I. RATIONALE:

The scope of the course encompasses communication in a variety of settings and roles - family and work, personal and professional. The issues of gender and culture and their impact on both sending clear messages and receiving and understanding them is a critical part of the course as well.

As Psychology professionals, we recognize that reactions to trauma come in many forms. The content of this course, and discussions about interpersonal dynamics and trauma from different perspectives, may bring about unexpected and unsettling reactions. Responses to trauma are often strategies that survivors have developed to keep themselves safe, and therefore really reflect strength and resiliency. Recognizing how trauma impacts anyone is an important part of skill building for creating trauma-informed services and systems. Please do not hesitate to contact the instructor at any time during the course if you would like to discuss, privately, your reactions to the content we are reviewing and/or the discussions we are having.

II. MAJOR INSTRUCTIONAL GOALS:

GOAL A:
Understand interpersonal communication, and the process of communication via a “communication model”.

Learning Outcomes: The student will be able to:

A-1 Define communication
A-2 Explain the communication process.

GOAL B:
Understand the principles of interpersonal communication.

Learning Outcomes: The student will be able to:
B-1 Identify and demonstrate methods of non-verbal communication.
B-2 Identify and demonstrate the difference between pseudo and active listening.
B-3 Identify and use the component parts of active listening.
B-4 Make accurate reflective statements.

**GOAL C:**
Understand the impact of perception, culture, gender, and self concept on communication.

**Learning Outcomes:** The student will be able to:

C-1 Define culture and explain its impact on perception and interpretation of experiences.
C-2 Discuss gender socialization and its impact on perception and interpretation of experiences.
C-3 Explain sensation and perception, and describe their role in understanding experiences.
C-4 Identify how self-concept impacts upon one’s perception and resulting behavior.

**GOAL D:**
Use appropriate written and oral communication skills.

**Learning Outcomes:** The student will be able to:

D-1 Communicate information orally in a logical and grammatical manner.
D-2 Present written information using standard APA style.