FAKULTI PENGURUSAN DAN INDUSTRI HALAL

PROGRAM	Diploma in Technology Management
COURSE NAME	**INTERPERSONAL COMMUNICATION**
COURSE CODE	**DDWG 2143**
CREDIT HOUR	**3**
SYNOPSIS	This course focuses on theories and principles of interpersonal communication skills relevant for human relations and for organizational work. It introduces students to the principles and practices necessary for effective human relations. Students will learn about the process of human interaction, and they have the opportunity to integrate theory and the new skills they have acquired. At the end of this course, students should be able to understand the role of interpersonal communication in the formation of self-concept, self-esteem, and self-image.

COURSE STRUCTURE

CHAPTER	TOPICS
1	**INTRODUCTION TO INTERPERSONAL COMMUNICATION** 1.1 The communication process 1.2 Principles of interpersonal communication 1.3 Strategies to enhance communication effectiveness
2	**INTERPERSONAL COMMUNICATION & THE SELF** 2.1 Compare between self-concept and self-esteem 2.2 Strategies to enhance self-esteem
3	**PERCEPTION, ATTITUDE & BEHAVIOUR** 3.1 Compare between perception and interpersonal perception 3.2 Interpersonal perception and of interpersonal communication 3.3 Forming impressions of others and interpreting others' behaviour 3.4 Factors that influence interpersonal perceptions

4	**LISTENING & RESPONDING**
	4.1 The listening process
	4.2 Listening styles
	4.3 Barriers to effective listening
	4.4 Improving listening and responding skills
5	**VERBAL COMMUNICATION SKILLS**
	5.1 Culture, words and meaning 5.2 Managing word barriers
	5.3 Words and relationship with others
	5.4 Approaches to relating to others
6	**NON VERBAL COMMUNICATION SKILLS**
	6.1 Non verbal communication and interpersonal relationships
	6.2 Bases for interpreting non-verbal behaviour
	6.3 Strategies to interpret non verbal messages
7	**CONFLICT MANAGEMENT SKILLS**
	7.1 Types of interpersonal conflict.
	7.2 Stages of conflict
	7.3 Conflict management styles
	7.4 Win-win negotiation strategies
	7.5 Conflict management skills to manage emotions and problems to resolve Interpersonal differences
8	**CULTURAL DIVERSITY**
	8.1 Culture and values
	8.2 Barriers affecting intercultural communication
	8.3 Strategies to improve intercultural communication
9	**INTERPERSONAL RELATIONSHIPS**
	9.1 Dimensions of interpersonal relationships
	9.2 Power and relationships
	9.3 Stages of relational development

	9.4 Interpersonal communication skills & strategies for maintaining relationships
10	**TEAM-BUILDING SKILLS** 10.1 Practical strategies for maintaining open communication with colleagues. 10.2 Elements of successful teams 10.3 Team problem solving techniques
References:	1. Beebe, Steven A. et at. (2018) Interpersonal Communication: Relating to Others, Singapore: Pearson.