



NATIONAL OPEN UNIVERSITY OF NIGERIA

COURSE CODE :BED 214

**COURSE TITLE:
INTERPERSONAL COMMUNICATION SKILLS**

**COURSE
GUIDE****BED 214
INTERPERSONAL COMMUNICATION SKILLS**

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Introduction

BED 214: INTERPERSONAL COMMUNICATION SKILLS is a two credit course. It is available for students of Business Education programme.

The course consists of sixteen units divided into three modules, and involves oral, written and non-verbal communication. In addition to these, there are units on grammar and vocabulary and on principles and forms of written documents. The material has been prepared to suit first year undergraduates who generally need intensive exposure to forms and principles of effective and efficient communication. The intention is to make the art of communication easy and efficient, and to lay a good foundation for interpersonal and group communication.

A proper understanding of forms of communication skills and the acquisition of techniques of using them is a good starting point in laying the foundation for a career in business education

This course guide tells you in brief what the course is about, the material presented in it and how to make the best use of the material. It guides you as to the time you need to devote to each unit of the course so as to complete it.

Course Aims

The course aims is to acquaint you with the basic concepts and forms of communication as well as exposing you to the rudiments of interaction, which should be characterized by clarity and free from incoherence and ambiguity. This will be achieved by:

- i. introducing you to the basic principles of interpersonal communication;
- ii. showing you the procedure for writing effective documents;
- iii. showing you how faulty sentences can hinder effective communication;
- iv. exposing you to the techniques of effective participation at meetings and interviews, and
- v. introducing you to some possible barriers to effective communication and the solutions.

Course Objectives

To achieve the aims set out above, overall objectives are set for the course. Each unit also has specific objectives. The unit objectives are stated at the beginning of a unit. You stand to gain from reading them before working through the unit and after doing so.

The over all objectives of the course will require that on successful completion of the course, you should be able to:

- i. identify ways to achieve clarity in communication;
- ii. recognize the elements of effective communication;
- iii. explain types of sentences, clauses and phrases;
- iv. describe some features of efficient and effective communication;
- v. identify forms of communication;
- vi. construct English sentences free from grammatical errors;
- vii. choose appropriate channels for your information;
- viii. discuss the principles of producing effective written documents;
- ix. use the telephone as a tool of communication effectively;
- x. use appropriate communication styles which will suit the message, audience and purpose.

Working through this Course

To complete this course, you are required to study the units, study all the recommended books and do the personal assignments. Each unit has exercises for self assessment. You will be required to do some assignments at certain points in the course for the purpose of assessment. The course should take you about 16 weeks to complete.

The components of the course are listed below, together with all that you have to do and how you should allocate your time.

Course Materials

The major components of the course are:

1. The course guide.
2. The study units.
3. Textbooks
4. Assignment file.
5. Presentation schedule.

Study Units

The study units in this course are as follows:

Module 1

Unit 1	Vocabulary
Unit 2	Words Grouping
Unit 3	The English Sentence
Unit 4	Tense, Aspect and Agreement
Unit 5	Constructing English Sentences free from Grammatical Errors

Module 2

Unit 1	The Basics of Good Interpersonal Communication
Unit 2	Oral Reports
Unit 3	Meetings and Interviews
Unit 4	Using the Telephone Effectively
Unit 5	Nonverbal Communication

Module 3

Unit 1	The Writing Process I
Unit 2	The Writing Process II
Unit 3	The Paragraph -An Overview
Unit 4	Correspondence
Unit 5	Report Writing
Unit 6	Writing Minutes, Summaries and Paraphrases

The first five units concentrate on the study of grammar and lexis. The next five focus attention on the study of oral and non-verbal communication. The last six emphasize the process of writing documents.

Textbooks and References

At the end of each unit, some published books are listed as references from which information in the unit may have been derived, or as sources from which you can look for more information on the topic of the unit. You can also consult any good textbook which discusses the topic you are studying.

Assessment

There are two parts of the assessment on the course. There are tutor marked assignments and the written examination.

You will sit for an examination at the end of the course.

Tutor-Marked Assignment (TMA)

At the end of each unit, there is a TMA which you should attempt to do. In attempting the TMA, you are expected to apply all the information, knowledge and techniques you have acquired in this course. Your tutor will tell you the number of TMAs to be submitted.

Final Examination and Grading

The final examination will be a test of three hours. All areas of the course will be examined. Find time to read the unit allover before your examination. All aspects of the course will be assessed.

Course Marking Scheme

The overall score for the course is 100%. This is divided into 30% for TMAs and 70% for the examination. You are expected to pass both the TMA and the examination.

Course Overview and Presentation Schedule

Unit	Title of Work	Weeks of Activity	Assessment (End of Unit)
	Course Guide	1	
Module 1			
1	Vocabulary	1	Assignment 1
2	Words Grouping	1	Assignment 2
3	The English Sentence	1	Assignment 3
4	Tense, Aspect and Agreement	1	Assignment 4
5	Constructing English Sentences free from Grammatical Errors	1	Assignment 5
Module 2			
1	The Basics of Good Interpersonal Communication	1	Assignment 1
2	Oral Reports	1	Assignment 2
3	Meetings and Interviews	1	Assignment 3
4	Using the Telephone Effectively	1	Assignment 4
5	Nonverbal Communication	1	Assignment 5
Module 3			
1	The Writing Process I	1	Assignment 1
2	The Writing Process II	1	Assignment 2
3	The Paragraph -An Overview	1	Assignment 3
4	Correspondence	1	Assignment 4
5	Report Writing	1	Assignment 5
6	Writing Minutes, Summaries and Paraphrases	1	Assignment 3
	Revision	1	
	Examination	1	
	Total	18	

Getting the Most from this Course

The units play the role of the lecturer. You therefore need to take them seriously. The exercises therein are designed to help you assess yourself while studying. Do not neglect them.

All the units adopt the same format. The first item is the introduction, while the next tells you what is in the unit. The objective comes next. The objectives help you to know what you are to derive from each unit. Your chance of passing this course will be enhanced if you diligently read each unit and do the assignments.

This is a course in English communication. You are expected to interact with the texts in the reading list and practise writing and the other techniques discussed in the text.

The following strategies will help you in this course:

1. Commit yourself to writing your self-assessment exercises;
2. Reviewing the objectives for each unit after completing it to assess yourself on the basis of the objectives;
3. Not waiting until you receive back the assignment you have submitted to your tutor before you move on to the next unit;
4. Preparing yourself for the final examination after completing the last unit.

Facilitators/Tutor and Tutorials

There are eight (8) tutorials sessions provided in support of this course. These tutorials will enable you to clarify some difficulties you may encounter in the course of your study. Find out the time, date and venue from your study centre.

Your tutor will assess and comment on your TMAs. Your tutor is there to assist and guide you in your study. Ask your tutor for any academic assistance needed in this course.

Summary

BED 214: (Interpersonal Communication Skills) is an English course. You require a lot of practice in order to achieve the aims and objectives of the course. The course introduces you to the fundamentals of communication. Once you have completed this course you will be fully equipped with the basic knowledge, principles techniques and skills for effective and efficient communication.

I wish you success in the course.