Psyc 391 (A01): Psychology of Interpersonal Communication (Spring 2019)

Instructor: Jessica Rourke
Class location: COR A121
Class time: M & TH 1:00pm – 2:30pm
Office hours: M 11:00am – 12:00pm
Office location: Cornett A215
Contact: jrourke@uvic.ca

TA: Alexandra Fisher (anfisher@uvic.ca)

Course Description
In this course we will explore interpersonal communication in a variety of relationships (e.g., friend, intimate partner, career). We will examine theories and methods from psychology toward the goal of understanding and explaining our own and others’ communication styles.

This class is going to be “hands-on” meaning you will be expected to participate in class discussions, activities, mini-presentations, role-plays, etc. In addition, you will be expected to reflect on your own approach to communication and to apply some of the theories and concepts that we learn in class to your own life.

During this course we will cover many topics related to communication including: models of communication, the self, culture, listening, non-verbal communication, non-violent communication, and conflict. By the end of this course, my goal is that you will understand the basic psychological models and theories pertaining to communication. My goals are also for you to be able to think critically about the subject, make connections among the various course topics, gain a broader understanding of the way in which you communicate, and learn skills that you can apply to your own life to improve your communication.

About Me
I enjoy all aspects of social psychology, however, my main area of research is forgiveness, and I have studied it from both the victim and perpetrator perspectives. I obtained my degrees in Social-Personality Psychology and in addition to teaching at UVic, I teach on-line at Thompson Rivers University, and I work at Restorative Justice Victoria.

Course Readings
The textbook for this course is available at the UVic bookstore: Engleberg, I., Wynn, D., & Roberts, M. (2015). THINK Communication (1st Canadian ed.). Toronto: Pearson Education

You will be tested on material from the textbook, not all of which will be covered during class time.
Course Website
On CourseSpaces I will post the course syllabus, information about assignments, information necessary for in-class activities, and any relevant announcements (e.g., grades). CourseSpaces is where you will submit most of your assignments.

Prerequisites
PSYC 201 and minimum third-year standing. If you remain in this course without having completed the prerequisites you do so at your own risk. Successful completion of this course DOES NOT exempt you from having to complete the prerequisites at a later date if they are required for the degree program.

Course Policies
Contacting Me: Please come to my office hours, or contact me at: jrouke@uvic.ca
- Do not contact me through CourseSpaces
- Please include “Psyc 391” in the subject line of your e-mail and make sure you put your name and student number at the end of your message
- Please allow 2 business days for a reply. If I have not replied within that time frame, resend your message and let me know it is the second time you are sending it
- Please do not contact me to find out when assignments or exams will be graded. As soon as the grades are ready I will let you know

Grades: If you are disappointed with a grade, it is your responsibility to arrange to meet with me or your TA to review the marking at the time the material is graded, not at the end of the term when the final grade is awarded. I will not review a grade/assignment if you come to see me later than 1 week after the grade was first posted.

In determining your final letter grade in the course, anything .5 and above will be rounded up to the next percentage score; anything .4 and below will be rounded down to the previous percentage score. For example, 74.4% will be rounded to 74%, whereas 74.5% will be rounded to 75%. Letter grades and corresponding percentages are as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage Range</th>
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<tbody>
<tr>
<td>A+</td>
<td>90 – 100</td>
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<tr>
<td>A</td>
<td>85 – 89</td>
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<tr>
<td>A-</td>
<td>80 – 84</td>
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<tr>
<td>B+</td>
<td>77 – 79</td>
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<tr>
<td>B</td>
<td>73 – 76</td>
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<tr>
<td>B-</td>
<td>70 – 72</td>
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<tr>
<td>C+</td>
<td>65 – 69</td>
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<tr>
<td>C</td>
<td>60 – 64</td>
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<td>D</td>
<td>50 – 59</td>
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<tr>
<td>F</td>
<td>0 – 49</td>
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<tr>
<td>N</td>
<td>Incomplete</td>
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Extensions: Should you need an extension, please feel free to come and speak to me about it BEFORE the due date. If you are having trouble getting started on an assignment, do not hesitate to make use of my office hours. I would love to help you! For information on Academic Concessions such as Deferred Status Due to Illness, Accident or Family Affliction please go to https://web.uvic.ca/calendar2019-01/undergrad/info/regulations/concessions.html

University policies: Please familiarize yourself with the university’s standards of academic integrity (e.g., plagiarism and cheating). These regulations can be accessed at the following website: http://web.uvic.ca/calendar2019-01/undergrad/info/regulations/academic-integrity.html
<table>
<thead>
<tr>
<th>DATES</th>
<th>LECTURE TOPIC</th>
<th>READINGS</th>
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<tbody>
<tr>
<td>JAN 07, 10</td>
<td>Introduction to the course; What is Interpersonal Communication?; The Self</td>
<td>Ch. 1</td>
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<tr>
<td>JAN 14, 17</td>
<td>The Self; Perceiving Others</td>
<td>Ch. 2</td>
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<tr>
<td>JAN 21</td>
<td>Perceiving Others</td>
<td>Ch. 3</td>
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<td><strong>JAN 23rd:</strong> Last day to officially register in course* For your work to be accepted and to receive a course grade, you MUST be officially registered</td>
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<td><strong>JAN 24th:</strong> TEST 1 (Ch. 1 – 3) Test will mostly be multiple choice and short answer questions</td>
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<tr>
<td>JAN 28, 31</td>
<td>Language</td>
<td>Ch. 5</td>
</tr>
<tr>
<td>FEB 04, 07</td>
<td>Nonverbal communication</td>
<td>Ch. 6</td>
</tr>
<tr>
<td>FEB 11, 14</td>
<td>Communicating in Professional Relationships; Presenting Effectively</td>
<td>Ch. 9: only p. 154-163; Ch. 13: only p. 245-256</td>
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<tr>
<td><strong>FEB 18 &amp; 21 NO CLASS: READING BREAK</strong></td>
<td></td>
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<tr>
<td>FEB 25, 28, MAR 4, 7</td>
<td>Listening and Responding</td>
<td>Ch. 4</td>
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<tr>
<td>Mar 14, 18, 21</td>
<td>Conflict Management</td>
<td>Ch. 11: only p. 202-205; Ch. 7: only p. 134 – 135</td>
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<td>Mar 25, MAR 28</td>
<td>Communication in Groups; Emotions &amp; Self-disclosure</td>
<td>Ch. 10: only p. 174-178 &amp; 180-183 &amp; 185-186; Ch. 11: only p. 197 &amp; 199-200; Ch. 7: only p. 123-125 &amp; 130-131</td>
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<tr>
<td>APR 1</td>
<td>Emotions &amp; Self-disclosure</td>
<td>Ch. 8: only p. 140-141 &amp; 147-149</td>
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<td><strong>APR 04th:</strong> TEST 3 (Ch. 8 + sections asked to read from Ch. 7, 10, &amp; 11) Test will mostly be multiple choice and short answer questions</td>
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<tr>
<td>Due Date</td>
<td>Value</td>
<td>Brief Description</td>
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<tr>
<td><strong>Test 1 – January 24th</strong></td>
<td>15%</td>
<td>Test will be multiple choice and short answer questions and will consist of</td>
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<tr>
<td>**To pass this course, you</td>
<td></td>
<td>information from class and textbook (Ch. 1 – 3)</td>
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<tr>
<td>must write all 3 tests. If</td>
<td></td>
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<tr>
<td>you do not, you will be</td>
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<tr>
<td>assigned a grade of “N”</td>
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<td><strong>Test 2 – March 11th</strong></td>
<td>15%</td>
<td>Test will be multiple choice and short answer questions and will consist of</td>
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<tr>
<td>**To pass this course, you</td>
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<td>information from class and textbook (Ch. 4 – 6 + sections asked to read from</td>
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<tr>
<td>must write all 3 tests. If</td>
<td></td>
<td>Ch. 9 &amp; 13)</td>
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<td>you do not, you will be</td>
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<tr>
<td>assigned a grade of “N”</td>
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<tr>
<td><strong>Test 3 – April 04th</strong></td>
<td>15%</td>
<td>Test will be multiple choice and short answer questions and will consist of</td>
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<tr>
<td>**To pass this course, you</td>
<td></td>
<td>information from class and textbook (Ch. 8 + sections asked to read from</td>
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<tr>
<td>must write all 3 tests. If</td>
<td></td>
<td>Ch. 7, 10, &amp; 11)</td>
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<tr>
<td>you do not, you will be</td>
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<tr>
<td>assigned a grade of “N”</td>
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<tr>
<td>**Class Attendance and</td>
<td>5%</td>
<td>This is an interactive class; attendance and participation in the group activities</td>
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<td>Participation**</td>
<td></td>
<td>will enrich your learning environment</td>
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<td>**Journal Project – March</td>
<td>20%</td>
<td>Each week you’ll be given a topic on which to reflect. Toward the end of the</td>
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<tr>
<td>14th**</td>
<td></td>
<td>semester, you’ll hand in your reflections in the format of a journal.</td>
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<td><strong>Role Play – dates vary</strong></td>
<td>10%</td>
<td>In groups of six, you will present a role play illustrating a certain concept to</td>
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<td></td>
<td></td>
<td>the class.</td>
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<tr>
<td>**Class activity demo –</td>
<td>10%</td>
<td>In groups of six, you will present a theory/concept to the class in the form of</td>
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<tr>
<td>dates vary**</td>
<td></td>
<td>an in-class activity. Together as a group, you will submit a brief report</td>
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<td></td>
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<td>detailing your class activity.</td>
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<tr>
<td>**Nonverbal observation –</td>
<td>10%</td>
<td>During class on February 07th you will go out in groups of 3 and observe 2</td>
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<tr>
<td>Feb 14th**</td>
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<td>people interacting in a public setting. Together as a group, you will submit a</td>
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<td>report detailing your observation.</td>
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Assignment Details

Writing all 3 tests is a mandatory completion requirement to pass this course (if you do not, you will be assigned a grade of “N”). If you do not submit/complete an assignment, you will be given a grade of zero and that zero will be used in the calculation of your final course grade.

A table outlining each assignment, its worth, and its due date can be found above. To reward students handing in their work on time, each day that an assignment is late (without proper documentation such as a doctor’s note) 5% will be deducted from the total mark.

More detailed criteria for each assignment is posted in the “Assignments” folder on CourseSpaces. Please submit assignments to CourseSpaces in either Word or PDF format. (NOTE: Your journal is not submitted to CourseSpaces)

Journal Project – MAX 3 pages, double-spaced, per journal entry (March 14)
At the end of each week (by 9pm every Thursday), in the “Journal Project” folder on CourseSpaces (in the “Assignments” folder) I will post a topic/question/activity on which you are to reflect. Each of your reflections should be 1 – 3 pages in length Your journal entries will be handed in together (hard copy) at the beginning of class, March 14. Please see the “Assignments” folder on CourseSpaces for more specific assignment details.

Role Play – Length: 6 – 8 minutes (presentation dates vary)
In groups of six you will present a role play illustrating a certain concept to the class. Your goal is to facilitate your classmates’ understanding of the concept and to generate useful discourse. Please see the “Assignments” folder on CourseSpaces for more specific assignment details.

In-Class Activity Demo – Length: 5 – 10 minutes (presentation dates vary)
In groups of six, you will present a theory/concept to the class in the form of an in-class activity. Part of this assignment is to submit a written report of this activity. The report should be 1 - 2 pages (double-spaced); one report per group of six. Select one person who will oversee submitting the written report. The report is due by 9pm (via CourseSpaces) the day before you perform the activity in class. Please see the “Assignments” folder on CourseSpaces for more specific assignment details.

Nonverbal Behaviour Observation Activity – MAX 4 pages, double-spaced (Feb 14)
During class on February 7th you will go out in groups of 3 and observe 2 people interacting (non-verbal behaviour) in a public setting (Mystic Café; SUB; Felicity’s; Finnerty’s; Library café). Together as a group, you will submit a report detailing your observation (choose 1 person in your group who will oversee uploading your report to CourseSpaces by 9pm on Feb 14th). Please see the “Assignments” folder on CourseSpaces for more specific assignment details.

*Please note: Although an unlikely event, I reserve the right to modify this course outline. Any changes will be announced to you in advance (both in class and posted on CourseSpaces).
Taking Care of Yourself

Being a student can be stressful! Please remember to take care of yourself. Try your best to eat well, exercise, get enough sleep, take some time to relax, and talk to someone if you're feeling overwhelmed. This will help you achieve your goals and cope with stress. All of us benefit from support during times of struggle. You are not alone.

Social Life, Friends, & Community at UVic:
Having a social network is an extremely important foundation for positive mental health. There are lots of benefits to joining clubs, course unions, intramurals and teams on campus. 
https://www.uvic.ca/mentalhealth/undergraduate/connecting/index.php

Counselling Services:
Counselling Services can help you make the most of your university experience. They offer free professional, confidential, inclusive support to currently registered UVic students. www.uvic.ca/services/counselling/

Health Services:
University Health Services (UHS) provides a full service primary health clinic for students, and coordinates healthy student and campus initiatives.
www.uvic.ca/services/health/

Centre for Accessible Learning:
The CAL staff are available by appointment to assess specific needs, provide referrals and arrange appropriate accommodations www.uvic.ca/services/cal/ The sooner you let us know your needs, the quicker we can assist you in achieving your learning goals in this course.

Elders' Voices:
The Office of Indigenous Academic and Community Engagement (IACE) has the privilege of assembling a group of Elders from local communities to guide students, staff, faculty, and administration in Indigenous ways of knowing and being.
www.uvic.ca/services/indigenous/students/programming/elders/

Mental Health Supports and Services:
Mental health supports and services are available to students from all areas of the UVic community: www.uvic.ca/mentalhealth/undergraduate/
IMPORTANT UVIC COURSE POLICY INFORMATION

Prerequisites
Students who remain in courses for which they do not have the prerequisites do so at their own risk. Students who complete courses without prerequisites ARE NOT exempt from having to complete the prerequisite course(s) if such courses are required for the degree program.

Program Requirements
For more information see pages 311-314 of the UVic Calendar January 2019.

Registration Status
Students are responsible for verifying their registration status. Registration status may be verified using My Page, View Schedule. Course adds and drops will not be processed after the deadlines set out in the current UVic Calendar.

Commitment to Inclusivity and Diversity
The University of Victoria is committed to promoting, providing, and protecting a positive and supportive and safe learning and working environment for all its members.

In the Event of Illness, Accident or Family Affliction (See also UVic Calendar, January 2019, p. 46-49)

- What to do if you miss the final exam scheduled during the formal exam period
  - Apply at Records Services for a “Request for Academic Concession,” normally within 10 working days of the date of the exam. Records Services will forward the form to the instructor. If the concession is granted, the instructor will determine how to deal with the situation (for example, a deferred exam). Where a concession is not applied for or where such application is denied, an N grade will be entered on the student’s academic record.
  - OR, you can download the Request for Academic Concession form here: http://www.uvic.ca/registrar/assets/docs/record-forms/rac.pdf

- What to do if you miss an exam other than one scheduled during the formal exam period
  - Do not apply at Records Services for a “Request for Academic Concession.” Instead, submit documentation of the illness, accident or family affliction directly to your course instructor (or designated teaching assistant).

- What to do if you require additional time to complete course requirements
  - Apply at Records Services for a “Request for Academic Concession,” normally within 10 working days of the end of the course. Records Services will forward the form to the instructor. If the concession is granted, the instructor will determine how to deal with the situation (for example, a deferred exam). Where a concession is not applied for or where such application is denied, an N grade will be entered on the student’s academic record.
  - OR, you can download the Request for Academic Concession form here: http://www.uvic.ca/registrar/assets/docs/record-forms/rac.pdf
Policy on Academic Integrity including Plagiarism and Cheating (p. 43-45, UVic Calendar January 2019)
The Department of Psychology fully endorses and intends to enforce rigorously the Senate Policy on Academic integrity https://web.uvic.ca/calendar2019-01/undergrad/info/regulations/academic-integrity.html

It is of utmost importance that students who do their work honestly be protected from those who do not. Because this policy is in place to ensure that students carry out and benefit from the learning activities assigned in each course, it is expected that students will cooperate in its implementation.

The offences defined by the policy can be summarized briefly as follows:
1. **Plagiarism.** You must make sure that the work you submit is your work and not someone else’s. There are proper procedures for citing the works of others. The student is responsible for being aware of and using these procedures.

2. **Unauthorized Use of an Editor.** The use of an editor is prohibited unless the instructor grants explicit written authorization.

3. **Multiple Submission.** Only under exceptional circumstances may a work submitted to fulfill an academic requirement be used to satisfy another similar requirement. The student is responsible for clarifying this with the instructor(s) involved.

4. **Falsifying Materials Subject to Academic Evaluation.** This includes falsification of data, use of commercially prepared essays, using information from the Internet without proper citation, citing sources from which material is not actually obtained, etc.

5. **Cheating on Assignments, Tests, and Examinations.** You may not copy the work of others in or out of class; you may not give your work to others for the purpose of copying; you may not use unauthorized material or equipment during examinations or tests; and you may not impersonate or allow yourself to be impersonated by another at an examination. The Department of Psychology has a policy of not making old examinations available for study purposes. Therefore, use of old exams without the express written permission of the instructor constitutes cheating by the user, and abetting of cheating by the person who provided the exam.

6. **Being an Accessory to Offences.** This means that helping another student to cheat (for instance, by showing or communicating to them answers to an assignment, or by allowing them to view answers on an exam) is an academic offence.

Instructors are expected to make every effort to prevent cheating and plagiarism. This may include:
- the assignment of seating for examinations,
- asking students to move during examinations,
- requests to see student identification cards,
- and other measures as appropriate.
Instructors also have available to them a variety of tools and procedures to check for Internet and electronic media-based cheating. In instances of suspected or actual plagiarism or cheating, instructors, following prescribed procedures, are authorized to take steps consistent with the degree of the offence. These measures will range from a zero on the test or assignment or a failing grade for the course, probation within a program to temporary or even permanent suspension from the University.

Rights of Appeal are described in the Policy on Academic Integrity in the University calendar (on p. 44 in January 2019).

The definitive source for information on Academic Integrity is the University Calendar https://web.uvic.ca/calendar2019-01/undergrad/info/regulations/academic-integrity.html (p. 43-45 in January 2019)

Other useful resources on Plagiarism and Cheating include:
1. The Study Solutions Office: https://www.uvic.ca/services/counselling/success/study/index.php
2. The Ombudsperson’s office: http://www.uvss.uvic.ca/ombudsperson/pubsguides/plagiarism.pdf
3. UVic Library Resources: http://www.uvic.ca/library/research/citation/plagiarism/