

# 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:

<b>CATEGORIES</b>			
<b>1. Problem Solving:</b> A. Critical Thinking B. Creative Thinking C. Quantitative Reasoning D. Qualitative Reasoning	<b>2. Communication:</b> A. Oral Expression B. Written Expression C. Artistic Expression	<b>3. Social Interaction:</b> A. Collaboration B. Ethical Conduct C. Professional Conduct D. Cultural Diversity	<b>4. Inquiry:</b> A. Information Literacy B. Research 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)

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.

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)