

BUS-1160-VA01 - Working in a Professional Environment

Credits: 3

Course Description

This course addresses the importance of one's role in the functioning of a company and the potential impact one's own performance can have on the success of the organization. Students will study cultural competence and explore the ability to understand, communicate with, and interact effectively with people of different cultures. Topics related to professionalism include demonstrating respect for coworkers, colleagues, and customers and acting in the best interest of the company, the community, and the environment. Students will learn techniques for planning and prioritizing work to manage time effectively and accomplish assigned tasks. Communication skills include the ability to reach formal or informal agreements that promote mutual goals and interests, and obtain commitment to those agreements from individuals or groups.

Essential Objectives

- Identify personal strengths and areas of improvement needed to be successful in a professional environment.
- Demonstrate time management, decision-making, and prioritization skills in accomplishing assigned tasks.
- Demonstrate a professional image, demeanor, work ethic, and life skills required by successful organizations.
- Describe attributes of diversity and professional working relationships and explain how they attribute to an organization's culture and performance.
- Discuss the impact that conflict, stress, and well-being can have in a professional environment.
- Explain how individual, group, and team behaviors can affect an organization's performance and its influence in a community.
- Identify personal and professional goals and articulate their alignment to career aspirations.
- Demonstrate skills required in performing a job search, submitting a cover letter and resume, and interviewing for a job.

Additional Instructor Pre-Assignments/Notes/Comments

Read Chapter 1: *Attitude, Goals & Life Management*. Engage in all of the discussion questions in Moodle for Week 1. Complete Exercise 1-1 and Activities 1-1, 1-2, and 1-3 and bring to class.

Methods

- Small-group and large-group discussion
- Mini-lecture
- Small group activities and exercises
- On-line discussions
- Writing assignments
- Quizzes
- Practical exercises

Evaluation Criteria

- Participation & Preparation 20% / 200 points
- Homework Assignments 60% / 600 points
- Quizzes 10% / 100 points
- Final Exam 20% / 200 points

Course grades are calculated by summing the points of all components; 1000 points are possible.

Grading Criteria

- A+ through A-** Clearly exceptional or outstanding work. Must demonstrate keen insight, original thinking, and full understanding of the topic or issues addressed. Clearly and thoughtfully articulates his or her learning.
- B+ through B-** Demonstrates strong originality, comprehension, critical thinking, and attention to detail. Reflects a student's ability to clearly articulate his or her learning. Not superior work, but is above average.
- C+ through C-** Meets the expectations of the assignment. Demonstrates solid comprehension, critical thinking, and attention to detail. Reflects a student's ability to adequately articulate his or her learning. Work is average in meeting course requirements.
- D+ through D-** Marginally meets the expectations of the assignment. It demonstrates minimal comprehension, critical thinking, and attention to detail. Reflect a student's difficulty in articulating his or her learning.
- F** Does not meet the expectations or objectives of the assignment and/or assignment was not submitted. Demonstrates consistent problems with comprehension, organization, critical thinking, and supporting details. Reflects a student's inability to articulate his or her learning.
- P** Satisfactory completion of course objectives (C- or above).
- NP** Failure to meet course objectives and/or failure to meet grading criteria for successful completion as described in the instructor's course description.

Textbooks

Fall 2012 textbook data will be uploaded on August 6. We strongly suggest that you verify the information below with our online bookseller **EdMap** before purchasing textbooks from another vendor. If your course is at the Winooski center, check the **UVM Bookstore** for textbook and pricing information.

Attendance Policy

Students will learn how to perform in a professional workplace environment. Therefore, to the greatest extent possible, many aspects of the classroom will resemble a professional work environment. Students are expected to attend all classes in their entirety, just as they would show

up for work as an employee of a company. Missing more than three (3) classes will result in a non-satisfactory grade. Arriving late to class or leaving early must be approved by the instructor in advance. Any unexcused absence or tardiness will result in grade reductions.

SYLLABUS

Week 1: Attitude, Goals, & Life Management

- Chapter 1: Attitude, Goal Setting, and Life Management
- Learning about us
- Defining professionalism
- Understanding ourselves and how we show up
- Setting goals

Week 2: Time & Stress Management

- Chapter 3: Time and Stress Management/Organization Skills
- Understand how stress affects the workplace
- Identify causes of stress
- Managing time and learning to prioritize
- Applying organizational techniques

Week 3: Etiquette and Appearance

- Chapter 4: Etiquette/Dress
- Describe professional behavior
- Professional image and its impact
- Demonstrate professional behavior
- Utilize professional etiquette

Week 4: Ethics, Politics, and Diversity

- Chapter 5: Ethics, Politics, and Diversity
- Define ethics
- Define power
- Define diversity
- Employee rights concerning diversity
- Stereotypes, prejudices, and cultural differences

Week 5: Accountability & Relationships

- Chapter 6: Accountability and Workplace Relationships
- Understand concepts of empowerment, responsibility, and accountability
- Identifying and dealing with appropriate and inappropriate workplace relationships
- Workplace expectations with respect to social functions and gift-giving

Week 6: Public Communications

- Chapter 9: Communication
- Effective communication in a workplace
- Communication process key elements
- Emotional intelligence and its impact in communicating
- Telecommunication etiquette

Week 7: Private & Social Communications

- Chapter 10: Electronic Communications
- Utilizing telecommunication tools
- Business e-mail etiquette
- Communicating professionally
- Utilizing social media tools

Week 8: Job Search Skills

- Chapter 13: Job Search Skills
- Self-discovery process
- Conduct a targeted job search
- Create a job search portfolio
- Identify references and sources for job leads
- Define networking
- Identify your personal networks

Week 9: Resume Packages

- Chapter 14: Resume Package
- Build a resume package
- Write a career objective or personal profile
- Distinguish between functional and chronological resumes
- Write a resume and cover letter

Week 10: Interview Techniques

- Chapter 15: Interview Techniques
- Conduct research in preparation for an interview
- Prepare a "personal commercial"
- Create an interview portfolio with practice interview questions
- Identify discriminatory interview questions
- Demonstrate interview techniques

Week 11: Organizational Productivity

- Chapter 7: Quality Organizations and Service
- Define productivity
- Learn various types of plans used by organizations
- Define primary business functions
- Describe differences between products, goods, and services
- Demonstrate customer service

Week 12: Human Resources & Policies

- Chapter 8: Human Resources and Policies
- Identify Human Resource Department functions
- Describe the components of employee orientation
- Explain the differences between "employment-at-will" and "right-to-revise" clauses
- Identify some employee benefits
- Explain an "open-door policy"

Week 13: Motivation, Leadership, & Teams

- Chapter 11: Motivation, Leadership, and Teams
- Describe what motivates people, including yourself
- Identify leadership characteristics and styles
- Define a team as compared to a group
- Describe the elements of presentations and meetings

Week 14: Conflict & Negotiation

- Chapter 12: Conflict and Negotiation
- Define functional and dysfunctional conflicts
- Identify management styles and their appropriate uses
- Identify examples of workplace harassment
- Dealing with a hostile work environment and workplace bullying

Week 15: Career Changes

- Chapter 16: Career Changes
- Training and professional development
- Formal and informal learning concepts
- Changes in employment status
- Define types of workplace terminations
- Write a letter of resignation
- Entrepreneur opportunities

***Please note:** In order to receive accommodations for disabilities in this course, students must make an appointment to see the Americans with Disabilities Coordinator in their site and bring documentation with them.*

Academic Honesty

CCV has a commitment to honesty and excellence in academic work and expects the same from all students. Academic dishonesty, or cheating, can occur whenever you present -as your own work- something that you did not do. You can also be guilty of cheating if you help someone else cheat. Being unaware of what constitutes academic dishonesty (such as knowing what plagiarism is) does not absolve a student of the responsibility to be honest in his/her academic work. Academic dishonesty is taken very seriously and may lead to dismissal from the College.