

**BOT 56A Course Outline as of Summer 2011****CATALOG INFORMATION**

Dept and Nbr: BOT 56A Title: WORKFORCE ISSUES

Full Title: Workforce Issues for Business Professionals

Last Reviewed: 4/13/2020

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	3.00	Lecture Scheduled	3.00	17.5	Lecture Scheduled	52.50
Minimum	3.00	Lab Scheduled	0	6	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	52.50
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 105.00

Total Student Learning Hours: 157.50

Title 5 Category: AA Degree Applicable

Grading: Grade Only

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly:

**Catalog Description:**

Critical workforce issues including the evolution of the workplace environment; the worker's changing roles, responsibilities, and opportunities; and development of 21st century workplace skills such as ethics, critical thinking, problem solving, creativity, innovation, and individual responsibility. Throughout the course students will work in teams and examine and practice communication and soft skills.

**Prerequisites/Corequisites:****Recommended Preparation:**

Eligibility for ENGL 100 or ESL 100

**Limits on Enrollment:****Schedule of Classes Information:**

Description: Critical workforce issues including the evolution of the workplace environment; the worker's changing roles, responsibilities, and opportunities; and development of 21st century workplace skills such as ethics, critical thinking, problem solving, creativity, innovation, and individual responsibility. Throughout the course students will work in teams and examine and

practice communication and soft skills. (Grade Only)

Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:

Transfer Credit: CSU;

Repeatability: Two Repeats if Grade was D, F, NC, or NP

## **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

<b>AS Degree:</b>	<b>Area</b>	Effective:	Inactive:
<b>CSU GE:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>IGETC:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>CSU Transfer:</b>	Transferable	Effective: Fall 1998	Inactive: Fall 2013
<b>UC Transfer:</b>		Effective:	Inactive:

**CID:**

**Certificate/Major Applicable:**

Certificate Applicable Course

## **COURSE CONTENT**

### **Outcomes and Objectives:**

Upon completion of the course students will be able to:

1. Use a daily calendar or planner to schedule appointments, work hours, and/or other time demands.
2. Record all details of assigned tasks, activities, and projects on a daily calendar or planner.
3. Evaluate and assess time management skills on a monthly basis.
4. Examine the evolution of the workplace and changes in organizational structures.
5. Compare and contrast employer expectations of workers in the 20th versus 21st century.
6. Analyze critical issues impacting workers.
7. Assess and evaluate current soft skills and develop a plan for acquiring or improving skills.
8. Identify personal learning styles and develop a plan to improve learning potential.
9. Discuss personality types and their impact on the work environment.
10. Explain the elements that make up the communication process.
11. Explain how barriers can interfere with effective communication.
12. Examine the impact of technology on communication.
13. Compare the stages of team development.
14. Participate in organization of a team.
15. Use critical thinking skills to solve team problems.
16. Critique effectiveness of team members.
17. Explain how cultural diversity affects communication styles.
18. Compare and contrast the four generations in the workplace.
19. Discuss the key principles related to verbal and nonverbal communication.
20. Use active listening skills.
21. Describe the differences among assertive, aggressive, and nonassertive communication.
22. Use word processing, spreadsheet, email, Web-based programs, and other technologies used in business to complete assignments.

## Topics and Scope:

1. Operating efficiently
  - a. Daily calendar or planner
  - b. Time management techniques
  - c. Project management skills
  - d. Moving from independent to co-dependent to interdependent
2. Evolution of the workplace
  - a. Changes in organizational structures
  - b. Critical issues affecting today's workers
  - c. Employer expectations
3. 21st century workplace skills
  - a. Historical background
    - 1) A Nation at Risk
    - 2) SCANS Workplace Knowledge (Secretary's Commission on Achieving Necessary Skills)
  - b. Soft skills versus technical skills
  - c. Employer expectations
  - d. Employee's roles and responsibilities
4. Learning
  - a. Types of learning styles
  - b. Assessment of learning styles
  - c. Techniques to increase learning
  - d. Lifelong learning
5. Communication concepts
  - a. Employer expectations
  - b. Communication process model
  - c. Communication and ethical choices
  - d. Communication barriers
  - e. Impact of technology on communication
6. Teamwork
  - a. Employer expectations
  - b. Benefits of teams
  - c. Stages of team development
  - d. Organizing a team
  - e. Effective team meetings
  - f. Problem solving skills
  - g. Conflict resolution
  - h. Evaluating yourself and other team members
7. Perceptions
  - a. A perception model
  - b. Perception processes and concepts
  - c. Checking perceptions
  - d. Perception and technology
8. Cultural diversity
  - a. Intercultural communication
  - b. Cross-cultural communication principles
  - c. Cross-cultural communication differences
  - d. Gender differences
  - e. Barriers and biases
9. Generations and diversity

- a. Traditionalists (veterans)
  - b. Babyboomers
  - c. Generation X (Gen X)
  - d. Generation Y (Millennials, Generation Next, Net generation)
  - e. Impact of four generations in workplace
10. Verbal and nonverbal communication
    - a. Language defined
    - b. Principles of verbal communication
    - c. Nonverbal communication
    - d. Language and technology
  11. Listening
    - a. The listening process
    - b. Listening principles
    - c. Listening at school, work, and home
    - d. Responding skills and styles
  12. Interpersonal relationships
    - a. Elements of supportive and defensive communication climates
    - b. Assertive, aggressive, and nonassertive communication
    - c. Parts of an assertion message

### Assignment:

1. Weekly readings of 25-40 pages from textbook, articles, other written materials, and Web resources
2. Maintain calendar or planner and 3 written reports evaluating time management skills
3. Written reports (7 to 10) of one to three pages in length
4. Project compiling researched articles and written summaries of readings
5. Five to seven quizzes on textbook readings
6. Team activities including critiquing team members and written reports (3)
7. Oral presentation

### Methods of Evaluation/Basis of Grade:

**Writing:** Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Written homework, reports, reading summaries
--

Writing 30 - 50%
---------------------

**Problem Solving:** Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Homework problems, teamwork activities
--

Problem solving 10 - 20%
-----------------------------

**Skill Demonstrations:** All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Class Performance, oral presentation
--------------------------------------

Skill Demonstrations 10 - 15%
----------------------------------

**Exams:** All forms of formal testing, other than skill performance exams.

Quizzes: multiple choice, true and false, matching, completion

Exams  
10 - 20%

**Other:** Includes any assessment tools that do not logically fit into the above categories.

Attendance and participation

Other Category  
10 - 20%

**Representative Textbooks and Materials:**

Communicating in the Workplace, by Cheesebro, O'Connor, Rios. Prentice-Hall, 2010.

Type Talk at Work, by Kroeger, Thuesen and Randon. Dell Publishing, 1993 (classic in field).