



CCSW6214 Interpersonal Relationship Skills

New Orleans Baptist Theological Seminary

Division of Church and Community Ministries

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Mission Statement

New Orleans Baptist Theological Seminary and Leavell College prepare servants to walk with Christ, proclaim His truth, and fulfill His mission.

Core Value Focus

The seminary has five core values: Doctrinal Integrity, Spiritual Vitality, Mission Focus, Characteristic Excellence, and Servant Leadership. The core value focus for this academic year is Spiritual Vitality: We are a worshipping 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.

Curriculum Competencies

All graduates of NOBTS are expected to have at least a minimum level of competency in each of the following areas: Biblical Exposition, Christian Theological Heritage, Disciple Making, Interpersonal Skills, Servant Leadership, Spiritual and Character Formation, and Worship Leadership. The curriculum competencies addressed in this course are:

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

Servant Leadership: To serve churches effectively through team ministry.

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

The student involved in this course should be able to accomplish the following:

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

Required Textbooks:

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

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

Recommended Textbook:

Bozeman, Jeanine C., and Argile Smith, eds. *Interpersonal Skill Set for Ministers*. Gretna, LA: Pelican, 2014. E-book. (Available at www.pelicanpub.com and amazon.com).

Course Teaching Methodology

The course will involve the following methodologies: threaded discussions, case studies, PowerPoint presentations, and personal journals.

Course Requirements

I. Unit Assignments

- Students should complete all unit assignments as instructed on Blackboard by the posted due dates on the course schedule. **All units include reading assignments, quizzes, journals, and discussion boards.** Unit assignments will be available on Monday at 1:00 p.m. (CST) of each week. Unit assignments are due on Monday of the following week, 11:59 p.m. (CST), unless otherwise noted on the course schedule. The student is responsible for being aware of due dates.
- **Note that the summer schedule moves quickly. Two units are covered each week.**

II. Reading Assignments/Quizzes

- Students should complete all reading assignments and quizzes by the assigned dates. **Each quiz must be taken by the due date given for each unit assignment; no late quizzes will be allowed.** Quizzes will not be accessible after the due date. Students will receive a final quiz grade which will be the total points earned on quizzes divided by the total points possible on all quizzes. Students may use their textbooks for the quizzes.

III. Journals

- Students will keep a journal throughout the course. The journals will be assessed by the following criteria:
 - To what degree did the student engage in self-exploration?
 - To what degree did the student interact with reading assignments?
 - To what degree did the student make application to his/her area of ministry?
- Journal entries should be at least two to three full paragraphs (approximately 200 words). Journal entries should be entered as text submissions.
- Journal entries are due when the unit for which they are assigned closes. **No late journal entries are allowed in this course.** See the grading rubric attached to the syllabus for more information.
- **Note about the journal:** The topics students are asked to write about in their journals often require them to share information about themselves. For this reason, journal entries will be read by the professors and teaching assistants and treated confidentially. However, Information and Technology Center personnel at NOBTS will have access to the Blackboard course and will, in times of need, login to the course to address any problems that might occur that hinder the professors and the students from effectively engaging in online learning.

IV. Discussion Boards

- Threaded discussion is intended to foster dialogue concerning the subject matter. Timely answers are critical for participating in threaded discussions. Initial posts to threaded discussions should be submitted by 11:59 p.m. on **Thursday** of each week to allow time for further dialogue. All students are expected to respond to at least **2** initial posts per week. Response posts are due when the unit for which they are assigned closes. Threaded discussions should be timely and thought provoking, referencing reading content and making real-life application. **Points will be deducted for late initial posts. No late response posts are allowed in this course.** (See grading rubric attached to the syllabus.)

V. Skill Building Exercises

Due: **Monday, July 6, 2020.**

- Students will complete all of the following exercises:
 1. In a 2-page report (typed, double-spaced), summarize your self-concept. Represent your personality, experiences, interests, relationships, talents, strengths and weaknesses, ambitions, and ministry. Offer suggestions (at least 3) for strengthening your self-concept.
 2. The impact of family experiences on our present and future is discussed in chapters 6-9 in Bozeman and Smith. Discuss the family of origin experiences that have shaped you. Assess your

attention to family relationships and family matters in the life you have created as an adult. Discuss similarities and differences in your family of origin and the life you have chosen as an adult. Your report should be 4 pages (typed, double-spaced).

3. A. Interview 2 persons (other than seminary students) that have been in ministry 5 or more years. Ask interviewees about the following: 1) their view of the importance of interpersonal relationship skills in ministry; 2) the challenges they have faced in ministry as a result of interpersonal relationship issues; and 3) their opinion of what seminary students need to know about interpersonal relationships skills. Submit a typed summary of each interview. [1 page, typed, double-spaced per interview]
- B. Based on your interviews and the topics discussed in the Interpersonal Relationship Skills class, what interpersonal relationship issues do you anticipate being most difficult for you in ministry? How can you prepare now to address the issues that you anticipate in the future? [1 page, typed, double-spaced]

- **The skill building exercises should be submitted as one Word document with a cover page. Please save your file name with your last name and the name of the assignment (e.g., Rivers.SkillBuilding)**

VI. Personal Evaluation of Interpersonal Relationship Skills

Due: **Monday, July 13, 2020.**

In order to successfully complete the assignment, the following steps are necessary:

- Assess your interpersonal relationship skills using the evaluation form attached to the syllabus. (3 typed pages)
- Ask others to assess your interpersonal relationship skills. Complete 8 interviews: two family members, two friends, two church members, and two community members. Utilize the forms attached to the syllabus. Do not include the names of any persons in your report; use descriptors to refer to persons (e.g., neighbor, friend, deacon). (3-4 typed pages)
- Develop a detailed plan for strengthening your interpersonal relationship skills. Reference relevant course materials in your plan; be specific and include internal notation (e.g., Bozeman & Smith, p. 101). (3 typed pages)
- The report should be written in integrated narrative form, typed, double-spaced, and submitted in one document with a cover page. You may use first person pronouns in your report. Question-and-answer format is not acceptable for this assignment.
- **Please submit your paper as a Word document with a cover page. Save your file name with your last name and the name of the assignments (e.g., Rivers.PersonalEvaluation).**

VII. Final Exam

- Students will complete the Final Exam on Blackboard. The exam will be available at 1:00 p.m., CST on **Monday, July 20**. The exam is due at 1:00 p.m., CST on **Monday, July 27**.

Evaluation of Grade

The student's grade will be computed as follows:

Assignment	Percentage of Grade
Reading Assignments/Quizzes	10%
Journals	10%
Discussion Boards	10%
Skill Building Exercises	20%
Personal Evaluation of Interpersonal Relationship Skills	25%
Final Exam	25%

Technical Assistance

For assistance regarding technology, consult ITC (504-816-8180) or the following websites:

1. Selfserve@nobts.edu - Email for technical questions/support requests with the Selfserve.nobts.edu site (Access to online registration, financial account, online transcript, etc.)
2. BlackboardHelpDesk@nobts.edu - Email for technical questions/support requests with the NOBTS Blackboard Learning Management System NOBTS.Blackboard.com.
3. ITCSupport@nobts.edu - Email for general technical questions/support requests.
4. www.NOBTS.edu/itc/ - General NOBTS technical help information is provided on this website.

Policy Regarding All Assignments

All assignments should be submitted in .doc (Microsoft Word) on Blackboard unless otherwise stated. **Please do not submit assignments in pdf.**

All work is due on the assigned day and at the assigned time. The grade for late assignments will automatically be reduced by 10 points. **Assignments that are over one week late will not be accepted.**

Academic Policies

Academic policies related to absences, examinations, and other topics can be found in the *New Orleans Baptist Theological Seminary Academic Catalog*.

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.

Netiquette

Appropriate Online Behavior. 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 others 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.

Emergency Plan

In the event of a hurricane or other emergency, go to the seminary web site for information: www.nobts.edu. Also, students should use Blackboard to follow any announcements that may be posted. Students should ensure their current email address is updated on Blackboard.

Extra Credit

Students can receive up to 3 points which will be added to their final average by completing the following assignment: Read Bozeman, Jeanine C., and Argile Smith, eds. *Interpersonal Skill Set for Ministers*. Gretna, LA: Pelican, 2014. Complete 10 essay questions related to the reading. The extra credit assignment will be posted on Blackboard and must be completed by **July 27, 2020**.

Help for Writing Papers at “The Write Stuff”

NOBTS maintains a Writing Center designed to improve English writing at the graduate level. Students can receive writing guides, tips, and valuable information to help in becoming a better writer.

Writing Style Guide

Writing assignments should follow the **NOBTS/Leavell College Manual of Form and Style** (*revised August 2019*). To access this manual on the seminary website, please use the following link: https://www.nobts.edu/_resources/pdf/writing/StyleGuide.pdf.

Plagiarism on Written Assignments

NOBTS has a no tolerance policy for plagiarism. Plagiarism in certain cases may result in expulsion from the seminary. See the NOBTS Student Handbook for definition, penalties, and policies associated with plagiarism.

Course Schedule

Unit/Dates	Topics/Reading Assignments
Units 1 & 2 Open 6/1 Due 6/8	Introduction Unit 1 Bozeman & Smith, Introduction Floyd, Chapter 1
	The Self Concept Unit 2 Bozeman & Smith, Chapter 1 Floyd, Chapter 3

Units 3 & 4 Open 6/8 Due 6/15	Communication Bozeman & Smith, Chapter 2 Floyd, Chapters 4, 6	Unit 3
	Communication: Culture/Language/Gender Floyd, Chapters 2, 5	Unit 4
Units 5 & 6 Open 6/15 Due 6/22	Listening Skills Bozeman & Smith, Chapter 3 Floyd, Chapter 7	Unit 5
	Assertiveness/Difficult People Bozeman & Smith, Chapters 4, 15 Floyd, Chapter 12	Unit 6
Units 7 & 8 Open 6/22 Due 6/29	Decision Making Bozeman & Smith, Chapter 21	Unit 7
	Family of Origin Bozeman & Smith, Chapters 5-9	Unit 8
Units 9 & 10 Open 6/29 Due 7/6	Family of Creation Bozeman & Smith, Chapters 10, 12, 13 Floyd, Chapter 10	Unit 9
	Relationships in the Church Bozeman & Smith, Chapters 17-18 Floyd, Chapter 9	Unit 10
Units 11 & 12 Open 7/6 Due 7/13	Conflict Resolution/Collaborative Problem Solving Bozeman & Smith, Chapter 16 Floyd, Chapter 11	Unit 11
	Relationships in the Community Bozeman & Smith, Chapters 19-20, 22	Unit 12
Units 13 & 14 Open 7/13 Due 7/20	Etiquette/ Emotional Intelligence Bozeman & Smith, Chapters 11, 14 Floyd, Chapter 8	Unit 13
	Social Media/Conclusion Bozeman & Smith, Conclusion	Unit 14
Final Exam Open 7/20 Due 7/27	Final Exam Due 7/27, 1:00 p.m.	

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.

Bolton, Robert. *People Skills: How to Assert Yourself, Listen to Others, and Resolve Conflicts*. New York: Simon and Schuster, Inc., 1979.

Branson, Mark Lau, and Juan F. Martinez. *Churches, Cultures, and Leadership*. Downers Grove, IL: InterVarsity Press, 2011.

Gamble, Teri Kwal, and Michael W. Gamble. *Interpersonal Communication: Building Connections Together*, 2014.

Gangel, Kenneth O., and Samuel L. Canine. *Communication and Conflict Management: In Churches and Christian Organizations*. Eugene, OR: Wipf & Stock Publishers, 2002.

Goleman, Daniel. *Emotional Intelligence: Why It Can Matter More than IQ*, 10th anniversary ed. New York: Bantam, 2006.

Gray, John. *Mars and Venus Together Forever: Relationship Skills for Lasting Love*, Rev. ed. New York: Harper, 2005.

Hester, Dennis J. *Pastor, We Need to Talk! How Congregations and Pastors Can Solve Their Problems Before It's Too Late*. Shelby, NC: His Way Publishing, 2001.

- Holladay, Tom. *The Relationship Principles of Jesus*. Grand Rapids, MI: Zondervan, 2008.
- Keller, Timothy. *Loving the City: Doing Balanced, Gospel-Centered Ministry in Your City*. Grand Rapids: Zondervan, 2016.
- Lane, Timothy S., and Paul David Tripp. *Relationships: A Mess Worth Making*. Greensboro: New Growth Press, 2008.
- McInerney, Virginia. *Single Not Separate: How to Make the Church a Family*. Lake Mary, FL: Charisma House, 2003.
- McIntosh, Gary L. *One Church, Four Generations: Understanding and Reaching All Ages in Your Church*. Grand Rapids: Baker Books, 2012.
- McKay, Matthew, Patrick Fanning, and Kim Paleg. *Couple Skills: Making Your Relationship Work, 2nd ed.* Oakland, CA: New Harbinger Publications, 2006.
- McKee, Jonathan. *Connect: Real Relationships in a World of Isolation*. Grand Rapids, MI: Zondervan/Youth Specialties, 2009.
- Rainer, Thom S., and Jess W. Rainer. *The Millennials*. Nashville: Broadman and Holman Publishing Group, 2011.
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- Sande, Ken. *The Peacemaker: The Biblical Guide to Resolving Personal Conflict, 3rd ed.* Grand Rapids, MI: Baker Books, 2004.
- Schultze, Quentin J., and Diane M. Badzinski. *An Essential Guide to Interpersonal Communication: Great Relationships with Faith, Skill, and Virtue in the Age of Social Media*. Grand Rapids, MI: Baker Academic, 2015.
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- Williams, Linda J. *Church Etiquette: A Handbook for Manners and Appropriate Behavior in Church*. Bloomington, IN: AuthorHouse, 2009.
- Wright, H. Norman. *Communication@Work: How to Get Along with Anyone at Church and in the Workplace*. Venutera, CA: Regal Books, 2011.
- 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
[Self-Assessment]

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 your 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. (3 pages)	30 points	
Completed 8 interviews. Asked others to assess your interpersonal relationship skills utilizing the questions provided. (3-4 pages)	30 points	
Developed a specific plan for strengthening interpersonal relationship skills. Referenced relevant course material. (3 pages)	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 Journals

Journal entries are worth 10 points per unit and are graded based on the following criteria:

Criteria	Points Possible	Points Earned
To what extent did the student engage in self-exploration	0 (no self-exploration) 1 (minimal) 2 (moderate) 3 (maximum)	
To what degree did the student interact with the reading assignments	0 (no reference to reading) 1 (minimal) 2 (moderate) 3 (maximum)	
To what degree did the student make application to his/her area of ministry	0 (no application) 1 (minimal) 2 (moderate) 3 (maximum)	
Entries relatively free of grammatical, punctuation, and spelling errors	0 (several errors) 1 (relatively free of errors)	

Grading Rubric for Discussion Boards

Discussion boards are worth 10 points per unit and are graded based on the following criteria:

Criteria	Points Possible	Points Earned
Timeliness of Initial Post	0 (late) 1 (on time)	
Original Thought	0 (no original thoughts) 1 (minimal) 2 (adequate)	
Reference to Reading Materials	0 (none) 1 (minimal) 2 (adequate)	
Thoroughness of Posts	0 (superficial post) 1 (minimal) 2 (moderate) 3 (maximum)	
Number of Posts [{initial + response posts} (3 required)]	0 (only 1 post) 1 (2 posts) 2 (3 posts)	