

## COURSE SYLLABUS

<b>LAST REVIEW</b>	Fall 2022
<b>COURSE TITLE</b>	Workplace Skills
<b>COURSE NUMBER</b>	HVAC 0130
<b>DIVISION</b>	Career and Technical Education
<b>DEPARTMENT</b>	HVAC
<b>CIP CODE</b>	47.0201
<b>CREDIT HOURS</b>	1
<b>CONTACT HOURS/WEEK</b>	Class: 1                      Lab:
<b>PREREQUISITES</b>	None

### COURSE DESCRIPTION

This course will cover the importance of good customer relations. This will include personal hygiene, communication skills, courtesy, conflict resolution, salesmanship, and quality of work.

### 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 demonstrate the ability to perform HVAC procedures in a safe manner
2. The student will be able to classify the different needs of equipment and summarize a solution.
3. The student will be able to exhibit a high level of professionalism including appropriate dress, attendance, communication skills and other soft skills necessary.

### TEXTBOOKS

<http://kckccbookstore.com/>

### METHODS 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. Good Customer Relations.
  - A. Job Performance
- II. Team Work
- III. Management Skills
- IV. Work Ethics
  - A. Behavior
  - B. Respect Customer Property
  - C. Customer Trust and Respect

## **COURSE LEARNING OUTCOMES AND COMPETENCIES**

Upon successful completion of this course, the student will:

- A. Demonstrate the importance of good customer relations.
  - 1. Proficiently use listening skills to interpret, analyze and follow through on instructions.
  - 2. Display the necessary human relation skills to be a valued employee.
  - 3. Demonstrate utilize problem solving/decision making in a work environment.
- B. Explain the importance of team work.
  - 4. Demonstrate oral communication through presentations, speeches, interviews and group interactions.
  - 5. Participate in team tasks in building group consensus.
- C. Explain the importance of management skills.
  - 6. Identify and explain resource management.
  - 7. Develop time management strategies for scheduling, meeting deadlines and prioritizing tasks.
- D. Explain the importance of ethics and personal appearance on the job.
  - 8. Interpret work ethics for responsibility, behavior, work place rules that lead to job satisfaction.
  - 9. List the job interview skills necessary in a career decision-making process.
  - 10. Demonstrate how appearance and behavior contribute to the company image.

## **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>.