



Experience. Success.

## Wisconsin Indianhead Technical College

# 32890300 Contemporary Workplace

## Course Outcome Summary

### Course Information

<b>Alternate Title</b>	previously 32890300 Applied Workplace Reality
<b>Description</b>	This course prepares you to enter the contemporary workplace with a variety of skills needed in today's rapidly changing world of work. You will explore aspects of professionalism, management and leadership styles, the impact of diversity, and aspects of customer service. In addition, legal issues; health, safety, and security concerns; employee/employer relationships; employee compensation options; and effective interpersonal relationship will be examined. Interpersonal skill building will be a focus throughout with hands-on, practical experiences and exercises designed to reinforce learning.
<b>Instructional Level</b>	Two-Year Technical Diploma
<b>Total Credits</b>	2.00
<b>Total Hours</b>	48.00

### Types of Instruction

Instruction Type	Credits/Hours
Classroom Presentation	2/48

### Course History

**Revised By** Andrea Schullo (andrea.schullo)

### Collegewide Outcomes

#### 1. Communicate Effectively

*Status Active*

##### Summative Assessment Strategies

- 1.1. Oral Presentation
- 1.2. Written Product

##### Criteria

- 1.1. Read for information gathering, appreciation, and enjoyment
- 1.2. Write clearly, concisely, and accurately in a variety of contexts and formats
- 1.3. Speak clearly, concisely, and accurately in a variety of contexts and formats

1.4. Practice active listening

## 2. Demonstrate Critical Thinking Skills

*Status Active*

### Summative Assessment Strategies

2.1. Performance Demonstration

#### Criteria

- 2.1. Analyze Situations
- 2.2. Evaluate Assumptions
- 2.3. Design Solutions

## 3. Enhance Local/Global Perspectives

*Status Active*

### Summative Assessment Strategies

3.1. Performance Demonstration

#### Criteria

- 3.1. Analyze the impact of your actions on local and global issues
- 3.2. Explain how your program of study is influenced by local and global markets/issues

## 4. Interact Socially

*Status Active*

### Summative Assessment Strategies

4.1. Performance Demonstration

#### Criteria

- 4.1. Demonstrate respectful behavior toward individuals with different opinions and ideas
- 4.2. Demonstrate constructive feedback skills
- 4.3. Function effectively as part of a team
- 4.4. Resolve interpersonal conflicts effectively

## Course Competencies

### 1. Explore aspects of professionalism

*Domain Cognitive Level Analyzing Status Active*

#### Assessment Strategies

1.1. professionalism checklist

#### Criteria

*Your performance will be successful when:*

- 1.1. professionalism checklist includes behaviors necessary for your program
- 1.2. professionalism checklist includes your assessment of your own behavior of checklist items

#### Learning Objectives

- 1.a. Explore individual learning styles
- 1.b. Explore dimensions and applications of ethics in the workplace
- 1.c. Differentiate among job, profession, and professionalism
- 1.d. List key components of a professional in your field
- 1.e. Discuss the five keys of professionalism
- 1.f. Discuss employability attributes
- 1.g. Explore critical skills in the workplace

### 2. Analyze management and leadership styles

*Domain Cognitive Level Analyzing Status Active*

#### Assessment Strategies

2.1. oral and written work

**Criteria**

*Your performance will be satisfactory when:*

- 2.1. you correctly distinguish between specific management styles
- 2.2. you correctly distinguish specific leadership styles
- 2.3. you analyze your own leadership style

**Learning Objectives**

- 2.a. Differentiate among authoritarian, democratic, and laissez-faire leadership styles
- 2.b. Discuss the effectiveness of different leadership styles in different workplace situations
- 2.c. Explore your personal leadership style
- 2.d. Discuss the impact of leadership styles and job satisfaction

**3. Explore the impact of diversity in the workplace**

*Domain Cognitive Level Analyzing Status Active*

**Assessment Strategies**

3.1. oral and written work

**Criteria**

*Your performance will be successful when:*

- 3.1. you explain the value of a diverse work force
- 3.2. you complete an "ethnocentrism analysis"
- 3.3. you complete a bias/stereotype analysis

**Learning Objectives**

- 3.a. Define diversity
- 3.b. Explore the dimensions of diversity in the workplace today
- 3.c. Explain how diversity can help improve an organization's effectiveness
- 3.d. Explore individual biases and stereotypes
- 3.e. Discuss the impact of ethnocentrism in the workplace

**4. Analyze aspects of good customer service**

*Domain Cognitive Level Analyzing Status Active*

**Assessment Strategies**

4.1. oral and written work

**Criteria**

*Your performance will be satisfactory when:*

- 4.1. you analyze customer service based on the "Seven Sins of Customer Service" guidelines (or similar guidelines)
- 4.2. you analyze areas of customer service breakdown
- 4.3. you analyze your own customer service attitudes and skills
- 4.4. you create a personal customer service plan

**Learning Objectives**

- 4.a. Define quality from the customer's perspective
- 4.b. Determine your customer
- 4.c. Discuss the implications of "competitive advantage" in today's workplace
- 4.d. Describe customer feedback mechanisms
- 4.e. Explore the "seven sins of customer service"

**5. Interpret laws related to the workplace**

*Domain Cognitive Level Analyzing Status Active*

**Assessment Strategies**

5.1. oral and written work

**Criteria**

*Your performance will be successful when:*

- 5.1. you analyze application and interview questions for EEO and/or ADA violations
- 5.2. you explain the impact of sexual harassment laws for the worker and the workplace

**Learning Objectives**

- 5.a. Discuss selected employment laws including EEO and ADA
- 5.b. Discuss appropriate application and interview questions
- 5.c. Discuss the implications of OSHA regulations
- 5.d. Explore relevant DILHR regulations
- 5.e. Discuss sexual harassment in the workplace

**6. Explore health, safety, and security issues in the workplace**

*Domain Cognitive Level Analyzing Status Active*

**Assessment Strategies**

- 6.1. oral and written work

**Criteria**

*Your performance will be successful when:*

- 6.1. you complete a workplace ergonomics analysis
- 6.2. you complete workplace health and safety training
- 6.3. you complete a stress audit
- 6.4. you complete workplace violence training

**Learning Objectives**

- 6.a. Explore workplace ergonomics
- 6.b. Examine blood borne pathogens, STD, haz-mat, and other health issues related to today's workplace
- 6.c. Discuss the implications of workplace violence
- 6.d. Examine security issues related to today's workplace
- 6.e. Investigate the effect of stress on the individual and the workplace

**7. Discuss effective employee/employer relationships in the workplace**

*Domain Cognitive Level Analyzing Status Active*

**Assessment Strategies**

- 7.1. written and oral work

**Criteria**

*Your performance will be satisfactory when:*

- 7.1. you successfully critique a job description
- 7.2. you complete an employee ethics audit
- 7.3. you explain various employee rights and expectations
- 7.4. you successfully complete a time-management analysis
- 7.5. you analyze the impact of change on an individual and an organization

**Learning Objectives**

- 7.a. Explain the function of job descriptions
- 7.b. Explore effective time-management
- 7.c. Describe the role of personal ethics in the workplace
- 7.d. Discuss employee rights and expectations in the workplace
- 7.e. Discuss employer rights and expectations in the workplace
- 7.f. Describe an effective employee appraisal system
- 7.g. Discuss the implications of "office politics" on the workplace
- 7.h. Examine the impact of change on an individual and an organization

**8. Explore employee compensation options**

*Domain Cognitive Level Analyzing Status Active*

**Assessment Strategies**

- 8.1. written and oral work

## Criteria

*Your performance will be satisfactory when:*

- 8.1. you explain the various elements of employee benefit packages
- 8.2. you explain the various types of retirement packages
- 8.3. you calculate the advantages of nontaxable benefits vs. increased pay

## Learning Objectives

- 8.a. Discuss benefit packages
- 8.b. Discuss flexible benefits programs
- 8.c. Describe flex-time benefits
- 8.d. Describe 401(K) plans
- 8.e. Discuss the advantages of nontaxable benefits vs. increased pay
- 8.f. Explore stock market investment

## 9. Explore effective interpersonal relationships in the workplace

*Domain Cognitive Level Application Status Active*

## Assessment Strategies

- 9.1. written and oral work

## Criteria

*Your performance will be satisfactory when:*

- 9.1. you successfully complete a group problem-solving exercise
- 9.2. you successfully complete a workplace communication exercise
- 9.3. you explain ways to successfully deal with "difficult" people in the workplace

## Learning Objectives

- 9.a. Discuss methods for resolving conflict
- 9.b. Explore ways to deal with "difficult people" in the workplace
- 9.c. Examine the impact of negativity on the workplace
- 9.d. Define self-directed work teams
- 9.e. Describe the value of teamwork
- 9.f. Explore effective communication in the workplace

## Course Learning Plans and Performance Assessment Tasks

Type	Title	Source	Status
LP	Role-Play	Course	Active
LP	Portfolio	Course	Active
LP	Core Ability Assessment	Course	Active
LP	Group Work Peer Assessment	Course	Active
LP	Group Work Self-Assessment	Course	Active
LP	Organizational Structures	Course	Active
LP	Course Orientation and Management/Leadership Styles	Course	Active