



BGN 111 SOFT SKILLS FOR BUSINESS

COURSE OUTLINE AND EVALUATION

GOAL

In order to educate and train you as a whole person, we will be covering critical workforce issues including the evolution of the workplace environment, the worker's changing role and opportunities, and the development of workplace skills such as effective team membership, critical thinking, and individual responsibility.

UNITS

This course is offered for three (3) Carnegie units of college credit meeting three lecture hours each week with approximately six hours of work to be completed weekly outside of class.

RECOMMENDED PREPARATION

Eligibility for English 100 or equivalent.

STUDENT LEARNING OUTCOMES

Students should be able to:

1. Identify and discuss the worker's changing roles, responsibilities, and opportunities.
2. Develop and display workplace skills such as ethics, critical thinking, problem solving, creativity, innovation, and individual responsibility.
3. Apply effective communication skills and other soft skills when working in teams.

OBJECTIVES

You will:

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.
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 as needed to complete assignments.

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Course Outline and Evaluation

EVALUATION

Based on today's workplace trends, in-class and out-of-class work/activities will reflect the required skills of moving from **co-dependent** (teacher managed) to the **independent** (individual responsibility) to the **interdependent** (self-managed team) method of operation.

The following scale will be applied to the total of all points:

COURSE GRADING SCALE (based on percentage of TOTAL class points)

A	=	90	-	100%
B	=	80	-	89%
C	=	70	-	79%
D	=	60	-	69%
F	=	0	-	59%

PARTICIPATION AND PROFESSIONALISM

Students are responsible for all material presented in class, including announcements about course procedures. Arriving late disrupts your fellow students, so please be here **on time**. Students are expected to participate in class discussions and activities. In addition, students are expected to exhibit professional, business-like behavior at all times in the class and in all dealings with faculty and staff of SRJC and fellow students. Refer to the Student Code of Conduct, which is available in the College Catalog and is incorporated by reference herein. Students caught cheating will be given a grade of F (0%) on that assignment and may be referred to the Dean of Students for possible further discipline.

TEXTS AND SUPPLIES

Required

- *The Advantage, Emma- Sue Prince, Pearson Education Limited, 2013, ISBN 978-1-4479-2956-7*

Required Supplies

- Weekly Professional Appointment Planner (NOT a monthly calendar), (located in Bookstore, Santa Rosa and Petaluma Campus) OR the use of an electronic calendar (Phone, iPad, laptop) brought to class every day. The electronic calendar must be approved by the instructor.
- Stenographer's notebook-spiral bound (Steno pad)
- 3-ring binder for course materials.

INSTRUCTOR INFORMATION

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