DATE OF LAST REVIEW: 02/2013
CIP CODE: 47.0106
SEMESTER: Departmental Syllabus
COURSE TITLE: Workplace Skills/Customer Relations/Record Keeping
COURSE NUMBER: MAPR0160
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.

PREREQUISITES: None

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

COURSE DESCRIPTION:
Upon successful completion of this course, the student should be able to identify the job skills necessary to have a successful career in their chosen field. Topics include listening skills, oral communication, human relations, decision making/problem solving, how to work as a team, time and resource management, work ethics and career planning.

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, and panels, conferencing, performances, and learning experiences outside the classroom. Methodology will be selected to best meet student needs.

COURSE OUTLINE:

I. Customer Relations
   A. Kindness
   B. Consideration
   C. Caring about Outcomes
   D. Communication Skills
   E. Empathy

II. Workplace Skills
A. Independent Decision Making  
B. Self Motivation  
C. Teamwork  
D. Resource Management  
E. Diagnostic Accuracy

III. Record Keeping  
A. Accuracy  
B. Legibility  
C. Completeness  
D. Tracking Documents  
E. Students Complete KCKCC-TEC service tickets

EXPECTED LEARNER OUTCOMES:

A. The student should be able to proficiently use listening skills to interpret, analyze and follow through on instructions.  
B. The student should be able to demonstrate oral communication through interviews and group interactions.  
C. The student should be able to display the necessary human relation skills to be a valued employee.  
D. The student should be able to utilize problem solving/decision making in a work environment.  
E. The student should be able to participate in team tasks in building group consensus.  
F. The student should be able to develop time management strategies for scheduling, meeting deadlines and prioritizing tasks.

COURSE COMPETENCIES:

The student should be able to proficiently use listening skills to interpret, analyze and follow through on instructions.

1. The student should be able to use listening skills to understand directions  
2. The student should be able to use listening skills to analyze situations  
3. The student should be able to use listening skills to analyze customer needs  
   The student should be able to demonstrate oral communication through interviews and group interactions.  
4. The student should be able to demonstrate understanding of interview related terminology  
5. The student should be able to communicate effectively in-group situations  
   The student should be able to display the necessary human relation skills to be a valued employee.  
6. The student should be able to define empathy as understanding another’s perspective  
7. The student should be able to understand personal responsibility and its impact on workplace outcomes  
   The student should be able to utilize problem solving/decision making in a work environment.  
8. The student should be able to solve problems independently within policy guidelines  
9. The student should be able to make decisions based on the information provided  
   The student should be able to participate in team tasks in building group consensus.  
10. The student should be able to demonstrate team participation  
11. The student should be able to demonstrate a willingness to contribute to a team effort  
    The student should be able to develop time management strategies for scheduling, meeting deadlines and prioritizing tasks.  
12. The student should be able to lay out a route based on geography  
13. The student should be able to lay out a route based on priority  
14. The student should be able to lay out a route based on available time
ASSESSMENT OF LEARNER OUTCOMES:
Assessment methods may include, but are not limited to, the following: Homework, Assignments, Quizzes, Class Participation, Chapter Tests, and Final Exam. The grading scale and the process for calculating the course grades are to be determined by the individual instructors. This information will be included in each instructor’s syllabus.

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 Rm. 3354 or call (913) 288-7670.