Interpersonal Communication (Com 200)
Spring 2013-University of Hawaii, Hilo – 3 Credits

Instructor Name: Catherine Becker, Associate Professor

Office Hours: Contact me any time via email. I am also available to schedule appointments via online video conferencing such as Skype http://www.skype.com/, over the phone or in person by appointment.

Email: For all email communication, be sure to put in the RE Com 200: (then topic). Send to beckerc@hawaii.edu If you get a replay from kalama128@gmail.com, that’s me.

How to Send me an Email (Example):

To: beckerc@hawaii.edu
From: Your Email
RE: Com 200: Question about syllabus

Please be sure to follow the above format or I may not see your email. I am teaching several online courses this semester so I frequently receive hundreds of emails per week. So take note, if it’s not labeled Com 200, your email may get lost. If you send me an email using the above format, you can expect a response within 48 hours—usually sooner except on weekends. If you do not hear from me after 48 hours, please send another email; your email may not have made it.

Course Overview: In this course we consider how interpersonal communication influences our identity and the quality of our personal and professional lives.

Imagine yourself in a situation where you are alone, wholly alone on earth, and you are offered one of the two: books or people. I often hear speakers prizing their solitude, but that is only because there are still people somewhere on earth, even though in the far distance. I knew nothing of books when I came forth from the womb of my mother, and I shall die without books, with another human hand in my own. I do, indeed, close my door at times and surrender myself to a book, but only because I can open the door again and see a human being looking at me. -Martin Buber

The above quote by Martin Buber (a famous philosopher) suggests that what is essential about interpersonal communication cannot be learned only from books; it must be experienced. Consequently, I am attempting to facilitate opportunities for you to develop interpersonal communication competence by practicing and discussing interpersonal communication with one another, within and outside of our online environment. Assignments are included in this course to provide you an opportunity to immerse yourself more deeply in interpersonal communication. It is possible that you may develop some new or deeper interpersonal relationships as a result.

Class Meets: On WWW. The course is designed to for you to complete the assignments anytime that meets your schedule, before the due date. However, you must submit assignments and exams on or before the due date. All assignments may be submitted and exams completed anytime before 11:59 p.m. on the due date. No late exams or assignments will be accepted after the due date. Keep in mind that a typical "A" student in an online course will spend an average of 20 hours a week on the course. You will need access to a computer with a high-speed internet connection a good portion of that time.

Prerequisite requirements: There is no prerequisite requirement for this course. However, you should be comfortable and prepared to succeed in an online environment. Effective planning and time management skills are absolutely critical for your success. Additionally, please take the UH Hilo
online readiness check. This will help you decide if this course is right for you by evaluating your computing system, skills and providing a tutorial on how to use Laulima (the program that will be used to manage the course.


The Laulima tutorial is found by clicking on: http://www.hawaii.edu/talent/webctfacultyupport/laulimastudentorientation/

**Important Technical Information:**

To participate in this course you must have access to a computer several hours a day and high speed internet with Adobe reader version 8 or higher and Flash Player. For your web browser you **must use** Mozilla Firefox 2.0 or newer. **Mozilla Firefox 2.0 or higher works best with Laulima.**

**WARNING:** Do NOT use Internet Explorer or Safari as your browser for taking the exams or you will have problems submitting your tests and final via Laulima. You can download Mozilla Firefox for free at http://www.mozilla.com/en-US/firefox/personal.html Note to Mac Users: Links won't open with Safari. Use Firefox. You will also need program that reads Word documents.

**Technical Assistance:**

https://laulima.hawaii.edu/portal/site/%21gateway/page/4e42f89c-17b3-45ba-8002-8a347e837e09 or contact Technology & Distance Learning at (808) 933-3311, if you prefer to talk to a person.

**Curriculum:**

This course meets a lower-division elective and is required for communication majors.

**Communication Program Learning Outcomes (PLO):**

**Knowledge**
Outcome 1: Describe the major paradigms, theories, concepts and subfields within the discipline.
Outcome 2: Discuss non-western and alternative communication perspectives.

**Performance**
Outcome 3: Make effective public or professional presentations.
Outcome 4: Demonstrate interpersonal communication competence.
Outcome 5: Participate in group discussions and facilitate dialogue.
Outcome 6: Display sensitivity to the perspectives of others.

**Capstone Paper or Project**
Outcome 7: Design, implement, and/or evaluate a research project, a communication intervention, or a campaign.

**Course Learning Outcomes (CLO):**

1. Students will be able to define and engage in competent interpersonal communication.

2. Students will be able to describe the foundations of interpersonal communication, its place within the discipline of communication, related theories, and research.

3. Students will be able to discuss the connection among interpersonal communication, perception, cognition, identity, relationship development, maintenance, and deterioration.
4. Students will be able to describe behaviors that contribute to interpersonal communication competence, conflict management, and a supportive communication climate.

5. Students will explore the use of new communication technologies to reflect upon, develop, and/or maintain interpersonal relationships.

**Measurable Course Learning Outcomes and Connection to Program Learning Outcomes:**

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<thead>
<tr>
<th>CLO</th>
<th>Assignment</th>
<th>PLO</th>
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<td>1</td>
<td>Readings and Exams, Sexual Harassment Training, Lab Partner Assignments, Deep Listening Assignment</td>
<td>1(D), 4(D), 5(I), 6(D)</td>
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<td>Readings and Exams</td>
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<td>3</td>
<td>Readings and Exams</td>
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<td>4</td>
<td>All</td>
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<td>5</td>
<td>Communication Lab Partner Assignments</td>
<td>4(D)</td>
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I=Introduced, D=Developed & Practiced with Feedback, M=Demonstrated Mastery

**Required Texts:** *Two to Tango: Interpersonal Communication for Everyday Living* by Jose I. Rodriguez (with Carrie Cropley Hutchenson). The CD can be purchased from the bookstore or you may try to obtain it online from www.nsspress.com The text comes on a CD; it is also available online or in printed form. Be sure your CD/book is the purple edition (the orange edition is outdated and does not have all the chapters that you will be tested on).


**Recommended Texts:**


**Breakdown of Grading System:**

- Chapter Tests 50%
- Sexual Harassment Post 5%
- Outside Activities Post 5%
- Bio/Lab Partner Letter or Story 10%
- Deep Listening Session 10%
- Bridges Not Walls Post 10%
- Final Exam/Reflection 10%

**Grading Criteria:**

Your posts and essays should demonstrate that you have read the material. Include at least a few sentences that summarize the relevant part of the chapter with concepts defined and then explained in your own words. You should *explicitly* apply the material to the question that is being asked or topic that is being discussed. Whenever possible, you should include examples from your own experience. You should communicate respect, attentiveness, active listening and tolerance through your posts and your responses to the post of your peers. Follow netiquette as described at the end of this syllabus.
**Exams:**

There will be five exams that contain multiple choice/true-false questions and a final exam that is cumulative and includes final reflection essay. These should be completed in Laulima or before the due date in the schedule. You will have one hour to complete the tests. You may use your book and notes, but you must work independently. You are under the University of Hawaii Hilo honor code not to share the content or answers of test questions with anyone else. You may access the tests by using the “Tests, Tasks, and Surveys” toolbar on Laulima. Be sure that are using Mozilla Firefox as your browser. Internet Explorer and Safari do not let you submit you final test (bummer!).

**Sexual Harassment Post:**

One important aspect of interpersonal communication competence is to understand what is expected when communicating in a professional, educational or work place setting so that can tell if you or others are behaving appropriately. Consequently, you are required to complete the UH system sexual harassment training and create a post about what you learned. Questions from the training may be included on the final exam.

**Who are you? (Bio):**

Interpersonal Communication competency requires that we acknowledge and celebrate the uniqueness of ourselves and in our interpersonal relationships. To help facilitate this in our class, share about you. Self-disclosure has several levels (facts, personal information, opinions, attitudes, values, present moment, future goals, and how you connect with others (typically on common ground during the initiating phase). This assignment provides us an opportunity to connect on several of these levels. Read Chapter 1 in *Bridges Not Walls* and my blog at [drbeckersblog.blogspot.com/](http://drbeckersblog.blogspot.com/) before answering questions below. For probes that may help you answer these questions more personally, you may find it useful to answer the questions listed on page five in the third paragraph in *Bridges Not Walls* become completing the questions below. You may answer these questions via a written post a u-tube video, or vlog (post link).

1: Provide a basic introduction by stating your name, major, and future goals.

2: Tell us about where you were born and raised.

3: What is your connection to Hawaii?

4: Where are you right now (physical location)? How did you get there? Why?

5: What would you like to get out of this course?

6: Tell us about your experience, skills, and interests?

7: What do you think is important for an interpersonal relationship?

8: Describe how you connect with any of the information about John Stewart or in my blog.
Outside Activities Post (From Two to Tango):

You are required to post a response to one of the “Outside Activity” questions that are located at the end of each chapter of your Two to Tango text. Please read all of the assigned chapters before selecting the question you will answer. You must write out the entire question before answering it. Post your answer to the question that you have selected on “Forums” in Laulima under “Outside Activities Posts.” Be sure that your post includes a discussion of the topic, relevant terms from the text that you have defined, explained and applied to specific examples. If you choose to do one of the questionnaires, you still need to discuss it as described in the previous sentence.

Communication Assignments:

Lab Partner Assignment:

You will deepen your understanding of interpersonal communication by completing an assignment with a lab partner. After reading the bios of your classmates, if you find there is someone that you would like to work with, please contact them via the “mail” tool on Laulima and let me know when you have agreed to work together via an email to beckerc@hawaii.edu with the following subject line--Com 200: Lab Partner Identified. The include both of your names in the body of the email. If I do not hear from you by the deadline to select a lab partner, I will assign you one. You should meet with your lab partner face to face or by using internet communication software such as Skype that you may download for free.

Interview followed by Story or Letter about Lab Partner

Create a story about or letter of recommendation for your lab partner based on interviewing them. You will meet in person or via internet technology that allows for face to face meetings, such as Skype. Complete this assignment by: (1) reading and responding to their bio (2) creating a list of questions to ask them based on their bio (3) scheduling a time to interview them and engage in a focused discussion about them; you should spend a minimum of twenty-five minutes on each person. You are trying to discover what makes this person unique and irreplaceable. This is an opportunity to develop an interpersonal relationship as you practice paraphrasing, probing, and listening skills (4) write a 600-word story about or letter of recommendation for your partner. Share your story or letter with your partner for feedback before posting it on “Forums.” Include a photo.

In a separate section, conclude this assignment by discussing and analyzing the medium and process of communication that you two engaged in. Define, explain and apply terms from the book in your discussion.

Bridges Not Walls

You may complete this assignment individually or with your lab partner. If you complete it you're your partner, please make sure that both names are in the title of the Forum post and on any attachments. Select any reading from Bridges Not Walls that interests both of you. Please make your selection from a reading that has NOT already been assigned or selected by other students. To see assigned reading, check the final week of the schedule. Use the edit key on the “Wiki” toolbar on Laulima to write in the author, title, and page number of your selection followed by your name. If you see that someone else in the class has already selected a reading, please select a different one. Outline and summarize the chapter. Post your answers to all review questions and ONE of the probes under the Bridges Not Walls section in “Forums” on Laulima. In addition, post 3-5 original true/false multiple choice test questions, based on these materials. Be sure to indicate the correct answer.
Deep Listening Session:

The assignment is to engage in an intense, deep discussion with a partner so that you can practice and analyze your interpersonal communication skills. If you would like to complete this assignment with your lab partner, you may do so. Otherwise, select another classmate, relative, friend, or partner to discuss the question with. Be sure to schedule a time to talk about them that won’t be interrupted. Spontaneous conversations do not count. You must arrange a time in advance to discuss a specific question with your partner. These conversations should go at least twenty-five minutes. If they aren’t going that long, try to think of new angles or aspects of the question and what you can learn about your partner(s) by practicing listening and paraphrasing. Try probing, asking them to elaborate on a specific idea, or to share a story about it.

Pay attention; don’t interrupt. The questions that are to be used for this assignment come from the recommended Wheatley text. These questions are meant to start a conversation that may deepen or change your interpersonal relationship and/or communication competence.

After you have discussed the questions, post a 300-600 word discussion of what you discussed, discovered, and learned about communication as a result of these conversations on Laulima in Forums under the question that you discussed.

I am grading your comments about the process of communication NOT the specific content that you and your partner discussed. Be sure to define, explain and apply the relevant terms from the text in your discussion. Click on the second "view full description" under the Deep Listening Assignment in Forums to see an example.

Begin your session by discussing one or more of the following questions based on the Wheatley text.

What does it mean to be fully human? How do would a full human communicate?  
What do I believe about the future?  
What is my legacy? What is my contribution to the whole? How does this play out in my choices and actions?  
What do I believe about others? What motivates people? Can I trust them?  
What am I willing to notice in my world? What do I focus my attention on? Why is this important to me? How do I feel about it?  
When I have experienced good listening? How did I know that occurred? How did it make me feel?  
What could I do to become a better listener?  
Do I have enough time to think? Where and when do I do my best thinking? What if I had all the time in the world to think? What if I had all the time in the world to think? What would I think about/do? How can I make more time in my life for thinking about what is important to me?  
What is the relationship I want with the earth? What is the relationship I have now? What could I change? How do my actions affect the earth for future generations?  
When do I experience the sacred? Describe a sacred experience that you have had.  
What is my role in creating change?  
Can I be fearless? What are my fears? How can they be overcome? What would motivate me to overcome my fears?

General Online Course Success Tips:  

Each week you should do the following:

1. **Schedule** time each week to complete and submit the assignments.
2. **Review** the **due dates** and be sure that you understand the assignments.
3. **Read** the announcements on the Laulima, the previous week’s posts and the current week’s assigned pages.
4. **Respond** to at least one of your classmates’ posts every week.
5. **View** the links provided in your text that illustrate the content in the chapter.
6. **Consider** how the concepts you are learning about may apply to your life. What do you find yourself agreeing with? Disagreeing with? Why? How do you feel about it? Why?
7. **Summarize** what you have learned and your thoughts in a course notebook.
8. **Communicate** with your lab partner about the assignments and course concepts.
9. **Track** your progress by keeping a record of your completed assignments, how they were submitted and grades.

**Final Exam & Reflection Essay:**

The final exam is cumulative is a combination of multiple-choice, true/false questions and a 400-600 word reflection essay where you reflect and share about what learned, discuss what you liked best about the course and recommend how it could be improved in the future. You may use your book and notes, but must work independently.

**Academic Support:**

Kilohana: The Academic Success Center provides academic support opportunities for all UH Hilo students that foster their development into independent, self-motivated learners. Students who visit Kilohana have access to subject-specific and academic skills tutoring from UHH students selected for their academic achievement and dedication to helping others succeed. Kilohana is located on the lower level of the Mookini Library and on the web at [http://hilo.hawaii.edu/kilohana/](http://hilo.hawaii.edu/kilohana/)

**If You Have a Disability:**

If you have a documented learning disability and would like to request accommodation, please contact the University Disability Services at 933-0816 (V), 933-3334 (TTY), Campus Center Room 311, as early in the semester as possible. If there is anything else I can do to help you succeed in this course, please come and talk with me.

**A Note About Advising:**

Advising is designed to help students complete the requirement of the University and their individual majors. Students should consult with their advisors if there are any concerns about progress toward graduation, course selections or career opportunities. Although advising is a shared responsibility, you ultimately have final responsibility for ensuring that you meet degree requirements.
E-Mail Etiquette Guidelines-Adapted from iwillfollow.com

Don't Fan the Flames-To be flamed means that you've sent an e-mail to a person(s) that has caused that person(s) to respond in many, not-so-nice words. It's basically a verbal attack in electronic form. Sometimes the reason for a flame is quite obvious, but in other cases you just never know. You might send what you think is a harmless e-mail to ten people. Nine people respond in a rational tone while number ten sends you a flame. Just remember that everyone sees the world differently. You may be lucky and spend your whole life dealing only with the people in the group of nine, but I'll bet that sooner or later you will run into person ten.

How do you respond to a flame? Tough question. The best answer would be to ignore it and go about your life. If this is not your first reaction, it probably will be after you've been flamed a couple dozen times. You will find out that responses just aren't worth the effort. Remember that old saying about "You can please some of the people..." If you do choose to respond you will probably end up in what is known as a "flame war". This is where two or more people end up exchanging flames for an extended period of time. If you receive an upsetting email and do want to respond, the best way to do this is either in person, by phone, or by snail mail/hand-delivered note.

Privacy, Are You Kidding?-There is no such thing as a private e-mail.

E-mail software is like all other software in that occasionally things go wrong. If this happens, you may end up receiving e-mail meant for another person or your e-mail may get sent to the wrong person. Either way, what you thought was private is not private anymore.

Also, with some e-mail systems, the e-mail administrator has the ability to read any and all e-mail messages. And somewhere in the world there is a person (usually a hacker) who is able to read your e-mail if he/she tries hard enough.

So don't send anything by e-mail that you would not want posted on the company bulletin board. If it's safe enough for the bulletin board, it's safe enough for e-mail. Finally, if you are debating whether or not to send something personal by e-mail, either deliver it by hand or send it by snail mail.

To, Cc, Bcc and Reply to All-Be careful how you address your email.

The addresses in the 'To' are for the people you are directly addressing. The addresses in the 'Cc' are for the people you are indirectly addressing. They are the FYI-ers. Don't over-do it here. Copy only those who need to be copied. Keep private business private: especially in personal matters, only CC those who are directly related to the conversation. The addresses in the 'Bcc' are like 'Cc' except that the addresses in 'To' and 'Cc' do not know that the addresses in the 'Bcc' are included in the conversation. The 'To' and 'Cc' addresses are blind to the 'Bcc' addresses. As you can imagine, use of the 'Bcc' is somewhat unethical and therefore its use is discouraged. The 'Reply to All' button is just a button, but it can generate tons of unnecessary e-mails. For example, if I send a dozen people an e-mail asking if they are available at a certain time for a meeting I should get a dozen replies and that's it. However, if each person hits the "Reply to All' button not only do I get a dozen replies, but so does everyone else for a total of 144 messages! Use with care.

Don't send e-mail in all UPPER-CASE LETTERS. Use of upper-case words is the equivalent of shouting in some one's ear. ONLY use upper-case words when trying to make a point (such as I just did). Even at that, you should be careful with who you are exchanging messages. Don't be a novelist. This is not an English literature or a writing intensive course. Messages should be concise and to the point. Think of it as a telephone conversation, except you are typing instead of speaking.
It's also important to remember that some people receive hundreds of e-mail messages a day, so keeping an email short is the best way to ensure that it is actually read.

*You are about to embark on a journey that has the potential to greatly improve the quality of your life. Have fun.*