

Las Positas College  
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## Course Outline for CIS 91

### INTEGR. SOFT SKILLS/TECH PROF

Effective: Fall 2010

#### I. CATALOG DESCRIPTION:

CIS 91 — INTEGR. SOFT SKILLS/TECH PROF — 0.50 - 2.00 units

“Soft Skills” or Workplace Readiness Skills result in effective job performance or college success. Soft skills complement hard skills, which are the technical requirements of a job. Combine technical proficiency with soft skills employability and foundation skills such as verbal and written communication, problem-solving and decision making, and teamwork. Students enroll in one or more of four 8-hour seminars that focus on these soft skills: 1) effective written communication; 2) effective verbal/non-verbal communication; 3) problem solving and decision making, or; 4) technology proficiency assessment. These skills have been identified as critical to the success of all IT professionals.

0.50 - 2.00 Units Lecture

#### Grading Methods:

#### Discipline:

	<u>MIN</u>	<u>MAX</u>
<b>Lecture Hours:</b>	9.00	36.00
<b>No Unit Value Lab</b>	18.00	
<b>Total Hours:</b>	27.00	54.00

#### II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: 4

#### III. PREREQUISITE AND/OR ADVISORY SKILLS:

#### IV. MEASURABLE OBJECTIVES:

**Upon completion of this course, the student should be able to:**

- A. Review and demonstrate the ability to use computer-based technology;
- B. Examine and demonstrate the ability to deliver clear verbal and non-verbal communication;
- C. Demonstrate the ability to improve verbal communication skills including effective listening;
- D. Prepare an effective team presentation;
- E. Problem solving and critical thinking: use knowledge, facts, and data to effectively solve workplace problems;
- F. Identify traits of a successful student/employee;
- G. Describe and give examples of common workplace technology.

#### V. CONTENT:

- A. Soft Skills vs Hard Skills
  1. Define Soft Skills, Hard Skills
  2. Self-Assessment of your skills
  3. Skills" means a number of things, including:
    - a. people's capabilities and abilities
    - b. people's knowledge and understanding
    - c. people's motivation, willingness and ability to use their capabilities and knowledge
  4. Skills can be thought of in a number of ways:
    - a. foundation skills - things we need to know, understand and be able to do in order to do most other things
    - b. generic skills - skills that we can apply in a range of contexts, and often enable use to make use of other skills
    - c. technical skills - skills that are often specialized and required for particular activities
- B. Traits of successful students or employees
  1. Attend every class/work
  2. On time for class/work
  3. Prepared for class/work with assignments/work done on time
  4. Pay attention, stay focused, do not distract from others
- C. Verbal Communication
  1. Understanding the Basics of Verbal Communication
  2. Active listening
  3. Working with Customers
  4. Developing Professional Telephone Skills
  5. Improving Informal Communications
  6. Making Formal Presentations
    - a. learn simple four-step approach to creating effective presentations
    - b. avoid the most common presentation mistakes

- c. pointers you can apply immediately to your next presentation
  - d. learn basic PowerPoint presentation do's and don'ts
- D. Written Communication
  - 1. Communicating with E-Mail and Memos
  - 2. Writing Professional Letters
  - 3. Writing for Employment
  - 4. Developing Reports and Proposals
  - 5. Uncovering the Secrets of Good Writing
  - 6. Communicate with illustrations
- E. Problem Solving and Decision Making
  - 1. Identifying the Problem
  - 2. Analyzing a Problem
  - 3. Researching and Gathering Information
  - 4. Identifying missing information
  - 5. Determining Solution Options
  - 6. Testing Possible Solutions
  - 7. Case projects requiring critical thinking analysis and evaluation and application of those skills
  - 8. Committee and Meeting Skills
    - a. Committee and Meeting Stakeholders
    - b. Membership types and new members' needs
    - c. The role of the chairperson
    - d. Rights and obligations of committee members
    - e. Committee and Meeting Preparation
    - f. Meeting types
    - g. Preparing an agenda
    - h. Preparing and developing attachments
    - i. Undertaking a briefing session
    - j. In-Meeting
    - k. Committee procedures
    - l. Contributing to the discussion
    - m. Guiding the meeting discussion
    - n. Facilitating decision-making
    - o. Managing the length of the meeting
    - p. Post-Meeting
    - q. Facilitating the implementation of decisions and communicating decisions
    - r. Developing action sheets
    - s. Preparation of minutes
    - t. Between Meetings
    - u. Frequently Asked Questions about Conducting a Meeting
    - v. Electronic Document Management
- F. Navigating Technology at Work or School
  - 1. Technology assessment – demonstrate basic knowledge of computer technology
  - 2. Evaluation of computer concepts: IC3 (Internet and Computing Core Certification) using Certiprep assessment
    - a. Computing Fundamentals
    - b. Key Applications
    - c. Living Online
  - 3. Evaluation of software applications proficiency: word processing, spreadsheets, presentation, email using eLab assessment
  - 4. Evaluation of keyboarding skills;
  - 5. Develop a learning plan for improving technical proficiency
  - 6. Utilize common tools, equipment, machines, and materials required for one's job

#### VI. METHODS OF INSTRUCTION:

- A. Lectures utilizing Power Point, overhead transparencies, digital media, handouts, whiteboard and/or blackboard
- B. Instructor demonstration of software
- C. Interactive assessment programs
- D. Interactive web-based tutorials
- E. Hands-on assignments using software application

#### VII. TYPICAL ASSIGNMENTS:

- A. Access textbook companion website for interactive, autograded lesson
- B. Complete hands-on assignment using software
- C. Contextualized and scenario based learning projects

#### VIII. EVALUATION:

##### A. **Methods**

- 1. Exams/Tests
- 2. Quizzes
- 3. Projects

##### B. **Frequency**

- 1. Frequency – Regular assessment of learning using assignments, activities, projects or quizzes and final evaluation.
  - a. Recommend at least 1 hands-on assignment each week.
  - b. Recommend 3 or 4 quizzes, plus final examination.

#### IX. TYPICAL TEXTS:

- 1. Butterfield, Jeff *Soft Skills on Problem-Solving and Decision Making: Illustrated*. 1st ed., Course Technology, 2009.
- 2. Butterfield, Jeff *Soft Skills on Verbal Communication Illustrated*. 1st ed., Course Technology, 2009.
- 3. Butterfield, Jeff *Soft Skills on Written Communication: Illustrated*. 1st ed., Course Technology, 2009.
- 4. Amer, Beverly *Soft Skills at Work: Technology for Career Success*. 1st ed., Course Technology, 2009.
- 5. Labyrinth *eLab Training and Assessment Tool*, Labyrinth Learning, 2009.

#### X. OTHER MATERIALS REQUIRED OF STUDENTS:

- A. Computer and printer access
- B. Internet access