

## COURSE SYLLABUS

**COURSE TITLE:** POFT 1313.002 Professional Workshop Preparation. – ONLINE COURSE

**SEMESTER/YEAR:** SPRING 2019

**INSTRUCTOR:** Kasandra Lane

**Email:** klane@southplainscollege.edu

**OFFICE HOURS:** by appointment only

### COURSE

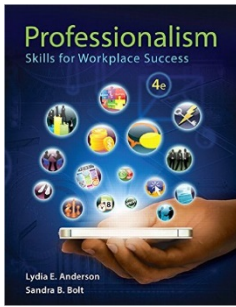
**DESCRIPTION:** This course provides preparation for career success including ethics, interpersonal relations, professional attire, and advancement.

### COURSE GOALS:

At the successful completion of this class, students will be able to:

- ✚ Recognizing that attitude, communication, and human relations are the keys to surviving in today's challenging, competitive, and uncertain workplace.
- ✚ Students will apply problem-solving techniques; identify attitudes and values that contribute to career success with an emphasis on soft skills and expected workplace behaviors.
- ✚ Students will demonstrate how to work effectively as part of a team, they will be able to exhibit business etiquette; and identify professional attire.
- ✚ Upon successful completion of this course, the student will be able to demonstrate skills for seeking and securing employment including job search strategies, resume package development, and interview techniques.

**TEXT:** *Professionalism—Skills for Workplace Success, 4e*, W/ACCESS+ETEXT for MyStudentSuccessLab - ISBN 9780134039916.



**IMPORTANT NOTE ABOUT OBTAINING YOUR MATERIALS: IF YOU OBTAIN COURSE MATERIALS FROM A SOURCE OTHER THAN THE SPC BOOKSTORES, WE WILL NOT BE ABLE TO ASSIST YOU IF THE MATERIALS ARE NOT APPROPRIATE FOR THE COURSE.**

Courses in technology-related fields commonly require access codes for technology-based learning and assessment systems such as MyStudentSuccessLab (MSSL).

ISBNs for textbooks about and that include technology are regularly updated for relevance by the book publisher; ISBNs you find at non-instructor approved sources may not be the ISBN required by your instructor. Thus, we can only guarantee that new materials obtained according to the information in this document—and obtained just prior to the beginning of the term—will work for the course

### **ATTENDANCE POLICY:**

**Everything** begins with attendance. When you are absent you cannot participate, listen to classmates, or review for exams. Education is worthwhile, but an expensive investment in yourself; so get your money’s worth and show up! Punctual and regular class attendance is required of all students attending South Plains College. Students are responsible for all class work covered during absences from class, even in cases in which they are able to satisfy the instructor that the absence was unavoidable. Whenever absences become excessive and, in the instructor’s opinion, minimum course objectives cannot be met due to absences, the student will be withdrawn from the course. In addition, due to this being an ONLINE course, you must sign into your MyStudentSuccessLab every day in order to be successful in this course. *Minimum log in for the course is at least three (3) days per week. However, I recommend checking in once a day if possible for announcements. I can see how many times you log in!*

### **EXAM POLICY**

There will be quiz at the conclusion of each chapter. In order to prepare you for your exams, you will do multiple quizzes and assignments through MyStudentSuccessLab.

### **GRADING POLICY**

<b>Requirement</b>	<b>Percent of Grade</b>
Quizzes	20%
Homework	40%
Exams	40%

Percent Equivalent	Grade
90-100	A
80-89	B
70-79	C
60-69	D
Below 60	F

- ✚ *Homework:* Each week you will have multiple homework assignments that will be based on your knowledge of the chapter(s) we are covering. These assignments you will find and complete in the MyStudentsSuccessLab.
- ✚ *Quizzes:* Quizzes will be unannounced and will be based on the readings assigned in your schedule. Each of your quizzes will be found and completed in the MyStudentsSuccessLab.
- ✚ *Examinations:* the purpose of each exam will be to test the knowledge and understanding of the particular unit listed in the schedule.
- ✚ Grades will be based on students' preparation and performance in class assignments, quizzes, and exams.
- ✚ Assignments will be shown in MyStudentSuccessLab. **All assignments that are not turned in will be given a grade of 0. All deadlines will be on Sunday night at 11:59 PM.** I do not accept late work after this deadline.

## OTHER INFORMATION

### 1. Academic Integrity:

- ✚ It is the aim of the faculty of South Plains College to foster a spirit of complete honesty and a high standard of integrity. The attempt of any student to present as his or her own any work which he or she has not honestly performed is regarded by the faculty and administration as a most serious offense and renders the offender liable to serious consequences, possibly suspension. **This means all work you complete for this class is identified by the MyStudentSuccessLab access code.** Work copied from another student will be flagged and both students will receive zeroes for their work. Students should refer to the SPC General Catalog policy regarding consequences for cheating and plagiarism.

### 2. Communication is the KEY:

- ✚ Log in at least **three (3)** times a week (minimum). I recommend daily logins.
- ✚ Check for messages in MyStudentSuccessLab (MSSL)—this is your responsibility. If you don't check in frequently, you may miss important information regarding your schedule, work, or grades.
- ✚ Start work early each week. Don't wait until the due date to start your work. When you do, something always happens like an illness or an unexpected problem. Remember, no time extensions can be given.

## TENATIVE SCHEDULE

<u><b>DUE DATES</b></u>	<u><b>Introduction to POFT 1313 Professional Workshop Preparation</b></u>
<i>Sunday January 20<sup>th</sup></i>	<ul style="list-style-type: none"> <li>✚ Make sure you can find your syllabus, tentative schedule, and have success to MySuccessLab</li> <li>✚ Complete the Pre- Course Assessment Quiz</li> <li>✚ You will need to complete ALL of <b>Chapter 1</b> – Attitude, Goal Setting, and Life Management Assignments.</li> <li>✚ This week you must complete ALL of <b>Chapter 2</b> – Personal Financial Management Assignments.</li> </ul>
<i>Sunday January 27<sup>th</sup></i>	✚ This week you must complete ALL of <b>Chapter 3</b> – Time and Stress Management and Organization Skills Assignments.
<i>Sunday February 3<sup>rd</sup></i>	✚ This week you must complete ALL of <b>Chapter 4</b> – Etiquette/Dress Assignments.
<i>Sunday February 10<sup>th</sup></i>	<ul style="list-style-type: none"> <li>✚ This week you must complete ALL of <b>Chapter 5</b> – Ethics, Politics, and Diversity Assignments.</li> <li>✚ You MUST also complete ALL <b>Chapter 6</b> –Accountability and Workplace Relationships Assignments.</li> </ul>
<i>Sunday February 17<sup>th</sup></i>	✚ This week you must complete ALL of <b>Chapter 7</b> – Quality Organizations and Service Assignments.
<i>Sunday February 24<sup>th</sup></i>	✚ This week you must complete ALL of <b>Chapter 8</b> – Human Resources and Policies Assignments.
<i>Sunday March 3<sup>rd</sup></i>	✚ This week you must complete ALL of <b>Chapter 9</b> – Communication Assignments
<i>Sunday March 10<sup>th</sup></i>	✚ This week you must complete ALL <b>Chapter 10</b> – Electronic Communications Assignments.
<i>Sunday March 17<sup>th</sup></i>	THIS WEEK YOU HAVE NO ASSIGNMENTS ENJOY YOUR SPRING BREAK!!!
<i>Sunday March 24<sup>th</sup></i>	✚ This week you must complete ALL of <b>Chapter 11</b> – Motivation, Leadership, and Teams Assignments.
<i>Sunday March 31<sup>st</sup></i>	✚ This week you must complete ALL of <b>Chapter 12</b> – Conflict and Negotiation Assignments.
<i>Sunday April 7<sup>th</sup></i>	✚ This week you must complete ALL of <b>Chapter 13</b> – Job Search Skills Assignments
<i>Sunday April 14<sup>th</sup></i>	✚ This week you must complete ALL of <b>Chapter 14</b> – Resume Package Assignments.

<i>Sunday April 21st</i>	✚ This week you must complete ALL of <b>Chapter 15</b> – Interview Techniques Assignments.
<i>Sunday April 28<sup>th</sup></i>	✚ This week you must complete ALL of <b>Chapter 16</b> – Career Changes Assignments.
<i>Sunday May 5<sup>th</sup></i>	✚ Review week. Preparation time before your final
<b>Monday May 6<sup>th</sup></b>	<b><u>FINAL EXAM</u></b>

**\*\*Look below for chapter learning outcomes\*\***

## **CHAPTER LEARNING OUTCOMES**

### **Chapter 1 - Attitude, Goal Setting, and Life Management**

The student will be able to benefit by:

- ✚ Discovering the influence professionalism and positive human relations have on personal, academic, and career success
- ✚ Knowing how individual personality, attitude, and values affect the workplace
- ✚ Recognizing how self-efficacy and personal branding affect your confidence
- ✚ Developing a strategy to deal with past negative experiences and other barriers to success
- ✚ Examining the impact goal setting has on creating a life plan in today's economy
- ✚ Choosing priorities to support your goal

### **Chapter 2 - Personal Financial Management**

The student will be able to benefit by:

- ✚ Assessing money wasters, emotional spending, and the impact money has on relationships. Recognizing the significance of money management and budgeting on personal and professional success
- ✚ Distinguishing the wise use of credit and identifying debt management resources
- ✚ Evaluating alternatives for financing your education through student loans, financial aid, and other resources
- ✚ Discovering the impact your credit report has on your financial future
- ✚ Identifying methods to protect yourself from identify theft

### **Chapter 3 - Time and Stress Management and Organization Skills**

The student will be able to benefit by:

- ✚ Recognizing how stress affects performance
- ✚ Examining the types, causes, and methods of dealing with stress
- ✚ Identifying and using time management tools
- ✚ Dealing with procrastination to improve personal productivity
- ✚ Stating how organization affects time and stress management
- ✚ Naming and applying organizational techniques to academic and workplace success

## **Chapter 4 - Etiquette/Dress**

The student will be able to benefit by:

- ✚ Explaining the elements of professional dress
- ✚ Recognizing the importance of making a positive first impression
- ✚ Expressing an understanding of workplace etiquette
- ✚ Identifying the importance of making and keeping appointments
- ✚ Describing the impact dress can have on others' perception of you
- ✚ Demonstrating appropriate behavior in work-related social situations

## **Chapter 5 - Ethics, Politics, and Diversity**

The student will be able to benefit by:

- ✚ Summarizing how ethics influence personal and professional behaviour
- ✚ Defending the importance of maintaining confidentiality
- ✚ Applying ethical decision making
- ✚ Deciding how to respond to unethical behaviour
- ✚ Classifying the various forms of workplace power and their appropriate use
- ✚ Explaining the appropriate use of workplace politics and reciprocity
- ✚ Considering the various elements of workplace diversity and their influence on performance
- ✚ Stating basic employee rights and legal protections available for workplace diversity issues
- ✚ Recognizing the dangers of stereotyping, prejudice, and not respecting cultural differences

## **Chapter 6 - Accountability and Workplace Relationships**

The student will be able to benefit by:

- ✚ Defining and linking concepts of empowerment, personal responsibility, and accountability
- ✚ Explaining how workplace relationships affect workplace success
- ✚ Identifying appropriate and inappropriate relationships with your boss, colleagues, executives, vendors, and customers
- ✚ Justifying how best to respond to a negative workplace relationship
- ✚ Stating basic expectations regarding work-related social functions, situations, and office issues

## **Chapter 7 - Quality Organizations and Service**

The student will be able to benefit by:

- ✚ Knowing how organizational structures and functions influence quality and customer satisfaction
- ✚ Naming the key elements and purpose of a company strategy
- ✚ Illustrating and interpreting an organizational chart
- ✚ Defining quality and its importance in business
- ✚ Researching methods of increasing one's creativity and innovation
- ✚ Explaining how customer service affects performance and profits
- ✚ Describing how best to handle a difficult customer

## **Chapter 8 - Human Resources and Policies**

The student will be able to benefit by:

- ✦ Stating the purpose of and naming key services the human resource department provides employees
- ✦ Listing the primary elements of an employee orientation program
- ✦ Describing the purpose of an employee handbook
- ✦ Identifying the types of employee status and purpose of an introductory period
- ✦ Defining performance evaluations, their purpose, and explaining an employee's role in the process
- ✦ Providing a general overview of employee benefits
- ✦ Explaining the purpose of a union and its benefits

### **Chapter 9 - Communication**

The student will be able to benefit by:

- ✦ Demonstrating knowledge of the communication process and the impact effective communication has on workplace and career success
- ✦ Stating the primary communication media and their appropriate uses
- ✦ Considering the importance word choice and effective listening have in verbal communication
- ✦ Describing the primary methods of nonverbal communication
- ✦ Identifying the appropriate written communication to use in various workplace situations
- ✦ Explaining the purpose and process of effective documentation
- ✦ Developing the elements of effective presentations

### **Chapter 10 - Electronic Communications**

The student will be able to benefit by:

- ✦ Explaining the professional use of electronic communication tools
- ✦ Constructing and utilizing e-mail messages
- ✦ Using phone etiquette
- ✦ Demonstrating the proper use of portable devices and texting
- ✦ Applying professionalism to social media tools
- ✦ Identifying proper behaviors in video and teleconferences

### **Chapter 11 - Motivation, Leadership, and Teams**

The student will be able to benefit by:

- ✦ Defining motivation and explaining common motivational factors
- ✦ Explaining the primary leadership styles and key qualities of a successful leader
- ✦ Examining the difference between leadership and management
- ✦ Describing a team, the elements of effective teams, and how they affect performance
- ✦ Identifying characteristics of effective team players
- ✦ Demonstrating how to deal with difficult team members
- ✦ Listing and describing the elements of a successful meeting

### **Chapter 12 - Conflict and Negotiation**

The student will be able to benefit by:

- ✦ Understanding conflict and how best to respond to conflict at work

- ✦ Explaining the various conflict management styles and their appropriate application
- ✦ Defining negotiation and applying negotiation techniques
- ✦ Identifying harassment and workplace bullying and demonstrating how to respond
- ✦ Stating employee rights in the workplace
- ✦ Demonstrating how to resolve conflict in both a union and non-union environment
- ✦ Recognizing warning signs and proactive steps to take against workplace violence

### **Chapter 13 - Job Search Skills**

The student will be able to benefit by:

- ✦ Conducting a job search in a targeted career, industry, and location
- ✦ Ensuring a professional online identity and protection of privacy
- ✦ Collecting items to be included in a job search portfolio
- ✦ Identifying references to be used in a job search
- ✦ Discovering sources for job leads
- ✦ Describing how networking is a powerful job search tool
- ✦ Explaining appropriate behaviors to use during the job search process
- ✦ Summarizing the importance of maintaining the right attitude during a job search

### **Chapter 14 - Resume Package**

The student will be able to benefit by:

- ✦ Building a powerful résumé package
- ✦ Communicating a clear career objective/personal profile
- ✦ Use power words and quantifiable outcomes to reflect personal accomplishments and experiences
- ✦ Identifying methods for effectively sharing a résumé
- ✦ Developing a cover letter
- ✦ Integrating methods to tailor the résumé package for target industries and employers
- ✦ Addressing special circumstances and time gaps

### **Chapter 15 - Interview Techniques**

The student will be able to benefit by:

- ✦ Implementing pre-interview strategies and activities
- ✦ Conducting company- and job-specific research for interview preparation
- ✦ Creating a powerful and unique personal commercial
- ✦ Compiling an interview portfolio and e-portfolio
- ✦ Practicing interview techniques and appropriate responses to common interview questions
- ✦ Implementing pre-interview preparation activities
- ✦ Demonstrating winning behavior during face-to-face and technology-based interviews
- ✦ Naming and describing common interview methods and types of interview questions
- ✦ Explaining key areas of employee rights and knowing how to respond to discriminatory questions
- ✦ Formulating appropriate responses to special circumstances and tough questions
- ✦ Preparing for post-interview activities including salary negotiation, employment screenings, tests, and medical exams



## **Chapter 16 - Career Changes**

The student will be able to benefit by:

- ✚ Identifying various methods of increasing training and development
- ✚ Committing to life-long learning and the practice of professionalism
- ✚ Naming the various changes in employment status that can occur in one's career
- ✚ Demonstrating appropriate behaviors to exhibit when embarking on a new job search and when leaving a position
- ✚ Describing the opportunities, benefits, and resources to become an entrepreneur
- ✚ Integrating professional behavior into your life plan

### **SOUTH PLAINS COLLEGE, TECHNICAL DIVISION SCANS Competencies**

**RESOURCES:** Identifies, organizes, plans, and allocates resources.

C1 Time: Selects goal-relevant activities, ranks them, allocates time, and prepares and follows schedules.

C2 Money: Uses or prepares budgets, makes forecasts, keeps records, and makes forecasts, and makes adjustments to meet objectives.

C3 Materials and Facilities: Acquires, stores, allocates, and uses materials or space efficiently.

C4 Human Resources: Assesses skills and distributes work accordingly, evaluates performance and provides feedback.

**INFORMATION:** Acquires and uses information.

C5 Acquires and evaluates information.

C6 Organizes and maintains information.

C7 Interprets and communicates information.

C8 Uses computers to process information.

**INTERPERSONAL:** Works with others.

C9 Participates as members of a team; contributes to group effort.

C10 Teaches others new skills.

C11 Serves clients/customers: Works to satisfy customer=s expectations.

C12 Exercises Leadership: Communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies.

C13 Negotiates: Works toward agreements involving exchanges of resources, resolves divergent interests.

C14 Works with Diversity: Works well with men and women from diverse backgrounds.

**SYSTEMS:** Understands complex interrelationships.

C15 Understand Systems: Knows how social, organizational, and technological systems work and operates effectively with them.

C16 Monitors and Corrects Performance: Distinguishes trends, predicts impacts on system operations, diagnoses systems= performance and corrects malfunctions.

C17 Improves or Designs Systems: Suggests modifications to existing systems and develops new or alternative systems to improve performance.

**TECHNOLOGY:** Works with a variety of technologies.

C18 Selects technology: Chooses procedures, tools or equipment including computers and related technologies.

C19 Applies technology to task: Understands overall intent and procedure for set-up and operation of equipment.

C20 Maintains and troubleshoots equipment: Prevents, identifies, or solves problems with equipment, including computers and other technologies.

## **SOUTH PLAINS COLLEGE, TECHNICAL DIVISION**

### **SCANS Foundation Skills**

**BASIC SKILLS:** Reads, writes, performs arithmetic/mathematical operations, listens, and speaks.

F1 **Reading:** locates, understands, and interprets written information in prose such as documents, manuals, graphs, and schedules.

F2 **Writing:** communicates thoughts, ideas, information, and messages in written form; creates documents such as letters, directions, manuals, reports, graphs, and flow charts.

F3 **Arithmetic:** Performs basic computations; uses basic numerical concepts such as whole numbers, etc.

F4 **Mathematics:** Approaches practical problems by choosing appropriately from a variety of mathematical techniques.

F5 **Listening:** Receives, attends to, interprets, and responds to verbal messages and other cues.

F6 **Speaking:** organizes ideas and communicates orally.

**THINKING SKILLS:** Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons.

F7 **Creative Thinking:** Generates new ideas.

F8 **Decision Making:** Specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative.

F9 **Problem Solving:** Recognizes problems and devises and implements plan of action.

F10 **Seeing Things in Mind=s Eye:** Organizes and processes symbols, pictures, graphs, objects, and other information.

F11 **Knowing How to Learn:** Uses efficient learning techniques to acquire and apply new knowledge and skills.

F12 **Reasoning:** Discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem.

**PERSONAL QUALITIES:** Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty.

F13 **Responsibility:** Exerts a high level of effort and perseveres toward goal attainment.

F14 **Self-Esteem:** Believes in own self-worth and maintains a positive view of self.

F15 **Sociability:** demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings.

F16 **Self-Management:** Assesses self accurately, sets personal goals, monitors progress, and exhibits self-control.

F17 **Integrity/Honesty:** Chooses ethical courses of action

# CAMPUS GUIDELINES

## CHILDREN ON CAMPUS

Many of the students attending classes at South Plains College are also parents who value the opportunity to participate in higher education. Sometimes students are faced with the decision of whether to remain at home with their children, bring children with them to class, or be absent from class. The following guidelines address concerns for the safety of children on campus and provide for an environment conducive to learning:

1. **Students are not allowed to bring children to class and will be asked to leave in the interest of providing an environment conducive for all students enrolled in the class. Students are responsible for adherence to the attendance requirements set forth by the instructor in the course syllabus.**
2. **Children may not be left unattended. In order to provide for the safety of children on campus, parents or other guardians are responsible for supervising children while utilizing services or conducting business on campus.**
3. **Disruptive children will not be allowed to interfere with college business. Parents or other guardians are responsible for supervising and controlling the behavior of children they have brought on campus.**

## AMERICANS WITH DISABILITIES ACT STATEMENT

Students with disabilities, including but not limited to physical, psychiatric, or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the Disability Services Office at Levelland Student Health & Wellness Center 806-716-2577, Reese Center (also covers ATC) Building 8: 806-716-4675, Plainview Center Main Office: 806-716-4302 or 806-296-9611, or the Health and Wellness main number at 806-716-2529.

## DIVERSITY STATEMENT

In this class, the teacher will establish and support an environment that values and nurtures individual and group differences and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world, and about ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is, but also model society as it should and can be.

## GENERAL SAFETY ON CAMPUS

South Plains College recognizes the importance of safety on campus. The protection of persons and property is a responsibility that we all share. Personal safety begins with the individual. The following guidelines are intended to assist you in protecting yourself and to encourage practices that contribute to a safe environment for our campus community.

- Never leave your personal property unsecured or unattended.
- Look around and be aware of your surroundings when you enter and exit a building.
- Whenever possible, avoid walking alone, particularly after dark. Walk to your vehicle with other class members or request that the Security Guard walk you to your car.
- When approaching your vehicle, keep your keys in your hand; look under your car and in the back seat and floorboard. Lock the doors as soon as you are inside your car.

### 4.1.1.4 Title IX Pregnancy Accommodations Statement

If you are pregnant, or have given birth within six months, Under Title IX you have a right to reasonable accommodations to help continue your education. To activate accommodations you must submit a Title IX pregnancy accommodations request, along with specific medical documentation, to the Director of Health and Wellness. Once approved, notification will be sent to the student and instructors. It is the student's responsibility to work with the instructor to arrange accommodations. Contact Chris Straface, Director of Health and Wellness at 806-716-2362 or email [cstraface@southplainscollege.edu](mailto:cstraface@southplainscollege.edu) for assistance.

**In case of emergency, contact the following numbers but DO NOT leave a voice mail message:**

**894-9611, ext. 2338 - Levelland Campus 747-0576, ext. 4677 - ATC 885-3048, ext. 2923 - Reese Center (mobile 893-5705)**