



Greenwich University

COURSE OUTLINE

SPRING 2019 Term

- **Course** : **Interpersonal Skills**
- **Code** : **GENG 204**

ADMINISTRATIVE INFORMATION

- **Instructor** : **Ms. Girisha Dhunnoo**
- **Instructor's Email** : **girisha@Greenwich.edu.pk**
(Assignments given should be sent to the instructor via email above for marking. After checking they will be returned before the next class.)
- **Class Session** : **March 25, 2019 – July 20, 2019**
- **Class Timings** : **Tuesday, 11:30 Am - 01:30 Pm**

A 10-minute break will be given. Any student coming late or returning late after the break will be considered absent for that day.

In case of cancellation / makeup of a class you will be notified through the website of Greenwich and / or through your Greenwich email account.

ATTENDANCE:

100% class attendance is mandatory for the students to enable them to appear in the final examination. However, in case of an emergency / serious illness the students will be eligible to (02) absences during the whole semester.

RULES AND REGULATIONS:

- All mobile phones must remain switched off or kept on silent / vibration mode) for the entire duration of a class. Any breach of this rule will lead to immediate confiscation of the phone, which will only be returned after the semester is over.
- Smoking is strictly prohibited on the entire campus, except the cafeteria.
- No food, drinks, gum or beetle-nut (chalia) are allowed inside the classroom.
- In order to maintain the sanctity and decorum on the University Campus, all male and female students are required to be dressed in a decent and appropriate manner. The University shall take a particularly stern view of any kind of immodest and revealing clothes.
- The Student ID Card must be displayed while attending class.
- Cheating, plagiarism, offensive language and disruptive behavior will be addressed according to policies for academic misconduct mentioned in the Students' Handbook.

COURSE OBJECTIVE:

This course aims at helping students to understand the importance of effective interpersonal communication in initiating, developing and sustaining interpersonal relationships in our personal and professional lives

TEACHING METHODOLOGY:

- Lectures
- Assignments
- Presentation by students
- Research Paper on Articles Presented at HEC Digital Library
- Seminar / Workshop
- Report
- Guest Speaker: A professional from the Financial Sector will be invited to share his / her experiences with the students.
- **Case Studies:**

PERFORMANCE REQUIREMENTS:

Complying with the course requirements with active class participation and timely submission of assignments.

MATERIAL / RESOURCES:

RECOMMENDED TEXTS:

The following books are suggested for reference:

- 1- Inter-Act by Kathleen S. Verderber, Rudolph F. Verderber
- 2- The Interpersonal Communication Book By Joseph A. Devito

Handouts will be given when required. Students will be asked to carry out research on their own assigned class topics. Suggested reference material can be identified by the faculty on request. No text books are prescribed for the course.

Compulsory Reading:

- i. Economic & Business Review (DAWN)
- ii. Pakistan & Gulf Economist (PAGE)

Students are urged to seek assistance from www.hecdigitallibrary.edu.pk for preparation of research papers, assignments and term reports.

- Use the following link for research
 - Bentham Science
 - Blackwell Synergy
 - Ebscohost

Within the above

- ❖ Academic Search Premier
- ❖ Business Source Premier

- Springerlink
- Oxford University Press
- Greenwich Research Development Center (GRDC) and computer laboratory will have all the necessary software (SPSS) and full access to the digital library and internet.

EVALUATION METHODS AND ASSIGNMENTS:

- Quizzes will be given in every class based upon the lesson taught in the previous session. The teacher will mark and return them to the students in the same/next class.
- Students who maintain 100% attendance in a minimum course load of five will be awarded a certificate and his/her name/picture will be placed on the notice board
- Class Assignments will be given regularly.
- Class participation
- Portfolios should be maintained by students of all their assignments, quizzes, /presentation, etc. The portfolios must be submitted to the instructor in the 14th class. The portfolios will be returned to the students prior to the final examination .
- Mid-Term and Final Examination

- Final exams will comprise questions based on the entire syllabus, including the teaching done before the Mid-Term Exam.
- **Report:** The students will be assigned, individually, or in groups to write term paper / report based on visit to the corporate entities / markets and discussions with professionals and practitioners. All such visits will be undertaken through official transmittal letters to be issued by the University on the request of students and / or faculty.

GRADING:

*	Report & Article Presentation	10%
*	Quizzes.....	10%
*	Assignment	10%
*	Mid-term Examination.....	30%
*	Final Examination	40%

- Portfolios should be maintained by students of all their assignments, quizzes, /presentation, etc. The portfolios must be submitted to the instructor in the 12th class. The portfolios will returned to the students prior to the final examination.

COURSE CONTENTS

WEEK I

- General guidelines about the course
- Review of principles of effective communication
- Interactive lecture on communication

WEEK II

- Verbal communication
- Verbal Messages

WEEK III

- Non-Verbal communication
- Non-Verbal Messages

WEEK IV

- Culture in Interpersonal Communication

WEEK V

- Nature of Culture
- How Culture Differs

WEEK VI

- Principles of IP Communication
- Models of IP Communication
- Goals of IP Communication

WEEK VII

- Self-Concept
- Definition and Development of Self Concept
- Self Esteem
- Self Esteem

MID-TERM EXAMINATION

WEEK VIII

- IP Perception
- Definition

WEEK IX

- Perception Process
- Barriers to Perception

WEEK X

- Listening Skills
- Importance and Stages of Listening

WEEK XI

- Barriers to Listening
- Conflict Management

WEEK XII

- CONFLICT MANAGEMENT
 - Definition of conflict
 - Types of conflicts
 - Myths about conflicts
 - Process of conflict

WEEK XIII

- Presentation

WEEK XIV

- Presentation

FINAL EXAMINATION

-----*For Office Use Only*-----

Dean: : _____ Date: ____ / ____ / 2019

Head of Department: : _____ Date: ____ / ____ / 2019

Faculty Member: : _____ Date: ____ / ____ / 2019

Uploaded on the website by: _____ Date: ____ / ____ / 2019