

## **COURSE SYLLABUS**

<b>LAST REVIEW</b>	Fall 2022
<b>COURSE TITLE</b>	Workplace Skills
<b>COURSE NUMBER</b>	ELET 0105
<b>DIVISION</b>	Career and Technical Education
<b>DEPARTMENT</b>	ELET
<b>CIP CODE</b>	46.0302
<b>CREDIT HOURS</b>	1
<b>CONTACT HOURS/WEEK</b>	Class: 1
<b>PREREQUISITES</b>	None

### **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.

### **PROGRAM ALIGNMENT**

This course is part of a program aligned through the Kansas Board of Regents and Technical Education Authority. For more information, please visit:

[https://kansasregents.org/workforce\\_development/program-alignment](https://kansasregents.org/workforce_development/program-alignment)

### **PROGRAM LEARNING OUTCOMES**

1. The Student will be able to identify workplace safety issues in accordance with OSHA standards.
2. Upon successful completion of this course, the student should be able to identify the job skills necessary to have a successful career in the Electrical Profession.
3. Inspect electrical circuit connections in accordance with the N.E.C. standards of compliance.

### **TEXTBOOKS**

<http://kckccbookstore.com/>

### **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.
- 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.

### **COURSE LEARNING OUTCOMES AND COMPETENCIES**

Upon successful completion of this course, the student will:

- A. Listen carefully and understanding before responding or asking questions.
  1. Follow oral instructions and identify key words before responding.
- B. Interpret nonverbal cues and restate conversation to confirm what was said.
  2. Identify and interpret nonverbal cues like eye contact, posture, and gestures.
- C. Exhibit good oral communications.
  3. Organize notes and prepare for formal or informal presentations.
  4. Assume responsibility as a group leader and demonstrate concise impromptu skills.
  5. Give oral directions and demonstrate interview skills.
- D. Demonstrate good human relations skills.
  6. Perform a self-assessment of strengths and weaknesses.
  7. Define self-concept.
  8. Use their interpersonal skills to assert the positive attitude.
- E. Explain examples of good decision making and problem-solving skills.
  9. Identify needs and wants.
  10. Identify the steps in decision-making process.
  11. Analyze, research and list solutions to a problem.

- F. Discuss the need for managing time and the cost of materials.
  - 12. Prioritize and identify personal timer wasters.
  - 13. Develop strategies to overcome procrastination.
  - 14. Demonstrate stress management skills by being proactive.
  - 15. Create a time plan for solving problems.
  
- G. Identify and exhibit good work ethic habits on the job.
  - 16. Demonstrate personal hygiene and safety on the job.
  - 17. Demonstrate a willingness to be dependable and on time for work.
  - 18. Demonstrate personal characteristics that lead to job satisfaction.
  
- H. List and prepare career opportunities for advancement.
  - 19. Access and develop information for career and education options.
  - 20. Participate and maximize time and talent in career fairs.
  - 21. Explain potential impact a job has on family and personal life.

### **ASSESSMENT OF COURSE LEARNING OUTCOMES AND COMPETENCIES**

Student progress is evaluated through both formative and summative assessment methods. Specific details may be found in the instructor's course information document.

### **COLLEGE POLICIES AND PROCEDURES**

*Student Handbook*

<https://www.kckcc.edu/files/docs/student-resources/student-handbook-and-code-of-conduct.pdf>

*College Catalog*

<https://www.kckcc.edu/academics/catalog/index.html>

*College Policies and Statements*

<https://www.kckcc.edu/about/policies-statements/index.html>

*Accessibility and Accommodations*

<https://www.kckcc.edu/academics/resources/student-accessibility-support-services/index.html>.