

INTERPERSONAL SKILLS

Module Descriptions

This course develops effective interpersonal skills necessary for working on a team. The focus is on developing increased perception, communication and conflict resolution processes. Issues of diversity based on culture, experience, gender, etc. are highlighted and their roles in each aspect of teamwork are examined.

Module A. Interpersonal Sensitivity (5 hours)

The paraeducator will:

- 1) Identify factors that affect perception and understanding of situations and the behavior of others
- 2) Recognize the importance of creating positive communication climates.

Module B. Effective Communication (5 hours)

The paraeducator will:

- 1) Identify the components of effective verbal communication.
- 2) Identify the components of effective non-verbal communication.
- 3) Recognize the importance of effective listening and responding in effective communication.
- 4) Adapt communication effectively to diverse situations

Module C. Conflict Resolution (5 hours)

The paraeducator will:

- 1) Identify the characteristics of effective interpersonal relationships in the workplace.
- 2) Recognize the role of conflict in interpersonal relationships.
- 3) Demonstrate effective strategies for resolving conflict between two people.
- 4) Demonstrate effective strategies for resolving group conflict.