

Course Code: COM 120 (IAI MC 901)

Course Title: Interpersonal Communication

Department: Arts, Media, and Social Sciences

Effective Date: Summer 2026

PCS Code: 1.1 - Baccalaureate/Transfer

CIP Code: 23.1304

Repeatability: 0

Credit Hours

Catalog Notation: 3-0-3

Credit Hour Distribution:

Lecture: 3

Lab: 0

Clinical: 0

Total: 3

General Course Information

Catalog Description

Explores communication theory and practice between individuals in workplace and social contexts. Practical application to develop communication competence in areas that include perception, self-concept, listening, verbal and nonverbal skills, communicating across cultures, relationship dynamics, and conflict management.

General Course Objectives

To provide an overview of interpersonal communication theory, and provide students with an opportunity to develop competent communication skills essential for success in the workplace and in everyday life.

Minimum Placement Levels

English	Reading	Math
Placement out of ENG 098	Placement out of CCS 098	None

Prerequisites

None

Recommended before enrolling (not required):

Credit or concurrent enrollment in ENG 101

Methods of Evaluation

3-4 papers or projects related to course content. Assignments may include oral presentation, book review, interview projects, case studies, and journal assignments. Also, weekly in-class or online activities to build communication competencies. A written midterm (or equivalent unit exams) and final exam, paper, or project are required.

Instructional Materials and Additional Supplies

Looking Out Looking In, Ronald B. Adler, Russell F. Proctor II, Jimmie Manning. Publisher: Cengage.
eBook with MindTap.

Course Content

General Learning Outcomes (GLOs)

- Communication: Students will demonstrate the ability to read, write, listen, and speak effectively.
- Critical Thinking and Information Literacy: Students will demonstrate the ability to evaluate perspectives, evidence, and implications, and to locate, assess, and use information effectively.
- Global Awareness and Cultural Reasoning: Students will demonstrate their understanding of global issues, gender and sexual orientation, and multicultural perspectives.

Course Segments and Student Learning Outcomes

Course Segment	Learning Outcomes	Lecture Hours	Lab Hours	Clinical Hours
Interpersonal Communication Process	<ol style="list-style-type: none">1. Apply vocabulary and conceptual framework to the interpersonal communication process.2. Know and practice the elements of communication competence.	3	0	0
Self-concept and Perception in the Workplace, Social Media, and Other Contexts	<ol style="list-style-type: none">1. Explain the concepts of perception and self-concept and apply this information to improve professional and social relationships.2. Explain and apply concepts related to self-disclosure and identity management.3. Demonstrate understanding of mediated communication characteristics and ways to develop communication competence online.	3	0	0
Language Usage	<ol style="list-style-type: none">1. Assess conversation skills.2. Explore the impact language has on relationships.3. Apply basic theory to the way language is used at work, in relationships, and in everyday life.	3	0	0
Nonverbal Communication	<ol style="list-style-type: none">1. Examine theories and functions of nonverbal communication and explore the impact on relationships.2. Formulate ways to improve nonverbal behavior.	3	0	0
Relationship Dynamics	<ol style="list-style-type: none">1. Examine relationship theories and analyze self-disclosure, relationship dynamics, and relationship repair both in person and through the use of social media.2. Examine personal persuasive strategies in person and through social media.3. Compare and contrast the use of assertive, aggressive, and passive communication behaviors and their impact on relationship dynamics.	5	0	0
Effective Listening	<ol style="list-style-type: none">1. Identify effective listening and responding skills as well as barriers to effective listening.2. Learn how to apply effective listening skills in class, at work, and in everyday life.	6	0	0
Emotions	<ol style="list-style-type: none">1. Demonstrate ability to explain and apply concepts relating to emotions, emotional expression, and management of emotions.2. Demonstrate understanding of the components of emotional intelligence and how to improve emotional intelligence skills.	3	0	0

Course Segment	Learning Outcomes	Lecture Hours	Lab Hours	Clinical Hours
Communication Climate	<ol style="list-style-type: none"> 1. Examine personal persuasive strategies in person and through social media. 2. Compare and contrast the use of assertive, aggressive, and passive communication behaviors and their impact on climate. 3. Analyze communication climate characteristics and assess communication climate in the workplace and its impact on relationships. 	3	0	0
Managing Conflict	<ol style="list-style-type: none"> 1. Practice skills to handle a variety of conflict situations that may be encountered in social and workplace situations. 2. Compare and contrast conflict management styles. 	8	0	0
Workplace Ethics	<ol style="list-style-type: none"> 1. Examine characteristics of ethical communication in the workplace and practice effective communication skills. 	2	0	0
Communication across Cultures	<ol style="list-style-type: none"> 1. Analyze communication across cultures and develop a greater awareness of how culture impacts both verbal and nonverbal communication at work and in everyday life. 2. Practice communicating across cultures and co-cultures. 	6	0	0

Total Contact Hours

Lecture Hours	Lab Hours	Clinical Hours
45	0	0