

BGN 111 SOFT SKILLS FOR BUSINESS

Audrey Le Baudour
alebaudour@santarosa.edu
Section 4404

Monday 6:00pm – 9:00pm
Petaluma campus Call building (CB) Rm.643
Office hours: 5:00pm – 6:00pm CB Rm. 643
Final: May 21, 2018

Welcome!

I am glad **you** are here and have made the commitment to yourself to be proactive in **your** future especially in securing the skills and characteristics necessary to be employed.

My role is to assist you in gaining the skills, knowledge, and characteristics to move toward your goals.

Where are you going? You can answer that question by reflecting on where you have been (past) and where you are today (present). The activities in this course will help you reflect on these two questions.

The world is currently experiencing a transformation more significant than the transition from an agricultural to an industrial society. The "workplace" now extends around the world. Technology demands a highly trained workforce capable of being self-managed and self-motivated. The downsizing (or rightsizing) of the private as well as public (government and military) sectors has created an enormous, well-qualified employment pool.

Yes, these times are challenging. Yes, these times are uncertain. Your success depends on **YOU!** Isn't it exhilarating to realize that you are totally **RESPONSIBLE** for yourself and your future? No one else will make **your future**.

How gratified and proud you must be right now to realize you have committed from this day forward to creating your tomorrows and your successes. I consider myself fortunate to assist you in your journey.

Again, welcome!

Audrey Le Baudour

BGN 111 SOFT SKILLS FOR BUSINESS
Audrey Le Baudour
alebaudour@santarosa.edu
Section 4404
Monday 6:00pm – 9:00pm
Petaluma campus Call building (CB) Rm.643
Office hours: 5:00pm – 6:00pm CB Rm. 643
Final: May 21, 2018

COURSE 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.

For complete course outline information:

https://portal.santarosa.edu/SRweb/SR_CourseOutlines.aspx?CVID=24541&Semester=20137

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

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.

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 ie: Student Conduct

Arriving late disrupts your fellow students, so please be here on time. Students are expected to participate in class discussions and activities. In addition, respectful and courteous behavior is expected of all students. You are to abide by the SRJC policies for conduct and ethical student behavior. You are also expected to maintain academic honesty and integrity while in this course and throughout your SRJC career. You are responsible for the authenticity and content of the work that you submit. To view the student conduct and rights policies go to: student-life.santarosa.edu/rights-and-responsibilities

ACCOMODATIONS

Every effort is made to conform to accessibility standards for all students. If you believe you need accommodations in this class, contact Disability Resources (527-4278).

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.

BGN 111
Course Syllabus

| CLASS MEETING DATE | TOPIC | TEXTBOOK |
|---|---|---|
| Class 1 Date Class Meets: 1-22-18 | Orientation for Class | |
| Class 2 Date Class Meets: 1-29-18 | Operating Efficiently | |
| Class 3 Date Class Meets: 2-5-18 | Employer Expectations | The Advantage: Chapter 1 |
| Class 4 Date Class Meets: 2-12-18 | Communication Concepts (Power Talking) | |
| Class 5 Date Class Meets: 2-26-18 | Communication Strategies (non verbals) | |
| Class 6 Date Class Meets: 3-5-18 | Listening | |
| Class 7 Date Class Meets: 3-12-18 | Learning / ½ Class recap | The Advantage: Chapters 3 and 5 |
| Class 8 Date Class Meets: 3-26-18 | Effective Working Relationships | The Advantage: Chapter 4 |
| Class 9 Date Class Meets: 4-2-18 | Making Teams Work | Form teams |
| Class 10 Date Class Meets: 4-9-18 | Effective Meetings | Assign team topic The Advantage: Chapter 2 |
| Class 11 Date Class Meets: 4-16-18 | Class Meetings | Research / Develop topics |
| Class 12 Date Class Meets: 4-23-18 | Presentations | Present Topics |
| Class 13 Date Class Meets: 4-30-18 | Digital Media | The Advantage: Chapter 6 |
| Class 14 Date Class Meets: 5-7-18 | Value Programming | View: "What You Are Is Where You Were When—AGAIN!" (90m) The Advantage: Chapter 7 |
| Class 15 Date Class Meets: 5-14-18 | Generations in the Workplace | View: "Generations in the Workplace" (30m) |

Anticipated assignments and points

| Approximate Assignment Dates | Topic | Points |
|------------------------------|--|--------|
| | Operating Efficiently | |
| Class 2 | Daily Calendar | 60 |
| Class 2 | Time Mgmt / Attn Mgmt In-class goals | 10 |
| Class 2 | Report: Time Mgmt / Attn Mgmt | 30 |
| Class 2 | Academic Success in-class goals | 10 |
| Class 2 | Report: Academic Success | 30 |
| Class 2 | Work Station organization | 10 |
| Class 1 | 30 Day Challenge #1 | 20 |
| TBD | 30 Day Challenge #2 | 20 |
| | Employer Expectations | |
| Class 3 | Note: All in class activities | |
| | Communication Concepts | |
| Class 4 | Descriptive Traits Assignment | 10 |
| Class 4 | Pleasurable Activity Assignment | 10 |
| | Communication Strategies / Non verbal's | |
| Class 5 | Note: All in class activities | |
| | Listening | |
| Class 6 | Listening Activity | 10 |
| | Learning | |
| Class 7 | Video Reflection Activity | 10 |
| | Effective Working Relationships | |
| Class 8 | Personality Profile Report | 10 |
| | Making Teams Work / Effective Meetings | |
| Classes 9-12 | Teamwork Project | 40 |
| | Digital and Social Media | |
| Class 13 | Note: All in class activities | 10 |
| | Value Programming | |
| Class 14 | Note: All in class activities | 10 |
| | Generations & Diversity | |
| Class 15 | Note: All in class activities | 10 |
| | Textbook Activities | 140 |
| | FINAL | 50 |
| | TOTAL | 500 |
| | 450-500 = A | |
| | 400 - 449 = B | |
| | 350 - 399 = C | |
| | 300 - 349 = D | |
| | 1 - 299 = F | |

| Chapter Assignments <i>The Advantage</i> | Description of Activity For each chapter please write a concise summary sharing what you learned and how you plan to implement the strategies described. | Points |
|--|--|-----------------------|
| | | |
| Chapter 1 | Adaptability | 20 |
| | | |
| | | |
| | | |
| Chapter 2 | Critical Thinking | 20 |
| | | |
| | | |
| | | |
| Chapter 3 | Empathy | 20 |
| | | |
| | | |
| | | |
| Chapter 4 | Integrity | 20 |
| | | |
| | | |
| | | |
| Chapter 5 | Optimism | 20 |
| | | |
| | | |
| | | |
| Chapter 6 | Being Proactive | 20 |
| | | |
| | | |
| | | |
| | | |
| Chapter 7 | Resilience | 20 |
| | | |
| | | |
| TOTAL | | 140 Points |