Course Title: Building Interpersonal Skills: An Experiential Workshop  
Course Code: COM 19  
Instructor: Susan Neville, Campbell Frank

Course Summary: 
This is a hands-on experiential workshop. Active participation is key. An advanced level of proficiency in English is also recommended. While there will be some presentations and class exercises, most of our time will be spent in groups of about 12 students, with facilitators, applying concepts and experimenting with new behaviors to clarify and deepen communication. If you attend with a partner or close friend we will try to place you in different groups.

*Please see course page for full description and additional details.

Outline:
Empathic listening  
How to give and receive honest feedback  
A look at emotions through a neuroscience lens  
Understanding and integrating feelings in your communication  
Applying the skills learned in this workshop in everyday life

Grade Options and Requirements:
- No Grade Requested (NGR)  
  - This is the default option. Attendance at Fri, Sat and Sun sessions still required; no credit will be received; no proof of attendance can be provided.
- Credit/No Credit (CR/NC)  
  - Students must attend Fri, Sat and Sun class sessions, making a good faith effort to participate fully.
- Letter Grade (A, B, C, D, No Pass)  
  - For a “A”: Students must attend all class sessions (including Mon) and submit 3 typed journal pages - one for each Fri, Sat and Sun session.
  - For a “B”: Students must attend Fri, Sat and Sun class sessions making a good faith effort to participate fully.
*Please Note: If you require proof that you completed a Continuing Studies course for any reason (for example, employer reimbursement), you must choose either the Letter Grade or Credit/No Credit option. Courses taken for NGR will not appear on official transcripts or grade reports.*

**Recommended Books/Materials:**

Background reading or videos - recommended - not required:

These readings may enhance your experience at the workshop. Due to time constraints we may not reference them directly or at all. The 4 mindsets as outlined by Keith Ferrazzi go a long way toward building a strong group. Susan Cain’s research on the leadership qualities of introverts gives a new perspective toward understanding each other - whether you see yourself as an introvert or extrovert this is a compelling look at a personal quality that we often misunderstand. Brene Brown’s research shows how the willingness to be vulnerable allows us to be whole-hearted and to connect with and influence one another.

1. **Keith Ferrazzi** : The 4 mindsets of a successful leader:
   http://www.huffingtonpost.com/keith-ferrazzi/whos-got-your-back-the-fo_b_210954.html
   on the power of Lifeline Relationships:
   Section 1:

2. **Quiet, The power of introverts** by Susan Cain
   http://www.thepowerofintroverts.com
   Her TED talk at:
   http://www.ted.com/talks/susan_cain_the_power_of_introverts.html

3. **Brene Brown, The Power of Vulnerability**
   Her TED talk at: https://www.ted.com/talks/brene_brown_on_vulnerability