

**WILMINGTON UNIVERSITY**  
**COLLEGE OF SOCIAL & BEHAVIORAL SCIENCES**  
**BASIC COURSE INFORMATION**

**COURSE TITLE:** Interpersonal Communication Skills

**COURSE NUMBER:** PSY 309

**I. COURSE DESCRIPTION:**

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.

**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

