

Syllabus SPD 112 Conversation Skills

Course Overview

Course Instructor

Name	Bonnie DeMartini LUT, M.Ed.
Virtual Office Hours	Daily 9-10am
Telephone	847-975-8056
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Response Time Policy	Within 24 hours of call or email unless otherwise indicated through automatic message

Course Description

Conversation Skills is a course that enhances effective communication skills to include the ability to stay in dialogue when emotions are driving us to “shout out” or “shut down.” This course provides knowledge and tools for listening, creating connection and facilitating dialogue in tough, emotional situations. The principles and models taught are aligned with spiritual practices. The class is based on the model of Nonviolent Communication (NVC), which includes: taking responsibility for our own experience; commitment to increasing our awareness of our own feelings and needs as well as those of the people with whom we interact; and having the capacity to be authentic and compassionate in all circumstances.

Course Learning Objectives

By the end of the course, learners will be able to:

- Demonstrate the ability to listen from the heart in every situation
- Distinguish facts from stories in situations driven by emotion
- Create a safe environment for dialogue
- Apply Spiritual principles and Nonviolent Communications in their daily communications

Recommended Prerequisite

- None

Required Text/Readings

- Patterson, Grenny. *Crucial Conversations*. McMillan, Switzler, McGraw-Hill, 2002
- Rosenberg, Marshall. *Nonviolent Communications*. B. 2nd Edition, Puddle Dancer Press, 2003

Live Collaborate Class Sessions:

All times Central Time (CT) Zone

January 2023

1. Tuesday, January 31 – 6:30 to 8:00 p.m. CT

February 2023

2. Tuesday, February 7 – 6:30 to 8:00 p.m. CT
3. Tuesday, February 14 – 6:30 to 8:00 p.m. CT
4. Tuesday, February 21 – 6:30 to 8:00 p.m. CT
5. Tuesday, February 28 – 6:30 to 8:00 p.m. CT

March 2023

6. Tuesday, March 7 – 6:30 to 8:00 p.m. CT