

# BUS 155 - INTERPERSONAL COMMUNICATIONS

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## Course Description

To be well prepared for employment in the 21st century it will be mandatory for students to demonstrate effective human relations. Individuals who enter the workforce in any field will need to possess interpersonal and customer service skills. The global workplace will demand competence in interpersonal or "soft" skills. Excellent customer service and relationship building skills are a necessary component of overall business communication. Topics include: communication and identity, conflict and communication climates, and how to build and maintain effective relationships with external and internal customers. Group 2 course.

## Credit Hours

3

## Contact Hours

3

## Lecture Hours

3

## Recommended Prerequisites or Skills Competencies

ENG 11/111 minimum placement

## General Education Outcomes supported by this course

Communications - Direct

## Course Learning Outcomes

### Knowledge:

- Define interpersonal theory and different types of "soft-skills".

### Application:

- Detect barriers to providing excellent customer service and interpersonal communication behaviors and prepare strategies to address those barriers.

### Integration:

- Incorporate interpersonal theory to their professional and personal relationships.

### Human Dimension:

- Recognize their own interpersonal communication strengths and weaknesses.

### Caring - Civic Learning:

- Reflect on the importance of healthy, ethical relationships in real-world situations.

### Learning How to Learn:

- Reflect on the effect of interpersonal communication skills from real world scenarios.