

SOUTHEAST COMMUNITY COLLEGE
BUSINESS DIVISION
Office Professional Program
Revision Date: 08-21-23

I. CATALOG DESCRIPTION

Course Number: OFFT1050
Course Title: Workplace Dynamics
Prerequisite(s): None

Catalog Description: Study of workplace skills necessary for personal growth and career success such as understanding emotional intelligence, identifying appropriate values and attitudes, and understanding social perception. Focusing on communicating, managing conflict, working in teams, making evidence-based decision, and adapting to change in fluid work environments. The focus of the course is on developing employee behaviors and skills that employers' value.

Credit Hours: 3.0
Class Hours: 45
Lab Hours: 0
Total Contact Hours: 45

II. COURSE OBJECTIVES: *Course will teach students to*

- A. Identify and use desirable workplace mindsets and values.
- B. Recognize and define emotional intelligence strategies to manage self-awareness, self-management, social awareness, and relationship management.
- C. Recognize how employees may be motivated and how that impacts performance.
- D. Implement group and teamwork strategies to solve problems and complete projects including managing conflict, making decisions, communicating, and performing.
- E. Implement and value diversity strategies in the workplace.
- F. Appreciate the value of a company's culture and how that can be used to manage change, stress, and innovation.

III. STUDENT LEARNING OUTCOMES AND GENERAL EDUCATION LEARNING OUTCOMES

- A. Student Learning Outcomes: *Students will be able to*
 - 1. Employ appropriate workplace attitudes for successful relationships.
 - 2. Establish the mindset to manage emotions and relationships with emotional intelligence strategies.
 - 3. Apply motivation theories to attain job satisfaction.
 - 4. Implement group and teamwork strategies to solve problems and complete projects
 - 5. Discuss the value of diversity and techniques to overcome barriers and challenges to a diverse workplace.
 - 6. Use company culture to successfully complete projects, negotiate conflicts, and solve problems.
- B. General Education Learning Outcomes (GELOs)
 - 1. GELO 3: Critical Thinking & Problem Solving
Outcome 2: Synthesize information to arrive at reasoned solutions to problems.
Outcome 5: Acquire and integrate knowledge and construct relationships across disciplines.
 - 2. GELO 6: Career and Life Skill
Outcome 1: Employ effective interpersonal and intrapersonal communication skills.
Outcome 5: Develop knowledge and habits that will foster physical, emotional, social, spiritual, intellectual, and environmental wellness.

Outcome 6: Develop skills that will support positive and fulfilling relationships with others.

Outcome 7: Demonstrate choices that reflect personal responsibility in one's academic, civic, social, and vocational/professional life.

IV. CONTENT/TOPICAL OUTLINE (*course outline may provide more detailed information*)

- A. Problem solving and decision making
- B. Emotional intelligence
- C. Social perceptions and diversity
- D. Workplace motivation
- E. Positive organizational behavior
- F. Managing conflict
- G. Groups and teams
- H. Organizational culture
- I. Managing change and stress

V. INSTRUCTIONAL MATERIALS

- A. Required Text(s): Kinicki, Angela. Organizational Behavior: A Practical, Problem-solving Approach. 3e. 2021, McGraw Hill Publishing.
- B. Other Resources/Materials:
 - 1. Online course – Computer with Internet connection

VI. METHODS OF PRESENTATION/INSTRUCTION

- A. Lecture
- B. Multimedia equipment
- C. PowerPoint presentations
- D. Video presentations
- E. Hands-on practice
- F. Computer
- G. Internet
- H. Small groups

VII. METHODS OF EVALUATION

- A. Assessment
 - 1. Written exams
 - 2. Written and oral projects
 - 3. Group problem solving
 - 4. Roleplay scenarios
 - 5. Reflections
- B. SCC STANDARD GRADING SCALE POLICY

A+	95-100	C+	75-79
A	90-94	C	70-74
B+	85-89	D+	65-69
B	80-84	D	60-64
		F	Below 60

VIII. SPECIFIC COURSE REQUIREMENTS

- A. Grade Requirement: No specific assignment criteria