUDENT PERFORMANCE OUTCOMES:

Upon completion of this course, you will be able to:

1. Understand the relational meaning of what we express verbally and nonverbally in the workplace.
2. Practice skills in listening reflectively, attentively, and more empathetically.
3. Recognize passive, aggressive, passive-aggressive and assertive behaviors and learn how to deal more effectively with them through conflict management skills.
4. Understand how the quality of communication directly affects the quality of relationships and ultimately the quality of life.
5. Identify, evaluate, and use interpersonal skills for effective communication in the workplace.

GRADING

Attendance and Participation – 75% of grade. The class participation grade will be based on your attendance and participation for the full day on both Saturday and Sunday and completion of in-class quizzes, exams, and assignments.

Final Exam – 25% of grade. The take-home final exam is open book and open notes.

Grading Scale: 90-100 (A), 80-89 (B), 70-79 (C), 60-69 (D), 0-59 (F)

COURSE TEXTS

Hamilton, C. (2013). *Exploring Interpersonal Communication in the Workplace*, COMX 102.

Mason, OH: Cengage Learning. ISBN 978-1-285-89309-9.

- \$\$ – Buy the text (new or used) at the East Campus bookstore.
- Free – Use the copy on reserve in the East Campus library. You can check out the text for 2 hours. You can check out the book for an additional 2 hours if no one else needs it. The book must be used in the library.
- Rent and E-Books – The custom edition is not available for rent or as an e-book, but the complete edition (ISBN-13: 978-1111842161) is available.

Students are expected to read the textbook. Questions on the final exam will be based entirely on the textbook.

STUDENT SERVICES

Disability Student Services. Eligible students with disabilities will receive appropriate accommodations in this course when requested in a timely way. Please contact the instructor before or after class or during office hours to discuss accommodations. Please be prepared to provide a letter from your DSS Coordinator. For more information, visit the Disability Services website at <http://www.umd.edu/dss/> or call 406.243.2243 (voice/text).

STUDENT CONDUCT

You are expected to conduct yourself in a way that promotes learning for all students in the classroom. Appropriate conduct is mature, considerate, and respectful to all individuals. This is the same conduct that is expected in a professional workplace. Expected standards of behavior for all students, including academic conduct and general conduct, are described in the Student Conduct Code (http://www.umt.edu/vpsa/policies/student_conduct.php).

COURSE SCHEDULE

A complete agenda for the weekend's activities will be provided on Saturday morning. The specific order and duration of topics on the agenda may be modified at the instructor's discretion.