



## DEM116 Workplace Skills

### Course Information

Credits	1
Campus	Washburn Institute of Technology
Address	5724 SW Huntoon
City/State/Zip	Topeka, Kansas 66604
Office Fax	785-273-7080

### Description

Overview and practice of general workplace skills including personal effectiveness, time management, teamwork, and critical thinking in the workplace. The course incorporates skill development in workplace communication, customer service, job application, resume writing and interview skills.

### Textbooks

**MHT - Shrink-wrapped Package: Tasksheet Manual Includes Systems & Engines / TWO Year Online Access Pack** Publisher: CDX 9781284099874

#### **OPTIONAL** (in addition to above):

Fundamentals of Medium/Heavy Duty Commercial Vehicle Systems <i>Text-Hard (paper) edition</i>	CDX 9781284041163
Fundamentals of Medium/Heavy Duty Diesel Engines <i>Text-Hard (paper) edition</i>	CDX 9781284067057

### 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

Rating	Tasks Covered in this Course	Source
	<b>Supplemental Tasks (NATEF)</b>	<b>NATEF</b>
<b>XXX</b>	<b>C. Preparing Vehicle for Service</b>	<b>NATEF</b>
	1. Identify information needed and the service requested on a repair order.	
	2. Identify purpose and demonstrate proper use of fender covers, mats.	
	3. Demonstrate use of the three C's (concern, cause, and correction).	
	4. Review vehicle service history.	
	5. Complete work order to include customer information, vehicle identifying information, customer concern, related service history, cause, and correction.	
<b>XXX</b>	<b>D. Preparing Vehicle for Customer</b>	<b>NATEF</b>
	1. Ensure vehicle is prepared to return to customer per school/company policy (floor mats, steering wheel cover, etc.).	
<b>XXX</b>	<b>E. Workplace Employability Skills, Personal Standards (see Standard 7.9)</b>	<b>NATEF</b>
	1. Reports to work daily on time; able to take directions and motivated to accomplish the task at hand.	
	2. Dresses appropriately and uses language and manners suitable for the workplace.	
	3. Maintains appropriate personal hygiene	
	4. Meets and maintains employment eligibility criteria, such as drug/alcohol-free status, clean driving record, etc.	
	5. Demonstrates honesty, integrity and reliability	
<b>XXX</b>	<b>F. Work Habits / Ethic (see Standard 7.10)</b>	<b>NATEF</b>
	1. Complies with workplace policies/laws	
	2. Contributes to the success of the team, assists others and requests help when needed.	
	3. Works well with all customers and coworkers.	
	4. Negotiates solutions to interpersonal and workplace conflicts.	
	5. Contributes ideas and initiative	
	6. Follows directions	
	7. Communicates (written and verbal) effectively with customers and coworkers.	
	8. Reads and interprets workplace documents; writes clearly and concisely.	
	9. Analyzes and resolves problems that arise in completing assigned tasks.	
	10. Organizes and implements a productive plan of work.	
	11. Uses scientific, technical, engineering and mathematics principles and reasoning to accomplish assigned tasks	

	12. Identifies and addresses the needs of all customers, providing helpful, courteous and knowledgeable service and advice as needed.	
<b>XXX</b>	<b>Non-NATEF Tasks</b>	<b>WTech</b>
	1. Analyze work situations to determine the importance of employee attitudes.	
	2. Compile a list of employment opportunities in diesel technology in your community.	
	3. Write a resume.	
	11. Practice interview questions.	

## Guidelines for Success *(See Program Syllabus for additional information.)*

### 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

Student progress is evaluated by means that include, but not limited to:

- Lab Work (40%)
- Professional Behavior (30%)
- Classroom Activities/Homework (10%)
- Quizzes & Tests (10%)
- Final Exams (10%)

### Grading Scale

90-100% A  
80-89% B  
70-79% C  
60-69% D  
59% or less F

### Attendance

Attendance is a key part of success in the program and in the workplace. Students are to arrive for class on time and be prepared to learn. Absences or tardiness will negatively impact grades. Missed time cannot be made up. Many assignments and labs cannot be "made-up" if missed. The options to make-up missed work or to accept late work is at the discretion of the instructor.

### 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](mailto:gloria.christian@washburn.edu)

It is the policy of Washburn Institute of Technology to assure equal employment and educational opportunity to qualified individuals without regard to race, color, sex, age, ancestry, marital or parental status, disability, religion, national origin, or sexual orientation/gender identity. Contact Pam Foster, Morgan Hall, Room Washburn University (785-670-1509), and [pam.fosterel@washburn.edu](mailto:pam.fosterel@washburn.edu)