

## SYLLABUS

<b>DATE OF LAST REVIEW:</b>	04/20/2020
<b>CIP CODE:</b>	47.0613
<b>SEMESTER:</b>	Departmental Syllabus
<b>COURSE TITLE:</b>	Workplace Skills
<b>COURSE NUMBER:</b>	DEVT 0105
<b>CREDIT HOURS:</b>	1
<b>INSTRUCTOR:</b>	Departmental Syllabus
<b>OFFICE LOCATION:</b>	Departmental Syllabus
<b>OFFICE HOURS:</b>	Departmental Syllabus
<b>TELEPHONE:</b>	Departmental Syllabus
<b>EMAIL:</b>	KCKCC issued email accounts are the official means for electronically communicating with our students.
<b>PREREQUISITE (S):</b>	None

**REQUIRED TEXT AND MATERIALS:** Please check with the KCKCC TEC bookstore <http://www.kckccbookstore.com>, for the required texts for your particular class.

### **COURSE DESCRIPTION:**

Upon successful completion of this course, the student should be able to identify the job skills necessary to have a successful career in the field of his or her choosing. Topics include listening skills, oral communication, human relations, decision making/problem solving, how to work as a team, time and resource management, work ethics and career planning.

## **METHOD OF INSTRUCTION:**

A variety of instructional methods may be used depending on content area. These include but are not limited to: lecture, multimedia, cooperative/collaborative learning, labs and demonstrations, projects and presentations, speeches, debates, panels, conferencing, performances, and learning experiences outside the classroom. Methodology will be selected to best meet student needs.

## **COURSE OUTLINE:**

- I. Listening Skills
  - A. Follow oral instructions.
    - 1. Acknowledge and identify key words.
    - 2. Ascertain the words.
  - B. Distinguish fact, opinion and inference in oral communication.
  - C. Identify and interpret nonverbal cues (eye contact, posture, gestures).
  - D. Analyze a speaker's point of view.
  - E. Draw conclusions or make generalizations from another's oral communication.
  - F. Restate or paraphrase a conversation to confirm what was said.
- Identify barriers (or interference) that may impede effective listening.
- II. Oral Communication
  - A. Organize notes and ideas for formal, semiformal and informal presentations.
  - B. Prepare and deliver a presentation appropriate to subject matter, purpose and audience.
  - C. Identify interviewing techniques to gather information.
  - D. Assume responsibility as a leader in group communication activities.
  - E. Incorporate visual media into a presentation.
  - F. Demonstrate concise, impromptu speaking skills.
  - G. Give oral directions.
  - H. Demonstrate job interview skills.
- III. Human Relations Skills
  - A. Perform a self-assessment.
    - 1. Form personal goals.
    - 2. Justify your standards and values.
    - 3. Differentiate between your needs and wants.
    - 4. Disclose your strengths/weaknesses.
    - 5. Discuss your interests/talents.

- B. Define the term “self-concept.”
- C. Identify characteristics of a positive self-concept - demonstrate in a mock interview.
- D. Use your interpersonal skills to demonstrate the following.
  - 1. Tact and diplomacy.
  - 2. Respect for others.
  - 3. Respect for diversity.
  - 4. Recognition of others’ strengths.
  - 5. Positive assertiveness
  - 6. Positive attitude.

IV. Decision Making/Problem Solving

- A. Describe and identify how the following factors that impact on your decision making.
  - 1. Identify needs and wants.
  - 2. Identify values.
  - 3. Identify goals.
  - 4. Identify standards.
- B. Contrast and compare between the three types of decisions.
  - 1. Economic
  - 2. Technical
  - 3. Social
- C. Identify the steps in the decision-making process.
- D. Utilize problem solving skills.
  - 1. Identify the problem for resolution.
  - 2. Define critical issues.
  - 3. Analyze causes of a problem.
  - 4. Utilize research and assessment skills.
  - 5. Examine results of a problem.
  - 6. List solutions to a problem.
  - 7. Select a solution to a problem.
  - 8. Implement an action plan.

V. Teamwork

- A. Participate in team tasks
  - 1. Establish team goals.
  - 2. Establish team standards.
  - 3. Demonstrate ability to receive and give information in a team activity.
  - 4. Process information.
  - 5. Design a plan for action.
  - 6. Display time management in a team project.
- B. Build group consensus.
  - 1. Devise clarifying statements.
  - 2. Describe the process to reconcile disputes and disagreements.
  - 3. List alternative plans for action.

4. Respond positively to different ideas and suggestions.
5. Discuss how to express agreement or neutrality.
6. Demonstrate conflict resolution skills.
7. Identify steps in how to diplomatically disagree.

VI. Resource Management

- A. Identify and explain the use of common supplies for a given occupational area.
- B. Locate information and select the materials, tools, equipment or other resources to perform the activities needed to accomplish a specific task.
- C. Determine cost, time and resources needed to complete a task within an industry or occupation.
- D. Explain the relationship between setting goals and managing money.
- E. Identify fixed and flexible expenses.
- F. Identify planned and impulse buying.
- G. Explain the purpose and use of the following.
  1. Promissory note and bank invoice.
  2. Purchase requisition and invoice.
  3. Inventory card.
  4. Petty cash voucher.
  5. Receipt and payroll register.
  6. Employee's withholding exemption form.
  7. Payroll check.
  8. Garnishment.

VII. Time Management.

- A. Identify influences on use of time.
- B. Prioritize the order in which several tasks will be accomplished.
- C. Identify and eliminate "time traps."
- D. Identify and control personal "time wasters."
- E. Develop strategies to overcome procrastination and meet deadlines.
- F. Estimate the time required to perform activities needed to accomplish a specific task.
- G. Create a time plan for solving a problem.
- H. Develop a daily time plan for work, family and other responsibilities.
- I. Utilize time management strategies to reduce work and family conflicts.
- J. Demonstrate stress management skills.

VIII. Work Ethics

- A. Interpret and explain standard workplace policies related to:
  1. Safety
  2. Personal hygiene
  3. Personal discipline (personal leave and absences)
  4. Substance abuse

5. Employee theft
6. Sexual harassment
- B. Explain the importance of employee rules, regulations and policies in the following areas:
  1. Punctuality and dependability.
  2. Responsibility for position.
  3. Accuracy of work.
  4. Cost-effectiveness of various repair strategies.
- C. Perform effective work ethic attitudes and behaviors in the following areas:
  1. Acceptance of the job requirements.
  2. A willingness to take initiative with new challenges.
  3. Take responsibility for decisions and actions.
- D. Compare and fill out various job application forms.
- E. Identify and demonstrate personal characteristics that lead to job satisfaction.
- F. Create a portfolio or other means that display academic and technical skills.

#### IX. Career Planning

- A. Access and use information to develop educational and career options.
- B. Prepare a personal budget.
- C. Develop a financial expectation.
- D. Participate in career exploration activities.
  1. Take career aptitude test.
  2. Attend a job fair.
- E. Apply self-assessment skills to the career decision-making process.
- F. Explain potential impact of career choice on family and personal life.
- G. Identify job interview skills.

#### **EXPECTED LEARNER OUTCOMES:**

- A. The student will be able to listen carefully and understanding before responding or asking questions.
- B. The student will be able to identify and interpret nonverbal cues.
- C. The student will be able to exhibit good oral communications.
- D. The student will be able to demonstrate good human relations skills.
- E. The student will be able to explain examples of good decision making and problem solving skills.
- F. The student will be able to discuss the need for managing resources to save time and materials cost.
- G. The student will be able to explain the need managing their time more effectively by planning.

- H. The student will be able to identify and exhibit good work ethic habits on the job.
- I. The student will be able to list and prepare career opportunities for advancement.

**CORE COMPETENCIES:**

Upon successful completion of this course:

*The student will be able to listen carefully and understanding before responding or asking questions.*

- 1. The student will be able to follow oral instructions and identify key words before responding.

*The student will be able to interpret nonverbal cues and restate conversation to confirm what was said.*

- 2. The student will be able to identify and interpret nonverbal cues like eye contact, posture and gestures.

*The student will be able to exhibit good oral communications.*

- 3. The student will be able to organize notes and prepare for formal or informal presentations.
- 4. The student will be able to assume responsibility as a group leader and demonstrate concise impromptu skills.
- 5. The student will be able to give oral directions and demonstrate interview skills.

*The student will be able to demonstrate good human relations skills.*

- 6. The student will be able to perform a self-assessment of strengths and weaknesses.
- 7. The student will be able to define self-concept.
- 8. The student will be able to use their interpersonal skills to assert the positive attitude.

*The student will be able to explain examples of good decision making and problem solving skills.*

- 9. The student will be able to identify needs and wants.
- 10. The student will be able to identify the steps in decision-making process.
- 11. The student will be able to analyze, research and list solutions to a problem.

*The student will be able to discuss the need for managing time and the cost of materials.*

- 12. The student will be able to prioritize and identify personal timer wasters.
- 13. The student will be able to develop strategies to overcome procrastination.
- 14. The student will be able to demonstrate stress management skills by being proactive.
- 15. The student will be able to create a time plan for solving problems.

*The student will be able to identify and exhibit good work ethic habits on the job.*

- 16. The student will be able to demonstrate personal hygiene and safety on the job.
- 17. The student will be able to demonstrate a willingness to be dependable and on time for work.

18. The student will be able to demonstrate personal characteristics that lead to job satisfaction.

*The student will be able to list and prepare career opportunities for advancement.*

19. The student will be able to access and develop information for career and education options.
20. The student will be able to participate and maximize time and talent in career fairs.
21. The student will be able to explain potential impact a job has on family and personal life.

### **ASSESSMENT OF LEARNER OUTCOMES:**

Student progress is evaluated by means that include, but are not limited to, exams, written assignments, and class participation.

### **SPECIAL NOTES:**

This syllabus is subject to change at the discretion of the instructor. Material included is intended to provide an outline of the course and rules that the instructor will adhere to in evaluating the student's progress. However, this syllabus is not intended to be a legal contract. Questions regarding the syllabus are welcome any time.

Kansas City Kansas Community College is committed to an appreciation of diversity with respect for the differences among the diverse groups comprising our students, faculty, and staff that is free of bigotry and discrimination. Kansas City Kansas Community College is committed to providing a multicultural education and environment that reflects and respects diversity and that seeks to increase understanding.

Kansas City Kansas Community College offers equal educational opportunity to all students as well as serving as an equal opportunity employer for all personnel. Various laws, including Title IX of the Educational Amendments of 1972, require the college's policy on non-discrimination be administered without regard to race, color, age, sex, religion, national origin, physical handicap, or veteran status and that such policy be made known.

Kansas City Kansas Community College complies with the Americans with Disabilities Act. If you need accommodations due to a documented disability, please contact the Director of the Academic Resource Center at (913) 288-7670 V/TDD.

All enrolled students at Kansas City Kansas Community College are subject to follow all rules, conditions, policies and procedures as described in both the Student Code of Conduct as well as the Student Handbook. All Students are expected to review both of these documents and to understand their responsibilities with regard to academic conduct and policies. The Student Code of Conduct and the Student Handbook can be found on the KCKCC website.