ADLTED 766.3 Course Outline as of Fall 2022

CATALOG INFORMATION

Dept and Nbr: ADLTED 766.3 Title: WORKFORCE PREP 3
Full Title: Workforce Preparation 3: Communication, Customer Service
Last Reviewed: 2/28/2022

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	0	Lecture Scheduled	0	6	Lecture Scheduled	0
Minimum	0	Lab Scheduled	2.00	2	Lab Scheduled	12.00
		Contact DHR	0		Contact DHR	0
		Contact Total	2.00		Contact Total	12.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 0.00 Total Student Learning Hours: 12.00

Title 5 Category: Non-Credit
Grading: Non-Credit Course
Repeatability: 27 - Exempt From Repeat Provisions
Also Listed As:
Formerly:

Catalog Description:
In this third course of a three-part series in workforce preparation, students will focus on communication, customer service, and conflict resolution for success in the workplace.

Prerequisites/Corequisites:

Recommended Preparation:
Course Completion of ADLTED 766.1 and ADLTED 766.2

Limits on Enrollment:

Schedule of Classes Information:
Description: In this third course of a three-part series in workforce preparation, students will focus on communication, customer service, and conflict resolution for success in the workplace. (Non-Credit Course)
Prerequisites/Corequisites:
Recommended: Course Completion of ADLTED 766.1 and ADLTED 766.2
Limits on Enrollment:
Transfer Credit:

Repeatability: Exempt From Repeat Provisions

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	**Area**	Effective:	Inactive:
CSU GE:	**Transfer Area**	Effective:	Inactive:
IGETC:	**Transfer Area**	Effective:	Inactive:

CSU Transfer: Effective: Inactive:

UC Transfer: Effective: Inactive:

CID:

Certificate/Major Applicable:
Certificate Applicable Course

COURSE CONTENT

Student Learning Outcomes:
At the conclusion of this course, the student should be able to:
1. Identify and apply conflict resolution techniques to various situations in the workplace.
2. Demonstrate professional boundaries and ethical practices in the workplace.
3. Employ time management techniques in both personal and professional environments.
4. Communicate effectively with customers and co-workers.

Objectives:
At the conclusion of this course, the student should be able to:
1. Use conflict resolution techniques to avoid controversy with others.
2. Practice open and honest communication in order to maintain quality working relationships.
3. Identify, describe, and maintain professional boundaries in the workplace.
4. Deliver high quality customer service and establish professional customer relations.
5. Maintain professionalism in all workplace relations.
6. Apply standards of ethics in the workplace.
7. Estimate time needs for projects and consequently manage time in the workplace.

Topics and Scope:

I. Personality Attributes in the Workplace
   A. Personality assessment
   B. Personality types at work
   C. Communication techniques for various personalities
II. Conflict Resolution in the Workplace
   A. Active listening vs. hearing
   B. Conflict resolution through active listening
   C. Understanding and applying compromise
III. Professional Boundaries in the Workplace
   A. Small talk as a team building tool
   B. Understanding and applying professional boundaries
   C. Reporting unprofessional behavior

IV. Customer Service
   A. Listening to customer needs and wants
   B. Developing professional customer relationships
   C. Providing outstanding customer service
V. Ethics in the Workplace
   A. Treating others with honesty, fairness, and respect
   B. Abiding by an ethical code in the workplace
   C. Encouraging others to act ethically
VI. Time Management
   A. Managing time effectively
   B. Prioritizing and planning
   C. Causes of procrastination
   D. Planning ahead to avoid procrastination

Assignment:

1. Pre- and post-assessment of soft skills for the workplace (1-3)
2. Group activities and role-playing (6-8)
3. Strengths assessment(s) (1-2)
4. Workplace scenario analysis activities (4-6)

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.

None	Writing 0 - 0%

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

None	Problem solving 0 - 0%

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

Role-playing, workplace analysis activities, assessment of soft skills	Skill Demonstrations 55 - 100%

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

None	Exams 0 - 0%

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

Strengths assessments, participation and attendance	Other Category 0 - 45%

Representative Textbooks and Materials:
Instructor and department prepared materials