



VIRTUAL ENTERPRISE: ACTIVE LISTENING

College: Kingsborough Community College

Program Director: Alissa Levine

Reviewer: Edgar E. Troutt, Ph.D., Assistant Professor KCC

6/12/2014 |

The City University of New York was awarded \$19.86 million through the United States Department of Labor's Trade Adjustment Assistance Community College and Career Training grant program to offer CUNY CareerPATH, a three-year program aimed at supporting adult students in career advancement and successful college transition, responding to local industry needs, and building CUNY's capacity to serve adult workers. CareerPATH provides academic and English language skills instruction "contextualized" to five industry sectors – health care, education, manufacturing, culinary arts and hospitality, and business – with the goal of engaging adult learners and accelerating their progress once they enroll in college. Strengthened connections between English language pre-college programs, occupational training, and degree programs — bolstered by strong advisement and enhanced student services — help students progress on each step of their education and career pathway. In the short term, participants earn industry-recognized credentials and find jobs. In the longer term, they translate their training into college credit and enter degree programs.

The program director/product liaison should enter the following information below:

- Intended audience: The trainer working with TAACCCT trainees at the start of a healthcare training
- Product name and description: A Virtual Enterprise healthcare listening simulation.
- Intent of CareerPATH product: Improve active listening skills for patient advocacy.

The reviewer should complete the information below:

Based on your expertise, how would you rate the product's ability to meet standards within your field?			
<input type="checkbox"/> Outstanding	<input checked="" type="checkbox"/> Satisfactory	<input type="checkbox"/> Needs Improvement	<input type="checkbox"/> Incomplete

SUMMARY

Based on knowledge of the product, please summarize your review of the product below in 2-3 paragraphs.

Virtual Enterprise is an active-learning approach to education where students further develop workplace and academic skills, and learn about industry. VE is an active-learning pedagogy where groups of students assume the roles of members of an enterprise and operate that business in teams. In this case, students are simulating a healthcare facility, building their communication and teamwork skills (collectively known as “soft skills”), focusing on listening in the role of a patient advocate.

The curriculum is well organized for and well justified to the students. Participants are provided a pre-exercise self-assessment of their listening skills, so that they can recognize and improve in deficiency areas. Then, an ice-breaking exercise is employed to get the students comfortable with one another and aware of how miscommunications propagate.

The content on good listening theory is then imparted through some presented theory and two additional hands-on exercises. In the exercises, students play the role of interviewer in a medical scenario. They are asked to assess their performance in listening in the categories of reliability (how correct) and recall (how much). This closes the loop for the students.

The simulation exposes students to the real-world operations of the hospital and clinic environment.

Edgar E. Troudt

7/21/2014

Signature



Edgar E. Troudt, Ph.D.

This workforce solution was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration. The solution was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. The CUNY CareerPATH Program is an equal opportunity employer/program and auxiliary aids and services are available upon request to individuals with disabilities.