COURSE SYLLABUS

Interpersonal Communications Course (Self-Paced)

Learn proven techniques to work more productively and improve your everyday interactions with others. Discover conflict resolution strategies and negotiation techniques, and benefit from useful tips on tact and diplomacy.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/interpersonal-communications-online



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Course Outline

Module 1: The Basics of Communication

- Define interpersonal communication and explore its key elements
- Analyze communication styles using self-assessment instruments
- Understand how communication attitudes, filters, and nonverbal behavior influence meaning
- Explore the “what” and “how” of communication through content and process

Module 2: The Art of Connecting

- Explore principles of connection such as curiosity, empathy, and building common ground
- Understand assumptions and biases in conversations
- Apply the Johari Window and multiple perspective taking (you, others, observer)
- Learn to listen actively and provide constructive feedback

Module 3: Handling Conflict and Using Negotiation Skills

- Identify and navigate the three stages of conflict: Daily Events, Challenges, and Battles
- Use strategies to communicate non-defensively and manage emotionally charged situations
- Practice negotiation techniques using win-win principles and structured steps
- Apply a five-part conflict resolution process: Diagnose, Plan, Prepare, Implement, Evaluate

Module 4: Problem Solving

- Apply a six-step problem solving process to workplace scenarios
- Use data collection and analysis to identify root causes
- Develop, evaluate, and select practical solutions using tools like mind mapping and force field analysis
- Implement solutions with defined action plans and evaluate outcomes