## MOHAWK VALLEY COMMUNITY COLLEGE

**UTICA AND ROME, NEW YORK**

**COURSE OUTLINE**

**WS 101 (Workplace Success)**

**Course Description:**

This subject is designed to implement professional skills as well as personal and interpersonal skills. This course develops workplace readiness, career and self-assessment, team development skills, effective communication and interpersonal skills, goal setting, financial literacy, and professional and ethical conduct. This course is presented in modules and most modules require some form of homework assignment and interactive assessment. This course provides a range of success in the workplace, including successful interviewing techniques and communication skills. Other skills include decision making, problem solving, team management, and listening and speaking. Leadership styles and cultural diversity in the workplace are also discussed.

**Required Text:** The Career Fitness Program: Exercising Your Options 11th Edition , Sukiennik, Raufman

**Course Objectives:**

Explore personal interests, values and abilities

Decision making models and preferences for decision making

Methods of development and self-marketing: résumé, cover letter, interview, follow-up

Successfully use technology

Skills and qualities employers seek

Techniques and strategies for success in interview

Foundation to manage career from first day of work

Transition from college to workplace

Ability to function effectively on a team

Ability to behave professionally and ethically

Apply knowledge and skills to develop a unique and practical plan to become a highly marketable professional

Identify job opportunities and how to effectively turn them into interviews and job offers

Interview confidently and successfully to get the job by knowing how to successfully answer standard and behavioral interview questions.

Transfer student opportunities: what are your options

**Students will:**

Demonstrate effective interviewing skills

Demonstrate flexible problem solving skills

Demonstrate knowledge of team building procedures

Implement conflict management strategies

Demonstrate constructive criticism techniques

**Major Topics:**

Introduction to course; successful interviewing techniques; practice interviews

Problem solving strategies and techniques

Characteristics of a successful team

Managing conflict; stress management

Giving and receiving constructive criticism

Evaluating and modeling different leadership styles

The effect of cultural diversity within the workplace

Listening and speaking in the workplace; listening vs. hearing; preparing oral presentations; developing and following detailed instructions.

Case studies of various workplace scenarios

Role playing; résumé development; specific concerns