

Collin College - Continuing Education COURSE SYLLABUS

COURSE INFORMATION

Course Number: ADAS 7200

Course Title: Workplace Behavior

Course Description: Gain realistic insights into typical workplace environments. Learn how to fit in with the team, diversity in the workplace, customer service techniques and pitfalls of office politics.

Suggested Course Prerequisite(s): Administrative Office Procedures

Course Resources: Handouts

Student Learning Outcomes:

1. Provide practical understanding of changing workplace environments
2. Discuss how to be successful in workplace through integration strategies, diversity awareness, good customer service and pitfalls of office politics.

Certification Notes: This is a certificate series.

Next course recommendation: N/A

Refund Policy: Please refer to www.collin.edu/ce/inforegistrar.html for our refund policy. No refunds after the start time of the first class.

Americans with Disabilities Act: Collin College will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal opportunity. It is the student's responsibility to contact the ACCESS office, SCC-D140 or 972.881.5898 (V/TTD: 972.881.5950) to arrange for appropriate accommodations. See the current *Collin Student Handbook* for additional information.

Course Sessions: Listed are guidelines to indicate all topics that will be covered during your course. Do not plan your personal calendar based on these sessions. Your instructor will give you a calendar for your class that will indicate specific topics, assignments, and days.

Lesson Plan – by week or session:

Session 1: Course Overview /Fitting in with the Team

Introductions and first impressions

Proper dress

Building a reputation

Developing etiquette confidence

Meetings, meetings, meetings

Session 2: Diversity in the Workplace

Cultural perspective and the individual

Turning fears into curiosity

Tempering your discussions in the workplace

Opening your mind to other cultures

Body language and gestures

Managing time and space
Broadening your acceptance
Session 3: Customer Service
Responsibilities for customer service
Recognizing your customer
Active listening
One size does not fit all
Successful customer relations
The role of self esteem
Telephone tact
Removing communications barriers

Session 4: Office Politics
The meaning of office politics
Internalizing your approach
Political IQ score
Levels of engagement in office politics
Political campaign building blocks
Political correctness and proven techniques
Managing up

Method of Evaluation: Unless otherwise stated, course completion is evaluated on the basis of attendance. Students must be in attendance 90% of each course in a certificate series for successful completion and to earn a certificate as specified.