



NEW ORLEANS
BAPTIST THEOLOGICAL SEMINARY

CCSW6214 Interpersonal Relationship Skills

Division of Church & Community Ministries

Summer 2019, Internet

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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.*

Purpose of Course

The purpose of this 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.

Our Core Values

The seminary has five core values. The focal core value for 2018-2019 is Doctrinal Integrity. This course supports the five core values of the seminary.

Doctrinal Integrity: Knowing that the Bible is the Word of God, we believe it, teach it, proclaim it, and submit to it. Our confessional commitments are outlined in the “Articles of Religious Belief” and the “Baptist Faith and Message 2000.”

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.

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.

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.

Servant Leadership: We follow the model of Jesus and exert leadership and influence through the nurture and encouragement of those around us.

The Core Value Focus for this academic year is Doctrinal Integrity.

Curriculum Competencies Addressed

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: **Servant Leadership** and **Interpersonal Skills**.

Student Learning Outcomes

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 & www.amazon.com).

Course Requirements

Because this is a summer course offered in a shortened schedule format, the schedule is rigorous and fast-paced. Students are urged to pay close attention to due dates in order to comply with all requirements.

1. 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 the opening date at 8 AM (CST) of each week. Unit assignments are due by the closing date, 11:59 (CST) unless otherwise noted on the course schedule. The student is responsible for being aware of due dates. Remember, these happen quickly and it is easy to fall behind.

2. 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.

3. 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 (approx. 200 words). The title of each journal entry should be the unit number and the student's last name (e.g., Unit 1 Brown).
- 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 will have access to the Blackboard course and will, in times of need, login to the course to address any problems that might occur and which hinder the professors and the students from effectively engaging in online learning.

4. 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 posted by 11:59 PM (CST) on **the Thursday before the due date** highlighted on the course schedule 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 this syllabus.)

5. Skill Building Exercises Due: **Monday, 7/8.**

- Students will complete all of the following exercises:
 - 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.
 - The impact of family experiences on our present and future is discussed in chapters 6-9 of 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).
 - 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 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 relationship skills. Submit a typed summary of each interview. [1 page, typed, double-spaced per interview]
B. Based upon your interviews and the topics discussed in the Interpersonal Relationship Skills class, what interpersonal relationship issues do you anticipate being the 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.**

6. Personal Evaluation of Interpersonal Relationship Skills Due: **Monday, 7/15.** 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 form 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 an 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.

7. Final Exam

- Students will complete and open-book Final Exam on Blackboard. The exam will be available at 8:00 AM (CST) on **July 22**. The exam is due at 1:00 PM (CST) on **July 26**.

Course Assignment Evaluation Percentages

The student's grade will be computed as follows:

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

Course Policies

Reading Assignments

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.**

Professor's Policy on Late Assignments

All work is due on the assigned date 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.**

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/student-services/NOBTSHandbook.pdf> where the definition, penalties and policies associated with plagiarism are clearly defined.

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 the 10 essay questions related to the reading. The extra credit assignment will be posted on Blackboard and must be completed by **July 19**.

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](#).

Web-based Course Reminder/Warning

Web-based courses are, by nature, a different kind of learning experience than courses taught in the traditional classroom. Because of this structure, this web-based course is more reading and writing intensive than traditional classroom courses. Rigorous study of the deep things of God can

be a rewarding experience for anyone who participates in it, but it also calls for extra diligence and integrity in completing the work. This reality does not mean that a web-based course cannot be successful in equipping you, the student, for effective, God-honoring ministry. It simply means utilizing a different strategy. Internet courses allow room for independent learners to thrive—to work at a responsible pace, to engage in student-led discussions, and to take ownership of the learning of course content. Note that your instructors are praying for your success.

Policy for Graduating Seniors

Graduating Seniors are responsible for alerting the professor of your intention to graduate. All of your assignments must be completed by noon (12:00 PM) on the Wednesday prior to commencement exercises.

Course Schedule

Because this is a fast-paced summer course offered in a shortened schedule format, each unit is three to four days in duration. This requires strict attention to details of the schedule to facilitate timely submission of assignments.

<i>Unit/Dates</i>	<i>Topics/Reading Assignments</i>
Unit 1 & 2 Open 6/3 Due 6/9	Introduction Bozeman & Smith, Introduction Floyd, Chapter 1 The Self Concept Bozeman & Smith, Chapter 1 Floyd, Chapter 3
Unit 3 & 4 Open 6/10 Due 6/16	Communication Bozeman & Smith, Chapter 2 Floyd, Chapters 4,6 Communication: Culture/Language/Gender Floyd, Chapters 2, 5
Unit 5 & 6 Open 6/17 Due 6/23	Listening Skills Bozeman & Smith, Chapter 3 Floyd, Chapter 7 Assertiveness/Difficult People Bozeman & Smith, Chapters 4, 15 Floyd, Chapter 12
Unit 7 & 8 Open 6/24 Due 6/30	Decision Making Bozeman & Smith, Chapter 21 Family of Origin Bozeman & Smith, Chapters 5-9
Unit 9 & 10 Open 7/1 Due 7/7	Family of Creation Bozeman & Smith, Chapters 10, 12, 13 Floyd, Chapter 10

	Relationships in the Church Bozeman & Smith, Chapters 17-18 Floyd, Chapter 9
<i>Unit 11 & 12</i> Open 7/8 Due 7/14	Conflict Resolution/Collaborative Problem-Solving Bozeman & Smith, Chapter 16 Floyd, Chapter 11 Relationship in the Community Bozeman & Smith, Chapters 19-20, 22 Floyd, Chapter
<i>Unit 13 & 14</i> Open 7/15 Due 7/21	Etiquette/Emotional Intelligence Bozeman & Smith, Chapters 11, 14 Floyd, Chapter 8 Social Media/Conclusion Bozeman & Smith, Conclusion
Final Exam Open 7/22, 8:00 AM	Final Exam Due 7/26, 1:00 PM

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*, 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 Millenials*. Nashville: Broadman and Holman Publishing Group, 2011.
- Richo, David. *How to Be an Adult in Relationships: The Five Keys to Mindful Loving*. Boston: Shambhala Publications, 2002.
- 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.
- Vohs, Kathleen D., and Eli J. Finkel, eds. *Self and Relationships: Connecting Intrapersonal and Interpersonal Processes*. New York: Guilford Press, 2006.
- 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.

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/student-services, 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/student-services/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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