

Glendale College

Course Outline of Record Report

Course ID 004164
Revision - December 2025

PSYC114 : The Psychology of Communication

General Information

Author:	<ul style="list-style-type: none"> Michelle Stonis Torrey-Payne, Megan
Course Code (CB01) :	PSYC114
Course Title (CB02) :	The Psychology of Communication
Department:	PSYCH
Proposal Start:	Fall 2026
TOP Code (CB03) :	(2001.00) Psychology, General
CIP Code:	(42.0101) Psychology, General.
SAM Code (CB09) :	E - Non-Occupational
Distance Education Approved:	Yes
Will this course be taught asynchronously?:	Yes
Course Control Number (CB00) :	CCC000653712
Curriculum Committee Approval Date:	12/10/2025
Board of Trustees Approval Date:	06/17/2025
Last Cyclical Review Date:	04/23/2025
Course Description and Course Note:	PSYC 114 examines interpersonal communication theory, models, and skills that lead to effective interpersonal relations. Major emphases of study will be on the understanding of self and others in interpersonal communication, as well as the intersection of gender, culture, and social identities, and how these factors shape how we communicate with ourselves and other individuals via mass communication and technology. Topics are explored with an emphasis on both theory and practical application in everyday life.
Justification:	Content Change
Academic Career:	<ul style="list-style-type: none"> Credit
Mode of Delivery:	<ul style="list-style-type: none"> In-Person Remote Hybrid Online
Author:	No value
Course Family:	No value

Academic Senate Discipline

Primary Discipline:	<ul style="list-style-type: none"> Psychology
Alternate Discipline:	No value
Alternate Discipline:	No value

Course Development

Basic Skill Status (CB08)

Course is not a basic skills course.

Allow Students to Gain Credit by Exam/Challenge

Course Special Class Status (CB13)

Course is not a special class.

Pre-Collegiate Level (CB21)

Not applicable.

Grading Basis

- Grade with Pass / No-Pass Option

Course Support Course Status (CB26)

Course is not a support course

General Education and C-ID

General Education Status (CB25)

Not Applicable

Transferability

Transferable to both UC and CSU

Transferability Status

Approved

Cal-GETC

Area 4: Social and Behavioral Sciences

Area

Social and Behavioral Sciences

Status

Pending

Approval Date

No value

Comparable Course

No Comparable Course defined.

GCC General Education Requirements

Area 4:

Area

Social and Behavioral Sciences

Status

Pending

Approval Date

No value

Comparable Course

No Comparable Course defined.

Units and Hours

Summary

Minimum Credit Units (CB07) 3

Maximum Credit Units (CB06) 3

Total Course In-Class (Contact Hours) 54

Total Course Out-of-Class Hours 108

Total Student Learning Hours 162

Credit / Non-Credit Options

Course Type (CB04)

Credit - Degree Applicable

Noncredit Course Category (CB22)

Credit Course.

Noncredit Special Characteristics

No Value

Course Classification Code (CB11)

Credit Course.

Variable Credit Course

Funding Agency Category (CB23)

Not Applicable.

Cooperative Work Experience Education

Status (CB10)

Weekly Student Hours

	In Class	Out of Class
Lecture Hours	3	6
Laboratory Hours	0	0
Studio Hours	0	0

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	54
Course In-Class (Contact) Hours	
Lecture	54
Laboratory	0
Studio	0
Total	54

Course Out-of-Class Hours

Lecture	108
Laboratory	0
Studio	0
Total	108

Time Commitment Notes for Students

No value

Units and Hours - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Prerequisites, Corequisites, Recommended Corequisites, and Recommended Preparation

Advisory

ENGLC1000 - Academic Reading and Writing

Objectives

- Read analytically to understand and respond to diverse academic texts.
- Compose thesis-driven academic writing that demonstrates analysis and synthesis of sources as appropriate to the rhetorical situation.
- Demonstrate strategies for planning, outlining, drafting, revising, editing, and proofreading written work.
- Analyze stylistic choices in their own writing and the writing of others and the context in which readings were produced.

- Write timed, in-class essays exhibiting acceptable college-level control of mechanics, organization, development, and coherence.
- Integrate the ideas of others through paraphrasing, summarizing, and quoting without plagiarism.
- Find, evaluate, analyze, and interpret primary and secondary sources, incorporating them into written essays using appropriate documentation format.
- Proofread and edit essays for presentation so they exhibit no disruptive errors in English grammar, usage, or punctuation.

OR

OR

Entry Standards

Entry Standards	Description
No value	No value

Course Limitations

Cross Listed or Equivalent Course	Description
No value	No value

Requisite Validation

Upload Statistical Validation and/or other documents (if necessary)
No Value

Specifications

Methods of Instruction	
Methods of Instruction	Lecture
Methods of Instruction	Collaborative Learning
Methods of Instruction	Discussion

Methods of Instruction	Guest Speakers															
Methods of Instruction	Multimedia															
Methods of Instruction	Presentations															
<p>Out of Class Assignments</p> <ul style="list-style-type: none"> • Homework assignments that apply class concepts (e.g., write a self-reflective entry about a recent conversation and analyze it using applicable communication models) • Film response essay (e.g., watch a film and write a two-page critical response analyzing the communication between characters using models of communication and theories) • Written essay demonstrating the use of evidence-based information in drawing conclusions about issues in technology and social media communication • Research paper on a topic relevant to major gender and cultural influences on communication 																
Methods of Evaluation	Description of Activity/Interaction															
Exam/Quiz/Test	Two-to-three in-class tests															
Presentation (group or individual)	Collaborative oral presentation (e.g., the importance and challenges of interpersonal communication in a multi-generational workplace)															
Writing Assignment	A five-page compare and contrast essay (e.g., critically evaluate the similarities and differences of familial interpersonal communication in two different ethnic groups)															
<p>Textbook Rationale</p> <p>No Value</p>																
<p>Textbooks</p> <table border="1"> <thead> <tr> <th>Author</th> <th>Title</th> <th>Publisher</th> <th>Date</th> <th>ISBN</th> </tr> </thead> <tbody> <tr> <td>Jessica Röhrner and Astrid Schütz</td> <td>Psychology of Communication</td> <td>Springer</td> <td>2023</td> <td>978-3030601690</td> </tr> <tr> <td>Charles Duhigg</td> <td>Supercommunicators: How to Unlock the Secret Language of Connection</td> <td>Random House</td> <td>2024</td> <td>978-0593243916</td> </tr> </tbody> </table>		Author	Title	Publisher	Date	ISBN	Jessica Röhrner and Astrid Schütz	Psychology of Communication	Springer	2023	978-3030601690	Charles Duhigg	Supercommunicators: How to Unlock the Secret Language of Connection	Random House	2024	978-0593243916
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<p>Other Instructional Materials (i.e. OER, handouts)</p>																
Description	Studying clinical communication through multiple lenses: The underused potential of interdisciplinary collaborations															

Author	Hanne C. Lie et al.
Citation	Patient Education and Counseling, Volume 105, Issue 6, June 2022, Pages 1673-1675.
Online Resource(s)	https://www.sciencedirect.com/science/article/pii/S0738399122001823 (https://www.sciencedirect.com/science/article/pii/S0738399122001823)

Learning Outcomes

Course Objectives

Explain the ethnic, cultural, and gender elements of communication.

Analyze the importance of verbal and nonverbal skills in communication.

Recognize patterns of conversation and communication style.

Identify listening and responding skills for improving communication.

Compare and contrast conflict management styles and interpersonal conflict.

Evaluate key models and research findings relevant to the psychology of communication.

Define and apply psychological concepts and research methods employed to study the psychology of communication.

Define and apply theoretical models of interpersonal communication and conflict resolution.

Distinguish between individual and sociocultural differences as applied to interpersonal communication.

Analyze a variety of methods used to resolve interpersonal conflicts.

SLOs

Evaluate theoretical communication systems that address the principles of conveying feelings, attitudes, facts, beliefs, and ideas between individuals. Expected Outcome Performance: 70.0

Identify various concepts of "self" and "other" in understanding behavior, communication, and interpersonal relationships. Expected Outcome Performance: 70.0

Analyze the influences of gender, ethnicity, and culture on communication and the development of interpersonal relationships.

Expected Outcome Performance: 70.0

Additional SLO Information

Does this proposal include revisions that might improve student attainment of course learning outcomes?

No

Is this proposal submitted in response to learning outcomes assessment data?

No

If yes was selected in either of the above questions for learning outcomes, explain and attach evidence of discussions about learning outcomes.

No Value

SLO Evidence

No Value

Course Content

Lecture Content

Introduction to Interpersonal Relations (3 hours)

- Characteristics of Personal Relationships
- Principles of Interpersonal Communication
- Interpersonal Communication Myths
- Patterns and Variations of Communication

Models of Communication (6 hours)

- Communication Model by Shannon and Weaver
- Communication Model by Schuld von Thun
- Graice's Maxims of Conversation
- Roger's Rules for Successful Communication
- Communication Model by Watzlawick
- Integrative Communication Model by Hargie

Interpersonal Communication and Perception (4 hours)

- Understanding Interpersonal Perception
- How We Define and Form Impressions of Others
- Barriers to Accurate Interpersonal Perception
- How to Improve Interpersonal Perception Skills

The Self-Concept and Communication (4 hours)

- The Formation and Development of the Self-Concept
- Characteristics and Components of the Self-Concept
- Defensiveness and Non-defensive Reactions
- Overcoming Communication Challenges: Inflated Self-Esteem

Interpersonal Communication and Diversity (6 hours)

- Cultural and Gender Influences on Communication style and patterns
- Understanding Others: Adapting to Differences
- Stereotyping and Prejudice
- Barriers to Effective Intercultural Communication
- Improving Intercultural Communication Competence

Emotion and Communication (4 hours)

- The Importance of Understanding Emotions and Communication
- Research and Theoretical Perspectives of Emotions
- Emotions and Physiology
- Types of Emotions
- Managing Our Emotions

Verbal and Nonverbal Communication (4 hours)

- Interpersonal Communication Motives and Verbal Communication
- Skills for Improving Verbal and Nonverbal Communication
- The Challenge of Interpreting Nonverbal Messages
- Overcoming Communication Challenges

Conversation and Communication Style (5 hours)

- Studying Conversation and Engaging in Conversational Analysis
- Conversation, Communication, Apprehension, and Motivation
- Skills of Competent Conversationalists
- Overcoming Conversational Dilemmas

Listening and Confirming Responses (5 hours)

- Listening Defined
- Stages in the Listening Process
- Types of Confirming Responses
- Enhancing Listening Comprehension and Responding Skills

Conflict Management Skills (5 hours)

- Conflict Defined: Research, Myths, Types, and Styles
- Conflict and Power
- Managing Anger
- Setting Boundaries with Assertive Communication

Understanding Interpersonal Relationships (4 hours)

- Characteristics of Personal Relationships
- Theoretical Perspectives and Models of Relational Development
- Research on Development of Interpersonal Relationships
- Stages of Interpersonal Relationship Development
- Skills in the Life Cycle of a Relationship

Managing Relationship Challenges (4 hours)

- Violations of Relational Expectations and Failures
- Deception, Jealousy, and Obsessive Intrusion
- De-escalation and Termination of Relationships
- Skills and Strategies for Managing Relationships

Total Hours: 54

Additional Information

Repeatability

Not Repeatable

Justification (if repeatable was chosen above)

No Value

Is it possible this course will have a material fee?

No

I have contacted my library liaison (<https://campusguides.glendale.edu/faculty/liaisons>):

No

What term(s) will this course be offered?

Fall/Spring

Will any additional resources be needed for this course? (Click all that apply)

- No

If additional resources are needed, add a brief description and cost in the box provided.

No Value