

GSP215 Applied Interpersonal Communication and Conflict Management

Level: 2

Credit Units: 5 Credit Units

Language: ENGLISH

Presentation Pattern: EVERY REGULAR SEMESTER

Synopsis:

GSP215 Applied Interpersonal Communication and Conflict Management teaches the fundamentals of Interpersonal Communication. The course is designed to help students communicate effectively, engender positive relationships and solve workplace interpersonal communication issues. The course is relationship-centred, which means that the objective of studying communications is to build a positive and productive connection with others.

The course is split into two segments: 1) Interpersonal Communication theories for relationship development and conflict management, and 2) Nonverbal Communication to foster relationship development. The course is grounded in theories that are practical and usable when communicating professionally with another. Students will learn how to strategically manoeuvre their verbal/nonverbal communication to achieve a specific purpose (i.e., persuade, negotiate or establish intimacy).

Topics:

- Introduction to Personal Communication
- Social Penetration Theory
- Uncertainty Management Theory
- Accommodation Theory
- Politeness Theory
- Conflict Management and Stages of Dissolution
- Drama Triangle and Conflict Management
- Emotional Intelligence
- Vocal Prosody: Science and Function of the Voice in Interpersonal Communication
- Vocal Prosody: Application and Deconstruction of Vocal Patterns
- Kinesics: History and the Anthropology of Body Language
- Kinesics: Application of Body Language Through Paul Ekman's 5 Concepts
- How the Cyborg Talks: The Digital Self in Interpersonal Communication

Learning Outcome:

- Describe the key concepts required for conflict management and relationship development.
- Discuss the stages and factors required to build long-last relationships.
- Explain why conflict is inevitable in relationships and how to mediate it.
- Analyse the vocal prosody and kinesics techniques to develop meaningful bonding and/or to curb progression of conflict.
- Demonstrate the stages and variables of relationship development and the ability to exercise vocal patterns and body language in interpersonal communication.
- Solve relationship issues in scenario-based case studies.

Assessment Strategies - Regular Semester (Evening Class):

Components	Description	Weightage Allocation (%)
Overall Continuous Assessment	TUTOR-MARKED ASSIGNMENT 1	30
	PRESENTATION 1	30
	GROUP BASED ASSIGNMENT 1	40
Total		100

*The information listed is subject to review and change.