

THE WOMEN'S COLLEGE OF THE UNIVERSITY OF DENVER

HCOM 2700: Connecting: Improving Work Relationships

Summer Interterm 2008 Dates: June 2,3,5,6,7 (M,T,Th,F, S) Karol Merten, Ph.D.

Sessions: June 2, 3, 5, 6 (M, T, Th, F) 6:00p.m.-8:30p.m. & June 7 (S) 12:00-4:00p.m.

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Statement of Purpose: The workshop is designed as a workshop in the general area of interpersonal communication with special emphases on your job and work relationships. The workshop has two general objective: First, to provide information on specific communication concepts and strategies designed to help you to identify areas in which work settings and relationships present some challenges (and, perhaps, some stress) for you and your co-workers when you need to work together to accomplish the goals and tasks of the organization. Second, to provide some practice in the application of some of the techniques designed to help improve work relationships. The pop culture would describe this workshop as being about how to work with difficult people!

Text: None

Methodology: Mini-lectures and handouts will be used to provide reference information, but the overall style of "teaching" will be based on discussion and other interactive methods. The combined role of "observer-participant" will be assigned to students from the outset of the workshop. Please bring a journal and pen/pencil to each session because you will be expected to:

- (1) participate in the structured activities that occur during each session;
- (2) write in your journal your insights into the communication processes that occurred during your participation;
- (3) share your insights when you are willing to do so;
- (4) listen attentively to the insights shared by the other members enrolled in the workshop;
- (5) provide descriptive comments to other members of the workshop;
- (6) write in your journal your self-evaluation of how the shared insights will be applied, by you, in your work setting; and,
- (7) prepare questions, comments, and suggestions for the next session's "Unfinished Business."

Academic Integrity: The Women's College fully endorses the University of Denver's Honor Code and the procedures put forth by the Office of Citizenship and Community Standards. Academic dishonesty---including plagiarism, cheating, and falsification of data and research---is in violation of the code and will result in a failing grade for the assignment or for the course. As student members of a community committed to academic integrity and honesty, it is your responsibility to become familiar with the DU Honor Code and its procedures (www.du.edu/honorcode).

Workshop Policies: This workshop is very interactive where participation means more than just showing up at class and more than trying to talk frequently. The classroom will be an environment where all opinions and suggestions can be freely expressed. Attempts should be made by each workshop member to be inclusive and respectful of other members and their

contributions. Confidentiality of content/opinions/feelings expressed in the classroom activities is expected. Workshop participants will be expected to arrive on time, sign in, and stay until the class session has ended. A grade of incomplete will be granted only under special circumstances and will not be automatically granted for absenteeism. While the instructor appreciates notice of intent to miss class as a matter of courtesy, the recognition by the instructor of the “notice” should not be construed to mean that the instructor is granting “permission” to be absent.

Make-up Work and Extra Credit. There is no opportunity to make-up work. No extra credit is given in this class. Application of the concepts and principles associated with the interpersonal nature of this class require attendance and participation and their importance is reflected in the points assigned to the structured activities and the discussion concerning them.

First Night Assignment: You are to submit a one-page paper in which you briefly discuss “why” you are taking this workshop and “what” you hope to learn from it. You will be invited to talk about your paper during the first session.

Final Paper: You are to submit a 5-7 page paper addressing these questions: (1) What did you learn from the workshop? (2) What are 2 new communication behaviors you will use to attempt to improve your work relationship(s)? (3) Why? And, (4) How will you measure the success of your efforts?

Requirements and Grading: There are three requirements that will be graded:

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| A. The 1 st night assignment. Due Monday, June 2 | 10 points |
| B. Seven structured activities, self-study, and discussion. | 70 points |
| C. Final Paper Due Tuesday, June 10 | 20 points |

Grades: 100-90 = A 89-79 = B 78-68 = C 67-57 = D 56 and below = F

Projected Agenda

Date	Mini-Lecture and Structured Activities
Mon., June 2	Mini-lecture: The Interpersonal Concepts of Confirmation, Openness and Supportiveness Structured Activity One: Talking about work Structured Activity Two: Co-workers
Tues., June 3	Discussion: Unfinished Business Structured Activity Three: Confirmation Exercise
Thurs., June 5	Discussion: Unfinished Business Mini-lecture: The Connect Model Structured Activity Four: Role Playing - Openness
Fri., June 6	Discussion: Unfinished Business Structured Activity Five: Role Playing - Supportiveness:
Sat., June 7	Discussion: Unfinished Business Structured Activity Six: Role Playing – Connecting with others Structured Activity Seven: Role Playing – Wrapping it up