

Instructor: Joy L. Dakich, Teaching Professor / dakich@uamsledu / Office Hours: Mon/Wed by Appointment

In-Person/On Campus Course Goal: Enhance student engagement, interpersonal interaction, and networking attributes

Course Materials: Training in Interpersonal Skills S. Robbins / P. Hunsaker 6th Ed Pearson-Prentice Hall

Support materials for the course exams and projects are only available in class...

Course Objectives:

- To provide a basis for professional career development through self-awareness exercises and analysis of personal goals.
- To increase the ability to effectively apply acquired skills, experiences, and interests in a life-long career path.

It is the focus of the course to address the following issues of interest to students entering initial career positions as well as those individuals who may be reassessing their current career objectives.

- Gaining mastery of essential skills and abilities required by contemporary organizations
- Broadening career resource awareness
- Enhancing intelligent career choices, options, and opportunities linked to entrepreneurial ambitions
- Defining organizational expectations in terms of social skills and organizational protocols
- Building long-term professional relationships

A variety of practical assessment exercises and concept applications will be used to improve baseline skills, and to increase insight regarding individual and group behavior in organizational settings.

Evaluation:

Exams: 3 Exams / 100 points each

300 Pts: Research-based, Take-Home examinations

Self-Assessment Exercises: 20 / 5 points each

100 Pts: Personal Analysis for Career Application

Career Development Assessment

40 Pts: Research to support career goals/expectations
30 Pts: Oral Presentation with Power Point

Student Interview Exercise

30 Pts: Develop confidence with interview environment

Business Team Project

100 Pts: Teamwork skills / Communication skills / Problem-solving skills / Presentation skills

Semester Grading Scale

Grade Notations

600 - 576 A	Exam 1:	Interview:
575 - 550 A-		
549 - 536 B+		
535 - 501 B	Exam 2:	Self-Assessment:
500 - 476 B-		
475 - 451 C+		
450 - 436 C	Exam 3:	Career Development / Presentation:
435 - 412 C-		
411 - 387 D		
386 - 000 F		Business Team Project:

Missed Exams:

- If you are not present when exams are distributed, you must speak with the instructor to discuss the situation.
- Due date for a "delayed" exam is at the discretion of the instructor.
- Only one exam may be "delayed" with express and specific agreement with the instructor.

Late Work:

- Unless arranged with the instructor, late work will only be accepted within 1 week of the original due date.
- Late work will lose 10% of the graded value.

Appropriate Business Professional Dress is required for Interview Project and Class Presentations.

• If you have any difficulty understanding any of the material presented in the text or issues discussed in class, mention this to the instructor as soon as possible. Questions and clarifications are encouraged in this course.

• In addition, if you experience a work or personal situation that you believe could impact your progress in the course, it is critical to discuss this with the instructor as soon as possible so that any accommodation can be assessed and agreed upon by the instructor and the student.

January 22 - February 19

Understanding Organizational Expectations /Initiating Employment Strategies

- Awareness of differences in organizational structures and internal cultural aspects
- Preparing for personal interview situations
 - Resume preparation / Introductory letters / Reference letters
 - Initial interviews and Secondary "follow up" interviews
 - Assessment Center interview environment / Realistic Job Preview Analysis
 - Recruiter / Agency Representation selection process
- Issues of importance to the organization in the interview process
 - Ability to create an "engaged workforce" based on individual attributes, skills and experience
 - Importance of demonstrating goal-based decisions and the results of individual goals
 - Illustration of specific situations demonstrating ability to manage change and adapting to new responsibilities
 - Enhancing "personal diversity" through self-directed, individual skill development
- Developing Social Protocol Skills
 - Participation in organizational social functions- formal and informal occasions
 - Client-based meetings and social functions

In-Class Interviews - Monday, February 10

EXAM 1: Wednesday, February 19

February 24 - March 19

Understanding Organizational and Managerial Expectations of New Employees

- Communication Practices in the Workplace
 - Effective and appropriate application of various styles of communication
 - Cross-cultural communication issues
 - Performance evaluation and the feedback process
- Developing Effective Group Interactions and Decision Making
 - Issue selection criteria and efficient time management in meetings and presentations
 - Identification and resolution of conflict-based situations involving both individual and group situations
 - Negotiation skill development for successful bargaining processes

Self-Assessment Exercises: Monday, March 10

EXAM 2: Wednesday, March 19

Spring Break

March 31 - May 2

Career Development Project

Monday, April 7 / Wednesday, April 9

Development and Integration of Effective Self-Management and Leadership Skills

- Mentoring / Coaching Applications - Developing subordinates for upward mobility / Networking opportunities
- Empowerment / Delegation - Ability to identify and support employee interest in advancement
- Politticking - Understanding how authority and influence impact workplace outcomes
- Guidelines for personal and professional ethical decision-making
- Leadership Development - Differences in leadership styles / Leader-Subordinate relationships

Creating Entrepreneurial Opportunities

- Creative Thinking - Thinking "Inside and Outside the Box"
- Entrepreneurship - Innovation/ Invention Perspectives / Patents/Trademark Protection/ Financial Issues

EXAM 3: Wednesday, April 23

Professional Business Recruiting Group Project

Monday, May 5 / Wednesday, May 7