BCT 116 Articulation Competencies

*Professional Work Relations (3 Credits)*

**This course focuses on interpersonal skills in the work place. Topics include: leadership, teamwork, diversity, employers’ expectations and real world tools for resolving conflict in a simulated workplace.**

*Upon completion of this course, successful students will score 80% or better on the following competencies to receive WVC college credits.*

Student Learning Outcomes:

**CATEGORIES**

1. **Problem Solving**: A. Critical Thinking 3. **Social Interaction**: A.Collaboration

B. Creative Thinking B. Ethical Conduct

C. Quantitative Reasoning C.Professional Conduct

D. Qualitative Reasoning D. Cultural Diversity

1. **Communication**: A. Oral Expression 4. **Inquiry: A.** Information Literacy

B. Written Expression B. Research

C. Artistic Expression C. Documentation

Course Competencies Checklist:

* Identify challenges influencing today’s workplace environment. (2A,B)
* Understand ethical behavioral standards, value conflicts and how to resolve them. (1A, 3B)
* Identify and implement effective stress management strategies. (1A, 2A, 3A)
* Demonstrate effective communication and teamwork skills in the workplace. (1A, 2A,B, 3A, 4B)
* Differentiate between internal and external motivators in the workplace. (1A)
* Demonstrate understanding of various leadership styles. (1A, 2A,B)
* Explain and identify factors influencing workplace diversity. (1A,D, 3D)

Course Topics:

* Workplace Roles
* Organizational Communication
* Values and Ethics
* Leadership and Motivation
* Team Dynamics
* Conflict Resolution/Stress Management
* Workplace Diversity
* Organizational Change
* Resume styles, Interview techniques for today’s job market (optional)
* Professional development and advancement (optional)

Program Outcomes:

Students enrolled in the BCT program will do the following:

* Develop foundational knowledge in computer technologies.
* Develop communication and professional work skills.
* Make appropriate technology choices for business productivity.
* Apply Internet tools for research and collaboration.
* Prepare for industry certifications such as Microsoft Office Specialist and IC3 Digital Literacy.