



## **Interpersonal Relationship Skills CEAL6214**

New Orleans Baptist Theological Seminary  
Division of Church and Community Ministries Division  
Fall 2014

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*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.*

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### **Purpose of the Course**

The purpose of this course is to study the nature of interpersonal relationships with particular reference to personal, family, church, and community relationships.

### **Core Value Focus**

New Orleans Baptist Theological Seminary is guided by five core values: doctrinal integrity, spiritual vitality, mission focus, characteristic excellence, and servant leadership. The course will emphasize the seminary's current core value focus assigned annually by the Administrative Council. This year's core value focus is **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.

### **Curriculum Competencies Addressed**

This course will address the following curriculum competencies:

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.

### **Learning Objectives**

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

1. Be able to apply their knowledge and comprehension of healthy relationships through knowledge of self, family, church, and community to the process of performing pastoral care effectively with skills in communication and conflict management.
2. Value the following concepts:
  - a. Self-evaluation and self-care in building and maintaining healthy relationships.
  - b. Healthy family relationships.
  - c. The dignity and worth of all human beings as being made in the image of God.
3. Be able to accomplish the following:
  - a. Practice listening skills, assertion skills, conflict-resolution skills, collaborative problem solving skills, and skill selection.
  - b. Establish and maintain healthy boundaries.
  - c. Model healthy relationships in family, church, and community.

### **Required Readings**

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

#### **Required Texts**

Textbook 1

Cloud, Henry, and John Townsend. *How to Have that Difficult Conversation You've Been Avoiding*. Grand Rapids, MI: Zondervan, 2005. (헨리 클라우드와 존 타운센드. NO 라고 말할 줄 아는 그리스도인의 대화의 기술. 좋은 씨앗, 2005)

Textbook 2

Gangel, Kenneth O., and Samuel A. Canine. *Communication and Conflict Management in Churches and Christian Organizations*. Nashville, TN: Broadman, 1992. (케네스 O. 갱겔과 새뮤얼 A. 케이나인. 교회 갈등 이렇게 해결하라, 프리셋트, 2013)

### **Course Teaching Methodology**

#### **Units of Study**

Unit 1: Introduction

Unit 2: Relationships with Family and Others

Unit 3: Communication

Unit 4: Interpersonal Relations and Communication

Unit 5: Good Conversation and Managing Conflict

Unit 6: Interpersonal Relations and Conflict

Unit 7: Preparing Conversation and Dealing Problems  
Unit 8: Conflict Management and Conclusion

**Teaching Method.** Small groups, case studies, PowerPoint presentations, exams, and personal Evaluation exercises will be utilized in this course.

### **Assignments and Evaluation Criteria**

#### **I. Weekly Reading Assignments (10%)**

Due: *Each Class Session*

(매주 책 읽어오기, 10%)

Students will read the required texts by following the weekly reading schedule. Completion of reading before each class session is intended to improve understanding of course content and enhance discussion participation. Students will be asked to indicate their reading percentage of the required text the class session before Fall Break (October 9) and the last class session (November 20).

#### **II. Personal Evaluation Papers (40%)**

##### ***Pre- Personal Evaluation: (20%)***

Due: **September 18, 2014**

(자기 평가서-전편, 20%)

Each student will submit a self-evaluation of his or her own interpersonal relationship skills by interviewing four persons:

- a. Two family members (immediate or extended family members)
- b. One ministry leader in your church
- c. One close personal friend

Ask each person to assess your interpersonal relationship strengths and weaknesses through responding to the following questions:

Questions to Use in All Interviews:

- a. What would you consider to be my greatest strengths in relating to people?
- b. What do you see as my weaknesses in relating to people?

Questions to Use with Family Members:

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

Questions to Ask Ministry Leader in Your Church:

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

Questions to Use with Friend:

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

From these four interviews prepare a personal evaluation of your interpersonal relationship skills. Following the paper requirements prescribed below.

Paper Requirements: The paper should be typed, paragraph form and the use of first-person is permissible. Further, the paper should be a minimum of **2 pages** in length, double-spaced, Times New Roman 12 point font with one-inch paper margins and page numbers. Include a Turabian format cover page with the assignment and use the following section headings:

- a. Introduction of Yourself (1/2 page maximum)
- b. My Interpersonal Skill Strengths (1/2 page)
- c. My Interpersonal Skill Weaknesses (1/2 page)
- d. My Interpersonal Skill Improvement Plan (1/2 page)

**Post-Personal Evaluation: (20%)**

Due: **October 23, 2014**

(자기 평가서-후편, 20%)

At the conclusion of the course each student will submit a self-evaluation of his or her own interpersonal relationship skills.

Paper Requirements: The paper should be typed, paragraph form and the use of first-person is permissible. Further, the paper should be a minimum of **3-full pages** in length, double-spaced, Times New Roman 12 point font with one-inch paper margins and page numbers. Include a Turabian format cover page with the assignment and use the following section headings:

- a. Follow-up interviews with at least 2 of the 4 persons from pre-evaluation (1 page)
- b. Improvements Noted during Semester (1 page)
- c. Areas Needing Additional Attention (1 page)

**III. Journal Articles on Church Staff Relationships: (15%)**

Due: **October 2, 2014**

(교회 리더 관계에 관한 잡지 서평, 15%)

Students should utilize the EbscoHost database of the NOBTS library or another comparable database to locate two journal articles on staff relationships during the semester.

- a. One journal article pertaining to **team building/relationship development among church staff.**
- b. One journal articles regarding **conflict management and/or stress management.**

(Articles must be published, but can be from online or hardcopy publications. Blogs and web sites articles are not acceptable).

**IV. Interpersonal Relationship Skills Presentation: (25%)** Due: **November 6 and 20, 2014**

(인간관계기술 수업발표, 25%)

Each student will choose a topic from the textbooks. The student will prepare and lead a 20-minute presentation on the chosen topic. The presentation should be an interactive time, rather than a lecture. Students should arrange to make their presentation to an adult group in a ministry setting (e. g. Sunday school class or collegiate group). Students should make arrangements with the pastor or the appropriate staff person to schedule the presentation.

Students will research the chosen topic. Students will prepare a bibliography of ten resources, in addition to the textbooks. At least 5 of the resources must be dated within the past 5 years. Students also will prepare a teaching plan and at least two visual aids for the participants. The teaching plan should include objectives, description of intended audience, and an outline of subjects to be covered and activities utilized with specific time periods allotted. At the conclusion of the presentation, students will prepare a report on the presentation and the student's interaction with participants. The report should be typed, double-spaced, and 4-5 pages in length. The form "Criteria for Evaluation of Presentation" (attached to the syllabus) may be useful in writing your report.

**V. Classroom Participation: (10%)**

**Due: Each Class Session**

(수업 참여도, 10%)

Each student is expected to participate fully in small group discussions and class session activities to foster skill development, strengthen interpersonal relationships, and enrich the assimilation of the class content. Students should come to class prepared to discuss and interact with the material assigned for each class session. Therefore, the student's participation grade will be **reduced 5 points for each class session missed** during the semester. This portion of the course requirements will be evaluated by the professors with regard to attendance, meaningful participation, and group involvement.

**Course Evaluation**

The professors will prescribe a grade based upon the student's satisfactorily completion of the following:

<b>Pre-</b> Personal Evaluation	20%
<b>Post-</b> Personal Evaluation	20%
Journal Articles on Church Staff Relationships	15%
Textbook Reading	10%
Interpersonal Relationship Skills Presentation	25%
Classroom Participation	10%

**Grading Scale**

A 100-93 B 92-85 C 84-77 D 76-70 F 69 and below

**Course Policies**

**Policies Regarding Assignments**

All work is due on the assigned day and at the assigned time. Grades for late submissions will be reduced by 10 points.

**Academic Policies**

Academic policies related to absences, examinations, and other topics can be found in the *New Orleans Baptist Theological Seminary Academic Catalog 2014-2015*.

## Blackboard

Blackboard will be used extensively in this class. Each student should enroll in the course on Blackboard <https://nobts.blackboard.com/> by locating the course Interpersonal Relationship Skills **CEAL6214** and selecting Enroll. Please make sure that your contact information on Blackboard is accurate. If you need assistance accessing Blackboard, please contact the Information Technology Center.

## Course Schedule

Reading Assignments: Gangel & Canine = **GC**; Cloud & Townsend = **CT**

Class Sessions	Topic	Reading Due**	Assignments Due
<b>August 21</b> 5:00pm-6:50pm (EST)	Introduction to Course, Syllabus Biblical Mandate for Relationships Benefits of Good Conversations Self-Disclosure	<b>CT</b> Chs. 1 & 2	
<b>September 4</b>	Conversations with Your Family Relationships at Work Dealing with People in Authority Church Staff Relationships	<b>CT</b> Chs. 21, 22, 23, 24, 25, 26	
<b>September 18</b>	Importance of Communication Communication Models Communication Message Listening Self-Concept and Communication Nonverbal Communication	<b>GC</b> Chs. 1, 2, 3, 4, 5, 7	<i>Pre- Personal Evaluation</i>
<b>October 2</b>	Language and Interpersonal Relations Interpersonal Relations and Recruitment/Training/ Supervision	<b>GC</b> Chs. 6, 8, 9, 10	<i>Journal Articles on Church Staff Relationships</i>
<b>October 9</b>	The Essentials of Good Conversation The Art of Managing Conflict	<b>CT</b> Chs. 3, 4, 5, 6 7, 8, 9, 10, 11, 12, 13, 14, 17, 18	<i>Textbook Reading Percentage Check</i>
<b>October 23</b>	Define Conflict Conflict Management I Conflict in the Bible	<b>GC</b> Chs. 11, 12, 13, 14, 15, 16, 17, 18, 19	<i>Post-Personal Evaluation</i>
<b>November 6</b>	Tell people what you want & making others aware of the problem Taking the Initiative in Conversations	<b>CT</b> Chs. 15, 16, 19, 20	<i>Case Study Analysis Take-Home Assignment</i>
<b>November 20</b>	Conflict Management II Conflict and Management Style Strategies and Tactics of Conflict Management	<b>GC</b> Chs. 20, 21, 22, 23, 24,	<i>Case Study Analysis Textbook Reading Percentage Check</i>

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Williams, Linda J. *Church Etiquette: A Handbook for Manners and Appropriate Behavior in Church*. Bloomington, IN: AuthorHouse, 2009.

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Wright, Walter C. *Don't Step on the Rope: Reflection on Leadership, Relationships, and Teamwork*. Waynesboro, GA: Paternoster Press, 2005.

## CRITERIA FOR EVALUATION OF PRESENTATIONS

### I. Organization

- a. Introduction – helps listener know focus of presentation
- b. Main points are clear
- c. Presentation logically structured
- d. Transitions between sections smooth

### II. Content

- a. Mastery of the material
- b. Well researched
- c. Clear explanation of concepts and terms
- d. Illustrations/Examples helpful

### III. Communication Skills

- a. Confident, at ease, professional
- b. Interesting and engaging manner
- c. Appropriate reliance on notes
- d. Gestures/Expressions (e.g. “um” or “ah”) not distracting

### IV. Visual Aids

- a. Easy to understand
- b. Appropriate for presentation
- c. Original/creative
- d. Effective use of visual aids

### V. Conclusion

- a. Summary of key points
- b. Clear and concise
- c. Recommendations/suggestions
- d. Strong conclusion