國立中正大學課程大綱
National Chung Cheng University Syllabus

課號 course code	112_2_3402904_01	全英文授課 EMI	■是 □否
課程類別 course type	■人文關懷課程　　　□競賽專題課程 □專題導向課程　　　□總整課程 □實習　　　　　　　□其他		■問題導向課程 □實作課程
課程名稱（中文） Chinese course name	成人教育方案協調者之人際溝通技巧		
課程名稱（英文） English course name	Interpersonal communication for adult education coordinator		
學年/學期 academic year /semester	112/2	學分 credits	2
學系（所） department	成人及繼續教育學系	必選修 required/selected	□必修　　■選修
上課時間 class hours	星期三晚上 17:15-19:00	上課地點 classroom	Online
教師 instructor	林安緹	教師 email Instructor's email	linantyccu@gmail.com
助教 teaching assistant		助教 email TA's email	
先修科目或先備能力 prerequisites			
課程概述 course descriptions	In this class, students will learn communication, collaboration and problem solving skills. This course introduces students to the challenges and rewards of communicating with others in professional settings. Through lectures, video clips, activities, and links to the Internet, the course is designed with a dual approach consisting of both theory and application. In this class, students will learn communication, collaboration and problem solving skills. After completing the course, students will be to detect communication problems, and act as an effective communicator. In analyzing the dynamics of face-to-face encounters, we will examine a number of theories of communication, including misunderstandings, conflict, and stereotyping.		

學習目標 learning objectives	At the end of this course, students should be able to: 1. Define and describe the interpersonal communication process. 2. Explain models of human communication. 3. Demonstrate skill and sensitivity in using verbal and nonverbal communication. 4. Employ skills for communicating during conflict that afford increased satisfaction in interpersonal interactions. 5. Demonstrate a variety of skills and techniques to enhance and maintain your communication in close relationships.
教科書及參考書 textbooks and references	Interpersonal Skills at Work, 2nd Edition, by John Hayes (2002) The E-textbook is available in the Chung Cheng University library

教學要點概述

教材編選 teaching materials	■自製簡報(ppt)　　　□課程講義　　　　　□自編教科書 □教學程式　　　　　□自製教學影片　　　□其他
教學方法 teaching methods	■講述　　　　　　■小組討論　■學生口頭報告　■問題導向學習 ■個案研究　　　　□其他
評量工具 Evaluation tools	□期中考 □期末考 □隨堂測驗　□隨堂作業 □課後作業 ■期中報告 ■期末報告　□專題報告 □評量尺規 □其他
教學資源 teaching resources	■課程網站　　　　□教材電子檔供下載　□實習網站
教師 相關訊息 instructor's information	

	Discussion Topic and Class Activity	Textbook Reading	Project
1	Class overview: Class introduction		
2	Overview of adult education coordinator skills	Chapter 2	BIO
3	The Interpersonal Communication Process: Understanding yourself as a communicator	Chapter 2	
4	Interpersonal communication- A skill-based model	Chapter 2	Future you
5	Practice		
6	Interpersonal Communication Barriers: Verbal Barriers	Chapter 3	
7	Interpersonal Communication Barriers: Culture and Context -**RBG**	Chapter 3	
8	International Meeting (TBN)	Chapter 7	Interview
9	Mid-term	Chapter 7	
10	Delegating tasks to appropriate team members	Chapter 11	Winner Speech
11	Final Project discussion	Chapter 11	
12	Presenting information to others	Chapter 11	
13	Presenting information to others	Chapter 12	
14	Principle and flexibility :Problem solving practice Managing different types of relationships	Chapter 12	
15	Working in Teams and Groups: Problem Solving and Decision-Making Conflict Management	Chapter 12	
16	Final project presentation and discussion		
17	Final project presentation and discussion		
18	Final exam		

核心能力
core competencies

核心能力 Core competency		本課程與核心能力關聯強度 Degrees of related to core competencies				
		1	2	3	4	5
專業能力 Specific competency	方案企劃					V
	學習設計					V
	經營管理					V