



5055 Santa Teresa Blvd  
Gilroy, CA 95023

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### Course Outline

**COURSE:** LIFE 701                      **DIVISION:** 90                      **ALSO LISTED AS:**

**TERM EFFECTIVE:** Fall 2021                      **CURRICULUM APPROVAL DATE** 10/13/2020

**SHORT TITLE:** WORKPLACE SUCCESS

**LONG TITLE:** Workplace Success

<u>Units</u>	<u>Number of Weeks</u>	<u>Type</u>	<u>Contact Hours/Week</u>	<u>Total Contact Hours</u>
0	18	Lecture:	0	0
		Lab:	1 TO 10	18 TO 180
		Other:	0	0
		Total:	1 TO 10	18 TO 180

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Out of Class Hrs: 00.00

Total Learning Hrs: 18.00 TO 180.00

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#### **COURSE DESCRIPTION:**

This non-credit course is designed for prospective and/or current employees. Students will practice decision making and problem solving skills that will enhance workplace communication, interpersonal communication, customer service skills, time management, and organizational skills. Completers of this course will gain training in successfully navigating the workplace through a variety of activities that will focus on speaking, listening, reading, and writing. **PREREQUISITE:** LIFE 700.

**PREREQUISITES:**

LIFE 700

**COREQUISITES:**

**CREDIT STATUS:** N - Non Credit

**GRADING MODES**

N - Non Credit

**REPEATABILITY:** R - Course may be repeated

Maximum of 99 times

**SCHEDULE TYPES:**

- 03 - Lecture/Laboratory
- 04 - Laboratory/Studio/Activity
- 046 - Laboratory - LEH 0.6
- 05 - Hybrid
- 71 - Dist. Ed Internet Simultaneous
- 72 - Dist. Ed Internet Delayed
- 73 - Dist. Ed Internet Delayed LAB
- 736 - Dist. Ed Internet LAB-LEH 0.6

**STUDENT LEARNING OUTCOMES:**

By the end of this course, a student should:

1. Apply analytical thinking, decision making, and problem-solving techniques that improve awareness, judgement, understanding, and logical reasoning.
2. Explore and demonstrate understanding of diversity, cultural, and generational differences in the workplace.

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

Curriculum Approval Date 10/13/2020

1-10 hours

Problem-solving through workplace communication.

1-10 hours

Content: Communication Styles

Performance Objective: Students will identify and practice various workplace communication styles through reading, writing, and listening activities.

1-10 hours

Content: Workplace relationships

Performance Objective: Students will learn concepts related to building relationships, behaviors that support relationships in the workplace through research, reading, writing and oral activities.

1-10 hours

Content: Workplace Conflict

Performance Objective: Students will identify and practice conflict in the workplace through written and oral exercises.

1-10 hours

Content: Exposure to characteristics of healthy and unhealthy relationships in the workplace.

Performance Objective: Students will recognize and identify healthy strategies to use for successful interpersonal relationships in workplace settings through case studies and/or role playing.

1-10 hours

Introduction and overview to workplace interpersonal skills.

1-10 hours

Content: Exposure to interpersonal communication styles.

Performance Objective: Students will demonstrate interpersonal skills or traits they possess through self-assessment.

1-10 hours

Content: Exposure to Social and Cultural Practices in Group Dynamics

Performance Objective: Students will practice understanding of various group dynamics through role playing in group and/or research assignment.

1-10 hours

Introduction to workplace customer service.

1-10 hours

Content: Internal and External Customers

Performance Objectives: Students will practice techniques learned when working with internal and external customers through written and oral activities.

1-10 hours

Content: Problem Solving & Customer Service

Performance Objectives: Students will practice problem solving skills when working with internal and external customers through a variety of written and oral activities.

1-10 hours

Content: Research and exposure to gender roles and norms.

Performance Objectives: Identify and explain traditional and non-traditional gender roles and norms in society and the workplace through written and oral activities.

1-10 Hours

Content: Research and exposure to stereotyping and understanding of other cultures.

Performance Objectives: Students will practice problem solving and decision making through case studies and a research project.

1-10 hours

Decision making through time management and organization in the workplace.

1-10 hours

Content: Planning and goal setting

Performance Objectives: Students will learn concepts and practice planning and goal setting through written exercises.

1-10 hours

Content: Organizing and prioritizing work

Performance Objectives: Students will learn concepts and practice organizing and prioritizing work through written exercises.

1-10 hours

Content: Explore and identify career goals.

Performance Objectives: Students will create short-term and long-term goals, identify steps to obtain goals and develop a timeline.

#### **METHODS OF INSTRUCTION:**

This is a lab course that may be offered in person, online, or hybrid.

#### **METHODS OF EVALUATION:**

Writing assignments

Percent of total grade: 30.00 %

Research projects

Problem-solving assignments

Percent of total grade: 70.00 %

Class participation, discussions, and in class activities.

#### **REPRESENTATIVE TEXTBOOKS:**

Textbook is not required for this course

**ARTICULATION and CERTIFICATE INFORMATION**

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Not Transferable

UC TRANSFER:

Not Transferable

**SUPPLEMENTAL DATA:**

Basic Skills: N

Classification: J

Noncredit Category: J

Cooperative Education: N

Program Status: 1 Program Applicable

Special Class Status: N

CAN:

CAN Sequence:

CSU Crosswalk Course Department:

CSU Crosswalk Course Number:

Prior to College Level:

Non Credit Enhanced Funding: Y

Funding Agency Code: A

In-Service: N

Occupational Course: E

Maximum Hours:

Minimum Hours:

Course Control Number: CCC000619922

Sports/Physical Education Course: N

Taxonomy of Program: 493012