# STNT 121 – Building Rapport and Relationships

## Description

The Building Rapport and Relationships workshop is designed to assist participants in identifying and learning ways to improve understanding of and communications with our students. Participants will be equipped with tools extracted from Politeness Theory and the "Something's Up! Cycle to navigate uncomfortable or challenging situations. This workshop also will help participants develop skills which encourage introspection and sensitivity to intercultural environments. Participants will reflect on the ways cultural values may impact understanding in a diverse classroom, office, or event setting.

## Course Offering

Check the Center for Teaching Excellence website for details on when this course is being offered. This course is usually offered in the fall/spring.

## Outcomes

Upon successful completion of the Building Rapport and Relationships workshop, participants should be able to:

1. **Understand** intercultural perspectives which impact learning
2. **Identify** ways of communicating with diplomacy and tact with our student population
3. **Understand and identify** supportive methods of fostering trust and empathy in the student-teacher/staff/mentor relationship
4. **Discuss and identify** effective strategies to promote productive, supportive interactions in intercultural environments

## Completion Criteria

In order to receive a micro badge for the course, the following deliverables must be completed:

1. 2-3 page reflective essay.
    a. **Prompt**: Consider an interaction you had with a student that didn't go the way you'd hoped or seemed uncomfortable. What strategies from the workshop could have helped facilitate more effective

communication, and how would you redo that interaction or handle similar ones in the future?

## Micro badge

You can apply for the course badge by visiting the GGC Academic Commons, located at http://commons.ggc.edu. Once there, you can click on Badge Library menu item, and locate the **STNT 121** badge using the filters on the left of the page or the actual badge listings.  Once you have located the badge and reviewed the criteria, you can click on the "Apply for Badge" button.

**NOTE**: Verification and badge application processing time will take 24-48 hours. Once the badge is awarded you can verify receipt by logging into the Academic Commons. Once logged in, you will receive a popup notice indicating a badge has been awarded.

## Student Success Track

Completion of this course fulfills the partial requirements for the Student Success Track. For full details on the track requirements, please visit the CTE web site at http://cte.ggc.edu.

## Version

1.0 – Initial version (5/31/2017)