**BCT 116 Professional Work Relations**

**Course Competencies**

**Course Catalog Description**

Study of technical and interpersonal skills desired in a changing workplace environment, including leadership, teamwork and employers’ expectations. The focus is on real-world tools for problem solving in a simulated workplace.

**Student Learning Outcomes**

Upon completion of this course, successful students will (be able to):

1. Apply skills to resolve various types of workplace conflicts

2. Appreciate diversity in the workplace

3. Apply teamwork skills

4. Utilize appropriate leadership skills

5. Establish ethical behavior standards

6. Adapt to a changing workplace environment

7. Effectively communicate in the workplace

**Core Topics**

1. Workplace roles

2. Organizational communication

3. Values and ethics

4. Leadership

5. Team dynamics

6. Conflict resolution

7. Workplace diversity

8. Organizational change