

Virginia Western Community College

PSY 120

Human Relations

Prerequisites

None

Course Description

Introduces the theory and practice of effective human relations. Increases understanding of self and others and interpersonal skills needed to be competent and cooperative communicator.

Semester Credits: 3

Lecture Hours: 3

Required Materials

1. Textbook
2. Internet access
3. Blackboard

Textbook:

Adler, R. B., & Proctor, R. F. (2011). *Looking Out/Looking In* (15th Edition). Boston, MA: Wadsworth. ISBN: 978-1-305-94065-9.

Other Required Materials:

None

Course Outcomes

At the completion of this course, the student should be able to:

- Identify the principles of communication.
- Determine the principles of self-concept and how the self-concept influences communication.
- Identify elements of the perception process.
- Define the relationship between emotions and communication.
- Demonstrate the symbolic nature of language.
- List the characteristics of nonverbal communication.
- Cite the characteristics of the listening process.
- Compare the various stages of interpersonal relationships.
- Classify individual conflict styles, as well as conflict management.

Topical Description

1	Interpersonal relationships
2	Communication and Identity
3	Perception in communication
4	Emotions: Thinking, feeling, acting
5	Language barriers and bridges
6	Nonverbal Communication
7	Listening
8	Communication and Relational Dynamics
9	Improving Communication Climates
10	Managing Interpersonal Conflicts

Notes to Instructors

None