BTEC 295 Professional Development Seminar

**Credit Hours:** 3

**scheduled hours per week**
- Lecture: # 3
- Lab: #
- Other: e-course

**Catalog Course Description:** This course provides students with an opportunity to explore business procedures and practices used in the 21st century workplace. Topics include international business practices, technology, electronic customer service, conflict resolution, Internet research, personnel training and professional growth, conferences, critical thinking, problem solving, decision making and various business communication competencies with an emphasis on using Microsoft Office.

**Required Program Assessment Test.**

**Prerequisites:** Completion of Business Technology degree core courses, Recommended GBUS 202

**Corequisites:** None

**Course Learning Outcomes:**

Students should be able to:

Analyze the skills and knowledge needed in order to achieve career goals.

Analyze personal strengths and weaknesses of workplace success skills including assertiveness, self-esteem, sources and use of power, team management, and organizational communications.

Apply skills in critical thinking, problem solving, and the ability to adapt to changes of society and working environments.

Understand basic principles and styles of management, leadership, motivation, and supervision needed to supervise and lead in a professional workplace setting.

Create a network, support system, and professional contacts, including the International Association of Administrative Professionals (IIAP).

Evaluate presentation skills, interpersonal communications, listening, time management, and stress management skills.

Understand sexual harassment, office politics, and workplace ethics.

Apply written communication skills.

Evaluate business security and safety issues.

Understand information processing, telecommunications, written communication, records management, workplace mail and copiers, travel, virtual employment, and meetings to succeed in the administrative professional field.

Understand ethics, stress, anger, and time management; customer service, teamwork, job searching, and leadership to succeed in the administrative professional field.

Apply advanced research skills on various office issues and trends.

Create a resume, cover letter, letter of application, thank-you letter.

Analyze interview techniques to ensure career success.

Create Facebook, Twitter, MySpace, Smile Box, blogs, wikis, and other social networks.

**Topics to be studied:**
### Relationship of Course to Program or Discipline Learning Outcomes:

<table>
<thead>
<tr>
<th>Associate of Applied Science in Business Technology (BTEC) Program Outcomes:</th>
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<tr>
<td>At the conclusion of the AAS in Business Technology program, students will:</td>
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- Communicate effectively and professionally both orally and in writing within the context of the business world in an administrative role.  
  
- Demonstrate competence in the use of electronic tools: hardware and software—to research, manage, and present information.  
  
- Utilize word processing software such as MS Word to design professional quality documents (reports, memos, etc.), including the ability to import and appropriately integrate tables and graphics.  
  
- Utilize spreadsheet software such as MS Excel to manipulate and analyze data, including basic operations on cells and cell ranges, formulas and functions, filters, sorts, and develop graphs and charts.  
  
- Utilize presentation software such as MS PowerPoint to present information in an appropriate and sophisticated manner, including design templates, color and animation schemes, custom animation, and importation of charts, tables, and graphics.  
  
- Demonstrate the ability to work ethically, effectively, and respectfully with people of diverse backgrounds and with people who have different roles, social affiliations, and personalities.  
  
- Be prepared for admission to the Bachelor of Applied Science in Business Administration with a
### Relationship of Course to General Education Learning Outcomes:

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<tr>
<th>Area</th>
<th>Description</th>
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<tbody>
<tr>
<td><strong>Composition and Rhetoric</strong></td>
<td>Students illustrate a fundamental understanding of the best practices of communicating in English and meet the writing standards of their college or program-based communication requirements.</td>
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<tr>
<td><strong>Science &amp; Technology</strong></td>
<td>Students successfully apply systematic methods of analysis to the natural and physical world, understand scientific knowledge as empirical, and refer to data as a basis for conclusions.</td>
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<tr>
<td><strong>Mathematics &amp; Quantitative Skills</strong></td>
<td>Students effectively use quantitative techniques and the practical application of numerical, symbolic, or spatial concepts.</td>
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<td><strong>Society, Diversity, &amp; Connections</strong></td>
<td>Students demonstrate understanding of and a logical ability to successfully analyze human behavior, societal and political organization, or communication.</td>
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<tr>
<td><strong>Human Inquiry &amp; the Past</strong></td>
<td>Students interpret historical events or philosophical perspectives by identifying patterns, applying analytical reasoning, employing methods of critical inquiry, or expanding problem-solving skills.</td>
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<tr>
<td><strong>The Arts &amp; Creativity</strong></td>
<td>Students successfully articulate and apply methods and principles of critical and creative inquiry to the production or analysis of works of art.</td>
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**10/20/2107**

### Special projects or requirements of the course:

- Internet Research
- Team Presentations
- Business Interview Seminar Participation (via discussion board)
- Tests

### Additional information:

- Lectures, guest speakers, class discussions, team work, case studies, presentations, or Internet research.
- BTEC courses require a C or better for Certificates, Associate’s Degree, and BASBA Major Concentration.
- Required Program Assessment Test.

**Prepared by:** Carol C. Thomas, Professor

**Date:** October 20, 2017