Course Title: Mastering Interpersonal and Business Communication  
Course Code: COM 60  
Instructor: Don Hejna  

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

Grade Options and Requirements:  
- No Grade Requested (NGR)  
  - This is the default option. No work will be required; no credit shall be received; no proof of attendance can be provided.  
- Credit/No Credit (CR/NC)  
  - Score will be determined by student attendance and participation.  
- Letter Grade (A, B, C, D, No Pass)  
  - Written work, as assigned by the instructor, will determine a student’s grade.

*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.*

Tentative Weekly Outline:  

**Week 1: Introductions, Impressions, and Opinions**  
(Bring your smart phone if you have one.)  
- Class Overview and Objectives  
- Class Exercise #1: Introductions, Impressions and Opinions  
- Lecture: Techniques for enhancing your impressions  
- Demonstration video on introducing yourself  
- Lecture: How we form opinions  
- Class Exercise #2: 1 on 1 Discussions  
- Discuss individual goals for the class

**Week 2: The Communication Process**  
- In depth examination of communication and miscommunication.  
- Lecture: Active listening, mental mapping, and pre-disclosing intentions  
- Class Exercise #1: Mental mapping  
- Lecture: Listening like the CIA
• Lecture: Nonverbal cues and clues
• Lecture: Handoffs and transitions
• Class Exercise #2: Monitoring Frames and Handoffs

Week 3: Behavior, Power, Conviction, and Confidence
• Lecture: Behaviors affecting perceived power, confidence, and indecision.
• Lecture: Coaching yourself and your inner critic
• Class Exercise #1: Examining Our Inner Critic
• Lecture: The power of observation and naming behaviors
• Lecture: Dealing with different amplitudes of emotion
• Class Exercise #2: Putting power to work for you

Week 4: Responsibility, Standards, Criticism with Precision, and Manipulation
• Lecture: Owning our behaviors, reactions, and responses
• Lecture: Communicating our reactions in the moment
• Class Exercise #1: Communicating Emotions
• Lecture: Putting standards to work
• Lecture: Criticism with precision
• Lecture: Accepting praise
• Class Exercise #2: Delivering difficult messages
• Lecture: Manipulation techniques that work on oneself and others (the good and the bad)

Week 5: Presentation skills and Pitches
We will have a guest Lecturer on public speaking from Stanford Business School for part of this class.
• Guest lecture on public speaking
• Lecture: Confidence while speaking
• Videos of select presentation styles
• Lecture: Presenting 1-on-1, to small groups, and to large audiences
• Lecture: Dealing with worst-case scenarios
• Class Exercise #1: Presenting on the spot

Week 6: Apologies, Correcting Wrong Doings, Making Things Right
• Lecture: Damage Control: Strategy and Execution
• Class Exercise #1: Example cases
• Lecture: Good and Bad Apologies
• Class Exercise #2: Apology role play, corporate and personal

Week 7: Communicating in Groups, Verbal Defense and Dealing with Upset People
• Lecture: Communicating in groups and meetings
• Class Exercise #1: Group dynamics
• Lecture: Not everyone appears reasonable
• Class Exercise #2: Role playing defensive moves.

Week 8: (Final Class) Building Trust, Creating Allies, and Motivating Others
• Lecture: Building trust takes time but can be accelerated
• Lecture: Creating allies and motivating others
• Complete any left-over material, review of topics
• Class Exercise #1: Final exercise