Designing a High Impact Course on Managing Professional Relationships

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Course Goals

1. Enhance self-awareness about your own relationship-building skills and experiences;
2. Develop awareness and specific skills for effectively building high quality professional relationships;
3. Develop awareness and skills for minimizing damage from low quality, corrosive professional relationships;
4. Build a logic for building and managing organizations with relational capability as an organizational strength;
5. Explore and assess the important dimensions of relational leadership

Course Target

1.5 credit MBA elective (especially useful for careers involving client relationships such as consulting, marketing, accounting) Or 3 credit undergrad elective

Subjects Covered (see syllabus and some teaching notes at http://positiveorgs.bus.umich.edu/teaching-resources/course-syllabi/)

- The Relational Imperative: Why is managing relationships important for individuals and organizations?
- Building Relational Skills
  - Building Effective Relationships through Enabling Success of Others
  - Building Effective Relationships through Respectful Engagement
  - Building Relationships through Trusting Others
  - Building Relationships through Playing
- Mastering Relational Challenges
  - Dealing with Corrosive Relationships at Work
  - The Challenge of Power
  - Having Difficult Conversations
- Relational Leaders
- Designing the Relational Organization
- Living Relationally: Being a Contribution to Others

Core Assignments

- Learning log assignments
- Being a contribution assignment
- Capstone simulation (tent-building blindfolded)