



**CCSW6214/CEAL6214**  
**Interpersonal Relationship Skills**  
**New Orleans Baptist Theological Seminary**  
**Church and Community Ministries Division**  
**Fall 2017 Hybrid**

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### **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 deportment.

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 areas:

- 1. Biblical Exposition:** to interpret and communicate the Bible accurately.
- 2. Christian Theological Heritage:** To understand and interpret Christian theological heritage and Baptist polity for the church.
- 3. Disciple Making:** To stimulate church health through mobilizing the church for missions, evangelism, discipleship, and church growth.
- 4. Interpersonal Skills:** To perform pastoral care effectively, with skills in communication and conflict management.
- 5. Servant Leadership:** To serve churches effectively through team ministry.

- 6. Spiritual and Character Formation:** To provide moral leadership by modeling and mentoring Christian character and devotion.
- 7. Worship Leadership:** To facilitate worship effectively.

The curriculum competencies addressed in this course are: Servant Leadership and Interpersonal Skills.

### 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

- Increase knowledge of concepts related to self, family, church, and community relationships.
- Value self-evaluation and self-care in building and maintaining healthy relationships.
- Practice listening skills, assertion skills, conflict-resolution skills, collaborative problem-solving skills, and skill selection.

### Embedded Assignment [Assessment Rubric on page 10]

Personal Evaluation of Interpersonal Relationship Skills

Due: **November 3, 2017**

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)
- 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.

### Textbooks

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

#### Required Textbooks

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

Floyd, Kory. *Interpersonal Communication*, 2d. 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](http://www.pelicanpub.com) and [amazon.com](http://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 post 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 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.

## 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.

## 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). The title of each journal entry should be the unit number and the student's last name (e.g., Unit 1 Rivers).

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: **October 13, 2017**

Students will complete all of the following exercises:

1. Chart (see example below) your communication (face-to-face and technologically-mediated) for a 6-hour period of time. Record the sender and receiver [use a category, such as a family member, friend, rather than the actual name of person], context, channel of communication, purpose of communication, and time spent in communication. In a 2-page report (typed, double-spaced), discuss the similarities and differences between face-to-face communication and technologically-mediated communication. Include your communication record with your report.

### Communication Record Example

Sender	Receiver	Context	Channel	Purpose	Time
Me	Employee	Work	Email	Provide instructions	9:30-9:34 a.m.

2. 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.

3. 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).

4. 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 document with a cover page.**

#### VI. Personal Evaluation of Interpersonal Relationship Skills

Due: **November 3, 2017**

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

1. Assess your interpersonal relationship skills using the evaluation form attached to the syllabus. (3 typed pages)
2. 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)
3. 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)
4. 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.

#### VII. Final Exam

Students will complete an open-book final exam. The exam will be available at 8:00 a.m. on **Monday, December 4, 2017**. The exam is due at 1 p.m. (CST) on **Friday, December 8, 2017**. Email final exams to [ahughes@nobts.edu](mailto:ahughes@nobts.edu) *and* [ree.reinhardt@gmail.com](mailto:ree.reinhardt@gmail.com).

#### 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	25%
Personal Evaluation of Interpersonal Relationship Skills	25%
Final Exam	20%

#### Technical Assistance

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

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

#### Policy Regarding All Assignments

All assignments should be submitted in either .doc (Microsoft Word), or .wpd (WordPerfect), or .pdf (Portable Document Format) on Blackboard unless otherwise stated.

#### Policy on Late Assignments

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 2017-2018*.

## 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.

## 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.

## 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.

## Emergency Plan

In the event of a hurricane or other emergency, go to the seminary web site for information: [www.nobts.edu](http://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 **November 17, 2017**.

## Course Schedule

Unit/Dates	Topics/Reading Assignments	Professor
Unit 1 Aug 21-25	Introduction Bozeman & Smith, Introduction Floyd, Chapter 1	Hughes Reinhardt
<b>Class meeting Saturday, August 26 1:00p-4:50p CST</b>		Hughes Reinhardt
Unit 2 Aug 28-Sept 1	The Self Concept Bozeman & Smith, Chapter 1 Floyd, Chapter 3	Hughes
Unit 3 Sept 4-8	Communication Bozeman & Smith, Chapter 2 Floyd, Chapters 4, 6	Reinhardt
Unit 4 Sept 11-15	Communication: Culture/Language/Gender Floyd, Chapters 2, 5	Hughes
Unit 5 Sept 18-22	Listening Skills Bozeman & Smith, Chapter 3 Floyd, Chapter 7	Reinhardt

<b>Class meeting Saturday, September 23 1:00p-4:50p CST</b>		Hughes Reinhardt
Unit 6 Sept 25-29	Assertiveness/Difficult People Bozeman & Smith, Chapters 4, 15 Floyd, Chapter 12	Hughes
Unit 7 Oct 2-6	Decision Making Bozeman & Smith, Chapter 21	Reinhardt
Unit 8 Oct 9-13	Family of Origin Bozeman & Smith, Chapters 5-9	Hughes
<b>Oct 16-20</b>	<b>Fall Break</b>	
Unit 9 Oct 23-27	Family of Creation Bozeman & Smith, Chapters 10, 12, 13 Floyd, Chapter 10	Reinhardt
<b>Class meeting Saturday, October 28 1:00p-4:50p CST</b>		Hughes Reinhardt
Unit 10 Oct 30-Nov 3	Relationships in the Church Bozeman & Smith, Chapters 17-18 Floyd, Chapter 9	Hughes
Unit 11 Nov 6-10	Conflict Resolution/Collaborative Problem Solving Bozeman & Smith, Chapter 16 Floyd, Chapter 11	Reinhardt
Unit 12 Nov 13-17	Relationships in the Community Bozeman & Smith, Chapters 19-20, 22	Hughes
<b>Nov 20-24</b>	<b>Thanksgiving Break</b>	
Unit 13 Nov 27-Dec 1	Etiquette/ Emotional Intelligence Bozeman & Smith, Chapters 11, 14 Floyd, Chapter 8	Reinhardt
<b>Class meeting Saturday, December 2 1:00p-4:50p CST</b>		Hughes Reinhardt
Unit 14 Dec 4-8 <b>Due 12/8, 1:00p CST</b>	Social Media/Conclusion Bozeman & Smith, Conclusion <b>Final Exam (available 12/4, 8:00a CST) and Unit Assignments</b>	Hughes

### **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, MI: Zondervan, 2016.
- Lane, Timothy S., and Paul David Tripp. *Relationships: A Mess Worth Making*. Greensboro, NC: 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, MI: Baker Books, 2012.
- McKay, Matthew, Patrick Fanning, and Kim Paleg. *Couple Skills: Making Your Relationship Work*, 2d 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, TN: Broadman and Holman Publishing Group, 2011.
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- Sande, Ken. *The Peacemaker: The Biblical Guide to Resolving Personal Conflict*, 3d 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.
- Sellon, Mark K., and Daniel P. Smith. *Practicing Right Relationships: Skills for Deepening Purpose, Finding Fulfillment, and Increasing Effectiveness in Your Congregation*. Herndon, VA: The Alban Institute, 2005.
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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*. Ventura, 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

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.	30 points	
Completed 8 interviews. Assessed interpersonal relationship skills utilizing the questions provided. Included contact information for interviewees.	30 points	
Developed a specific 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	

**CCSW6214/CEAL6214 Interpersonal Relationship Skills  
Embedded Learning Assignment Assessment Rubric**

Domain	Level	Failure (0 points)	Basic (1 point)	Competent (2 points)	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-understanding 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.					

### 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)	