

Las Positas College
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Course Outline for WRKX 96
WORK EXPERIENCE SEMINAR
Effective: Spring 2018

I. CATALOG DESCRIPTION:

WRKX 96 — WORK EXPERIENCE SEMINAR — 1.00 units

Students will explore and learn a variety of strategies for developing and enhancing effective working relationships with supervisors, co-workers, and subordinates. Seminar topics include: effective communication skills, listening, providing feedback, receiving constructive criticism, basic business etiquette, and career exploration.

1.00 Units Lecture

Grading Methods:

Letter or P/NP

Discipline:

- Work Experience Instructors or Coordinators

	MIN
Lecture Hours:	18.00
Total Hours:	18.00

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: 1

III. PREREQUISITE AND/OR ADVISORY SKILLS:

IV. MEASURABLE OBJECTIVES:

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

- A. Identify skill sets related to job responsibilities; record, assess and track progress;
- B. Utilize a variety of communication styles to improve relationships in the workplace;
- C. Implement active listening skills;
- D. Resolve conflicts and improve interpersonal communication with supervisors, subordinates, co-workers and customers;
- E. Manage time to balance school and work;
- F. Research employment opportunities.

V. CONTENT:

- A. Writing effective and realistic goals for one's job.
 1. Measurement options
 2. Realistic levels and times
- B. Soft Skills needed in the 21st century work environment
 1. Communication styles and how they are used in the workplace.
 2. Active listening and non-verbal communication.
 3. Conflict resolution
 4. Time Management
 5. Basic business etiquette
- C. Giving and Receiving Feedback
- D. Career planning and development
 1. How to Network
 2. Assessment of personal preferences
 3. Job search resources and strategies.

VI. METHODS OF INSTRUCTION:

- A. **Written exercises and case studies** -
- B. Journaling
- C. **Lecture** - with audio visual materials
- D. Role playing for problem solving and case studies
- E. **Discussion** - small and large groups

VII. TYPICAL ASSIGNMENTS:

- A. Complete and submit all course required forms: application, learning objectives, supervisor's contact information, and course goals
- B. Take a Communications Style assessment test and use case studies to apply one's style to the workplace
- C. Role play a constructive feedback process
- D. Prepare a performance review for a new employee.
- E. Research time management strategies, identify two considered the most effective, and analyze its pros and cons..

VIII. EVALUATION:

A. **Methods**

1. Research Projects
2. Papers
3. Simulation
4. Class Participation
5. Other:

1. Method selection may vary with the composition of a section, the students' experiences, and the level of his/her work.
2. Achieving instructor and supervisor approved goals and learning objectives
3. Journaling work experiences, relationships to material studied and applied at work, and work anecdotes.
4. Class participation in on-line and in face-to-face seminars.
5. Supporting students' abilities in working and maintaining employment.

B. **Frequency**

1. Specific frequency of evaluations and the type of evaluation may vary among student groups. The Instructor is expected to select the best frequency to benefit the students enrolled.
2. Students will have regular and consistent contact with their instructor to review progression toward goal achievement.
3. Journals will be submitted for review at least twice during the semester.
4. At least one research project will be assigned to examine the need for a specific "soft skill" and the pros and cons of the skill.
5. Regular and consistent student contact will occur to assess appropriate communication skills, work interactions, and progress toward set goals.

IX. TYPICAL TEXTS:

1. Anderson, Lydia. *Professionalism: Skills for Workplace Success*. 4th edition ed., Pearson, 2016.
2. Newport, Cal. *Deep Work: Rules for focused success in a distracted world*. 1st ed., Grand Central Publishing, 2016.
3. Mankin, Michael, and Eric Garton. *Time, Talent, Energy: Overcome Organizational Drag*. 1st ed., HBR Publishing, 2017.
4. www.workbasedlearningconnections.com (sponsor)
5. <http://www.inc.com/samuel-edwards/great-job-sites-for-recent-college-graduates.html>
6. <https://www.usajobs.gov/Help/working-in-government/unique-hiring-paths/students/>
7. <https://www.nps.gov/aboutus/jobsforstudents.htm>

X. OTHER MATERIALS REQUIRED OF STUDENTS:

- A. Internet Access