

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:

<p>The Workplace and You Entering the Workforce World of Office Administration Employer Expectations Employer/Employee Responsibilities Work World of the Administrative Professional</p> <p>Becoming a Professional What Is a Professional Thinking Skills Your Professional Image Business Etiquette</p>	<p>Managing and Organizing Yourself Goals and Accountability Workstation Organization Manage Your Workload Life Management</p>	<p>The Workplace Environment Working Ethically Ethics: The Basics Characteristics of Ethical Organizations Ethical Choices Working Ethically</p> <p>Understanding the Workplace Team Teams at Work Contributing to the Team Effective Teams Challenges</p>	<p>Developing Customer Focus Customer Focus Strategies Customer Service Skills Handling Difficult Situations</p>
<p>Communication—The Key to Success Improving Communication Skills Communication Process Listening Verbal Communication Nonverbal Communication Written Communication</p> <p>Developing Presentation Skills Plan Presentations Write Presentations Use Visual Aids Practice Deliver Presentations Give Team Presentations</p>	<p>Handling Telecommunications Networks for Telecommunications Telephone Communication Workplace Collaboration Security Issues</p> <p>Planning Meetings and Events Meetings in the Workplace Meeting Formats Meeting Responsibilities Conferences Conflict Resolution</p>	<p>Records Management, Travel, and Finances Managing Records Value of Records Storage Supplies, Equipment, and Media Records Storage Systems File Physical Electronic Records</p> <p>Handling Mail and Retaining Records Prepare Send Outgoing Mail Handle Incoming Mail Office Copiers Retain Records</p>	<p>Coordinating Business Travel Domestic Travel International Travel Cultural Differences Travel Procedures</p> <p>Understanding Financial Responsibilities Financial Statements Employee Benefits Employee Payroll Deductions Financial Forms Transactions</p>
<p>Career Success Seeking Employment Sources of Job Information Research and Apply for Jobs Job Interview Skills Job Advancement and Changes</p>	<p>Leading with Confidence Leading and Managing Leadership Traits Leadership Styles Lead People</p>	<p>Reference Guide Abbreviations Active and Passive Voice Capitalization Collective Nouns Misused Words and Phrases Number Usage Parallel Construction Plurals Possessives</p>	<p>Pronouns Punctuation Spelling Rules Subject-Verb Agreement Tips for Writing and Editing Word Division Document Formats: Letters, Envelopes, Memos, and Business Reports Proofreaders' Marks</p>

Relationship of Course to Program or Discipline Learning Outcomes:

<p>Associate of Applied Science in Business Technology (BTEC) Program Outcomes:</p>		
<p>At the conclusion of the AAS in Business Technology program, students will:</p>		
<p>Communicate effectively and professionally both orally and in writing within the context of the business world in an administrative role.</p>	<p>X</p>	
<p>Demonstrate competence in the use of electronic tools: hardware and software-to research, manage, and present information.</p>	<p>X</p>	
<p>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.</p>	<p>X</p>	
<p>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.</p>		
<p>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.</p>		
<p>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.</p>	<p>X</p>	
<p>Be prepared for admission to the Bachelor of Applied Science in Business Administration with a</p>		

Relationship of Course to General Education Learning Outcomes:

Composition and Rhetoric 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.	X
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Science & Technology 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.	
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Mathematics & Quantitative Skills Students effectively use quantitative techniques and the practical application of numerical, symbolic, or spatial concepts.	
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Society, Diversity, & Connections Students demonstrate understanding of and a logical ability to successfully analyze human behavior, societal and political organization, or communication.	X
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Human Inquiry & the Past

Students interpret historical events or philosophical perspectives by identifying patterns, applying analytical reasoning, employing methods of critical inquiry, or expanding problem-solving skills.	
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The Arts & Creativity

Students successfully articulate and apply methods and principles of critical and creative inquiry to the production or analysis of works of art.	
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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