

Dakota County Technical College

SMGT 2505: Fundamentals for a Successful Workplace I

A. COURSE DESCRIPTION

Credits: 1

Lecture Hours/Week: 1

Lab Hours/Week: *.*

OJT Hours/Week: *.*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course provides line and staff support employees the critical skills necessary to cope with today's changing work environment. Overcome obstacles and solve problems in a way that leads to positive outcomes for employees and the organization.

Prerequisites: None

B. COURSE EFFECTIVE DATES: 01/07/2002 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

D. LEARNING OUTCOMES (General)

1. ask a mix of open and closed questions and paraphrase to verify understanding
2. defuse emotionally charged situations
3. discover how to encourage others to share through your non-verbal feedback
4. discover techniques that help organize thoughts in preparation for delivering a message
5. explain coping strategies to remain cool in difficult situations
6. explain the basic principles to improve interactions with others
7. explain the importance of speaking with the listener's point of view in mind
8. explain the link between individual, team and organization
9. explain why actively seeking information is essential to job success
10. explore behaviors that prevent people from being successful at work
11. explore reasons people resist change
12. explore several techniques for delivering messages confidently
13. explore the types of information needed for success
14. identify behaviors that help people succeed at work
15. identify how you present yourself and interact with others
16. identify the types of emergencies and temptations that might interfere with getting to work
17. list obstacles to good teamwork and identify ways to overcome them
18. practice a variety of behaviors to respond positively to change

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

G. SPECIAL INFORMATION

None noted