



## Course Number and Title: COM 111 Human Communications

**Campus Location:**

Georgetown, Dover, Stanton

**Effective Date:**

2018-51

**Prerequisite:**

ENG 090 or concurrent, SSC 100 or concurrent

**Co-Requisites:**

none

**Course Credits and Hours:**

3.00 credits

3.00 lecture hours/week

0.00 lab hours/week

**Course Description:**

Human communications is based on the premise that no person lives and works in isolation. From both the personal and occupational perspectives, one must be able to communicate with others efficiently and effectively. This course focuses on theory and application of both intrapersonal and interpersonal communication.

**Required Text(s):**

Obtain current textbook information by viewing the [campus bookstore - https://www.dtcc.edu/bookstores](https://www.dtcc.edu/bookstores) online or visit a campus bookstore. Check your course schedule for the course number and section.

**Additional Materials:**

None

**Schedule Type:**

Classroom Course

Hybrid Course

**Disclaimer:**

None

**Core Course Performance Objectives (CCPOs):**

1. Describe the communication process, including major elements of a communication model. (CCC 1)
2. Differentiate between intrapersonal and interpersonal communication. (CCC 1, 2)
3. Integrate the process of communication with the development and maintenance of self-concept. (CCC 1, 2)
4. Explain the perceptual process and how it impacts on the process of communication. (CCC 1, 2)
5. Discuss emotions and how emotions are expressed. (CCC 1, 2)
6. Explain language and its effects on the quality of interpersonal relationships. (CCC1, 2)
7. Compare and contrast verbal and nonverbal communication. (CCC 1, 2)
8. Discuss various types of listening and their respective impact on the process of communication. (CCC 1, 2)
9. Trace the development stages of intimate relationships. (CCC 1)
10. Discuss the impact of various types of conflicts on the individual and between individuals. (CCC 1, 2)
11. Develop a strategy to facilitate more effective interpersonal communications within a society of diverse peoples. (CCC 1, 2, 3)

See Core Curriculum Competencies and Program Graduate Competencies at the end of the syllabus. CCPOs are linked to every competency they develop.

### Measurable Performance Objectives (MPOs):

Upon completion of this course, the student will:

1. Describe the communication process, including major elements of a communication process.
  1. Name the components of a communication model.
  2. Explain each component of a communication model.
2. Differentiate between intrapersonal and interpersonal communication.
  1. Explain how intrapersonal and interpersonal communications are similar and different.
  2. Discuss the process of effective interpersonal communication.
3. Integrate the process of communication with the development and maintenance of self- concept.
  1. Explain how effective communication is essential to the development of one's self- concept.
  2. Discuss how communication may alter one's self-concept, in either a positive or negative manner.
4. Explain the perceptual process and how it impacts on the process of communication.
  1. Define *perception*.
  2. Discuss the factors that may impact perception or create misperceptions.
  3. Explain why perception is so important to the communication process.
5. Discuss emotions and how emotions are expressed.
  1. Define *emotions*.
  2. Discuss various types of emotions and emotional expression.
  3. Debate whether or not there are appropriate and inappropriate expressions of emotion.
  4. Assess the importance of emotions in the overall process of communication.
6. Explain language and its effects on the quality of interpersonal relationships.
  1. Define *language*.
  2. Explain semantics and denotative and connotative meanings.
  3. Discuss how language can reflect our feelings of control, attraction, commitment, and responsibility.
7. Compare and contrast verbal and nonverbal communication.
  1. Define *nonverbal communication*.
  2. Differentiate between verbal and nonverbal communication.
  3. Discuss how verbal and nonverbal messages can send conflicting messages.
  4. Discuss, by using examples, various types of nonverbal communication.
8. Discuss various types of listening and their respective impact on the process of communication.
  1. Distinguish between hearing and listening.
  2. Differentiate between passive and active listening.
  3. Discuss various active listening techniques and their respective applications.
9. Trace the development stages of intimate relationships.
  1. Discuss the various criteria that define an interpersonal relationship.
  2. Distinguish between complementary, symmetrical, and parallel relationships.
  3. Explain the role of self-disclosure as it relates to the quality of relationships.
10. Discuss the impact of various types of conflicts on the individual and between individuals.
  1. Define *conflict*.
  2. Identify common types of conflicts.
  3. Differentiate between constructive and destructive conflicts.
11. Develop a strategy to facilitate more effective interpersonal communications within a society of diverse peoples.
  1. Compose an essay or prepare a series of journal entries explaining personal strategies for developing effective communication skills.
  2. Demonstrate an acceptable strategy of effective interpersonal communications through group interactions.

### Evaluation Criteria/Policies:

Students must demonstrate proficiency on all CCPOs at a minimal 75 percent level to successfully complete the course. The grade will be determined using the Delaware Tech grading system:

92	-	100	=	A
83	-	91	=	B
75	-	82	=	C
0	-	74	=	F

Students should refer to the [Student Handbook - https://www.dtcc.edu/handbook](https://www.dtcc.edu/handbook) for information on the Academic Standing Policy, the Academic Integrity Policy, Student Rights and Responsibilities, and other policies relevant to their academic progress.

**Core Curriculum Competencies (CCCs are the competencies every graduate will develop):**

1. Apply clear and effective communication skills.
2. Use critical thinking to solve problems.
3. Collaborate to achieve a common goal.
4. Demonstrate professional and ethical conduct.
5. Use information literacy for effective vocational and/or academic research.
6. Apply quantitative reasoning and/or scientific inquiry to solve practical problems.

**Program Graduate Competencies (PGCs are the competencies every graduate will develop specific to his or her major):**

None

**Disabilities Support Statement:**

The College is committed to providing reasonable accommodations for students with disabilities. Students are encouraged to schedule an appointment with the campus Disabilities Support Counselor to request an accommodation needed due to a disability. A listing of campus Disabilities Support Counselors and contact information can be found at the [disabilities services - https://www.dtcc.edu/disabilitysupport](https://www.dtcc.edu/disabilitysupport) web page or visit the campus Advising Center.