

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.
- Establish and identify when using interpersonal 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.
- Give critical feedback effectively (non-threatening).
- 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
 - http://en.wikipedia.org/wiki/Interpersonal_communication
 - <http://www.pstcc.edu/facstaff/dking/interpr.htm>
- Interpersonal Communication Skill Building and Information (Allyn & Bacon):
 - <http://www.abacon.com/commstudies/interpersonal/interpersonal.html>
- Communication Self-Assessment
 - http://www.queendom.com/tests/access_page/index.htm?idRegTest=683
- Articles
 - Interpersonal Communication Articles (index)
<http://www.pertinent.com/articles/communication/index.asp>
 - Effective Interpersonal Communication
http://humanresources.about.com/od/interpersonalcommunication1/Effective_Interpersonal_Communication.htm
 - How to Master Communication Skills and Confidence
<http://www.communication-skills-4confidence.com/interpersonal-communication.html>
- Books
 - Pearson, J. C. (1987). *Interpersonal communication: Clarity, confidence, concern*. New York, NY: WCB/McGraw-Hill.
 - Wood, J. T. (2006). *Interpersonal communication: Everyday encounters*. Florence, KY: Wadsworth Publishing.
 - DeVito, J. A. (2005). *Interpersonal communication book (11th Edition)*. Boston: Allyn and Bacon.
 - Bolton, R. (1987). *People skills: How to assert yourself, listen to others, and resolve conflicts*. Brookvale, NSW: Simon & Schuster Australia.
 - Knapp, M.L. & Vangelisti, A.L. (2008). *Interpersonal communication and human relationships*. Sixth edition. Boston: Allyn and Bacon.
 - Spitzberg, B. H. & Cupach, W. R. (Eds.). (1994). *The Dark Side of Interpersonal Communication*. Hillsdale, NJ: Erlbaum.

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AggiEfolio Competencies That This Rubric Addresses:

To set up a free AggieEfolio account, please visit <https://career180.tamu.edu/portfolio/>

Cluster 1: Problem Solving and Thinking Skillfully

- Solving Problems and Decision Making
- Observation Skills
- Analyzing Critical Data

Cluster 2: Communicating Effectively

- Basic Communication Skills
- Oral Communication Skills
- Listening Skills
- Interpersonal Skills

Cluster 4: Working Responsibly

- Leadership Skills
- Teamwork Skills

Cluster 6: Managing Resources

- Managing Self