

Business Technology Seminar

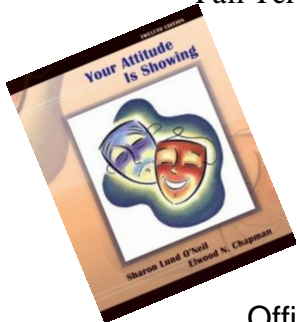
BTEC 141/143/145



Syllabus

2 Credits

Fall Term 2009, SHL 217, 3:00 – 4:40 p.m., Tuesdays



Instructor: **Mary Evens**

E-Mail Address: **mevens@clark.edu**

Telephone: **992-2669**
or 992-6117

Office Hours: *11 a.m. – 12:15 p.m., Mondays*
1:30 – 2:30 p.m., Tuesdays
11 a.m. – 12:15 p.m., Wednesdays
12:30 – 2:00 p.m., Thursdays
Other times available upon request

Office Location: **Scarpelli Hall 206**
or CTC 262

Instructor / Class Website: <http://mevens.pageout.net> (then click on link to our class)

Course Description

In this class, we will discuss problems, methods, procedures, and human relations as they relate to on-the-job work experience in business.

Required Text and Materials

- *Your Attitude is Showing*, Sharon Lund O'Neil, Twelfth Edition. Prentice Hall, Inc., 2008.
- Marble Cover-80 Sheets, college ruled notebook (for journaling)
- One 1" Custom-Cover Binder (for creating a portfolio)

Concurrent Enrollment

This class is taken *only* with concurrent enrollment in BTEC 199 (Cooperative Work Experience).

Method of Instruction

Lecture, demonstration, reading materials, research, and discussion are the primary instruction techniques used in this course.

BTEC Faculty Philosophy

We believe our role is that of a facilitator of your learning. Your role as the learner is to actively participate in your learning experience both in and out of the classroom. We will encourage you to become proficient in your field of study, update technical skills, and improve personal growth necessary for the changing needs of the workplace and society. We firmly promote a safe, positive, and respectful classroom environment.

Course Outcomes / College-Wide Abilities

Clark College has identified six areas of ability which all students will find necessary for success beyond their formal education which are: Communication, Critical Thinking, Information Technology, Life-long Learning, Effective Citizenship, and Global/Multicultural Perspective. In this course we emphasize *Communication* (C), *Critical Thinking* (CT), and *Life-long Learning* (LL), *Global/Multicultural Perspective* (GM), and *Effective Citizenship* (EC).

<i>Learning Objectives</i>	<i>Assignment(s)</i>	<i>Ability(s)</i>
Demonstrate the ability to assume responsibility.	Obtain and maintain a cooperative work experience position.	LL
Understand the knowledge and attitudes necessary for successful job performance.	In-class discussion and individual journaling.	LL
Demonstrate good work habits.	Attendance and punctuality in class and in work situation.	LL
Appreciate and understand the relationship between formal education and job success.	Chapter-summary papers and reflection on work experience.	LL
Project a professional image. Use appropriate interpersonal skills with sensitivity to ethnic and cultural differences in dealing with customers, working as a team, managing conflicts, or handling telephone communications.	In-class participation and work attitude.	LL, GM, C
Use problem solving skills.	Experiences at work and chapter-summary papers.	CT
Demonstrate an understanding of the importance of being a team player as well as the ability to get along with supervisors, co-workers, and fellow students.	In-class activities and work experience.	C, EC, LL

Course Content and Competencies

Many of the topics covered in these three courses are overlapping. For that reason, we may touch on some of the content and competencies in all of the terms that this course is taught. However, the following will definitely be addressed in the terms as shown below.

BTEC 141 (Fall)

**Self-esteem
Attitude
Power of Listening
Telephone Techniques
Time Management
Interview Techniques
Résumé and Cover Letter**

- Demonstrate proper telephone techniques.
- Produce a professional résumé and application letter.
- Demonstrate a positive attitude.
- Use time management techniques.
- Understand active listening techniques.
- Understand how self-esteem affects performance.

BTEC 143 (Winter)

**Human Relations
Proofreading Skill
Office Safety
Assertiveness
Office Politics
Co-Worker Relationships
Supervisor Relationships**

- Know assertive communication techniques.
- Know proofreading techniques.
- Understand the importance of safety in the office.
- Interact positively with co-workers.
- Understand office politics and how to play the game.
- Build and maintain effective working relationships with supervisors.

BTEC 145 (Spring)

**Customer Service
Stress Management
Professional Appearance
Handling Conflict
Leadership Styles
The Changing Office
Employment Agencies**

- Know how to manage stress effectively.
- Be flexible and receptive to change.
- Know how to handle conflict with supervisors or co-workers.
- Understand leadership styles.
- Know facts about local employment agencies.
- Demonstrate a professional appearance.
- Know how to serve customers in a professional and positive

way.

The bulk of the in-class discussions deal with human relations, how problems can develop in job situations, and how those problems can be handled. A significant amount of the discussions will coincide with the chapters and their contents as listed below. The reading assignments and its accompanying one-page paper should be completed *before* the day in which the chapter will be discussed.* Following is a reading list of the chapters assigned each quarter and their content:

BTEC 141 (Fall)

Chapter 1	You Can't Escape Human Relations (<i>no chapter assignment; reading only</i>)
Chapter 2	Human Relations Can Make or Break You
Chapter 3	Hold On to Your Positive Attitude
Chapter 4	When People Step on Your Attitude
Chapter 5	Vertical and Horizontal Working Relationships
Chapter 17	Six Common Human-Relations Mistakes
Chapter 18	Business Ethics, Rumors, and the Confidence Triangle
Chapter 10	Your Success as a Team Player
Chapter 14	Succeeding in a New Job or Assignment

BTEC 143 (Winter)

Chapter 6	Your Potential and Productivity—A Closer Look
Chapter 8	Your Most Important Working Relationship
Chapter 9	Understanding the Nature of Relationships
Chapter 15	Initiation Rites—Coping with Teasing and Testing
Chapter 7	The Winning Combination
Chapter 12	Restoring Injured Relationships
Chapter 16	Absenteeism Can Damage Relationships
Chapter 13	Attitudes Among Culturally Diverse Coworkers

BTEC 145 (Spring)

Chapter 20	Strategies for Advancing Your Career
Chapter 21	Keeping a Positive Attitude Through Plateau Periods and Reorganizations
Chapter 11	Emotional Intelligence: Managing Stress, Frustrations, and Aggression
Chapter 23	Attitude Renewal
Chapter 22	When you are Tempted to Scramble
Chapter 24	Leadership/Management: Your Career on the Move
Chapter 19	Goal Setting and Your Attitude

* A schedule showing the tentative due dates for these readings can be found on our class Web site.

Grading Scale

Percentage Range	Grade	Percentage Range	Grade	Percentage Range	Grade
93.00 to 100	A	80.00 to 82.99	B-	67.00 to 69.99	D+
90.00 to 92.99	A-	77.00 to 79.99	C+	63.00 to 66.99	D
87.00 to 89.99	B+	73.00 to 76.99	C	60.00 to 62.99	D-
83.00 to 86.99	B	70.00 to 72.99	C-	0 to 59.99	F

Grading

Attendance / Class Participation = 30%

A	1 day absent	C+	5 days absent
A-	2 days absent	C	6 days absent
B+	3 days absent	D+	7 days absent
B	4 days absent	D	8 days absent

Chapter Assignments = 35%

On each chapter assigned, write a one-page paper (12-pt font, double-spaced, 1" margins) on how that chapter relates to your experience by at least one of the following:

- ✓ The idea you liked best about the chapter and an example of how you intend to put it into practice.
- ✓ Any idea you disagree with in the chapter and *why*.

In each assignment, your interpretations and feelings are wanted—not simply a summary of the chapter. The papers will be graded and evaluated on content, proofreading, spelling, punctuation, and grammar. To receive an *A* grade, the paper must have not spelling/grammar errors, be one full page in length, *and* be turned in on the due date.

Weekly Time Sheets = 5%

Turn in weekly time sheets at the *beginning* of class each **Tuesday** showing the hours worked that week.

Journaling / Portfolio = 10%

Your journal (containing problems and/or new ideas encountered in your work experience) will be helpful to you when you write the paper that you will turn in to at the culmination of your BTEC 199 (Cooperative Work Experience) course **and** may also be used as the starting point for in-class discussion. Bring your journal with you to *every* class session.

Your portfolio will be an on-going assignment that will be completed during your final term at Clark. Re-print any assignments from your coursework here at Clark or projects from your work experience that show the best of your abilities. You will not need to bring this to every class, but we'll have a sharing day during the last week where we can celebrate the successes of each other through these portfolios.

Article Review = 20%

Prior to the end of 9th week of class (by November 20, 2009, for this term) read and summarize one article from a magazine or on the Internet pertaining to one of the content topics covered in our reading and/or discussion in class. Include the name of the article, the source, and the date of the article in your summary paper. If you are using the Internet for your research, please print the material from the Web site and turn it in with the summary. Follow the same format as you did for the chapter assignments for writing this paper. The papers will be graded and evaluated on content, proofreading, spelling, punctuation, and grammar. To receive an *A* grade, the paper must have not spelling/grammar errors, be one full page in length, *and* be turned in on the due date.

Course Policies

Attendance / Lateness / Participation. Because so much of this course is based on activities done in class, attendance is a significant portion of your letter grade.

- We will make every attempt to start promptly at the beginning of the class. If you must come in late, do so quietly and join with the current activity of the class. If your instructor has to talk to you about chronic tardiness, it may count as absences.
- Your attitude and participation in class is extremely important. Please share your thoughts and reflections on the readings and experiences in your cooperative work experience position during our discussions.
- You are expected to be engaged in the activity that the class is covering for the day. Do not work on other assignments, play games, or surf the Web.
- Do *not* use class time to complete assignments other than those assigned as in-class assignments.

Beginning with the second week of the term, any withdrawal must be instigated by *you* following the college's withdrawal process. ***If you stop attending without formally withdrawing, you will receive an "F" grade for the course.*** In accordance with the new campus policy:

No withdrawals will be allowed after the end of the 8th week of classes (November 13, 2009).

Assignment Due Dates. Homework assignments are due at the beginning of class on the due date. If you do not have the assignment ready at the beginning of class, turn it in to the instructor during office hours for that day. (If you must turn in an assignment late, you may not receive full credit and/or feedback in a timely manner.) All due dates are listed under the **Syllabus | Sessions** section of our class's Website (*see page 1 of this Syllabus for the URL*).

Academic Honesty. Academic honesty is ***required*** at all times. Academic honesty includes doing one's own work on all assignments—whether completed during or outside of class time. If a student is discovered to have cheated, they will receive an automatic fail for that assignment. At any time, you may be asked to show the electronic version of any printed assignment that you have submitted.

Support Services Available

The scheduled hours for library services, computer labs, and tutoring vary each school quarter. You may want up to list the available times next to the resources listed below.

Resource Available	Days Available	Time
• Library	_____	_____
• Business Division Tutorial Lab	_____	_____
• Student Services Tutoring Lab	_____	_____
• Campus Computer Labs	_____	_____

ADA Accommodations. If you have emergency medical information, which should be shared, or if you require assistance in case the building should be evacuated, please make an appointment to see me as soon as possible during the office hours indicated in this syllabus.

Any student with a disability who may require some consideration or assistance in order to fully participate in this class should contact the Disability Support Services office at 992-2314 or 992-2835 (TTY).

The Academic Early Warning System. Your instructor *may* use the Academic Early Warning (AEW) system in this course to let you know if s/he has concerns about your academic performance early enough to give you time to improve. If your instructor uses AEW to let you know what you need to work on, a letter will be sent to your home along with a list of free campus services that can assist you. As not all instructors will use AEW, it is your responsibility to be aware of how you are progressing in your classes.

In emergencies, students should do the following...

1. Inclement Weather or Emergency Information

Go to www.clark.edu or call 360-992-2000 as your first means of getting information. The College does send notices to radio and television stations, but the College's Website and switchboard are the official platforms for the most accurate information.

2. Immediate Emergency Communication Alert

To receive immediate notice on emergencies, you can register your cell phone number to receive text pages and your email address to receive email messages. To do this, go to www.flashalert.net. Select "Subscribe" on the left, and follow the instructions. Mass communication will also be sent to all college employee phones and computers.

3. Fire Alarm

Evacuate the building through closest exit; evacuation maps are located in the hallways. Take personal belongings only if it is safe to do so. Remain at least 50 feet from the building. Notify others of evacuation. Do not re-enter building until instructed to do so.

4. Parking Lot Identifiers

New parking lot identifiers using colors and numbers have been assigned to all Clark parking lots. To help emergency or security personnel locate you, please refer to these identifying features.

5. Security Escort

Security Officers are available for escorts—please call 360-992-2133.