

Learning Goals – Interpersonal Relations

Goal	Objective	Means of Achieving the Objective
(IR) Interpersonal Relations.	<p>Communication (C) The ability to effectively communicate with others is essential to success both during college and in one's post-college pursuits.</p> <p>Relationship Management (RM) Form and nurture relationships with others.</p> <p>Cross-Cultural Appreciation (CA) Understanding cultures and recognizing cultural norms or biases.</p>	Construct and implement verbal and written communication strategies for dealing with a range of communication situations and problems—face-to-face, group, supervisor/colleague, persuasive, etc.
		Appropriately match communication style—both tone and mode (email, phone, face-to-face) to the occasion and content.
		Demonstrate personal respect for the views of others in personal and professional settings.
		Employ strategies to see situations from another's perspective and manage communication techniques and messages appropriately.
		Listen actively to determine meaning.
		Deliver and receive feedback constructively.
		Employ tactics for diffusing tension with colleagues, clients and peers.
		Communicate difficult information succinctly and clearly.
		Engage with others with empathy and curiosity
		Develop strong working relationships within a group with an understanding of how those relationships will help achieve the group's goal.
		Form effective working relationships with peers beyond one's organization, group or community.
		Manage relationships even when differences exist and exhibit skills in managing conflict.
		Demonstrate knowledge of professional associations/affiliations relevant to one's field and how such organizations can be helpful in personal development.
		Establish, nurture and maintain relationships with coaches and/or mentors
		Articulate one's own cultural identity and its impact on personal experience.
Respect and appreciate others' cultural identity, ideas and opinions.		
Recognize and respond to the impact of cultural identity on groups and organizations.		
Develop working relationships with those different from oneself.		