

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

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**Originator**

anahernandez

**Co-Contributor(s)****Name(s)**

Thompson, Brian

**Justification / Rationale**

Reduce class size due to short-term course offering.

**Effective Term**

Fall 2022

**Credit Status**

Noncredit

**Subject**

EMP - Employability Skills

**Course Number**

315A

**Full Course Title**

New World of Work Skills: Listening and Mirroring

**Short Title**

LISTENING &amp; 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**

20

**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:

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

05/03/2022

**Academic Senate Approval Date**

05/12/2022

**Board of Trustees Approval Date**

05/20/2022

**Chancellor's Office Approval Date**

05/20/2022

**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>)  
Automotive Oil Change Certificate of Completion (<http://catalog.collegeofthedesert.eduundefined/?key=325>)