

**IBH 3BD3
Interpersonal Communication
Winter 2022 Course Outline**

**DeGroot School of Business
McMaster University**

COURSE OBJECTIVE

This course offers an introduction to contemporary interpersonal communication theories and research. Topics covered include: small group communication, persuasive communication, communication in organizations, argumentation strategies, conflict resolution, computer mediated communication, intercultural communication, political communication, and aspects of interpersonal communication in international contexts.

The course will help students understand the role of language (verbal communication) in interpersonal relations and will explain connection between theory and practice. Individual and group projects will help to understand and – hopefully - improve a range of interpersonal skills and apply these to personal, social, and workplace relationships. The course themes range from basic principles of interpersonal communication to topics that are rarely covered in depth in traditional academic courses, such as feedback, gossip, and communication on-line and mediated through machines (e-mail, social networks, voicemail or speech recognition systems).

The students will identify basic factors that influence human relations (anger, envy, love, fear), along with their verbal and non-verbal expressions, and will analyze them at various levels of communication (from the micro level of individual exchange to inter-group communication, and to the macro level of international conflicts).

INSTRUCTOR AND CONTACT INFORMATION

Instructor: Jovan Eranovic
Lecture: Tuesday: 10:30 - 11:20; Thursday: 11:30 - 13:20
Office: TSH-505, Ext. 22352
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COURSE DESCRIPTION

The course will help students understand the role of language (verbal communication) in interpersonal relations and will explain connection between theory and practice. Individual and group projects will help to understand and – hopefully - improve a range of interpersonal skills and apply these to personal, social, and workplace relationships. The course themes range from basic principles of interpersonal communication to topics that are rarely covered in depth in traditional academic courses, such as feedback, gossip, and communication on-line and mediated through machines (e-mail, social networks, voicemail or speech recognition systems).

LEARNING OUTCOMES

By the end of the course students are expected to:

1. understand and improve a range of interpersonal skills;
 2. apply these skills to personal, social, and workplace relationships.
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COURSE MATERIALS AND READINGS

Required:

Textbook: “Interplay: The Process of Interpersonal Communication”, 5th Canadian Edition by Adler, Rosenfeld, Proctor & Winder. Oxford University Press, 2020. (TX)

Complementary video materials posted on A2L.

COURSE OVERVIEW AND ASSESSMENT

REGULAR ATTENDANCE AND PARTICIPATION	10% (STUDENTS WILL BE EXPECTED TO READ RELEVANT CHAPTERS ONE WEEK AHEAD, AND PARTICIPATE IN CLASS DISCUSSIONS)
WEEKLY QUIZZES	40% (COVERED WILL BE THE CHAPTER DISCUSSED IN THE PREVIOUS WEEK; MULTIPLE CHOICE, TRUE/FALSE QUESTIONS)
PRESENTATION	15% (STUDENTS WILL BE EXPECTED TO DELIVER A 15-MINUTE PRESENTATION)
MIDTERM EXAM	15% (CHAPTERS 1-6; MULTIPLE CHOICE, TRUE/FALSE QUESTIONS)
FINAL EXAM	20% (CUMULATIVE: CHAPTERS 1-12; MULTIPLE CHOICE, TRUE/FALSE QUESTIONS)
TOTAL	100%

COMMUNICATION AND FEEDBACK

Students who wish to correspond with instructors or TAs directly via email must send messages that originate from their official McMaster University email account. This protects the confidentiality and sensitivity of information as well as confirms the identity of the student. Emails regarding course

issues should NOT be sent to the Area Administrative Assistants. All students must receive feedback regarding their progress prior to the final date by which a student may cancel the course without failure by default.

- For Level 1 and Level 2 courses, this feedback must equal a minimum of 20% of the final grade.
- For Level 3 courses and above, this feedback must equal a minimum of 10% of the final grade.

Instructors may solicit feedback via an informal course review with students by Week #4 to allow time for modifications in curriculum delivery.

REQUESTING RELIEF FOR MISSED ACADEMIC WORK

In the event of an absence for medical or other reasons, students should review and follow the Academic Regulation in the Undergraduate Calendar "[Requests for Relief for Missed Academic Term Work](#)" and the link below;

<http://ug.degroot.mcmaster.ca/forms-and-resources/missed-course-work-policy/>

ACADEMIC INTEGRITY

You are expected to exhibit honesty and use ethical behaviour in all aspects of the learning process. Academic credentials you earn are rooted in principles of honesty and academic integrity. **It is your responsibility to understand what constitutes academic dishonesty.**

Academic dishonesty is to knowingly act or fail to act in a way that results or could result in unearned academic credit or advantage. This behaviour can result in serious consequences, e.g. the grade of zero on an assignment, loss of credit with a notation on the transcript (notation reads: "Grade of F assigned for academic dishonesty"), and/or suspension or expulsion from the university.

For information on the various types of academic dishonesty please refer to the [Academic Integrity Policy](#), located at <https://secretariat.mcmaster.ca/university-policies-procedures-guidelines/>

The following illustrates only three forms of academic dishonesty:

- plagiarism, e.g. the submission of work that is not one's own or for which other credit has been obtained.
- improper collaboration in groupwork.
- copying or using unauthorized aids in tests and examinations.

AUTHENTICITY/PLAGIARISM DETECTION

Some courses may use a web-based service (Turnitin.com) to reveal authenticity and ownership of student submitted work. For courses using such software, students will be expected to submit their work electronically either directly to Turnitin.com or via an online learning platform (e.g. A2L, etc.) using plagiarism detection (a service supported by Turnitin.com) so it can be checked for academic dishonesty.

Students who do not wish their work to be submitted through the plagiarism detection software must inform the Instructor before the assignment is due. No penalty will be assigned to a student who does not submit work to the plagiarism detection software.

All submitted work is subject to normal verification that standards of academic integrity have been upheld (e.g., on-line search, other software, etc.). For more details about McMaster's use of Turnitin.com please go to www.mcmaster.ca/academicintegrity.

COURSES WITH AN ON-LINE ELEMENT

Some courses may use on-line elements (e.g.e-mail, Avenue to Learn (A2L), LearnLink, web pages, capa, Moodle, ThinkingCap, etc.). Students should be aware that, when they access the electronic components of a course using these elements, private information such as first and last names, user names for the McMaster e-mail accounts, and program affiliation may become apparent to all other students in the same course.

The available information is dependent on the technology used. Continuation in a course that uses on-line elements will be deemed consent to this disclosure. If you have any questions or concerns about such disclosure please discuss this with the course instructor.

ONLINE PROCTORING

Some courses may use online proctoring software for tests and exams. This software may require students to turn on their video camera, present identification, monitor and record their computer activities, and/or lock/restrict their browser or other applications/software during tests or exams. This software may be required to be installed before the test/exam begins.

CONDUCT EXPECTATIONS

As a McMaster student, you have the right to experience, and the responsibility to demonstrate,

respectful and dignified interactions within all of our living, learning and working communities. These expectations are described in the [Code of Student Rights & Responsibilities](#) (the “Code”). All students share the responsibility of maintaining a positive environment for the academic and personal growth of all McMaster community members, **whether in person or online**.

It is essential that students be mindful of their interactions online, as the Code remains in effect in virtual learning environments. The Code applies to any interactions that adversely affect, disrupt, or interfere with reasonable participation in University activities. Student disruptions or behaviours that interfere with university functions on online platforms (e.g. use of Avenue 2 Learn, WebEx or Zoom for delivery), will be taken very seriously and will be investigated. Outcomes may include restriction or removal of the involved students’ access to these platforms.

ACADEMIC ACCOMMODATION OF STUDENTS WITH DISABILITIES

Students with disabilities who require academic accommodation must contact [Student Accessibility Services](#) (SAS) at 905-525-9140 ext. 28652 or sas@mcmaster.ca to make arrangements with a Program Coordinator. For further information, consult McMaster University’s [Academic Accommodation of Students with Disabilities](#) policy.

ACADEMIC ACCOMMODATION FOR RELIGIOUS, INDIGENOUS OR SPIRITUAL OBSERVANCES (RISO)

Students requiring academic accommodation based on religious, indigenous or spiritual observances should follow the procedures set out in the [RISO](#) policy. Students should submit their request to their Faculty Office **normally within 10 working days** of the beginning of term in which they anticipate a need for accommodation or to the Registrar's Office prior to their examinations. Students should also contact their instructors as soon as possible to make alternative arrangements for classes, assignments, and tests.

COPYRIGHT AND RECORDING

Students are advised that lectures, demonstrations, performances, and any other course material provided by an instructor include copyright protected works. The Copyright Act and copyright law protect every original literary, dramatic, musical and artistic work, **including lectures** by University instructors.

The recording of lectures, tutorials, or other methods of instruction may occur during a course. Recording may be done by either the instructor for the purpose of authorized distribution, or by a student for the purpose of personal study. Students should be aware that their voice and/or image

may be recorded by others during the class. Please speak with the instructor if this is a concern for you.

EXTREME CIRCUMSTANCES

The University reserves the right to change the dates and deadlines for any or all courses in extreme circumstances (e.g., severe weather, labour disruptions, etc.). Changes will be communicated through regular McMaster communication channels, such as McMaster Daily News, A2L and/or McMaster email.

RESEARCH USING HUMAN SUBJECTS

All researchers conducting research that involves human participants, their records or their biological material are required to receive approval from one of McMaster's Research Ethics Boards before (a) they can recruit participants and (b) collect or access their data. Failure to comply with relevant policies is a research misconduct matter. Contact these boards for further information about your requirements and the application process.

McMaster Research Ethics Board (General board): <https://reo.mcmaster.ca/>

Hamilton Integrated Research Ethics Board (Medical board): <http://www.hireb.ca/>

ACKNOWLEDGEMENT OF COURSE POLICIES

Your enrolment in Commerce IBH 3BD3 will be considered to be an implicit acknowledgement of the course policies outlined above, or of any other that may be announced during lecture and/or on A2L. **It is your responsibility to read this course outline, to familiarize yourself with the course policies and to act accordingly.**

Lack of awareness of the course policies **cannot be invoked** at any point during this course for failure to meet them. It is your responsibility to ask for clarification on any policies that you do not understand.

COURSE SCHEDULE

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Week 1	Lecture:	Introduction: Course organization
Jan 10-16		Interpersonal process
	Homework:	Read Chapters 1 and 2.
Week 2	Lecture:	Communication and the Self
Jan 17-23	Homework:	Read Chapter 3.
Week 3	Lecture:	Perceiving Others
Jan 24-30	Homework:	Read Chapter 4.
Week 4	Lecture:	Emotions
Jan 31 - Feb 6	Homework:	Read Chapter 7.
Week 5	Lecture:	Nonverbal Communication
Feb 7-13	Homework:	Read Chapter 5.
Week 6	Lecture:	Listening
Feb 14-20	Homework:	Read Chapter 6 (The Nature of Language only).
Week 7		READING WEEK
Feb 21-27	Homework:	Catch up on your readings and videos.
Week 8		Midterm Exam
Feb 28 - Mar 6		(chapters 1-7, excluding chapter 6)

Week 9	Lecture:	Dynamics of Interpersonal Relationships
Mar 7-13	Homework:	Read Chapter 9.
Week 10	Lecture:	Communication Climate
March 14-20	Homework:	Read Chapter 10.
Week 11	Lecture:	Managing Conflict
March 21-27	Homework:	Read Chapter 11.
Week 12	Lecture:	Communication in Close Relationships
March 28-Apr 3	Homework:	Read Chapter 12.
Week 13	Lecture:	Work, Group, and Team Communication
April 4- 10	Homework:	Read Chapter 12.
Week 14	Lecture:	LAST CLASS!!! Review. What have we learned?
April 11-17	Homework:	Re-read Chapters 1-12