

# Workplace Relations

TEMC - 1430 301

## Course Description

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This course will provide training in workplace relationship, including interaction skills, managing difficult people, with an emphasis on soft skills.

Semester(s): All

## Course Student Learning Outcomes

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- Explain how appearance, hygiene, and behavior create a professional work environment.
- Demonstrate problem-resolution and recovery strategies.
- Explain how to support your coworkers in a professional workplace environment.

## Transfer/Certification/Licensure/Employment Information

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The USHE (Utah System of Higher Education) technical college program alignment allows for students at any USHE technical college to transfer seamlessly within any other USHE technical college. USHE technical colleges proposing to offer courses associated with this program currently include Davis Tech, Mountainland Tech, and Ogden-Weber Tech.

## Engagement Plan

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An instructor will respond to email within 24 to 48 hours.

An instructor will offer feedback on major assignments within 24 to 48 hours.

The best way to contact an instructor is via the Canvas Inbox.

## Keys for Success (how to succeed in the course)

### **Time Management**

Time management is an effective tool for getting things done. Having a proper schedule can help you complete the course on time. Try to write down and schedule as much as possible. Some people will be able to simply schedule block “study times,” others will have to break it down further.

### **Discipline Yourself**

Discipline yourself to study everyday at least two hours or until you understand your assignment. Study to know and to understand, not merely to get a particular grade.

### **Ask for Help**

If you are not keeping up in class, do all that you can do to help yourself including asking for help. Come into the class or Zoom room to talk with your instructor(s).

### **Communicate with Instructors**

If you cannot come to class, please notify your instructors.

## Required Text or Materials

**Title: No book is required for this class**

**Title: Pen, Pencil, and paper will be needed for notes**

For more information on textbook accessibility, contact Accessibility & Disability Services at [ads@slcc.edu](mailto:ads@slcc.edu).

## Brief Description of Assignments/Exams

In this Workplace Relations course, students will be assessed through a combination of Assignments, Quizzes, Mid Term, and Final. There were to designed to enhance and evaluate students skills in a workplace setting:

Assignments provide students with a learning tool that develops the practical, real-world skills students will need on the job. All Assignments must be completed with a score of 80% or better. Assignments are 20% of the students grade.

Quizzes, Mid-Term and Final:

- Quizzes: reporting what you learned in the module, time management, communications, and professionalism. (20% of grade)
- Mid-Term and Final: Reports, including research findings and recommendations, will be prepared to develop analytical and organizational skills. Students will craft persuasive rebuttal, demonstrating the ability to communicate ideas effectively and convincingly. (60% of grade)

All items must be complete and passed with 80% or better in order to pass the class.

## Assignment Schedule

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Due Date	Assignment Name	Assignment Type	Points
	<a href="#">2.01 - Exceptional Customer Service Assignment</a>	Assignment	12
	<a href="#">2.02 - Customer Service Representative Assignment</a>	Assignment	15
	<a href="#">2.03 - Customer Relations Quiz</a>	Quiz	10
	<a href="#">3.01 - Time Management and Schedule Assignment</a>	Assignment	12

Due Date	Assignment Name	Assignment Type	Points
	<a href="#">3.02 - Stress and Anger Management Assignment</a>	Assignment	24
	<a href="#">3.03 - Attention to Detail Assignment</a>	Assignment	12
	<a href="#">3.04 - Workplace Skills Assignment</a>	Assignment	9
	<a href="#">3.05 - Workplace Skills Quiz</a>	Quiz	10
	<a href="#">4.01 - Communication Assignment</a>	Assignment	12
	<a href="#">4.02 - Communication with Customers Quiz</a>	Quiz	10
	<a href="#">5.01 - Problem Solving Assignment</a>	Assignment	12
	<a href="#">5.02 - Problem Solving Quiz</a>	Quiz	10
	<a href="#">6.01 - Professionalism Assignment</a>	Assignment	18
	<a href="#">6.02 - Situational Ethics Assignment</a>	Assignment	12
	<a href="#">6.03 - Ethics Assignment</a>	Assignment	12
	<a href="#">6.04 - Professionalism Quiz</a>	Quiz	10
	<a href="#">7.01 - Email Assignment</a>	Assignment	12

Due Date	Assignment Name	Assignment Type	Points
	<a href="#">7.02 - Voicemail Greeting Assignment</a>	Assignment	21
	<a href="#">7.03 - Voicemail Message Assignment</a>	Assignment	21
	<a href="#">Final Customer Service Reflection</a>	Assignment	18
	<a href="#">Hotel Reservation Role Play</a>	Assignment	18
	<a href="#">Info Quiz</a>	Quiz	7
	<a href="#">Introduce Yourself</a>	Discussion	0
	<a href="#">Medical Lab Billing Department Role Play</a>	Assignment	18
	<a href="#">Midterm Customer Service Reflection</a>	Assignment	15

## Grading Scale

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Grade Scale	
Percentage	Letter Grade
100-90	A
89-80	B
79 or below	E

All items must be complete and passed with 80% or better in order to pass the class.

Students enrolled in this course can achieve a passing grade by completing Assignments, Quizzes, Mid Term, and the Final with a score of 80% or better.

20% of the score will come from Assignments, 20% from Quizzes, and 60% of the score will come the Mid Term and Final.

## How to Navigate to Canvas

## Institutional Policies

As members of our academic community, we would like to invite you to review the Institutional Syllabus which covers important policies and procedures. This document contains important links for students on the code of student rights and responsibilities, academic integrity, and grading policies, Title IX and other important acknowledgements. By familiarizing yourself with this information, you can help us create a safe and respectful environment for everyone.

For more information, navigate to the Institutional Policies tab on the [Institutional Syllabus](#) page.

## Learning Support and Tutoring Services

We are pleased to offer a range of tutoring and learning support services to help you achieve your academic goals. Whether you need assistance with a specific subject or want to improve your study skills, you have many options for tutoring or other support.

To learn more about the services we offer and how to access them, visit the [Institutional Syllabus](#) page under the Tutoring and Learning Support tab. We encourage you to take advantage of these resources to help you succeed in your studies. If you have any questions or would like to schedule a tutoring session, please don't hesitate to reach out to us. We are here to support you in any way we can.

## Advising and Counseling Support Services

At our institution, we are committed to supporting your academic and personal growth. That's why we offer a range of advising and counseling services to help you navigate the

challenges of college life. To learn more about the resources available to you and how to access them, visit the [Institutional Syllabus](#) page under the Advising and Counseling Support Services tab. Our advising team and the support centers across campus are here to support you in achieving your goals and overcoming any obstacles you may face.

## Student Academic Calendar

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As students you should be aware of all important dates in the semester, such as the day that courses begin and end, as well as the drop date and the last day to withdraw. To learn more about those dates, navigate to the Student Academic Calendar:

[SLCC Student Academic Calendar](#)