
COU203 - 3 credits

Cornerstones of Communication

Description:

Communication is the center of all relationships, yet most of us are untaught in the dynamics of great communication skills. This course will teach you these skills. With practice, every relationship you have will be much more effective than it currently is, including your family relationships. Give yourself the gift of outstanding communication skills.

Course Objectives

Academic:

As a result of the course, you will:

- List the three underpinnings of “win/win” negotiating.
- List the three stages of every negotiation.
- List at least four ways to gather information, particularly in a non-business setting.
- Chart the four personality styles.
- State the five characteristics of a successful negotiation.
- State at least five rules or principles of negotiating.
- State the meaning of at least five body language signals.
- State the effect of hand and arm movements on the effectiveness of your message.
- Discuss the five basic ways of relating to others, giving biblical examples of each.
- Identify the styles of relating you use in various situations.

- Quote I Peter 4:8 - 10.
- Discuss specific ways to give encouragement.
- Discuss the six basic skills needed to be an interesting conversationalist.
- Discuss the six keys for developing deep friendships.
- State a six-step procedure for handling frustrating situations in an assertive manner.
- Discuss the five dimensions of self-awareness.
- Discuss the Triple-A Model of assertiveness.
- List the five steps for dealing positively with criticism.

Attitudinal:

As a result of your application of the truths you learn in this course, you may recognize certain changes taking place in your attitudes.

- You will approach every negotiation and confrontation with the goal of coming to a win/win conclusion.
- You will only be satisfied that your goals have been met if others you are dealing with are equally satisfied.
- You will be more aware of your body language and the signals it is sending to your listeners.
- You will seek the most appropriate and positive way of relating to others in every situation.
- You will be aware of the effects that personality style has upon communication style and endeavor to understand the heart of the individual rather than just the words.
- You will be more aware of the positive in people and circumstances.
- You will look outside of yourself in your desire to put others at ease in your conversations.

- You will receive compliments as a tool to help you recognize the strengths God has given you.
- You will desire to become more aware of your feelings and find ways of expressing them in a godly manner.
- You will be grateful for the input of others into your life, even when it comes as assertiveness or criticism.

Behavioral:

If you apply the teaching of this course to your life, you will be changed. Some of these changes will be as follows:

- You will study and practice the skills of win/win negotiation at every opportunity.
- You will practice until you develop body language which is appropriate for a child of God in every situation.
- You will rely on the Holy Spirit to open your eyes to the inner needs and desires of those you relate to so that He may meet those needs through you, if He desires.
- You will become an encourager.
- You will graciously receive compliments.
- You will process your self-awareness prior to conversation and confrontation.
- You will practice the skills of a good conversationalist.
- You will receive assertiveness and criticism from others positively and with gratitude.

Course Texts:

Speaking the Truth in Love by Henry A. Virkler

The Secrets of Power Negotiating CDs by Roger Dawson

Course Requirements:

NOTE: Save your answers into a digital document to be emailed to your instructor. Use Microsoft Word, Google Docs, any other word processor or even just save it as an email draft or in the Notes application of your mobile device. Handwritten work will be not be accepted without prior approval from your instructor.

1. Classroom students must attend class faithfully.
2. Listen to the entire CD series **The Secrets of Power Negotiating** by Roger Dawson a minimum of three times. Answer the related questions in the Power Negotiating Workshop Workbook which is found on the last CD in your set. This is a .pdf file that can be downloaded to your computer. These exercises will ask you to refer to “negotiations” you have been or are currently involved in. Do not limit your thinking about negotiations to the business setting. Every relationship involves discussions that could fall into the category of negotiations. Feel free to use situations from your home, your family, your church, and your work.

NOTICE: This series does not claim to be based on Christian principles, and, in fact, some of the ideas and examples presented are contrary to the high standards of honesty and integrity believers should hold to. Our use of this series should NOT be seen as an endorsement of any manipulative, deceptive or dishonest practice that may be taught or inferred.

That said, there is much good that can be learned from these CDs. Too often, Christians are not known for their tact or persuasive speech. Though converts are not made nor souls saved simply by our convincing words, “A word fitly spoken and in due season is like apples of gold in settings of silver” (Prov. 25:11 AMP). “A man has joy in making an apt answer, and a word spoken at the right moment — how good it is!” (Prov. 15:23 AMP).

Be sensitive to the impressions of the Holy Spirit, Who will let you know what is true and good (I Jn. 2:27). Hold to the truth while rejecting anything less (Rom. 12:9).

3. Write a paper describing what you learned and ways you have changed as a result of the CD series. Document your ways of handling negotiation and conflict at the beginning of the course and the results you achieved. Describe your efforts to become more effective and your successes and failures. Relate the teachings of the CDs to biblical principles wherever possible. This paper is to be 3 - 5 typewritten pages, double-spaced, and is due in Lesson 12.
4. Carefully study **Speaking the Truth in Love** by Henry A. Virkler.
5. Complete the Exercises at the end of each chapter, as well as any that are within the chapters. These exercises will be submitted to your instructor for grading at the end of the course.
6. Achieve passing grades on all exams. The course objectives are the key to success on all tests..

Standards for Grading Assignments

As indicated below, “C” or 2.0 level work is considered average. **Leaders are not average people.** You are therefore expected (required) to put forth the effort necessary to demonstrate at least “B” (3.0) level work or higher on all assignments which you submit. Any which do not will be returned to you with input from your instructor on how you can raise your grade to the expected level. **A course grade will not be given until your assignments demonstrate that you have understood the material presented in the course and allowed your life to be transformed by the Spirit and the Word studied** — the requirements for attaining a “B”.

Your individual assignments (notebooks, tests, reports) will be graded according to the following standards. These grades will be averaged together to determine your course grade. Remember, we are training leaders and leaders are above-average people. Your work will reflect that.

- “D”
 - Indicates barely passing work that is inferior to the average both in quantity and in quality.
 - Manifests a lack of initiative or sense of responsibility or both.
- “C”
 - Average work; either steady work of an acceptable quality, or work of a high quality which is uneven, irregular or fragmentary.
 - May be mechanically or outwardly correct but shows little reflection upon or personal assimilation of the material.
- “B”
 - Intelligently has fulfilled the requirements of this course.
 - Understands the subject matter presented and has applied it to his life in a limited manner but has not really made the truths his own.
- “A”
 - Grasped the material with thoroughness, industry and correctness of detail.
 - Made the material his own by thinking about it and integrating it, using originality, natural ability, and insight.

Lesson One

Assignment to be completed:

NOTE: Save your answers into a digital document to be emailed to your instructor. Use Microsoft Word, Google Docs, any other word processor or even just save it as an email draft or in the Notes application of your mobile device. Handwritten work will be not be accepted without prior approval from your instructor.

Listen to the entire CD series **The Secrets of Power Negotiating** by Roger Dawson.

Do not do the workbook exercises at this time, but instead, take notes on what you are learning about yourself and how you are going to change.

Complete and correct Self-Test One.

Subjects to be explored:

The Facts about Negotiating

Tactics of Negotiating

Managing Time and Information

Personality Types

Body Language

Related objectives:

- You will list the three underpinnings of “win/win” negotiating.
- You will study and practice the skills of win/win negotiation at every opportunity.
- You will approach every negotiation and confrontation with the goal of coming to a win/win conclusion.

- You will only be satisfied that your goals have been met if others you are dealing with are equally satisfied.
- You will list the three stages of every negotiation.
- You will list at least four ways to gather information, particularly in a non-business setting.
- You will seek the most appropriate and positive way of relating to others in every situation.
- You will chart the four personality styles.
- You will be aware of the effects that personality style has upon communication style and endeavor to understand the heart of the individual rather than just the words.
- You will rely on the Holy Spirit to open your eyes to the inner needs and desires of those you relate to so that He may meet those needs through you, if He desires.
- You will state the five characteristics of a successful negotiation.
- You will state at least five rules or principles of negotiating.
- You will state the meaning of at least five body language signals.
- You will be more aware of your body language and the signals it is sending to your listeners.
- You will practice until you develop body language which is appropriate for a child of God in every situation.

Self-Test

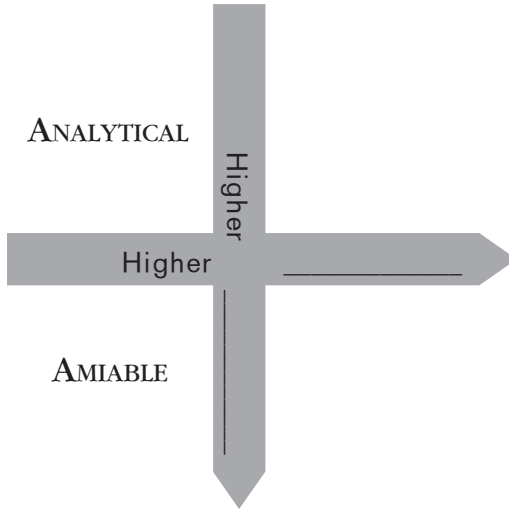
NOTE: *These Self-Tests are designed to clarify and reinforce the lesson objectives. They may be done with open book, if necessary.*

1. State the three underpinnings of “win/win” negotiating.
 - a) Never narrow negotiations down to _____.
 - b) Different people want _____.
 - c) _____ is not always all-important.

2. State the three stages of every negotiation.
 - a) Learning your opponent’s _____;
stating what _____.
 - b) Gathering information on _____.
 - c) Reaching for _____.

3. Complete the following ways to gather information.
 - a) Ask _____ questions.
 - b) Repeat statements as _____.
 - c) Ask for _____.
 - d) Ask for _____.
 - e) Ask others who deal with _____.
 - f) Ask your opponent’s _____.
 - g) Mix your company’s _____ with
their _____.

4. Complete the chart of the four personality styles.



5. Which personality type is hardest for the analytical person to negotiate with? _____
6. State the five characteristics of a successful negotiation.
- a) Both sides feel sense of _____.
 - b) Both sides feel the other side _____.
 - c) Both sides feel the other side was _____.
 - d) Each side would _____ with the other.
 - e) Each side feels the other side will _____.
7. Complete the following rules or principles of negotiating.
- a) Never say “yes” to _____.
 - b) The “_____ Girl Principle”.
 - c) Be the one who _____ the contract.

d) Don't be the first to name a _____.

e) The person under the greatest _____
_____ generally loses the negotiations.

f) Don't negotiate _____.

g) Watch for _____ in body
language.

8. State the meaning of the following body language signals.

a) A smoker lights up or a man unbuttons his jacket:

b) Tilted head, knuckles under chin:

c) Head held straight and/or chin in heel of hand:

d) Scratching head:

e) Steepling of fingers:

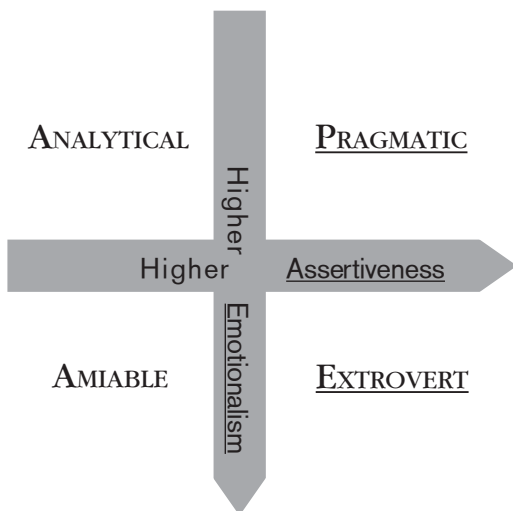
f) Hand on back of neck, or finger under collar:

g) Fiddling with glasses or pipe:

h) Eyeglasses taken off, set down on table: .

Answers to Self-Test

1. State the three underpinnings of “win/win” negotiating.
 - a) Never narrow negotiations down to just one issue.
 - b) Different people want different things.
 - c) Price is not always all-important.
2. State the three stages of every negotiation.
 - a) Learning your opponent’s stated goals; stating what you want.
 - b) Gathering information on your opponent and his needs.
 - c) Reaching for compromise.
3. Complete the following ways to gather information.
 - a) Ask open-ended questions.
 - b) Repeat statements as questions.
 - c) Ask for responses.
 - d) Ask for restatements.
 - e) Ask others who deal with your opponent.
 - f) Ask your opponent’s subordinates.
 - g) Mix your company’s specialists with their specialists.
4. Complete the chart of the four personality styles.



5. Which personality type is hardest for the analytical person to negotiate with? extrovert
6. State the five characteristics of a successful negotiation.
 - a) Both sides feel sense of accomplishment.
 - b) Both sides feel the other side cared.
 - c) Both sides feel the other side was fair.
 - d) Each side would deal again with the other.
 - e) Each side feels the other side will keep the bargain.
7. Complete the following rules or principles of negotiating.
 - a) Never say “yes” to the first offer.
 - b) The “Call Girl Principle”.
 - c) Be the one who writes the contract.
 - d) Don’t be the first to name a price.
 - e) The person under the greatest time pressure generally loses the negotiations.
 - f) Don’t negotiate on the phone.
 - g) Watch for sudden changes in body language.
8. State the meaning of the following body language signals.
 - a) A smoker lights up or a man unbuttons his jacket: I’m relaxed, ready to get down to business.
 - b) Tilted head, knuckles under chin: I’m interested.
 - c) Head held straight and/or chin in heel of hand: I’m bored.
 - d) Scratching head: I’m uncomfortable with the discussion.
 - e) Steepling of fingers: I’m supremely confident.
 - f) Hand on back of neck, or finger under collar: I’m annoyed.
 - g) Fiddling with glasses or pipe: I need more time.
 - h) Eyeglasses taken off, set down on table: I’m shutting you off.