

COURSE OUTLINE

Career Management Skills I

Course Description

WL 110. Career Management Skills I. 1 hour credit. This course will enable the student to develop a set of portable professional skills needed to be seen as a success at any level of any organization. The student will assess their own behavioral tendencies, communication skills, professional image, and response to change. The student will explore areas of weakness and strength; acquire knowledge, tools, and techniques; and develop a professional improvement plan.

Course Relevance

Every employer is looking for a specific set of skills from job-seekers that match the skills necessary to perform a particular job. Beyond these job-specific technical skills, certain skills are universally sought by virtually all employers. While most job-seekers possess these skills to some extent, those with areas of weakness can improve through professional development. This course is ideal for the student who recognizes the need to improve portable work skills in order to move up in the organization.

Required Materials

Business Performance Group. (2001-2007). *Understanding yourself and others, effective communication, career management, leading change*. Andover, KS: Business Performance Group.

Supplemental Materials

Personal development profile phrase version 3.0. (1997). Minneapolis, MN: Inscape Publishing, Inc.

Leading change at every level. (2002). King of Prussia, PA: HRDQ.

Learning Outcomes

The intention is for the student to be able to:

1. Identify gaps between current performance and desired performance, and develop a professional improvement plan
2. Develop a set of portable work skills that are desired in a professional employee

Course Content

- I. Skills/Competencies – Actions that are essential to achieve the course outcomes:
 - A. Understand behavioral tendencies and valuing individual differences
 - B. Use effective communication techniques
 - C. Describe how appearance, words, and actions affect professional image
 - D. Explain why organizational change is everyone's responsibility

Learning Units

- I. Understanding yourself and others
 - A. DiSC self assessment
 - B. Four basic behavioral styles
 - C. Strengths and weaknesses of each style
 - D. How style affects others
 - E. Adapting to the preferences of others

- II. Effective communication
 - A. Basics of effective communication
 - B. Listening and questioning skills
 - C. Person to person communication
 - D. Facilitating group discussion
 - E. Body language
 - F. Communicating by email

- III. Career management
 - A. Appropriate attire for men and women
 - B. What is business casual
 - C. Jewelry and footwear
 - D. Personal grooming
 1. Hair
 2. Nails
 3. Perfume and cologne
 4. Cleavage
 5. Tattoos and piercings
 6. Smoking
 - E. Building a wardrobe
 - F. Professional conduct
 1. At the office
 2. In meetings
 3. At company events
 4. Dining
 - G. Professional attitude
 - H. Making a difference
 1. Defusing unhappy customers
 2. Phone etiquette
 3. E-mail etiquette

- IV. Leading change
 - A. Modeling the change
 - B. Communicating about the change
 - C. Involving others in the change
 - D. Helping others break from the past
 - E. Creating a supportive learning environment

- V. Developing a professional improvement plan

Learning Activities

Learning activities will be assigned to assist the student to achieve the intended learning outcomes through lecture, self-assessments, instructor-led class discussion, group activities, case studies, skill practice, and others at the discretion of the instructor.

Grade Determination

The student will be graded on the completion of learning activities and assessment tasks. Grade determinants may include the following: daily work, student presentations, class participation, skills improvement plan, and other methods of evaluation employed at the discretion of the instructor.