



UNIVERSITI TEKNOLOGI MARA

INC603: INTERPERSONAL COMMUNICATION

Course Name (English)	INTERPERSONAL COMMUNICATION APPROVED
Course Code	INC603
MQF Credit	2
Course Description	The aim of this course is to help the students understand the theory and develop the competencies in effective interpersonal communication and be a more confident communicator, learn communication axioms, verbal and non verbal messages, listening and feedback, empathy, describing feelings, behaving assertively, managing conflicts, public speaking, small group interactions. They will learn emotional spiritual quotient (ESQ) in which it is integral in the process of developing self-awareness in building relationship with others.
Transferable Skills	Demonstrateability to communicate clearly and confidently, and listen critically
Teaching Methodologies	Lectures, Blended Learning, Practical Classes, Tutorial
CLO	CLO1 1. Define the theories and concepts and processes of interpersonal communication and how communication is used to develop, negotiate, maintain, and terminate relationships. CLO2 2. Develop effective communicators by mastering the skills of communication. CLO3 3. Report self-awareness (self-concepts/self disclosure) and apply it in their relationship with other. CLO4 4. Analyze the knowledge of communication styles, verbal and non verbal messages and its functions in interpersonal communication. CLO5 5. Understand conflict causes, styles and apply resolution strategies in relationships.
Pre-Requisite Courses	No course recommendations