

**School of Linguistics and Applied Language Studies
Course Outline**

LING 224/COMM 202: Interpersonal Communication
Trimester 1 28 February to 2 July 2011

Trimester dates

Teaching dates: 28 February 2011 to 3 June 2011

Mid-trimester break: 18 April – 1 May 2011

Withdrawal dates

Information on withdrawals and refunds may be found at

<http://www.victoria.ac.nz/home/admisenrol/payments/withdrawalsrefunds.aspx>

Course Coordinator and Lecturer

Dr Derek Wallace

Office: Von Zedlitz 319

Phone: 463 5630

E-mail: derek.wallace@vuw.ac.nz

Office hours: Friday 1 – 2 pm

LALS main office

Von Zedlitz (VZ) 210

Course Administrator

Vivien Trott, VZ 210, Ph 463 5255

Linguistics noticeboard for course information

Between VZ 309 and VZ 310

Web contact: www.blackboard.vuw.ac.nz

Class times

Lectures: Wednesday, Friday 12 noon – 12:50 pm, Murphy Lecture Theatre 220, beginning 2 March and ending on 3 June.

Tutorials: Thursday 12.00–12.50, Von Zedlitz 515; Thursday 13:10 – 14:00, Von Zedlitz 515; Thursday 14:10 – 15:00, Murphy 806. **Note: Whether all tutorial times are used depends on final enrolment numbers.** Tutorials will begin in the second week of the trimester.

Course Aims and Learning Objectives

This course introduces students to the study of interpersonal communication from a linguistic perspective and within an organisational communication framework. Interpersonal communication between people of different cultures and genders in different workplace environments is considered. Not offered in even-numbered years.

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 the ability to:

1. Describe and evaluate different models of the communication process
2. Understand, apply, and assess different frameworks of communication analysis
3. Reflect upon the role of communication in the construction of meaning
4. Reflect upon the relationship between communication and the formation of personal, social and cultural identity
5. Understand communicational features of effective leadership and teamwork

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 course book, which comprises a set of readings of relevance to the course, is available from Student Notes.

All undergraduate textbooks and student notes will be sold from the Memorial Theatre foyer from 7 February to 11 March 2011, while postgraduate textbooks and student notes will be available from the top floor of Vicbooks in the Student Union Building, Kelburn Campus. After week two of the trimester all undergraduate textbooks and student notes will be sold from Vicbooks on Level 3 of the Student Union Building.

Customers can order textbooks and student notes online at www.vicbooks.co.nz or can email an order or enquiry to enquiries@vicbooks.co.nz. Books can be couriered to customers or they can be picked up from nominated collection points at each campus. Customers will be contacted when they are available.

Opening hours are 8.00 am – 6.00 pm, Monday – Friday during term time (closing at 5.00 pm in the holidays). Phone: 463 5515.

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*. (3rd ed.) Blackwell.

These books are available in the library on closed reserve and/or three-day loan.

Assessment

- Communication journal (**2000 words**) (30%). This task has particular reference to learning objectives 1, 3, and 4 referred to above. Due Wednesday 6 April.
- Case study analysis (**1500 words**) (30%). This task has particular reference to objectives 2, 4, and 5. Due Wednesday 25 May.
- Two 45-minute in-course tests during lecture periods Friday 8 April and Friday 27 May (40% in total). Questions will reflect all objectives.

Note that the marking criteria used for assessment of assignments will be provided in advance at the time that assignment sheets are distributed.

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. There is an assignment drop-off box outside the School of Linguistics and Applied Language reception 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 (copies provided with this outline)
- 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 pass 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. For more information on plagiarism see the website

<http://www.victoria.ac.nz/home/study/plagiarism.aspx>

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 200 hours across the course will be necessary to ensure satisfactory progress. 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 advised to summarise and reflect on in writing (about one page). 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.

Class Representative

A class representative will be elected in the first week, and that person's name and contact details will be available to VUWSA, the course coordinator, and the class. The class representative provides a formal point of liaison, when needed, between the course coordinator and the class.

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.

Academic Integrity and Plagiarism

Academic integrity means that university staff and students, in their teaching and learning are expected to treat others honestly, fairly and with respect at all times. It is not acceptable to mistreat academic, intellectual or creative work that has been done by other people by representing it as your own original work.

Academic integrity is important because it is the core value on which the University's learning, teaching and research activities are based. Victoria University's reputation for academic integrity adds value to your qualification.

The University defines plagiarism as presenting someone else's work as if it were your own, whether you mean to or not. 'Someone else's work' means anything that is not your own idea. Even if it is presented in your own style, you must acknowledge your sources fully and appropriately. This includes:

- Material from books, journals or any other printed source
- The work of other students or staff
- Information from the internet
- Software programs and other electronic material
- Designs and ideas
- The organisation or structuring of any such material

Find out more about plagiarism, how to avoid it and penalties, on the University's website: <http://www.victoria.ac.nz/home/study/plagiarism.aspx>

WHERE TO FIND MORE DETAILED INFORMATION

Find key dates, explanations of grades and other useful information at www.victoria.ac.nz/home/study. Find out how academic progress is monitored and how

enrolment can be restricted at www.victoria.ac.nz/home/study/academic-progress. Most statutes and policies are available at www.victoria.ac.nz/home/about/policy, except qualification statutes, which are available via the *Calendar* webpage at www.victoria.ac.nz/home/study/calendar.aspx (See Section C).

Other useful information for students may be found at the website of the Assistant Vice-Chancellor (Academic), at www.victoria.ac.nz/home/about_victoria/avcacademic.

Victoria University of Wellington
School of Linguistics and Applied Language Studies

COVER SHEET

COURSE NAME & CODE
e.g. LING 211

SURNAME : _____

GIVE NAME : _____

ID NUMBER : _____

TUTOR / LECTURER : _____

ASSIGNMENT TITLE / NO : _____

NUMBER OF WORDS : _____

DUE DATE : _____

-
- Please complete the following checklist:** **tick box**
- I have checked my work carefully before submitting
 - I have included a list of references, properly formatted
 - I have numbered the pages of this work
 - I have retained a copy of this work
 - There is no plagiarism in this work
 - I value your feedback and will collect my work promptly
 - OR**
 - I do not require any feedback on this work

STUDENT'S SIGNATURE : _____

DATE : _____

Victoria University of Wellington
School of Linguistics and Applied Language Studies

COVER SHEET

COURSE NAME & CODE
e.g. LING 211

SURNAME : _____

GIVE NAME : _____

ID NUMBER : _____

TUTOR / LECTURER : _____

ASSIGNMENT TITLE / NO : _____

NUMBER OF WORDS : _____

DUE DATE : _____

Please complete the following checklist:

tick box

- I have checked my work carefully before submitting
- I have included a list of references, properly formatted
- I have numbered the pages of this work
- I have retained a copy of this work
- There is no plagiarism in this work
- I value your feedback and will collect my work promptly
- OR**
- I do not require any feedback on this work

STUDENT'S SIGNATURE : _____

DATE : _____