



The lessons behind
the legendary Stanford
Business School course
Interpersonal Dynamics

Connect

Building
Exceptional
Relationships
with Family,
Friends, and
Colleagues

David & Carole
Bradford Robin

CONTENTS

1. Seeking Exceptional 3
2. A World-Class Course, One Chapter at a Time. 11

PART I: GETTING TO THE MEADOW

3. To Share, or Not to Share 25
Elena and Sanjay—Work Colleagues, Parts 1 and 2
4. Helping Others Be Known. 50
Ben and Liam—Buddies, Parts 1 and 2
5. Influence in Balance 69
Maddie and Adam—a Married Couple, Part 1
6. Pinches and Crunches 85
Elena and Sanjay, Part 3
7. Why Feedback Is the Breakfast of Champions 98
Elena and Sanjay, Part 4
8. Challenges in Using Feedback Effectively 118
9. Can People Really Change? 136
Phil and Rachel—a Father and Daughter, Parts 1, 2, and 3
10. Own Your Emotions or They Will Own You. 154
Mia and Aniyah—Longtime Friends, Part 1

11. Breaking the Logjam 168
Mia and Aniyah, Parts 2 and 3
12. Using Conflict Productively 181
Maddie and Adam, Parts 2, 3, and 4

PART II: TACKLING THE SUMMIT

13. Resolving Contentious Issues 203
Maddie and Adam, Parts 5 and 6
14. Boundaries and Expectations 215
Elena and Sanjay, Parts 5 and 6
15. Entangled Issues 230
Mia and Aniyah, Parts 4 and 5
16. When Exceptional Isn't in the Cards 243
17. An Exceptional Relationship Gone Awry—
 and Back Again 261
 Epilogue 275
- Acknowledgments* 279
- Appendix A: Vocabulary of Feelings* 281
- Appendix B: Furthering Your Learning* 285
- Notes* 289
- Index* 293