



## School of Linguistics and Applied Language Studies Course Outline

### LING 224/COMM 202: Interpersonal Communication 2007 – Trimester 1

#### **Course Coordinator**

Dr Derek Wallace

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*Office hours:* Mon and Wed 1–2

#### **Lecturers**

Dr Meredith Marra

*Office:* Von Zedlitz 404

*Phone:* 463 5636

*Email:* [meredith.marra@vuw.ac.nz](mailto:meredith.marra@vuw.ac.nz)

*Office hour* Mon 12–1

Derek Wallace (details above)

Workplace representative: tba

#### **LALS main office**

Von Zedlitz (VZ) 210

#### **Course Administrator**

Vivien Trott, VZ 210, Ext. 8386

#### **Linguistics noticeboard for course information**

Between VZ 309 and VZ 310

**Web contact:** [www.blackboard.vuw.ac.nz](http://www.blackboard.vuw.ac.nz)

#### **Class times**

*Lectures:* Monday, Wednesday 11.00-11.50, Murphy 101

*Workshop:* Tuesday 11.00–11.50, Hunter 324. A reserve time of 3.10– 4.00 in the same room is available if required. Workshops will begin in the second week of the trimester.

## **Course Aims and Objectives**

The course introduces students to a range of approaches to the analysis of interpersonal communication, including sociolinguistic, communication studies, and organisational communication frameworks. In so doing, the course will provide you with an understanding of the main questions and issues surrounding the attempts of people to develop and exchange meanings and information with each other – with a primary but not exclusive focus on face-to-face oral interaction. You will be encouraged to use observation, analysis and reflection, as well as discussion and research to form your own view on these questions and issues. By the end of the course you should have an increased understanding of what is involved in attempting to define effective interpersonal communication, with particular reference to workplace settings.

Specifically, by the end of the course you should be able to demonstrate in speech and writing an understanding of:

1. *Practices* and *processes* of interpersonal communication, including perception, interpretation, and expression
2. *Contexts* of interpersonal communication, including contemporary economic, political, cultural, and organisational environments
3. *Technologies* of interpersonal communication, including texts and computers
4. *Strategies* of interpersonal communication in dyadic, group, cross-cultural and organisational situations
5. The *roles* and *significance* of interpersonal communication, with particular reference to verbal language

You should also have developed your ability to:

- Write academic discourse
- Engage in classroom discussion
- Analyse and reflect on your own and others' communicative acts
- Select mediums of communication appropriate to specific situations

## **Texts**

### **Set text**

A Coursebook, which includes a set of readings as well as materials for the assignments and workshops, is available from Student Notes.

### **Recommended texts**

Stewart, John and Carole Logan 1998. *Together. Communicating Interpersonally*. (5th edition) New York: McGraw-Hill Inc.

Verderber Rudolph F. and Kathleen S. Verderber 2001. *Inter-act: Interpersonal Communication Concepts, Skills and Contexts*. (9th ed.) Belmont, CA.: Wadsworth.

Saville-Troike, Muriel 2003. *The Ethnography of Communication: An Introduction*. (3<sup>rd</sup> ed.) Blackwell.

These books are available in the library on closed reserve, and the first two in the Victoria Book Centre if you wish to purchase them.

## **Assessment**

- Communication journal (**2000 words**) (30%). This task has particular reference to first and fifth objectives referred to above. Due Tuesday 3 April.
- Case study analysis (**1500 words**) (30%). This task has particular reference to objectives 2, 3, and 4. Due Tuesday 22 May.
- Final open book exam: 2 hours (40%). Questions will reflect all objectives.

Accommodation will be made for students with disabilities, if arrangements are discussed in advance with the course coordinator.

### ***Handing in Assignments***

Assignments should be handed in (in hard copy form, not by email) by 5 pm on the due date. They may be handed to the lecturer at the beginning of the workshop session, or at the School of Linguistics and Applied Language Studies office in Von Zedlitz 210. See below for details of late submission and penalties.

### ***Format for Assignments***

- All assignments must be typed or word-processed.
- They should have a cover sheet stating your name, the course code, lecturer name, assignment title, a word count and submission date
- You should also put page numbers on each page, and
- Use in-text referencing as appropriate, and include a list of references at the end.

## **Mandatory Course Requirements**

In order to qualify for grade assessment at the end of the course, the following conditions must be met:

**1. Hand in both written pieces by the due dates.** In line with school policy, assignments handed in after the due date will receive a considerably reduced grade unless accompanied by a medical certificate or other evidence of exceptional circumstances. If you require an extension for good reasons, ask the course coordinator ahead of the date for handing in the assignment. **ONLY ASSIGNMENTS CARRYING A COVER-SHEET SIGNED BY THE COURSE COORDINATOR WILL BE RECOGNISED AS HAVING A VALID**

EXTENSION. Unless you have a valid extension granted for your assignment, the following penalties will apply:

- For assignments handed in after 5:00 pm on the due date but before the following Wednesday at 5:00 pm, the maximum grade possible is C and no personal comment will be provided.
- Assignments handed in after this time will receive no mark.

Plagiarism is not acceptable in assessed work, and will be penalised. The penalty will depend on the severity of the plagiarism. See General University Policies.

**2. Attend all workshops.** Absences from more than two workshops will result in failure to meet the mandatory requirements unless evidence of illness or other exceptional circumstances is provided.

Note that lectures and workshops are tightly integrated. You will need to attend lectures and complete weekly readings in order to participate effectively in workshop discussion.

## **Workload**

Workload can vary according to individual reading speeds etc., but the university guideline for a 200-level course is that around 15 hours per week will be necessary to ensure satisfactory progress in this course. This includes three hours of class time, reading and summarising at least one set reading per week, and doing ongoing assignment work.

## **Schedule**

A separate schedule, which sets out the topics to be covered in each lecture, will be given out at the first class. Assignment guide and due dates are also included, and the weekly readings are stipulated. Note that each week there is a main reading which you are expected to summarise and reflect on in writing (about one page). This activity is not compulsory, but you will be required to draw on these readings in the final exam and will be allowed to take your summaries into the exam along with the readings themselves. Supplementary readings are also identified, in case you want to follow up material introduced in lectures, but course assessment will not assume you to have read these.

## **Other Relevant Texts (Available in the Library on 3-day loan)**

Coupland, Nikolas and Adam Jaworski 1997. *Sociolinguistics: A Reader and Coursebook*. Basingstoke: Macmillan.

- Coupland, Nikolas, Howard Giles and John .M. Wiemann (Eds) 1991. *Miscommunication and Problematic Talk*. London: Sage.
- Gatenby, Beverly and Deborah Jones (Eds) 1995. *Case Studies in Communication*. Auckland: Longman Paul.
- Holmes, Janet and Maria Stubbe 2003. *Power and Politeness in the Workplace: A Sociolinguistic Analysis of Talk at Work*. Harlow and London: Pearson Education.
- Littlejohn, Stephen W. (2001). *Theories of Communication* (7th edition). Belmont, CA: Wadsworth. Other editions also available.
- Peters, John Durham (1999). *Speaking into the Air: A History of the Idea of Communication*. Chicago and London: University of Chicago Press.
- Putnis, Peter and Roslyn Petelin (1996). *Professional Communication: Principles and Applications*. Sydney: Prentice Hall.
- Scollon, Ron and Suzanne Wong Scollon (1995). *Intercultural Communication: A Discourse Approach*. Cambridge, Mass. And Oxford: Blackwell.
- Sligo, Frank, Su Olsson and Catherine Wallace (Eds) 1997. *Perspectives in Business Communication: Theory and Practice*. Palmerston North: Software Technology New Zealand Limited.
- Trenholm, Sarah (1999). *Thinking Through Communication: An Introduction to the Study of Communication* (2nd edition). Also available at Victoria Book Centre on campus.
- Schirato, Tony and Susan Yell (1996). *Communication and Cultural Literacy: An Introduction*. Also available at Victoria Books on campus.
- Windshuttle, Keith and Elizabeth Elliott (1993). *Writing, Researching, Communicating: Communication Skills for the Information Age*. Sydney: McGraw-Hill.

## **General University policies and statutes**

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Students should familiarise themselves with the University's policies and statutes, particularly the Assessment Statute, the Personal Courses of Study Statute, the Statute on Student Conduct and any statutes relating to the particular qualifications being

studied; see the Victoria University Calendar available in hard copy or under ‘About Victoria’ on the VUW home page at [www.vuw.ac.nz](http://www.vuw.ac.nz).

### **Student and staff conduct**

The Statute on Student Conduct together with the Policy on Staff Conduct ensure that members of the University community are able to work, learn, study and participate in the academic and social aspects of the University’s life in an atmosphere of safety and respect. The Statute on Student Conduct contains information on what conduct is prohibited and what steps are to be taken if there is a complaint. For information about complaint procedures under the Statute on Student Conduct, contact the Facilitator and Disputes Advisor or refer to the statute on the VUW policy website at:

[www.vuw.ac.nz/policy/studentconduct](http://www.vuw.ac.nz/policy/studentconduct)

The Policy on Staff Conduct can be found on the VUW website at:

[www.vuw.ac.nz/policy/staffconduct](http://www.vuw.ac.nz/policy/staffconduct)

### **Academic grievances**

If you have any academic problems with your course you should talk to the tutor or lecturer concerned; class representatives may be able to help you in this. If you are not satisfied with the result of that meeting, see the Head of School or the relevant Associate Dean; VUWSA Education Coordinators are available to assist in this process. If, after trying the above channels, you are still unsatisfied, formal grievance procedures can be invoked. These are set out in the Academic Grievance Policy which is published on the VUW website at:

[www.vuw.ac.nz/policy/academicgrievances](http://www.vuw.ac.nz/policy/academicgrievances)

### **Academic integrity and plagiarism**

Academic integrity is about honesty – put simply it means *no cheating*. All members of the University community are responsible for upholding academic integrity, which means staff and students are expected to behave honestly, fairly and with respect for others at all times.

Plagiarism is a form of cheating which undermines academic integrity. The University defines plagiarism as follows:

*The presentation of the work of another person or other persons as if it were one’s own, whether intended or not. This includes published or unpublished work, material on the Internet and the work of other students or staff.*

It is still plagiarism even if you re-structure the material or present it in your own style or words.

*Note: It is however, perfectly acceptable to include the work of others as long as that is acknowledged by appropriate referencing.*

Plagiarism is prohibited at Victoria and is not worth the risk. Any enrolled student found guilty of plagiarism will be subject to disciplinary procedures under the Statute on Student Conduct and may be penalized severely. Consequences of being found guilty of plagiarism can include:

- an oral or written warning
- cancellation of your mark for an assessment or a fail grade for the course
- suspension from the course or the University.

Find out more about plagiarism, and how to avoid it, on the University's website:

[www.vuw.ac.nz/home/studying/plagiarism.html](http://www.vuw.ac.nz/home/studying/plagiarism.html)

### **Students with Impairments** (see Appendix 3 of the Assessment Handbook)

The University has a policy of reasonable accommodation of the needs of students with disabilities. The policy aims to give students with disabilities the same opportunity as other students to demonstrate their abilities. If you have a disability, impairment or chronic medical condition (temporary, permanent or recurring) that may impact on your ability to participate, learn and/or achieve in lectures and tutorials or in meeting the course requirements, please contact the course coordinator as early in the course as possible. Alternatively, you may wish to approach a Student Adviser from Disability Support Services (DSS) to discuss your individual needs and the available options and support on a confidential basis. DSS are located on Level 1, Robert Stout Building:

telephone: 463-6070

email: [disability@vuw.ac.nz](mailto:disability@vuw.ac.nz)

The name of your School's Disability Liaison Person is in the relevant prospectus or can be obtained from the School Office or DSS.

### **Student Support**

Staff at Victoria want students to have positive learning experiences at the University. Each faculty has a designated staff member who can either help you directly if your academic progress is causing you concern, or quickly put you in contact with someone who can. In the Faculty of Humanities and Social Sciences the support contact is **Dr Allison Kirkman, Murphy Building, room 407**. Assistance for specific groups is also available from the Kaiwawao Māori, Manaaki Pihipihinga or Victoria International.

### ***Manaaki Pihipihinga Programme***

This programme offers:

- Academic mentoring for all Māori & Pacific students at all levels of under graduate study for the faculties of Commerce & Administration and Humanities & Social sciences. Contact [Manaaki-Pihipihinga-Programme@vuw.ac.nz](mailto:Manaaki-Pihipihinga-Programme@vuw.ac.nz) or phone 463 6015 to register for Humanities & Social Science mentoring and 463 8977 to register for mentoring for Commerce and Administration courses
- Post graduate support network for the above faculties, which links students into all of the post grad activities and workshops on campus and networking opportunities
- Pacific Support Coordinator who can assist Pacific students with transitional issues, disseminate useful information and provide any assistance needed to help students achieve. Contact; [Pacific-Support-Coord@vuw.ac.nz](mailto:Pacific-Support-Coord@vuw.ac.nz) or phone 463 5842.

Manaaki Pihipihinga is located at: 14 Kelburn Parade, back court yard, Room 109 D (for Humanities mentoring & some first year commerce mentoring) or Room 210 level 2 west wing railway station Pipitea (commerce mentoring space). Māori Studies mentoring is done at the marae.

### ***Student Services***

In addition, the Student Services Group (email: [student-services@vuw.ac.nz](mailto:student-services@vuw.ac.nz)) is available to provide a variety of support and services. Find out more at:

[www.vuw.ac.nz/st\\_services/](http://www.vuw.ac.nz/st_services/)

VUWSA employs Education Coordinators who deal with academic problems and provide support, advice and advocacy services, as well as organising class representatives and faculty delegates. The Education Office (tel. 463-6983 or 463-6984, email at [education@vuwsa.org.nz](mailto:education@vuwsa.org.nz)) is located on the ground floor, Student Union Building.



