



CCSW6214 Interpersonal Relationship Skills
New Orleans Baptist Theological Seminary
Division of Church & Community Ministries
Fall 2018, Bunyan 201

Dr. Jeanine C. Bozeman, Ph.D., LCSW, ACSW, BCD, BACS
Distinguished Professor of Social Work
Office: LMCCC 104-C
Phone: (504) 282-4455, ext. 3207
Email: jbozeman@nobts.edu

Dr. Ken B. Taylor, Ph.D.
Professor of Urban Missions
Office: Dodd 100
Phone: (504) 282-4455, ext. 8124
Email: ktaylor@nobts.edu

Administrative Assistant: Davi Hung
Office: LMCCC 100-B
Phone: (504) 816-8106
Email: socialwork@nobts.edu

Class Grader: Noah Bowlin
Email: noah@calvaryneworleans.com

Mission Statement

The mission of New Orleans Baptist Theological Seminary is to equip leaders to fulfill the Great Commission and the Great Commandments through the local church and its ministries.

Core Value Focus

The seminary has five core values.

- 1. Doctrinal Integrity:** Knowing that the Bible is the Word of God, we believe it, teach it, proclaim it, and submit to it. This course addresses Doctrinal Integrity specifically by preparing students to grow in understanding and interpreting of the Bible.
- 2. Spiritual Vitality:** We are a worshiping community emphasizing both personal spirituality and gathering together as a Seminary family for the praise and adoration of God and instruction in His Word. Spiritual Vitality is addressed by reminding students that a dynamic relationship with God is vital for effective ministry.
- 3. Mission Focus:** We are not here merely to get an education or to give one. We are here to change the world by fulfilling the Great Commission and the Great Commandments through the local church and its ministries. This course addresses Mission Focus by helping students understand the biblical foundations for fulfilling the Great Commission and the Great Commandments.
- 4. Characteristic Excellence:** What we do, we do to the utmost of our abilities and resources as a testimony to the glory of our Lord and Savior Jesus Christ. Characteristic Excellence is addressed by preparing students to excel in their ability to interpret Scripture, which is foundational to effective ministry.
- 5. Servant Leadership:** We follow the model of Jesus and exert leadership and influence

through the nurture and encouragement of those around us. Servant Leadership is modeled by classroom department.

The core value focus for this academic year is *Servant Leadership*.

Curriculum Competencies

NOBTS faculty members realize that all ministers need to develop specific competencies if they are going to have an effective ministry. To increase the likelihood of NOBTS graduates having an effective ministry, the faculty developed a competency-based curriculum after identifying seven essential competencies necessary for effective ministry. All graduates are expected to have at least a minimum level of competency in all of the following seven areas:

Biblical Exposition: To interpret and communicate the Bible accurately.

Christian Theological Heritage: To understand and interpret Christian theological heritage and Baptist polity for the church.

Disciple Making: To stimulate church health through mobilizing the church for missions, evangelism, discipleship, and church growth.

Interpersonal Skills: To perform pastoral care effectively, with skills in communication and conflict management.

Servant Leadership: To serve churches effectively through team ministry.

Spiritual and Character Formation: To provide moral leadership by modeling and mentoring Christian character and devotion.

Worship Leadership: To facilitate worship effectively.

The curriculum competencies addressed in this course are:

1. Effective servant leadership: This course assists students in learning how to serve effectively with others in ministry in churches and communities.
2. Interpersonal Relationships: This course will provide opportunities for students to enhance their relationship skills both personally and professionally.

Course Description

The purpose of the course will be to study the nature of interpersonal relationships with particular reference to personal, family, church, and community relationships. Goals will be to learn to establish positive relationships, to improve weak relationships, and to develop skills in resolving problematic relationships.

Student Learning Outcomes

In order to perform pastoral care effectively with skills in communication and conflict management, the student, by the end of the course, should:

1. Increase knowledge of concepts related to self, family, church, and community relationships.

2. Value self-evaluation and self-care in building and maintaining healthy relationships.
3. Practice listening skills, assertion skills, conflict-resolution skills, collaborative problem solving skills, and skill selection.

Textbooks

The following texts and resources are required reading for class discussions and are to be read in their entirety unless otherwise specified.

Required Texts

Bozeman, Jeanine C. and Argile Smith, eds. *Interpersonal Relationship Skills for Ministers*. Gretna, LA: Pelican Publishing Company, 2004.

Bozeman, Jeanine C. and Argile Smith, eds. *Interpersonal Skill Set for Ministers*. Gretna, LA: Pelican Publishing Company, 2014.

[Note: This textbook is only available as an eTextbook at www.pelicanpub.com.]

Floyd, Kory. *Interpersonal Communication*, 2ed. Boston: McGraw-Hill, 2011.

Embedded Assignment

I. Personal Evaluation of Interpersonal Relationship Skills

Each student is to interview:

- | | |
|-----------------------|--------------------------|
| a. Two family members | b. Two friends |
| c. Two church members | d. Two community persons |

Ask these persons to assess the strengths and weaknesses of your interpersonal relationship skills. Use the evaluation form (distributed in class) to aid in your assessment. Write one paper with the following 2 components. 1) From these eight interviews prepare an evaluative report of your interpersonal relationship skills. 2) Based upon your evaluation, prepare a plan for strengthening your interpersonal relationship skills. You may use first person pronouns in your report. Prepare a 10 page paper following Seminary guidelines for formatting.

This report is due on Tuesday, October 30. The grade for late submissions will be reduced by 10 points per day.

This assignment is an embedded assignment that will be completed by all students for all sections of this course. The rubric for grading this assignment is attached to the syllabus. Please complete the assignment according to the rubric.

Course Requirements

Interpersonal Relationship Skills Group Presentation

Each student will read the e-book, *Interpersonal Skill Set for Ministers*. Each group will choose a topic from this text and will prepare and lead an in-class, 30 minute presentation on the chosen topic following further research. The professors must approve the topics.

- Students will research the chosen topic. A minimum of 15 sources are required (in addition to textbooks) and 10 of the sources must be dated since 2005.
- The 30 minute presentation should be an interactive time rather than a lecture. Students will prepare a teaching plan, at least 2 handouts for the class, and a bibliography of a minimum of 15 sources related to the chosen topic (excluding textbooks). PowerPoint is optional.
- Each group will prepare a report on the presentation to submit to the professors at the time of the presentation. The report should be typed, double spaced, and 3 pages in length. All submissions should be submitted together with a title page that includes each group member's name. All group members will receive the same grade for the presentation.
- Each group will submit the following components to be graded:
 - a. Presentation & Report: 50 points
 - b. Teaching plan: 20 points
 - c. Handouts: 20 points
 - d. Bibliography: 10 points
- The grade penalty for late submissions is 10 points. No reports will be accepted after the presentation date (see course outline).

Small Group Participation

Each student will participate in a small group discussions on assigned topics/questions. The grade for small group participation will be based on attendance, participation, and leadership. Each student is expected to participate in all group discussions. In addition, each student will have the opportunity to lead at least one group session.

Exams

Students will complete midterm and final exams. The Midterm Exam is scheduled for **Thursday, October 11, 2018** and the Final Exam is scheduled for **Tuesday, December 11, 2018 from 12:00-2:00 pm.**

Course Assignment Evaluation Percentages

Assignment	Percentage of Grade	Due Date
Personal Evaluation Paper of Communication Skills	20%	Tuesday, Oct 30
Presentation	20%	As Scheduled
Midterm Exam	20%	Thursday, Oct 11
Final Exam	20%	Tuesday, Dec 11
Class Involvement	20%	

Course Policies

Reading Assignments

Students are responsible for completing all reading assignments.

Professor's Policy on Late Assignments

All work is due on the assigned date in the syllabus. Grades for late submissions will be reduced by 10 points each day excluding Sundays. No work will be accepted after 10 days.

Professor's Availability and Assignment Feedback

The student may contact the professor at any time using the email address provided in the course syllabus. The professor will make every effort to return answers to emailed questions within a 24-hour period of time. Assignments requiring grading will be returned to the student within a reasonable period of time. Student feedback on graded assignments will be provided through the grading rubric located in the student's Blackboard Grade Book. The student will find comments in the grading rubric, as well as on graded paper assignments. The student may also email the course grader with questions regarding grading.

Help for Writing Papers at "The Write Stuff"

This is the official NOBTS Writing Center online help site for writing academic papers and essays. <http://www.nobts.edu/writing/default.html> You will discover writing guides, tips, and valuable information to help you become a better writer. Go here for Turabian and APA style helps and guidelines. You will also find language fonts for Greek and Hebrew.

Academic Honesty Policy

All graduate and undergraduate NOBTS students, whether on-campus, internet, or extension center students, are expected to adhere to the highest Christian standard of honesty and integrity when completing academic assignments for all courses in every delivery system format. The Bible provides our standard for academic integrity and honesty. This standard applies whether a student is taking tests, quizzes, exams, writing papers, completing Discussion Boards, or any other course requirement.

Plagiarism on Written Assignments

NOBTS has a no tolerance policy for plagiarism. Please be aware that plagiarism in certain cases may result in expulsion from the seminary. Refer to the NOBTS Student Handbook http://www.nobts.edu/_resources/pdf/studentervices/NOBTSHandbook.pdf where the definition, penalties and policies associated with plagiarism are clearly defined.

Classroom Parameters

Please arrive on time.

Turn off cell phones. Utilize laptops and other technology for class purposes only.

Respect the professor and other members of the class.

Maintain confidentiality when someone shares personal information.

Participate in class and group discussions.

Blackboard and ITC Technical Support

Blackboard is the instructional platform used in this class. Please make sure that your contact information is accurate and up-to-date. If you need assistance accessing Blackboard, Selfserve, or other technical support, please contact the Information Technology Center (Hardin Student Center 290 or call **504.816.8180**). Here are other helpful links to ITC assistance.

- Selfserve@nobts.edu - Email for technical questions/support requests with the Selfserve.nobts.edu site (Access to online registration, financial account, online transcript, etc.)
- BlackboardHelpDesk@nobts.edu - Email for technical questions/support requests with the NOBTS Blackboard Learning Management System NOBTS.Blackboard.com.
- ITCSupport@nobts.edu - Email for general technical questions/support requests.
- www.NOBTS.edu/itc/ - General NOBTS technical help information is provided on this website.
- For Student Assistance in using Blackboard, visit: [Student Bb Help](#)

Netiquette

Netiquette refers to appropriate online behavior in Blackboard or other online discussions. Each student is expected to demonstrate appropriate Christian behavior when working online on Discussion Boards or whenever interaction occurs through web, digital, or other electronic medium. The student is expected to interact with other students in a fashion that will promote learning and respect for the opinions of others in the course. A spirit of Christian charity is expected at all times in the online environment.

Academic Policies

Academic policies relate to absences, grading scale, final examination schedules, and other topics can be found in the current online catalog: [New Orleans Baptist Theological Seminary Academic Catalog](#).

Policy for Graduating Seniors

Graduating Seniors are responsible for alerting the professor of your intention to graduate. **All of your assignments must be completed and submitted by noon (12:00 PM) on the Tuesday, Oct 30 prior to commencement exercises.**

Course Schedule

<u>Date</u>	<u>Topic</u>	<u>Reading Assignment</u>
August 21-23	Introduction The Self Concept Goal Setting	Bozeman & Smith, Chapter 1 Floyd, Chapter 3
August 28-30	Communication Video: Dr. Burt	Bozeman & Smith, Chapter 2 Floyd, Chapter 1
September 4-6	Group Meeting #1 Communication, Technology, and Relationships Social Media	Floyd, Chapter 6
September 11-13	Difficult People Listening Skills	Bozeman & Smith, Chapter 15 Floyd, Chapter 11
September 18-20	Decision Making Assertiveness	Bolton, Chapters 2-4 (on reserve at library) Floyd, Chapter 7
September 25-27	Family Relationships: Family of Origin Family of Creation	Bozeman & Smith E Book , Chapter 2 Bozeman & Smith, Chapters 6-9 Floyd, Chapters 9-10
October 2-4	Group Meeting #2 Review	Bozeman & Smith E Book , Chapter 2 Bozeman & Smith, Chapters 6-9 Floyd, Chapters 9-10
October 9-11	Conflict Resolution (10/9) Mid Term Exam (10/11)	Bozeman & Smith, Chapter 3 Floyd, Chapter 11
October 15-19	Fall Break	
October 23-25	Relationships in the Church Staff/Members	Bozeman & Smith, Chapters 3, 21 Floyd, Chapter 7, 11
October 30 November 1	Group Meeting #3 The Minister's Family	Bozeman & Smith, Chapters 5-9 ***10/30: Personal Evaluation Due***
November 6-8	Group Meeting #4 Emotional Intelligence	Bozeman & Smith, Chapter 14 Floyd, Chapter 8
November 13-15	Student Presentation 1 Student Presentation 2	Bozeman & Smith E-book
November 19-23	Thanksgiving Break	
November 27-29	Student Presentation 3 Student Presentation 4	Bozeman & Smith E Book
December 4-6	Relationships in your Community Speaker: Dr. Kay Bennet Review & Celebration	Bozeman & Smith, Chapters 19-22 Bozeman & Smith E Book
December 11-13	12/11: Final Exam 12:00 pm	

*****The professors reserve the right to make changes to the schedule as needed.*****

*****Students are responsible for all assigned readings. All readings may not be covered in class.*****

Selected Bibliography

- Augsburger, David. *Caring Enough to Confront: How to Understand and Express Your Deepest Feelings Toward Others*, updated ed. Ventura, CA: Regal Books, 2009.
- Benjamin, Susan F. *Perfect Phrases for Dealing with Difficult People: Hundreds of Ready-to-Use Phrases for Handling Conflict, Confrontations, and Challenging Personalities*. New York: McGraw-Hill, 2008.
- Biehl, Bobb. *Mentoring*. Nashville: Broadman and Holman, 1996.
- Bolton, Robert. *People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts*. New York: Simon and Schuster, Inc., 1979. **This book is on reserve in the Library.**
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- Harley, Willard F. *Love Busters*. Tarrytown, NY: Fleming H. Revell Co., 1992.
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- Hutchins, David R. and Claire G. Cole. *Helping Relationships and Strategies*. Belmont, CA: Wadsworth, Inc., 1992.
- Kelley, Harold H. *Close Relationships*. New York: W.H. Freeman and Company, 1983.
- Kilpatrick, Allie C. and Thomas P. Holland. *Working With Families*. Needham Heights, MA: Allyn and Bacon Publishing, 1995.
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- Malony, H. Newton. *Win-Win Relationships*. Nashville: Broadman and Holman, 1995.
- Maxwell, John C. *Developing the Leaders Around You*. Nashville: Thomas Nelson, Inc., 1995.
- Meier, Paul. *Don't Let Jerks Get The Best of You*. Nashville: Thomas Nelson, Inc., 1993.
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- Smith, Argile and Jeanine Bozeman (eds.). *Interpersonal Skill Set for Ministers*. Gretna, LA: Pelican Publishing Company, 2014.
- [Note: This textbook is only available as an eTextbook at www.pelicanpub.com.]
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- _____. *That's Not What I Meant!* New York: Ballantine Books, 1986.
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- Wright, Walter, C. *Don't Step on the Rope: Reflection on Leadership, Relationships, and Teamwork*. Waynesboro, GA: Paternoster Press, 2005.

QUESTIONS TO ASSESS YOUR INTERPERSONAL RELATIONSHIP SKILLS

1. What would you consider to be your greatest strengths in relating to people?
2. What do you see as your weaknesses in relating to people?
3. What strengths and weaknesses do you bring to our family in developing good interpersonal relationships?
4. How have you changed during the past few years with regard to your family relationships?
5. What actions do you take or attitudes do you have that hinder your relationships with others in your family?
6. How do you contribute to strengthening your friendships?
7. With regard to interpersonal relationship skills, what actions do you take or attitudes do you have that hinder further development of your friendships?
8. What interpersonal relationship skills do you utilize to strengthen the fellowship of your church?
9. What relationship skills do you utilize that help you to be a valuable member of your community?
10. What changes can you make to help strengthen your relationships in the community?

QUESTIONS FOR PERSONAL EVALUATION OF INTERPERSONAL RELATIONSHIP SKILLS INTERVIEWS

Questions to Use in All Interviews:

1. What would you consider to be my greatest strengths in relating to people?
2. What do you see as my weaknesses in relating to people?

Questions to Use with Family Members:

1. What strengths and weaknesses do I bring to our family in developing good interpersonal relationships?
2. How do you see me as changing during the past few years with regard to our family relationships?
3. What actions do I take or attitudes do I have that hinder my relationships with others in our family?

Questions to Use with Friends:

1. How do I contribute to strengthening our friendship?
2. With regard to interpersonal relationship skills, what actions do I take or attitudes do I have that hinder further development of our friendship?

Questions to Ask Members of Your Church:

1. What interpersonal relationship skills do I utilize that strengthen the fellowship of our church?
2. If you could suggest one change to me in how I relate to people, what would that change be?

Questions to Ask Community Persons:

1. What relationship skills do I utilize that help me to be a valuable member of our community?
2. What changes can you suggest to help me strengthen my relationships in our community?

Grading Rubric for Personal Evaluation of Interpersonal Relationship Skills

Criteria	Points Possible	Points Earned
Assessed interpersonal relationship skills, including strengths and weaknesses, utilizing the evaluation form provided.	30 points	
Completed 8 interviews. Assessed interpersonal relationships skills utilizing the questions provided. Included contact information for interviewees.	30 points	
Developed a plan for strengthening interpersonal relationship skills. Referenced relevant course material.	30 points	
Report is virtually free of errors in grammar, punctuation, word choice, spelling, format, and Turabian style issues. Report is well-organized, paragraphs are well-structured, and headings are used appropriately.	10 points	

Grading Rubric for Presentation in Interpersonal Relationship Skills

Criteria/Points Possible	Point Earned
<p>Teaching Plan. {15 points total}</p> <p>Clear presentation of topic. (3 points)</p> <p>Objectives clearly stated and appropriate for the topic. (5 points)</p> <p>Well organized outline of subjects to be covered and activities utilized with specific time periods allotted. (7 points)</p>	0 to 15
<p>Bibliography. {15 points total}</p> <p>Compiled bibliography with ten resources (excluding textbooks). (10 points)</p> <p>At least 5 of the resources are dated within the past 5 years. (2 points)</p> <p>Sources are documented according to Turabian style. (3 points)</p>	0 to 15
<p>Handouts. {20 points total}</p> <p>Completed two handouts. (10 points)</p> <p>Handouts are relevant to the topic, enhance the presentation, and are visually appealing. (10 points)</p>	0 to 20
<p>Presentation and Report. {50 points total}</p> <p>Presentation was presented according to teaching outline. (10 points)</p> <p>Presentation was interactive. (10 points)</p> <p>Report provides a brief summary of the presentation content. (5 points)</p> <p>Report includes presenters' interaction with participants. (5 points)</p> <p>Report includes presenters' evaluation of the presentation. (10 points)</p> <p>Report begins, flows, and ends effectively.</p> <p>Report is virtually free of errors in grammar, punctuation, word choice, spelling, format, and Turabian style issues. Report is well-organized, paragraphs are well-structured, and headings are used appropriately. (10 points)</p>	0 to 50

CCSW6214 Interpersonal Relationship Skills

Embedded Learning Assignment Assessment Rubric

DOMAIN	LEVEL	BASIC (1 PT)	COMPETENT (2 PTS)	GOOD (3 POINTS)	EXCELLENT (4 POINTS)
UNDERSTANDING	Student will demonstrate knowledge of concepts related to self, family, church, and community relationships.				
APPLICATION	Student will value self-evaluation as evidenced by development of a plan for strengthening interpersonal relationship skills.				
COMMUNICATION	Student will communicate effective listening skills by incorporating interviewees' responses in their evaluation of interpersonal relationship skills.				

Student Services

This is a partial list of NOBTS student services available to all students, no matter your delivery system or location. If you have questions or do not see what you need here, please refer to www.nobts.edu/studentservices, email us at studentservices@nobts.edu, or call the Dean of Students office at 800-662-8701, ext. 3283. We are glad to assist you!

Need	Email	Phone	Web Page
Advising – Graduate Program	studentservices@nobts.edu	504.282.4455 x3312	www.nobts.edu/registrar/default.html#advising
Advising – Undergraduate Program	lcadminasst@nobts.edu	504.816.8590	www.nobts.edu/LeavellCollege
Church Minister Relations (for ministry jobs)	cmr@nobts.edu	504.282.4455 x3291	www.nobts.edu/CMR
Financial Aid	financialaid@nobts.edu	504.282.4455 x3348	www.nobts.edu/financialaid
PREP (help to avoid student debt)	Prepassistant1@nobts.edu	504.816.8091	www.nobts.edu/prep
Gatekeeper NOBTS news	pr@nobts.edu	504.816.8003	nobtsgatekeeper.wordpress.com
Information Technology Center	itcsupport@nobts.edu	504.816.8180	selfserve.nobts.edu
Help with Blackboard	blackboardhelpdesk@nobts.edu	504.816.8180	nobts.blackboard.com
Library	library@nobts.edu	504.816.8018	www.nobts.edu/Library
Online library resources	library@nobts.edu	504.816.8018	http://www.nobts.edu/research-links/default.html
Writing and Turabian style help	library@nobts.edu	504.816.8018	http://www.nobts.edu/writing/default.html
Guest Housing (Providence Guest House)	ph@nobts.edu	504.282.4455 x4455	www.provhouse.com
Student Counseling	lmccc@nobts.edu	504.816.8004	www.nobts.edu/studentservices/counseling-services.html
Women’s Programs	womensacademic@nobts.edu	504.282.4455 x3334	www.nobts.edu/women

For additional library resources in your state, check <http://www.nobts.edu/library/interlibrary-loan.html>

- GALILEO for Georgia students
- LALINC for Louisiana students
- Florida Virtual Library (<http://www.flelibrary.org/>) for Florida students
- Interact with us online at –



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