

# 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. Canvas

#### **Textbook:**

Adler, R. B., & Proctor, R. F. (2011). *Looking Out/Looking In* (15<sup>th</sup> 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