DATE OF LAST REVIEW: 02/2013

CIP CODE: 47.0104

SEMESTER: Departmental Syllabus

COURSE TITLE: Workplace Skills for Server+

COURSE NUMBER: CRTE0224

CREDIT HOURS: 2

INSTRUCTOR: Departmental Syllabus

OFFICE LOCATION: Departmental Syllabus

OFFICE HOURS: Departmental Syllabus

TELEPHONE: Departmental Syllabus

EMAIL: KCKCC issued email accounts are the official means for electronically communicating with our students.

PREREQUISITE(S): none

REQUIRED TEXT AND MATERIALS: Please check with the KCKCC-TEC bookstore, http://www.kckccbookstore.com/, for the required texts for your particular class.

COURSE DESCRIPTION:
This course is an introduction to the basic concepts, personal qualities, habits, attitudes and social graces that make someone a good employee and a compatible co-worker.

METHOD OF INSTRUCTION: A variety of instructional methods may be used depending on content area. These include but are not limited to: lecture, multimedia, cooperative/collaborative learning, labs and demonstrations, projects and presentations, speeches, debates, panels, conferencing, performances, and learning experiences outside the classroom. Methodology will be selected to best meet student needs.

COURSE OUTLINE:
I. Introducing “Soft Skills:
   A. What are Soft Skills?
   B. Examples of Soft Skills
II. The difference between soft skills and Hard Skills
A. What are the hard skills you have
B. What are the soft skills you have

III. Employability Assessment
A. Take an assessment test
B. Score Assessment Test
C. Introduce Interpersonal skills
D. Introduce initiative Skills
E. Introduce Being dependable

IV. Work Ethic
A. What is a work ethic
B. Research about work ethic
C. Where does your work ethic come from
D. How to improve your work ethic

V. Interpersonal Skills
F. Interpersonal Skills Assessment Test
G. Basic Interpersonal Skills

VI. Initiative
A. What is initiative
B. How initiative effects you in the workplace

VII. Being Dependable
A. What is being dependable
B. How to improve being dependable

VII. Study
A. Stevenson & Bower Study

IX. How to improve your attitude
A. What is an attitude
B. What is a positive attitude
C. What a positive attitude does
D. How to improve your attitude

X. How to improve your communication skills
A. How to be a good speaker
B. How to be a good listener

XI. How to manage your time
A. Steps to manage your time

XII. How to problem-solve
A. Ways to problem-solve

XIII. How to be a team player
A. Ways to improve relationships with co-workers
B. Ways to improve relationships with customers

IVX. How to build self-confidence
A. Ways to improve self-confidence

XX. How to accept and learn from criticism
A. Ways to react to criticism in a positive way
B. Ways to learn from criticism

XXI. How to deal with change
A. Feelings involved with change
B. Ways to control these feelings

XXII. How to deal with stress
   A. Ways to deal with stress at work

XXIII. Why soft skills are important
   A. Who they are important to
   B. Why employers want employees to have soft skills

XXIV. How Employers test your soft skills
   A. How do employers test your soft skills
   B. Interview questions they ask that test your soft skills

EXPECTED LEARNER OUTCOMES:

A. The student will be able to describe what are soft skills.
B. The student will be able to explain what are hard skills.
C. The student will be able to describe the difference between soft skills and hard skills.
D. The student will be able to explain what a work ethic is.
E. The student will be able to describe where their work ethic comes from.
F. The student will be able to explain how to improve their work ethic.
G. The student will be able to describe the basic interpersonal skills.
H. The student will be able to explain what initiative is.
I. The student will be able to describe what being dependable is.
J. The student will be able to explain what an attitude is.
K. The student will be able to describe how to improve their attitude.
L. The student will be able to explain how to improve their communication skills.
M. The student will be able to describe how to manage their time.
N. The student will be able to explain how to problem-solve.
O. The student will be able to describe how to be a team player.
P. The student will be able to explain how to build self-confidence.
Q. The student will be able to describe how to accept and learn from criticism.
R. The student will be able to explain how to deal with change.
S. The student will be able to describe how to deal with stress.
T. The student will be able to explain why soft skills are important.
U. The student will be able to describe how an employer will test their soft skills.
V. The student will be able to explain what employability skills they have.

COURSE COMPETENCIES:

The student will be able to describe soft skills and hard skills.
1. The student will be able to define soft skills and hard skills.
2. The student will be able to explain the differences in soft skills and hard skills.
3. The student will be able to explain the soft skills they have.

The student will be able to express what a work ethic is.
4. The student will be able to explain what a work ethic is.
5. The student will be able to describe their work ethic comes from.
6. The student will be able to explain how to improve their work ethic.
The student will be able to convey what interpersonal skills are.
7. The student will be able to explain what the basic interpersonal skills are.

The student will be able to state what initiative is.
8. The student will be able to describe what initiative is.
9. The student will be able to explain how initiative effects you in the workplace.

The student will be able to express what being dependable is.
10. The student will be able to describe what being dependable is.
11. The student will be able to explain how to improve their dependability.

The student will be able to convey how to improve your attitude.
12. The student will be able to describe how they can improve their attitude.
13. The student will be able to explain what a positive attitude is.
14. The student will be able to describe what a positive attitude does.
15 The student will be able to explain how to improve their attitude.

The student will be able to state how to improve your communication skills.
16. The student will be able to describe how to be a good speaker.
17. The student will be able to explain how to be a good listener.

The student will be able to express how to manage your time.
18. The student will be able to explain the steps to manage your time.

The student will be able to convey how to problem-solve.
19. The student will be able to describe ways to problem-solve.

The student will be able to state how to be a team-player.
20. The student will be able to explain the ways to improve their relationships with co-workers.
21. The student will be able to describe ways to improve their relationships with customers.

The student will be able to express how to build self-confidence.
22. The student will be able to explain ways to improve self-confidence.

The student will be able to convey how to accept and learn from criticism.
23. The student will be able to describe ways to react to criticism in a positive way.
24. The student will be able to explain how to learn from criticism.

The student will be able to state how to deal with change.
25. The student will be able to describe the feelings involved with change.
26. The student will be able to explain ways to control these feelings.

The student will be able to express how to deal with stress.
27. The student will be able to describe the ways to deal with stress at work.
The student will be able to convey why soft skills are important.

28. The student will be able to explain who the soft skills are important to.
29. The student will be able to describe why employers want employees to have soft skills.

The student will be able to state how employers test your soft skills.

30. The student will be able to describe how employers test your soft skills.
31. The student will be able to explain what interview questions an employer may ask to test your soft skills.

ASSESSMENT OF LEARNER OUTCOMES:
Student progress is evaluated by means that include, but are not limited to, exams, written assignments, assessment tests, and class participation.

SPECIAL NOTES:
This syllabus is subject to change at the discretion of the instructor. Material included is intended to provide an outline of the course and rules that the instructor will adhere to in evaluating the student’s progress. However, this syllabus is not intended to be a legal contract. Questions regarding the syllabus are welcome any time.

Kansas City Kansas Community College is committed to an appreciation of diversity with respect for the differences among the diverse groups comprising our students, faculty, and staff that is free of bigotry and discrimination. Kansas City Kansas Community College is committed to providing a multicultural education and environment that reflects and respects diversity and that seeks to increase understanding.

Kansas City Kansas Community College offers equal educational opportunity to all students as well as serving as an equal opportunity employer for all personnel. Various laws, including Title IX of the Educational Amendments of 1972, require the college’s policy on non-discrimination be administered without regard to race, color, age, sex, religion, national origin, physical handicap, or veteran status and that such policy be made known.

Kansas City Kansas Community College complies with the Americans with Disabilities Act. If you need accommodations due to a documented disability, please contact the Director of the Academic Resource Center in Room 3354 or call (913) 288-7670.