

EMP 315A: NEW WORLD OF WORK SKILLS: LISTENING AND MIRRORING

New Course Proposal

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Originator

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Justification / Rationale

The New World of Work program was developed under the Doing What Matters for Jobs and the Economy framework of the California Community College system. The program identifies the top "Professional Competencies" required for success in the workplace and provides curriculum that can be used by all colleges in the California Community College system.

There are ten primary competencies; each competency is one .5 unit credit course and two equivalent non-credit courses. Faculty can include the credit modules into existing programs or encourage students to complete the competencies as non-credit learning opportunities. These competencies are also included in the required objectives of the work-based learning program at College of the Desert.

Effective Term

Fall 2020

Credit Status

Noncredit

Subject

EMP - Employability Skills

Course Number

315A

Full Course Title

New World of Work Skills: Listening and Mirroring

Short Title

LISTENING & MIRRORING

Discipline

Disciplines List

ALL DISCIPLINES

Modality

Face-to-Face

100% Online

Hybrid

Catalog Description

Understand the difference between Empathy and Sympathy and learn how to improve your ability to connect with others by employing communications skills based on honesty and mirroring positive nonverbal communication to build trust.

Schedule Description

Learn the important of Empathy in the workplace and how to improve your ability to connect with others and build honest, trustworthy relationships.

Non-credit Hours

15

Lecture Units

0

Lab Units

0

In-class Hours

5

Out-of-class Hours

10

Total Course Units

0

Total Semester Hours

15

Override Description

Noncredit course.

Required Text and Other Instructional Materials
Resource Type

Web/Other

Open Educational Resource

Yes

Year

2018

Description

New World of Work Instructional Materials available through Linked Learning/New World of Work.

Class Size Maximum

40

Course Content

1. Empathy vs. Sympathy
2. Good listening techniques
3. Nonverbal communication

Course Objectives

Objectives	
Objective 1	Recognize the difference between empathy and sympathy.
Objective 2	Develop good listening techniques and appropriate questions to help understand what others are thinking and feeling.

Student Learning Outcomes

Upon satisfactory completion of this course, students will be able to:	
Outcome 1	Demonstrate how Empathy and good listening skills develop trust and strong relationships.

Methods of Instruction

Method	Please provide a description or examples of how each instructional method will be used in this course.
Discussion	In class discussion and/or online Canvas discussions on the definitions of empathy and sympathy.
Collaborative/Team	Creation of cooperative learning tasks such as a small group or paired activities to evaluate videos and readings, develop self-awareness of current viewpoints and create strategies for improvement.

Technology-based instruction	Use of learning materials available on the web, including "What Not To Do" videos.
Lecture	Presentation of videos, readings and resources on the difference between empathy and sympathy and on techniques for developing good learning skills.
Self-exploration	Survey at beginning of class to determine current viewpoints on customer service and develop self-awareness of how those viewpoints strengthen or weaken performance in the workplace.

Methods of Evaluation

Method	Please provide a description or examples of how each evaluation method will be used in this course.	Type of Assignment
College level or pre-collegiate essays	Writing Assignments completed out-of-class analyzing the results of the beginning-of-class survey and in-class presentations on strategies for strengthening listening skills.	In and Out of Class
Student participation/contribution	Class discussion and questions on the difference between empathy and sympathy and on how good listening skills contribute to workplace success.	In Class Only
Self/peer assessment and portfolio evaluation	Surveys at beginning of class to recognize current viewpoints and classroom discussion of strategies to improve.	In and Out of Class
Group activity participation/observation	Activity based analysis of videos and reading materials and the development of good listening skills.	In Class Only
Presentations/student demonstration observations	Presentations on plan for development of good listening skills and the ability to use empathy and sympathy appropriately in the workplace.	In Class Only
Other	Out-of-class hours will be accounted for electronically through the learning management system.	Out of Class Only

Assignments

Other In-class Assignments

1. Beginning of semester survey to determine current understanding of empathy.
2. Individual or group projects designed to identify and apply effective listening and nonverbal mirroring principles.
3. Case studies designed to identify what builds trusting relationships and how such behaviors affect the workplace.
4. Online individual, small group, or paired presentations designed to identify and apply effective communication tools and techniques.

Other Out-of-class Assignments

1. Students are expected to spend a minimum of ten hours on outside assignments which include a variety of video resources, self analysis of life experiences, and development of academic and workplace goals.

Grade Methods

Pass/No Pass Only

Distance Education Checklist

Include the percentage of online and on-campus instruction you anticipate.

Online %

100

Instructional Materials and Resources

If you use any other technologies in addition to the college LMS, what other technologies will you use and how are you ensuring student data security?

New World of Work materials are maintained by Shasta College and made available to faculty and students through Linked In Learning which requires password access.

If used, explain how specific materials and resources outside the LMS will be used to enhance student learning.

New World of Work materials have been developed at the state level in collaboration with industry and vetted as appropriate to enhance the learning experience.

Effective Student/Faculty Contact

Which of the following methods of regular, timely, and effective student/faculty contact will be used in this course?

Within Course Management System:

Timely feedback and return of student work as specified in the syllabus
Discussion forums with substantive instructor participation
Regular virtual office hours
Private messages
Online quizzes and examinations
Video or audio feedback
Weekly announcements

External to Course Management System:

Direct e-mail
Posted audio/video (including YouTube, 3cm mediasolutions, etc.)

For hybrid courses:

Scheduled Face-to-Face group or individual meetings

Briefly discuss how the selected strategies above will be used to maintain Regular Effective Contact in the course.

This class will be taught either online or as a hybrid via Canvas. Instructors will use asynchronous text and video messages to interact with the students. Also, discussions boards, constant announcements will be used. Zoom virtual office hours with screen sharing and interaction capabilities will be available.

If interacting with students outside the LMS, explain how additional interactions with students outside the LMS will enhance student learning.

Canvas is used for external interaction as well.

Other Information

Provide any other relevant information that will help the Curriculum Committee assess the viability of offering this course in an online or hybrid modality.

All materials for the course are web-based so online and/or hybrid modality is appropriate.

MIS Course Data

CIP Code

32.0105 - Job-Seeking/Changing Skills.

TOP Code

051800 - Customer Service

SAM Code

D - Possibly Occupational

Basic Skills Status

Not Basic Skills

Prior College Level

Not applicable

Cooperative Work Experience

Not a Coop Course

Course Classification Status

Workforce Prep Enhanced Funding

Approved Special Class

Not special class

Noncredit Category

Workforce Preparation

Funding Agency Category

Not Applicable

Program Status

Program Applicable

Transfer Status

Not transferable

Allow Audit

No

Repeatability

Yes

Repeatability Limit

NC

Repeat Type

Noncredit

Justification

Noncredit courses are repeatable until students are comfortable they have achieved the skills and knowledge required to meet the objectives and outcomes of the course.

Materials Fee

No

Additional Fees?

No

Approvals**Curriculum Committee Approval Date**

11/05/2019

Academic Senate Approval Date

11/14/2019

Board of Trustees Approval Date

12/19/2019

Chancellor's Office Approval Date

01/10/2020

Course Control Number

CCC000611573

Programs referencing this course

New World of Work Empathy on the Job Certificate of Completion (<http://catalog.collegeofthedesert.eduundefined?key=263/>)

Construction Technology Career Preparation Certificate of Completion (<http://catalog.collegeofthedesert.eduundefined?key=292/>)
Culinary Career Introduction Certificate of Completion (<http://catalog.collegeofthedesert.eduundefined?key=297/>)