KU4SECENG202 INTERPERSONAL SKILLS

Semester	Course Type	Course Level	Course Code	Credits	Total Hours
4	SEC	200-299	KU4SECENG202	3	60

Learning Approach (Hours/ Week)			Marks Distribution			Duration of ESE (Hours)
Lecture	Practical/ Internship	Tutorial	CE	ESE	Total	
2	2	0	25	50	75	1.5

Course Description:

This course explores the dynamics of human interaction in personal, academic, and professional contexts. It focuses on developing verbal and non-verbal communication, emotional intelligence, empathy, active listening, teamwork, leadership, and conflict-resolution abilities. Integrating Indigenous value systems and global perspectives, it aims to equip students with the interpersonal competence essential for success in the 21st-century multicultural world. The course encourages reflective and experiential learning through role-plays, case studies, and collaborative projects.

Course Prerequisite: NIL

Course Outcomes:

CO No.	Expected Outcome	Learning Domains
1	Identify and understand the basic principles of interpersonal communication and their relevance in personal and professional life.	R, U
2	Demonstrate effective listening, speaking, and non-verbal communication strategies in diverse contexts.	A
3	Analyse interpersonal conflicts and apply strategies for negotiation and resolution.	An
4	Evaluate interpersonal behaviours with respect to cultural, ethical, and emotional intelligence frameworks.	E
5	Create and sustain meaningful relationships through empathetic communication, collaboration, and leadership.	C

****Remember (R), Understand (U), Apply (A), Analyse (An), Evaluate (E), Create (C)***

Mapping of Course Outcomes to PSOs

	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	PSO 7

CO 1	X	X		X	X		
CO 2	X	X			X	X	
CO 3		X	X	X	X	X	
CO 4			X	X		X	X
CO 5		X	X	X		X	X

COURSE CONTENTS

Contents for Classroom Transaction:

MODULE	UNIT	DESCRIPTION	HOURS 60
1	**Module 1: Foundations of Interpersonal Communication**		**8**
	1	Interpersonal Skills: Definition, scope, and importance Communication Process: Sender, receiver, message, feedback, noise Verbal and Non-Verbal Communication: Tone, gesture, posture, eye contact. Barriers to Effective Communication and overcoming them	
	2	Role of empathy, trust, and respect in interpersonal exchanges	
2	**Module 2: Emotional and Cultural Intelligence**		**16**
	1	Emotional Intelligence: Components, self-awareness, and self-regulation, Empathy and sensitivity in communication	
	2	Understanding personality types and communication styles	
	3	Managing emotions in workplace and academic settings	
	4	Cross-cultural and regional communication perspectives	
3	**Module 3: Listening, Feedback, and Conflict Resolution**		**16**
	1	Active Listening: Techniques and significance	
	2	Constructive Feedback and Assertive Communication	
	3	Conflict: Causes, types, and stages	
	4	Negotiation, mediation, and win–win strategies	
4	**Module 4: Collaboration, Teamwork, and Leadership**		**12**
	1	Working in Groups: Roles, norms, and group dynamics Team Building: Strategies for cooperation and motivation Leadership and decision-making in multicultural teams	

	2	Ethics and professionalism in interpersonal relationships Gender sensitivity and inclusivity in interpersonal contexts	

5	**Teacher Specific Module**	**8**
	A teacher can design activities for internal evaluation	
	Group discussions and peer feedback sessions Case studies from local and global contexts Role-plays, interviews, and simulation tasks Mini-projects/Field work on community interaction	

Essential Readings:

1. Adler, Ronald B., Lawrence B. Rosenfeld, and Russell F. Proctor II. *Interplay: The Process of Interpersonal Communication*. 15th ed., Oxford University Press, 2021.
2. Goleman, Daniel. Emotional Intelligence: *Why It Can Matter More Than IQ*. Bantam Books, 2005.

Assessment Rubrics:

Evaluation Type	Components		Marks
End Semester Evaluation	Theory		35
	Practical		15
	a)	Test paper / Viva Voce	15
	ESE Total		**50**
Continuous Evaluation	Theory		15
	a)	Test Paper - 1	5
	b)	Assignment	5
	c)	Seminar	5
	Practical		10
	a)	Listening Test	5
	b)	Speaking Activity	5
	CE Total		**25**
Total			**75**

Note: Practicums have only internal assessments.