

## COMM 243 APPROACH TO LEARNING RESOURCES

*COMM 243: Interpersonal Communication* is a case-based, interactive, and experiential course that may be very different from other courses students have taken. This course provides a learning opportunity that simulates the contextual environment and situational factors of using effective interpersonal communication in a workplace. Student registration in *COMM 243* includes access to an online simulation platform provided by Ametros Learning ([www.ametroslearning.com](http://www.ametroslearning.com)).

Using this platform, students will work on tasks and exercises to solve an organization's interpersonal communication problems. The simulations represent real-life business challenges that require students to learn and apply workplace communication processes and deliverables. Through interactions and individualized feedback, students harness interpersonal communication skills. Their learning is supported by integrated learning resources and professionally reflective assignments.

Once students log into the simulation platform, they have access to instructional videos and readings. An artificially intelligent mentor will interact with students via the platform to guide them through required simulation work. Students are given background information on their fictional company, virtual coworkers, the context of a given business challenge to address, and the role they are to assume. Students will act as if this role and their virtual coworkers are real. They will interact in the platform directly with virtual characters by sending and receiving written messages. The platform provides the educational resources necessary to ensure students have the skills to complete their coursework successfully when these topics are most relevant to the task at hand.

This course, in using an online simulation platform, differs from other online courses in several ways, including:

- 1) Experiential learning:** Students will complete simulations that contain interactions with virtual characters and associated tasks and exercises, mirroring what occurs in a real-life professional settings. Educational materials will teach students interpersonal communication skills that they then apply to address actual workplace challenges in the simulation.
- 2) Embedded learning material:** All the educational content is available to students in the Ametros platform in text and video format. Students are not given a list of weekly readings. Instead, students access learning material as they apply to situations that arise during the narrative of the simulation.
- 3) Iterative feedback:** Characters in the simulation, through artificial intelligence, will provide students with iterative feedback on their work. In addition, student will complete reflective assignments and receive feedback from their Academic Expert.

As this course makes extensive use of an online platform to deliver an innovative and effective learning experience, it requires students have regular access to high-speed Internet. It is not possible to download the course materials and complete this course predominantly offline. Students can access the simulation platform from the leading mobile devices and desktop or laptop computers. No special software or plug-ins are required.

### **Accessibility**

All learning materials used in this course meet Athabasca University's Accessibility Services requirements, which includes meeting WCAG 2.1 AA Level. All videos in the platform have transcripts.

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