



CBM130 Workplace Skills I Syllabus

Course Information

Credits	1
Campus	Washburn Institute of Technology
Address	5724 SW Huntoon
City/State/Zip	Topeka, Kansas 66604
Main Office	785.670.2010
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Description

The *Bring Your A Game to Work* curriculum is based on the foundational principles of andragogy (adult learning principles) and the exercises are designed to help students apply the experiences they have had in life, learn by doing, and be immediately applicable in a work environment.

Bring Your A Game to Work Curriculum is designed to instill foundational workplace behaviors and values in today's workplace. The goal of the program is to help students understand the long term benefits of work ethic and setting a foundation for personal and professional success.

Students learn the Seven Foundational Workplace Behaviors in this class by teaching them the values, behaviors, outcomes, and business results for each, as seen in the table below.

Textbooks

Bring Your a Game to Work, ISBN 978-0-9651447-7-3 (This book is provided with course materials by your instructor)

Student Learning Outcomes:

- A. Communicate effectively
- B. Integrate technology
- C. Learn effectively
- D. Demonstrate cooperative teamwork skills
- E. Apply safety in the workplace
- F. Think critically and creatively
- G. Demonstrate responsible work ethics

Competencies

Work Ethic Matrix

Value	Behavior	Outcome	Business Result
Reliability	Attendance	Employees show up when scheduled	Decreased employee absenteeism
Professionalism	Appearance	Employees present consistent brand image	Increase in average sale
Positivity	Attitude	Employees display enthusiasm and passion	Increased employee morale
Initiative	Ambition	Employees go beyond basic expectations	Improved productivity
Respect	Acceptance	Employees adhere to policies and rules	Decreased involuntary turnover
Integrity	Accountability	Employees are trustworthy	Less employee theft and shrinkage
Gratitude	Appreciation	Employees give authentic Service	Improved Customer Satisfaction

16 Session Curriculum Agenda (1 Hour per Session)

INTRODUCTION – Session 1 to the Seven Behaviors, What Shape is Your Personality?	Purpose of the Class, Pre-Test, Intro
ATTITUDE – Session 2 Change Your Outlook, Change Your Outcomes	Define, Discuss, Attitude Top 10 List, and
ATTENDANCE – Session 3 Prepared and Ready to Go	Define, Discuss, Brand Builder,
APPEARANCE – Session 4 Body Language, Clothing Assessment	Define, Discuss, Professional Voice, Tone,
AMBITION – Session 5 Lifelong Learner	Define, Discuss, SMART Goal Setting, Be a
ACCOUNTABILITY – Session 6 to Do, Should Do (Prioritization)	Define, Discuss, Want to Do, Need
ACCEPTANCE – Session 7 Emotions, Venn Diagram Activity	Define, Discuss, Managing Your
APPRECIATION – Session 8 Service, Showing Respect	Define, Discuss, Barriers to Customer
ATTITUDE (Expanded) – Session 9 Action	Power of Perception, Barriers, Taking
ATTENDANCE (Expanded) – Session 10 Influencing Others, Taking Action	Bringing Your Whole Self to Work,

APPEARANCE (Expanded) – Session 11
Resumes, Dress Do's & Don'ts, Taking Action

The Other 1st Impression –

AMBITION (Expanded) – Session 12
Vision Boards, Taking Action

A Game Review, Vision Statements,

ACCOUNTABILITY (Expanded) – Session 13
Comfort Zone, Taking Action

Integrity, Moving Outside Your

ACCEPTANCE (Expanded) – Session 14
Generational Differences, Taking Action

Dealing with Differences,

APPRECIATION (Expanded) – Session 15
Gratitude, Taking Action

Authentic Appreciation,

CAPSTONE – Session 16
it All Together, Certificates Awarded

Post Test, Moving Forward, Putting

Guidelines for Success

Assessment Plan

Assessment is an integral part of the educational process at Washburn Tech and accurate feedback is an important tool in continuously improving the institution's technical programs. Students can expect to participate in assessment activities prior to entry into programs, within specific courses and following program completion for specific fields of study.

Grading Rationale and Grading Scale

100% - 90% = A

89% - 80% = B

79% - 70% = C

69% - 0% = class must be retaken for credit towards certificate

All sessions must be attended or made up to achieve the Bring Your A-Game to work Certification

25% - Attendance, Safety, Quality/Productivity, Team Work, Initiative & Energy, Problem Solving

75% - Daily Quizzes & Assignments, Performance Assessments (Individual Evaluations and Projects),

NCCER Certification Exams, Mid-terms and Final Exams

Attendance

Your course instructor recognizes the correlation between attendance and both student retention and achievement. Students must be enrolled before they can attend class. Students are expected to attend all class sessions and activities for which they are registered. Any class session or activity missed, regardless of cause, reduces the opportunity of learning and may adversely affect a student's achievement in the course.

A student who has to be absent because of jury duty or court-mandated appearance needs to contact the instructor in advance of the absence in order that a plan for making up work missed can be made. When observance of religious holidays of students' own faith interferes with attendance in class, class activities, examinations and official ceremonies; and with class work assignments, students are required to notify the instructor or other appropriate personnel within the department in advance of such absences.

Students are held responsible for material covered during their absences, with reasonable time provided to complete make-up assignments. The Instructor will devise a plan for making up work missed. When practical, major class assignments, major examinations and official ceremonies shall be scheduled on other than major religious holidays. Students who believe they have been unreasonably denied educational benefits due to their religious beliefs or practices may seek redress through the student appeal procedures.

Disability

The Americans with Disabilities Act (ADA) Office is responsible for assisting in arranging accommodations and for identifying resources at Washburn Institute of Technology for persons with disabilities. Qualified students with disabilities MUST self-identify by completing an application. In addition students must provide appropriate medical documentation to the ADA coordinator to be eligible for accommodations. New requests for accommodations should be submitted at least two months or more prior to the date the accommodations are needed. However, please contact the ADA office as soon as a need may arise. Depending on the accommodation request, four to eight weeks lead time may be needed for timely and effective provision of accommodations.

The ADA Office coordinates and assists in arranging accommodations it deems appropriate for eligible students on a case-by-case basis. If you are a student with a disability that may substantially limit your ability to participate in any of our classes and you believe that you will need accommodations, it is your responsibility to contact: ADA Coordinator, Phone: 785.670.3365, Email: gloria.christian@washburn.edu.

Washburn University prohibits discrimination on the basis of race, color, religion, age, national origin, ancestry, disability, sex, sexual orientation, gender identity, genetic information, veteran status, or marital or parental status. The following person has been designated to handle inquiries regarding the non-discrimination policies: Dr. Pamela Foster, Equal Opportunity Director/Title IX Coordinator, Washburn University, 1700 SW College Ave, Topeka, Kansas 66621, 785.670.1509, eodirector@washburn.edu