

SAN DIEGO COMMUNITY COLLEGE DISTRICT
CONTINUING EDUCATION
COURSE OUTLINE

SECTION I

SUBJECT AREA AND COURSE NUMBER

OFSY 507

COURSE TITLE

WORKPLACE PROFESSIONAL

TYPE COURSE

NON-FEE

VOCATIONAL

CATALOG COURSE DESCRIPTION

This course is an introduction to working in a variety of workplace environments. Students will learn soft skills required in the workplace, including communication, problem-solving, critical-thinking and customer service. Topics include work ethic, teamwork, roles and responsibilities and records management. Students will learn how to research job opportunities, application processes and basic interview skills. (FT)

LECTURE/LABORATORY HOURS

54

ADVISORIES

NONE

RECOMMENDED SKILL LEVEL

Eighth grade reading level, ability to communicate effectively in the English language.

INSTITUTIONAL STUDENT LEARNING OUTCOMES

1. Social Responsibility
SDCE students demonstrate interpersonal skills by learning and working cooperatively in a diverse environment.
2. Effective Communication
SDCE students demonstrate effective communication skills.
3. Critical Thinking
SDCE students critically process information, make decisions, and solve problems independently or cooperatively.

INSTITUTIONAL STUDENT LEARNING OUTCOMES (CONTINUED)

4. Personal and Professional Development

SDCE students pursue short term and life-long learning goals, mastering necessary skills and using resource management and self-advocacy skills to cope with changing situations in their lives.

COURSE GOALS

1. Understand the workplace environment, roles and responsibilities.
2. Learn about employer expectations and employee responsibilities.
3. Learn soft skills, including customer service, collaboration and workplace ethics.
4. Enhance communication skills, including reading and writing.
5. Learn the importance of managing records, mail and coordinating business travel.
6. Understand skills necessary for job advancement and success.

COURSE OBJECTIVES

1. Explain workplace structures, expectations, roles and responsibilities.
2. Describe various workplace environments and expectations.
3. Demonstrate presentation and communication skills used in the workplace.
4. Demonstrate records management skills, mail handling and travel arrangements.
5. Evaluate and explain strategies for career success and leadership.
6. Describe the various customer service skills used in the workplace.

SECTION II

COURSE CONTENT AND SCOPE

1. Overview of the Workplace Environment
 - 1.1. Types of office environments
 - 1.1.1 General office
 - 1.1.2 Customer service
 - 1.2 Careers in the workplace
 - 1.2.1. Roles
 - 1.2.2. Responsibilities
 - 1.3. Job opportunities
 - 1.3.1. Current jobs
 - 1.3.2. Future demand
 - 1.4. Employer expectations
 - 1.4.1. Understanding technology
 - 1.4.2. Interpersonal skills
 - 1.4.3. Communication skills
 - 1.4.4. Collaborative skills
 - 1.4.5. Problem solving skills
 - 1.4.6. Professionalism
 - 1.4.7. Customer service

COURSE CONTENT AND SCOPE (CONTINUED)

- 1.4.8. Work ethic and integrity
- 1.5. Employee expectations
 - 1.5.1. Safe and healthy work environment
 - 1.5.2. Constructive comments on performance
 - 1.5.3. Tools and equipment to perform work
 - 1.5.4. Training and benefits
- 1.6. Types of organizations
 - 1.6.1. Sole proprietorship
 - 1.6.2. Partnership
 - 1.6.3. Corporation
 - 1.6.4. Nonprofit
 - 1.6.5. Government
- 1.7. Organizational skills
 - 1.7.1. Personal workspace
 - 1.7.2. Prioritizing workload
- 1.8. Organizational structure and culture
- 2. Workplace Skills
 - 2.1. Working ethically
 - 2.1.1. Integrity
 - 2.1.2. Transparency
 - 2.1.3. Collaboration
 - 2.2. Teamwork
 - 2.2.1. Benefits
 - 2.2.2. Types
 - 2.2.3. Process
 - 2.2.4. Reliability and commitment
 - 2.3. Customer service
 - 2.3.1. Internal and external
 - 2.3.2. Listening
 - 2.3.3. Email, telephone, web
 - 2.3.4. Communication
 - 2.3.5. Situations and solutions
- 3. Communication
 - 3.1. Improving communication skills
 - 3.1.1. Listening
 - 3.1.2. Verbal and nonverbal
 - 3.1.3. Written
 - 3.1.4. Conflict resolution
 - 3.2. Presentation skills
 - 3.2.1. Planning
 - 3.2.2. Writing
 - 3.2.3. Practicing and delivering
 - 3.3. Using technology
 - 3.3.1. Global
 - 3.3.2. Collaboration tools
 - 3.3.3. Telecommunication tools

COURSE CONTENT AND SCOPE (CONTINUED)

- 3.3.4. Email, web mail, web conferencing and blogs
- 3.3.5. Sharing and collaboration
- 3.3.6. Data, voice, videos and images
- 3.3.7. Security threats and solutions
- 3.4. Meetings and events
 - 3.4.1. Planning
 - 3.4.2. Implementation
 - 3.4.3. Responsibilities
 - 3.4.3.1. Setting agenda
 - 3.4.3.2. Time management
 - 3.4.3.3. Evaluate the meeting
- 4. Records Management, Mail, Travel and Finance
 - 4.1. Indexing
 - 4.1.1. Physical records
 - 4.1.2. Digital records
 - 4.1.3. Backup
 - 4.2. Handling mail
 - 4.3. Data storage and retrieval procedures
 - 4.3.1. Physical
 - 4.3.2. Digital
 - 4.4. Business Travel
 - 4.4.1. Domestic and international
 - 4.4.2. Cultural differences
 - 4.4.3. Procedures
 - 4.5. Understanding financial documents
 - 4.5.1. Financial statements
 - 4.5.2. Employee payroll
 - 4.5.3. Bank reconciliation
- 5. Career Search, Advancement and Success
 - 5.1. Employment search
 - 5.1.1. Research employers
 - 5.1.2. Application process
 - 5.1.3. Interview skills
 - 5.2. Job advancement
 - 5.3. Success in organizations
 - 5.3.1. Leadership
 - 5.3.1.1. Traits
 - 5.3.1.2. Styles
 - 5.3.1.3. Techniques

APPROPRIATE READINGS

Appropriate readings may include, but are not limited to, periodicals, magazines, instructor-written materials, manuals, instructor selected URLs, and publications related to information technology.

WRITING ASSIGNMENTS

Appropriate writing assignments may include, but are not limited to, writing a self-improvement plan including skills and attitudes required to improve collaboration in the workplace.

OUTSIDE ASSIGNMENTS

Outside assignments may include, but are not limited to, reading materials and reference resources; and organizing and preparing written answers to assigned questions. Research and write a report on workplace job opportunities in different types of organizations.

APPROPRIATE ASSIGNMENTS THAT DEMONSTRATE CRITICAL THINKING

Assignments which demonstrate critical thinking may include, but are not limited to, collaborate with others to prepare a presentation; research and analyze employment opportunities in the local economy; evaluate different methods used to resolve a difficult customer service situation. Students must select appropriate methods and resources needed to complete laboratory assignments.

EVALUATION

A student's grade will be based on multiple measures of performance and will include evaluation of student's ability to:

1. Perform a variety of activities and assignments.
2. Complete written and practical examinations.
3. Maintain attendance and punctuality per current policy.
4. Demonstrate ability to work independently and as a team member.

Upon successful completion of each course, a Certificate of Course Completion will be issued. Upon successful completion of all courses included in the program a Certificate of Program Completion will issued.

METHODS OF INSTRUCTION

Methods of instruction may include, but are not limited to, lectures, discussion, hands-on demonstrations, computer-assisted instruction, laboratory assignments and field trips. This course, or sections of this course, may be offered through distance education.

TEXTS AND SUPPLIES

The Administrative Professional - Technology and Procedures, Fulton-Calkins, Rankin and Sumac, Cengage, current edition

Web Resources: <http://www.cengagebrain.com>, <http://www.google.com/forms/about/>,
<http://www.careerbuilder.com/>

Supplies: USB Drive or other storage media.

PREPARED BY: Vicki Maheu and Maria Reyes DATE: December 12, 2016

REVISED BY: _____ DATE: _____

Instructors must meet all requirements stated in Policy 3100 (Student Rights, Responsibilities and Administrative Due Process), and the Attendance Policy set forth in the Continuing Education Catalog.

REFERENCES:

San Diego Community College District Policy 3100
California Community Colleges, Title 5, Section 55002
Continuing Education Catalog