Course Title: Workplace Behavior

Course web page: https://www.collin.edu/ce/courses/workplace.behaviors.html

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 (not required) Course Prerequisite(s): Administrative Office Procedures

Course Objectives:
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.

Next course recommendation: Business Correspondence and Communication

Textbook(s): None

Course Sessions: listed are a guideline 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 the class time in order to be considered a successful completer of the course.

Students must be in attendance 90% of each course in a certificate series for successful completion and to earn a certificate as specified.

Students must complete all courses (core and no. of elective courses needed) to complete a certificate series within two years from start date of the first course taken.

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-G200 or 972.881.5898 (V/TTD: 972.881.5950) to arrange for appropriate accommodations. See the current Collin Student Handbook for additional information.
http://www.collin.edu/studentresources/personal/studenthandbook.aspx