

### Course Outline

**COURSE:** COS 291C                      **DIVISION:** 50                      **ALSO LISTED AS:** BOT 291C & CD 291C

**TERM EFFECTIVE:** Spring 2023                      **CURRICULUM APPROVAL DATE:** 05/09/2023

**SHORT TITLE:** POWER SKILLS WORKPLACE

**LONG TITLE:** Power Skills for the Workplace

<u>Units</u>	<u>Number of Weeks</u>	<u>Type</u>	<u>Contact Hours/Week</u>	<u>Total Contact Hours</u>
1	18	Lecture:	1	18
		Lab:	0	0
		Other:	0	0
		Total:	1	18
		Total Learning Hrs:	54	

**COURSE DESCRIPTION:**

Power Skills for the Workplace teaches skills vital to workplace success. The topic for 291C is Problem Solving. Need not be taken in sequence. This is a pass/no pass course.

**PREREQUISITES:**

**COREQUISITES:**

**CREDIT STATUS:** D - Credit - Degree Applicable

**GRADING MODES**

P - Pass/No Pass

**REPEATABILITY:** N - Course may not be repeated

**SCHEDULE TYPES:**

- 02 - Lecture and/or discussion
- 05 - Hybrid
- 71 - Dist. Ed Internet Simultaneous
- 72 - Dist. Ed Internet Delayed

**STUDENT LEARNING OUTCOMES:**

By the end of this course, a student should:

1. Select three problems, assess their cause. and prepare solutions.
2. List four customer expectations and demonstrate action steps and follow-up plans for dealing with these expectations.

**COURSE OBJECTIVES:**

By the end of this course, a student should:

1. List why problem-solving skills can be useful at work.
2. Develop an interview survey for a work situation.
3. Produce, read, interpret, and display data in four different types of charts.
4. Explain good ways and bad ways to brainstorm.

**CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS**

Curriculum Approval Date: 05/09/2023

3 HOURS

Content: Introduction to Problem Solving. Identifying the problem. Types of work problems.

3 HOURS

Content: Who is the Customer? Internal customers. External customers.

3 HOURS

Content: Interviewing people. Why good interviews are important. Developing good questions for an interview. Using surveys to find information. Mid-term exam.

3 HOURS

Content: Using charts and types of charts. Why pictures are worth a thousand words. Examples of Run charts and Pareto charts. Interpreting information on a chart. The 80/20 rule.

2 HOURS

Content: Use and characteristics of Problem Maps. Weather report, an example of a problem map. How to make a Problem Map. Identifying the Root Cause and the Five Why Method.

2 HOURS

Content: Selecting a solution. Brainstorming for a solution, good and bad ways. Implementing and monitoring a solution.

2 HOURS

Final exam/project.

**METHODS OF INSTRUCTION:**

Lecture, AV presentation, theoretical and skills evaluation, quizzes/exams.

## **OUT OF CLASS ASSIGNMENTS:**

Required Outside Hours 6

Assignment Description

Complete reading and workbook exercise assignments. Study for exams. Homework: List why problem-solving skills can be useful at work. Give examples of where identifying the problem can be tricky. Give examples of different types of problems.

Required Outside Hours 6

Assignment Description

Complete reading and workbook exercise assignments. Study for exams. Homework: For a work situation identify the major external customers. For a work situation identify the major internal customers. Give examples of identifying who are the obvious customer and hidden customer.

Required Outside Hours 6

Assignment Description

Complete reading and workbook exercise assignments. Study for exams. Homework: Select a possible job situation and develop good interview techniques for that interview. Develop a survey to find out information about a problem situation.

Required Outside Hours 6

Assignment Description

Complete reading and workbook exercise assignments. Study for exams. Homework: Select some work information and develop charts to display the information. Show how chart scales can be used to hide or emphasize data. Develop some Pareto charts to display data. Select several problems and decide when a Run chart should be used and when a Pareto chart should be used.

Required Outside Hours 6

Assignment Description

Complete reading and workbook exercise assignments. Study for exams. Homework: List examples of problems where a problem map would be useful. Create 3 different problem maps that help find problem solutions. Look at several problems and suggest the root cause of the problem. Use Fish Diagrams and the Five Why method to identify the problem.

Required Outside Hours 6

Assignment Description

Complete reading and workbook exercise assignments. Study for exams. Homework: Look at ways to select a solution for a problem. Use brainstorming to find the solution and analyze the brainstorming session. Develop a solution and ways to monitor the solution.

**METHODS OF EVALUATION:**

Writing assignments  
Evaluation Percent 25  
Evaluation Description  
Writing assignments  
20% - 40%  
Written homework;  
Reading reports;  
Lab reports

Problem-solving assignments  
Evaluation Percent 25  
Evaluation Description  
Problem-solving assignments  
20% - 45%  
Homework problems;  
Field work;  
Quizzes;  
Exams

Skill demonstrations  
Evaluation Percent 25  
Evaluation Description  
Skill demonstrations  
20% - 45%  
Class performance;  
Field work;  
Performance exams

Objective examinations  
Evaluation Percent 25  
Evaluation Description  
Objective examinations  
20% - 45%  
Multiple Choice;  
True/False;  
Matching Items;  
Completion

**REPRESENTATIVE TEXTBOOKS:**

Required Representative Textbooks

Donaldson, Cindy and Farley, Dan.. Teambuilding and Problem Solving in the Workplace. Work Skills Associates,2020 or a comparable textbook/material.

ISBN: 13: 9780966086911

Reading Level of Text, Grade: 11th Verified by: MS Word

**ARTICULATION and CERTIFICATE INFORMATION**

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Not Transferable

UC TRANSFER:

Not Transferable

**SUPPLEMENTAL DATA:**

Basic Skills: N

Classification: Y

Noncredit Category: Y

Cooperative Education:

Program Status: 2 Stand-alone

Special Class Status: N

CAN:

CAN Sequence:

CSU Crosswalk Course Department:

CSU Crosswalk Course Number:

Prior to College Level: Y

Non Credit Enhanced Funding: N

Funding Agency Code: Y

In-Service: N

Occupational Course: D

Maximum Hours:

Minimum Hours:

Course Control Number: CCC000456073

Sports/Physical Education Course: N

Taxonomy of Program: 300700