



CYFS-101 – Inclusive Interpersonal Communications

Health and Human Services

Effective Term & Year: Fall 2025

Course Outline Review Date: 2030-04-01

Program Area: Child Youth and Family Studies

Description:

Inclusive Interpersonal Communication focuses on the principles of effective communication. Students work to develop skills that enhance both their professional and personal interactions. The course encourages students to critically reflect on their own values, beliefs, and attitudes, and understand how these elements shape their interpersonal communication.

Program Information:

CYFS 101 is a core course required in all of the following Child, Youth and Family Studies Programs: Education Assistant, Early Childhood Education and Human Service Worker certificates.

Delivery Methods: On-campus (Face-to-Face), Online

Credit Type: College of the Rockies Credits

Credits: 3

Instructional Activity and Hours:

Activity	Hours
Classroom, Directed Studies or Online Instruction	45
Seminar/Tutorials	
Laboratory/Studio	
Practicum/Field Experience	

Co-op/Work Experience	
Other	
Total	45

Course Requisites:

- Earned a minimum grade of C+ (65%) in at least 1 of the following:
 - [ENST 12](#) – English Studies 12
 - [ENFP 12](#) – English First Peoples 12
 - [ENGL090](#) – English – Provincial Level

Prior Learning and Recognition: Yes

Students are able to request formal recognition of their prior learning or experience outside the classroom. Challenge examination, portfolio-assisted assessment, work-based assessment or a combination of assessments that is appropriate to identify, assess, and recognize prior skills, competencies, and knowledge to achieve course credit. Tuition fees apply, refer to Policy [2.5.5 Prior Learning Assessment and Recognition \(PLAR\)](#) or contact an education advisor for more information.

Course Transfer Credit:

For information about receiving transfer credit for courses taken at either British Columbia or Alberta institutions, please see <https://www.bctransferguide.ca/> or <https://transferalberta.alberta.ca>. For more transfer credit information, please visit <https://www.cotr.bc.ca/Transfer>

All requests for course transfer credit from institutions in British Columbia or elsewhere should go to the College of the Rockies Enrolment Services office.

Textbook Resources:

Textbook selection varies by instructor and may change from year to year. At the Course Outline Effective Date the following textbooks were in use:

Adler, R., Proctor II, R., Manning, J., Barfuss, N. & Rolls, J. (2024). *LOOK: Looking out/Looking in* (5th Canadian ed.). Cengage.

Please see the instructor's syllabus or check COTR's online text calculator <https://textbook.cotr.bc.ca/> for a complete list of the currently required textbooks.

Learning Outcomes:

Upon the successful completion of this course, students will be able to:

- apply the principles of the Transactional Communication Model to enhance interpersonal interactions;
- identify personal and environmental factors that promote effective communication;
- communicate clearly and effectively in a range of interpersonal and professional contexts;
- evaluate how personal values, beliefs, and attitudes influence one's communication style;
- develop strategies to engage in active listening in personal and professional interactions;
- interpret others' verbal and nonverbal communication; and
- identify strategies for managing and resolving interpersonal conflicts in a constructive manner.

Course Topics:

- The Process of Communication
- Self-Concept
- Perception
- Emotions
- Language
- Non-verbal Communication
- Listening
- Communication and Relational Dynamics
- Communication Climates
- Conflict Resolution
- Augmentative and Alternative Communication
- Working in a Team

See instructor's syllabus for the detailed outline of weekly readings, activities and assignments.

Evaluation and Assessments

Assessment Type: On-Campus (face-to-face) and Online, or Hybrid

Assessment Type	% of Total Grade
Assignments	50%
Weekly Discussion and Activities	30%
Quiz	20%
Total	100%

Grade Scheme

A+	A	A-	B+	B	B-	C+	C	C-	D	F
>=90	89-85	84-80	79-76	75-72	71-68	67-64	63-60			<60

Evaluation Notes: A grade of “C” grants credit, but may not be sufficient as a prerequisite for sequential courses.

Exam Attendance:

Students must attend all scheduled exams at the appointed time and place. Instructors may approve an alternate exam to accommodate an illness or personal crisis. Department heads will consider other written requests. Any student who misses a scheduled exam without prior approval will receive a “0” on the exam.

Academic Policies:

College of the Rockies policies related to courses can be found at <https://cotr.bc.ca/about-us/college-policies/> and include the following:

- Policy 2.1.4 Course Audit
- Policy 2.4.1 Credential Framework
- Policy 2.4.3 Students with Documented Disabilities
- Policy 2.4.4 Student Rights, Responsibilities and Conduct
- Policy 2.4.8 Academic Performance
- Policy 2.4.9 Student Feedback and Concerns
- Policy 2.4.11 Storage of Academic Works
- Policy 2.5.3 Student Appeal
- Policy 2.5.5 Prior Learning Assessment and Recognition (PLAR)

Equivalent Course(s) and Course Code Changes

Prior Course Code: HHFP 101

Date changed: May 1999

Course Changes:

The College of the Rockies updates course outlines regularly to meet changing educational, employment and marketing needs. The instructor will notify students in writing of any updates to this outline during the semester. The instructor reserves the right to revise, add or delete material while meeting the learning outcomes of this course outline.