

Interpersonal Communication Outcomes Student Leader Learning Outcomes (SLLO) Project

Definition Of Interpersonal Communication:

"Communication is the exchange of thoughts, messages, or information, as by speech, signals, writing, or behavior."

Interpersonal communication is communication with another person or group of people that is treated separately from verbal presentations. There are generally few participants involved and those individuals are in close proximity to each other. Interpersonal communication can include talking, listening, and conflict resolution.

Key Components of Interpersonal Communication:

Elements:

- Listening
- Body language
- Interruptions
- Eye contact
- Questioning
- Voice
- Understanding
- Empathy

Formats:

- Meetings (executive/general)
- One on one
- Providing feedback
- Conflict management/mediation

Outcomes:

Students will be able to:

- Exhibit effective interpersonal communication in a variety of settings.
- Effectively apply active listening skills.
- Perceive the listeners interpersonal needs.
- Gain information about other individuals through communication.
- Build a context of understanding through communication.
- Demonstrate respect for others' viewpoints.
- Maintain proper eye contact while communicating interpersonally.
- Exhibit de-escalatory behaviors in situations of conflict.
- Mediate between other conflicting parties.
- Receive, and reflect on, critical feedback from others.
- Demonstrate acknowledgment and validation of the feelings, opinions, and contributions of others.

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Other Useful Rubrics Related to This Topic:

Verbal Communication, Diversity, Teams and Groups

Resources:

- Definitions and Skills
 - https://en.wikipedia.org/wiki/Interpersonal_communication#:~:text=Interpersonal%20communication%20is%20an%20exchange,of%20personal%20and%20relational%20goals
 - <https://www.communicationtheory.org/interpersonal-communication/>
 - <https://www.skillsyouneed.com/ips/interpersonal-communication.html>
- Communication Self-Assessment
 - <https://www.psychologytoday.com/us/tests/relationships/interpersonal-communications-skills-test>
- Articles
 - Effective Interpersonal Communication
http://humanresources.about.com/od/interpersonalcommunication1/Effective_Interpersonal_Communication.htm
- Books
 - Bolton, R. (1987). *People skills: How to assert yourself, listen to others, and resolve conflicts*. Simon & Schuster Australia.
 - Brown, B. (2012). *Daring greatly: How the courage to be vulnerable transforms the way we live, love, parent, and lead*. Avery.
 - DeVito, J. A. (2005). *Interpersonal communication book* (6th ed). Allyn and Bacon.
 - Knapp, M. L., & Vangelisti, A.L. (2008). *Interpersonal communication and human relationships* (6th ed.). Allyn and Bacon.
 - Pearson, J. C. (1987). *Interpersonal communication: Clarity, confidence, concern*. WCB/McGraw-Hill.
 - Pollack, J. (2020). *Conflict resolution playbook: Practical communication skills for preventing, managing, and resolving conflict*. Rockridge Press.
 - Spitzberg, B. H., & Cupach, W. R. (Eds.). (1994). *The dark side of interpersonal communication*. Erlbaum.
 - Wood, J. T. (2006). *Interpersonal communication: Everyday encounters*. Wadsworth Publishing.