Course Title:
Seminar in Applied Interpersonal Dynamics

Course Number:
HR 5173-101

Course Description:
The purpose of this course is three-fold: (1) To expand participants’ awareness and understanding of human behavior and interpersonal interaction; (2) To strengthen interpersonal communication skills; and (3) to enhance the application of these skills in building healthy relationships, effectively helping and leading others, and resolving conflict.

The course will engage seminar participants in a variety of thought provoking situations and hands-on, skill-building activities, directed toward enhancing interpersonal skills and applying those skills in a broad range of personal and professional settings. Interpersonal and helping skills represent the core topics within this course. Yet, threaded throughout our work together, we will also focus on nonverbal communication (representing the subtleties underlying and affecting perception and human interaction). The combination of these interpersonal skills will be applied to helping, coaching, leadership, and conflict resolution.

Prior to class, you will complete several tasks, including the completion of a questionnaire designed to identify individual learning objectives and provide an overview of your prior training and experience in human relations skills. This questionnaire will support tailoring the design of the course to a composite of participant interests and needs. The course will also include pre-course individual learning activities to support self-directed learning.

Class Dates, Location and Hours:

- Location: Bldg. 201 SE, Tinker AFB, Oklahoma.
- Hours: Fri 5:30-9:30 p.m.; Sat 8:30 a.m.-4:30 p.m.; Sun 1:00-5:00 p.m.
- Last day to enroll or drop without penalty: December 20, 2012

This military installation is not open to the general public. In order to take courses at this installation, students must have a current military or Department of Defense identification card which allows them to access the installation.

Site Director:
Chris Sartorius. Phone: 405-739-7365 or DSN 339-7365; Fax: 405-739-7365; E-mail: aptinker@ou.edu

Professor Contact Information:

Course Professor: Marilyn A. Durbin, M.A.
Mailing Address: 4113 Hughes Circle
Norman, OK 73072
Telephone Number: (405)-321-1997 - home
(405)-325-1311 - office
E-mail Address: Marilyn_A.Durbin-1@ou.edu
Professor availability: The professor will be available via e-mail to students before and after the class sessions. On-site office hours are half an hour before and after each class session, by appointment.
Textbook(s) and Instructional Materials:

Student materials are available at the Follett/AP Bookstore located in the Oklahoma Memorial Union, 900 Asp Ave., Norman, OK. Orders can be placed online at www.oklahomaunion bkstr.com or by telephone at 866-369-9713 (toll free in the U.S.) or 405-325-5960 (outside the U.S.). E-mail orders may be sent to oklahomaunion@bkstr.com. Representatives are available from 8 a.m. to 6 p.m. CST Monday through Thursday and 8 a.m. to 5 p.m. CST on Friday. Summer hours: 8 a.m. to 4 p.m. CST. Faxed orders may be placed 24 hours a day to 866-223-5607 (toll free in the U.S.) or 405-325-7140 (outside the U.S.). (Text prices are available online.)


Note: Do not purchase used workbooks. Too often, these have been written in by the previous owner. I want to see your work in the book, not that of someone else. Having a used workbook will waste your time if you try erasing previous work and will limit your learning from the exercises contained within the book.


5. Non-copyrighted handouts will be made available for student downloading and printing and will be sent to students as email attachments within a week of the beginning of the course. Some handouts will be provided during class, as well.

Note: The Follett/AP Bookstore is the Advanced Programs contractual textbook provider. Should text changes become necessary after publication of the course syllabus, Advanced Programs will facilitate text returns/refunds only for texts purchased through the Follett/AP Bookstore.

Course Objectives:

Learning goals include the following. As a result of this seminar, participants will recognize, apply and (in most cases) demonstrate knowledge and skills in relation to the following:

- Interpersonal communication skills, including the effective use of questions, active listening and attending, recognizing nonverbal and paralinguistic cues, demonstrating the accurate expression of empathy, sending positive nonverbal messages to others and sending concrete, uncontaminated verbal communications. Participants will also apply these skills to helping and facilitating the learning and performance development of others.

- Facilitating interpersonal problem solving, the exploration of issues and concerns, and supporting the action planning and constructive follow-through of others

- Communicating effectively in conflict situations, using the “Conflict Partnership Approach,” and implementing the eight steps as discussed in the *Eight Essential Steps to Conflict Resolution* (Dudley Weeks).

- Applying a range of helping skills and the conflict partnership approach to conflict resolution as a means to support the growth, empowerment and learning of others, of self, and the strengthening of interpersonal relationships.
Course Outline:

I. The importance of interpersonal awareness and skills in context of:
   a. The varied roles of helpers
   b. Personal relationships, helping relationships, and work environments and society in general

II. Fundamental components of interpersonal skills - effective use of questions, active listening, attending to verbal and nonverbal communication, and responding effectively

III. Methods to expand and enhance personal awareness and one’s understanding of self, others and the interpersonal dynamics among self and others

IV. Recognize the clues conveyed through others’ nonverbal behavior and recognize the nonverbal cues that you send to others.

V. Apply interpersonal skills to the art of helping and to methods in effective leadership

VI. Apply interpersonal skills to building conflict partnerships and use constructive approaches to conflict resolution

Assignments, Grading and Due Dates:

Pre-class Tasks and Assignments: Tasks 1 – 2 = 05% of total grade

1. Approximately one month before the course begins or soon after registering for this course, send me an email (Marilyn.A.Durbin-1@ou.edu) and put the title of the course in the subject line.
   a. I will respond to your email and will send you a brief questionnaire.
   b. I will also send you a Pre-course Questions and Instructions Guide to support your pre-course essay assignment and related preparations.

2. Within a week of your receipt of the questionnaire, complete it and send it to me as an email attachment. The questionnaire focuses on areas of interest and prior training as related to interpersonal relations, helping, and conflict resolution.

3. When you receive the Pre-course Questions and Instructions Guide, use it to aid in further preparations for the class.

4. As you prepare for the class, you may send me an email if you have questions or related concerns. I will be glad to provide further clarification.

Workbook Assignment = 10% of total grade

When you first contact me by email, I will send you more detailed instructions about your pre-course assignments. Begin reading The Art of Helping in the 21st Century (9th Ed.). Incrementally complete tasks contained in the workbook, while also reading the text. You will complete only a portion of the Art of Helping Student Workbook before class begins. I will collect your workbooks near the end of the second day of class and will return them on Sunday. Many additional exercises in the workbook will be completed during class or between class sessions.

Reading and the preparation of three open book essays – Combined = 30% of total grade for three essays

1. I will send the questions associated with this assignment in an email to you after I receive an email from you. Before class begins, you will prepare two brief pre-course essays (of no less than 5 pages per book topic). Your papers contain the answers to the questions I will send to you. One short essay pertains to the Art of Helping in the 21st Century text. The other pertains to the Silent Language of Leaders text.

2. Read your texts with the intent of identifying information that will help you answer those questions. After pulling information and integrating your understanding of the texts, write the
brief papers. The resulting documents represent two pre-course essays, which will be due on the Sunday of the first weekend of class.

3. Finally, read The Eight Essential Steps to Conflict Resolution. We will not focus on conflict resolution during the first weekend of class. Consequently, you may continue reading this text during the week between the weekend classes. Again, prepare a five page discussion of this text by responding to questions that I will send to you as a part of the pre-course work. Although you may choose to begin it earlier, you will have the week in between the two weekend of the class to complete this paper. It will be due on the second Sunday (the last day of the course.)

4. These three essays represent 30% of your total grade.

**Participant assignments and activities during the class – 20% of total grade**

During the time frame when we meet as a class, you will earn 20% of your total grade through a variety of activities. Points will be derived from a combination of the following: In-class assignments, case studies and small group presentations, session journals, skills demonstrations, and structured exercises. Attendance and active participation in class sessions are essential to earn these points.

**Post Seminar Paper – 35% of total grade**

Within three weeks following the conclusion of the class, you will complete a paper of at least seven pages. You may select any topic or combination of topics from one primary text but will also pull complementary or contrasting perspectives from the other two texts. In addition, please relate your discussion to some aspect of your in-class experience. The latter discussion will act as an example to confirm or contrast with your discussion. You will send the completed paper to me as an email attachment.

Additional clarification will be provided during the class. This post-seminar paper represents 35% of your total grade. It will not be due until approximately 3 weeks after the conclusion of the class.

**Grading:**

This is a letter-graded course: A, B, C, D, or F.

**NOTICE:** Failure to meet assignment due dates could result in a grade of I (Incomplete) and may adversely impact Tuition Assistance and/or Financial Aid.
POLICIES AND NOTICES

Attendance/Grade Policy

Attendance and participation in interaction, individual assignments, group exercises, simulations, role playing, etc. are valuable aspects of any course because much of the learning comes from discussions in class with other students. It is expected that you attend all classes and be on time except for excused emergencies.

Excused absences are given for professor mandated activities or legally required activities such as emergencies or military assignments. Unavoidable personal emergencies, including (but not limited to) serious illness; delays in getting to class because of accidents, etc.; deaths and funerals, and hazardous road conditions will be excused.

If you are obtaining financial assistance (TA, STAP, FA, VA, Scholarship, etc.) to pay all or part of your tuition cost, you must follow your funding agency/institution’s policy regarding “I” (Incomplete) grades unless the timeline is longer than what the University policy allows then you must adhere to the University policy.

Students who receive Financial Aid must resolve/complete any “I” (Incomplete) grades by the end of the term or he/she may be placed on “financial aid probation.” If the “I” grade is not resolved/completed by the end of the following term, the student’s Financial Aid may be suspended make the student ineligible for further Financial Aid.

Students are responsible for meeting the guidelines of Tuition Assistance and Veterans Assistance. See the education counselor at your local education center for a complete description of your TA or VA requirements.

Academic Honesty

Honesty is a fundamental precept in all academic activities and … [you] have a special obligation to observe the highest standards of honesty. Academic misconduct in any form is inimical to the purposes and functions of the University and is therefore unacceptable and is rigorously proscribed. Academic misconduct includes:

- cheating (using unauthorized materials, information, or study aids in any academic exercise), plagiarism, falsification of records, unauthorized possession of examinations, intimidation, and any and all other actions that may improperly affect the evaluation of a student’s academic performance or achievement; assisting others in any such act; or attempting to engage in such acts.

All acts of academic misconduct will be reported and adjudicated as prescribed by the student code of the University of Oklahoma. All students should review the “Student’s Guide to Academic Integrity” found at http://www.ou.edu/provost/integrity

Accommodation Statement

The College of Continuing Education [Advanced Programs] is committed to making its activities as accessible as possible. For accommodations on the basis of disability, please contact your OU Site Director.

Course Policies

Advanced Programs policy is to order books in paperback if available. Courses, dates, and professors are subject to change. Please check with your OU Site Director. Students should retain a copy of any assignments that are mailed to the professor for the course. Advanced Programs does not provide duplicating services or office supplies.

Copyright

Any and all course materials, syllabus, lessons, lectures, etc. are the property of professor teaching the course and the Board of Regents of the University of Oklahoma and are protected under applicable copyright.

For more information about Advanced Programs, visit our website at: http://www.goou.ou.edu/
INSTRUCTOR VITA
Marilyn A. Durbin

Education

- Masters of Arts Degree (MA), Human Relations, University of Oklahoma
- Bachelors of Arts Degree (BA), Philosophy, University of Oklahoma
- Extensive post-graduate, professional training received over a thirty-seven year time frame from professional associations and institutes, including several through NTL (National Training Laboratory, Institute in Applied Behavioral Science). These professional seminars and training involved human resource development (HRD), performance technology, and organization development consulting, including training in process consultation, group facilitation, team building, and socio-technical systems design.

Current Positions

- Adjunct Assistant Professor, University of Oklahoma, Advanced Programs assistant professor from 1973 through 1985 and from 1995 through 2011; also taught undergraduate courses through the College of Liberal Studies (1997-2006).
- Project Manager - Program development, group facilitation, consultation and training – Center for Public Management, University of Oklahoma.
- Prior background includes management and professional positions in corporate, federal, state, and nonprofit organizations throughout a forty year time frame. Background includes twenty years HRD related management positions, primarily in corporate and nonprofit organizations.

Frequently Taught Advanced Programs Courses

Most Recent Courses

- Applied Interpersonal Dynamics, 2007 - 2011
- Issues in Human Relations Training, 2006 - 2010
- Conflict Resolution in Human Relations, 2006 - 2010
- Process Consultation, 4 courses, 1999 – 2001

Earlier Courses

- Group Dynamics
- Advanced Group Dynamics
- Applied Interpersonal Dynamics
- Interpersonal Dynamics
- Nonverbal Behavior in Human Relations

Miscellaneous Additional Courses

- Seminar in Organizational Change and Development, Leadership in Organizations, Training Interventions and Practice, Issues in Human Relations Training, and Human Relations in Industry

Undergraduate Liberal Studies Courses – 1997 - 2006

- Conflict Resolution, 1997 – 2006
- Introduction to Liberal Studies, Administrative Leadership Concentration, 1997 – 2005

Major Areas of Teaching and Research Interest

- Human resource development
- Interpersonal communications, helping skills and nonverbal behavior
- Conflict resolution
- Process consultation and organization development
- Group dynamics – group problem solving, participatory decision-making and facilitation
• Intergroup relations
• Issues of class and poverty in America

**Representative Publications and Presentations**

Numerous internal, proprietary publications, articles, instructional manuals, and training materials developed for corporate, nonprofit, federal and state agencies while in those organizations’ employ over a thirty year time frame

**Representative Honors and Awards Received**

Numerous professional achievement awards received from corporate, university and federal employers