

ACCT 2900 – Business Soft Skills

Instructor Name:	Mr. Mike Mendonca
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Office Hours:	Anytime my door is open or by appointment using my Google Calendar
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Course Description: This is a full semester course designed to help students develop their “soft skills” for working in a business environment. Soft skills are sometimes defined as “people skills” or “social skills, whereas your technical skills you are learning in business courses are considered “hard skills”. Some soft skills students should improve with this course include: Communication (oral and written), Teamwork, Adaptability, Problem Solving, Critical Thinking, Career preparation.



Clemson Thinks2 (CT2): This class is participating in the CT2 campus-wide Quality Enhancement Plan that focuses on undergraduate critical thinking, a skill that is invaluable for your success in your career after graduation as well as while you are in college.

- Critical thinking is the process of making fair-minded, reflective, well-reasoned judgements about what to believe and what to do (Measured Reasons, LLC, 2018).
- This requires meta-cognition, meaning to reflect on your own thinking. We all have ability to critical think, but as anything we can work to develop this skill further by using it every day. Class discussions you will use the 5-Step Critical Thinking process.
- To understand your level of Critical Thinking and to see if you have improved over the semester, you will take the California Critical Thinking Skills Assessment at both beginning and end of course.

Class Time/Location: This is a hybrid course ...we do not always meet in the classroom.

- Acct 2900, Sect 1 -- MWF 9:05 am – 9:55 am, Serrine 316.
- Friday – most Fridays are reserved for compensatory time for your out of class exercises...see schedule.

Course Objective:

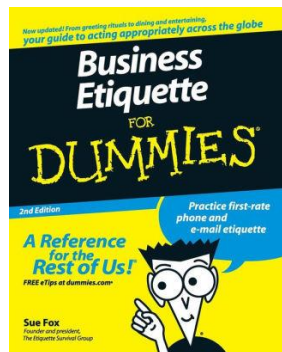
To begin students on a continuing journey to develop non-academic skills to propel them to success in the business world. We will accomplish this with identifying general areas of concern from employers and work towards improving these areas.

Student Learning Outcomes: Upon successful completion of this course, students will:

1. Critically Think – Throughout the course, students will develop their critical thinking skills
 - a. Through in-class discussions and problem-solving exercises
 - b. Outdoor Lab Group Initiatives exercise
2. Oral and written communication skills
 - a. Write a cover letter and resume with impact
 - b. Properly write/format a professional email
 - c. Speak professionally to peers, recruiters and supervisors
 - d. Effectively communicate complex ideas demonstrating your critical thinking skills
3. Understand different personality types with regard to MBTI®
 - a. Identify their own personality preferences by reviewing their assessment results
 - b. Understand the value of all 16 MBTI® personality preferences
 - c. Understand how to work with colleagues with diverse personality preferences
4. Career preparation – students will understand how to engage with recruiters and network
5. Problem solving – Outdoor Lab team exercise will build problem solving and team work skills
 - a. Analyze simple and complex problems
 - b. Create solutions to problems while working with a team
6. Office culture – students will understand and use proper office etiquette

Course Materials:

- Business Etiquette for Dummies, 2nd Ed, by Sue Fox -- ISBN: 978-0-470-14709-2
- Myers Briggs Type Indicator assessment through the Michelin Career Center (you'll be sent link)
- Clemson's Skillport e-Learning – Communications Skills – Networking



PERSONALITY TYPES KEY			
E Extroverts are energized by people, enjoy a variety of tasks, a quick pace, and are good at multitasking.	S Sensors are realistic, people who like to focus on the facts and details, and apply common sense and past experience to come up with practical solutions to problems.		
I Introverts often like working alone or in small groups, prefer a more deliberate pace, and like to focus on one task at a time.	N Intuitives prefer to focus on possibilities and the big picture, easily see patterns, make innovation, and seek creative solutions to problems.		
T Thinkers tend to make decisions using logical analysis, objectively weigh pros and cons, and value honesty, consistency, and fairness.	J Judgers tend to be organized and prepared, like to make and stick to plans, and are comfortable following most rules.		
F Feelers tend to be sensitive and cooperative, and decide based on their own personal values and how others will be affected by their actions.	P Perceivers prefer to keep their options open, like to be able to act spontaneously, and like to be flexible with making plans.		

Attendance/Participation Policy:

- a. Attendance is mandatory aspect of this course due to the interaction with classmates. It is nearly impossible to build on your interpersonal skills and teamwork without attending. Excused absences include illness, official university function or a family emergency. Contact me immediately if you will be absent. Makeup work may be allowed for excused absence.
- b. Class Cancellations Due to Inclement Weather, Power Outages, etc.: Any assignments due will be delayed an appropriate amount by the instructor. Updates will be made via email or Canvas.
- c. If in the event I am late for class, please wait 10 mins after scheduled class start time.

Graded Activity/Assignments:

1. Complete Critical Thinking Pre- assessment	10 pts
2. Internet search for “Business Soft Skills” – <u>Bring to class</u> your list of ten skills	5 pts
3. Complete Myers-Briggs Type Indicator (MBTI®) assessment	10 pts
4. Resume – Students must turn in their initial (10) & revised (5) Resume	15 pts
5. Cover Letter for Resume	10 pts
6. Networking –	
a. Complete and <u>pass</u> Skill Port Training Programs (2 @ 10 pts each)	20 pts
b. Attend Accounting Recruiter’s Reception (5 contacts minimum)	10 pts
c. Attend Career Fair/Business Reception (5 contacts minimum)	10 pts
7. Outdoor Lab – Group Initiatives Course	20 pts
8. Exam (Business Etiquette)	15 pts
9. Attend a Professional Development Event during semester	5 pts
10. Complete Critical Thinking – Post course assessment	10 pts
11. Attendance & Participation	100 pts
12. <u>Final (Practical)</u>	10 pts
Total Points	250 pts

Grading System:

Standard letter grade course based on **active student participation** and **completing** required activities.

Grade	Total Points Available - 200	How This Relates to Employee Ratings
A	90 – 100 % (225+ points)	Great employee...top of list for promotions
B	80 – 89 % (200-224 points)	Need improvement for potential promotions
C	70 – 79 % (175-199 points)	Could lose job unless performance improved
D	60 – 69 % (150-174 points)	Fired
F	< 60 % (149 or less points)	Fired

Course Calendar: – Tentative schedule is attached to syllabus.

Harassment / Discrimination:

Clemson University is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender, pregnancy, national origin, age, disability, veteran’s status, genetic information or protected activity in employment, educational programs and activities, admissions and financial aid.

Title IX of the Education Amendments of 1972 (amending the Higher Education Act of 1965) is a federal gender equity law that prohibits discrimination based on sex in education programs and activities that receive federal funding. **Sexual harassment, which includes sexual violence and other forms of nonconsensual sexual misconduct, is a form of sex discrimination and is prohibited under this law.**

Title IX policy is located at: <http://www.clemson.edu/campus-life/campus-services/access/title-ix/index.html>

Mr. Jerry Knighton is the Clemson University Title IX Coordinator. He also is the Director of Access and Equity. His office is located at 110 Holtzendorff Hall, 864.656.3184 (voice) or 864.656.0899 (TDD).

Accommodations for Students:

Clemson University values the diversity of our student body as a strength and a critical component of our dynamic community. Students with disabilities or temporary injuries/conditions may require accommodations due to barriers in the structure of facilities, course design, technology used for curricular purposes, or other campus resources. Students who experience a barrier to full access to this class should let the professor know, and make an appointment to meet with a staff member in Student Accessibility Services as soon as possible. You can make an appointment by calling 864-656-6848, by emailing studentaccess@lists.clemson.edu, or by visiting Suite 239 in the Academic Success Center building. Appointments are strongly encouraged – drop-ins will be seen if at all possible, but there could be a significant wait due to scheduled appointments. Students who receive Academic Access Letters are strongly encouraged to request, obtain and present these to their professors as early in the semester as possible so that accommodations can be made in a timely manner. It is the student's responsibility to follow this process each semester. You can access further information here: <http://www.clemson.edu/campus-life/campus-services/sds/>.

Academic Integrity:

As members of the Clemson University community, we have inherited Thomas Green Clemson's vision of this institution as a "high seminary of learning." Fundamental to this vision is a mutual commitment to truthfulness, honor, and responsibility, without which we cannot earn the trust and respect of others. Furthermore, we recognize that academic dishonesty detracts from the value of a Clemson degree. Therefore, we shall not tolerate lying, cheating, or stealing in any form.

Fall 2018 ACCT 2900 Course Calendar

Date	Event	Comments	Graded Assignment
22 Aug	1: Discuss course –develop agenda	Intro to Critical Thinking	
24 Aug	Class does not meet! Use time to complete assignments		-Assign #1 (10 pts)... Critical Thinking Assessment - Assign #2 (5 pts)... List of soft skills
27 Aug	2: Meeting and Greeting (oral comm)	Bring copy of assign #1 Read Chapter 5 of Text	
29 Aug	3: Resume	Read Chapter 6 of Text	Current resume (10 pts)... Turn in Copy
31 Aug	No Class – Complete Task	Read Chapter 4 of Text	e-Learning #1 (10 pts)
3 Sep	4: Recruiting Prep/Networking - Professional Etiquette	Read Chapter 1 of Text	Revised resume (5 pts)...turn in copy
5 Sep	No Class - Acct Recruiter's Recpt	Networking/Comm practice	Make at least 5 contacts
7 Sep	No Class – Complete Task		e-Learning #2 (10 pts)
10 Sep	5: Critical Thinking		Turn in Acct Recpt contact info (10 pts)
12 Sep	6: Networking		
14 Sep	No Class – Complete Task	Read: MBTI® Basics	MBTI® Assessment
17 Sep	7: Interviews – Part 1	Visit Career Center and OSE Websites	
19 Sep	8: Interviews – Part 2	Read Chap 24	
21 Sep	No Class – Career Fair/Reception	Comp Time-Career Fair	Make at least 5 contacts
24 Sep	9: Written Communication - Email	Read Chap 9	Turn in Career Fair/Recpt contact info (10 pts)
26 Sep	10: Business Writing	Draft Cover Letter	
28 Sep	No Class	Comp Time-Bus Reception	
1 Oct	11: Verbal Communication-Listen		Cover Letter (10 pts)
3 Oct	12: Verbal Communication- Speak	Presentation	
5 Oct	No class – complete task	MBTI® one-on-one	MBTI® Complete (10 pts)
8 Oct	Mid-Term Exam	Source – Business Etiquette for Dummies	Mid Term exam (10 pts)
10 Oct	13: Meeting etiquette	Read Chap 10-Exam Review	
12 Oct	No Class – complete task		

Fall 2018 ACCT 2900 Course Calendar

Date	Event	Comments	Graded Assignment
15 Oct	14: MBTI® Discussion/analysis P.1		
17 Oct	15: MBTI® Discussion/analysis P.2		
19 Oct	Team Problem Solving –Clemson’s Outdoor Lab	4-hr outdoor training event problem solving/teamwork	Attend and actively participate (20 pts)
22 Oct	16: MBTI® Discussion/analysis P.3	Outdoor Lab Review	
24 Oct	17: Critical Thinking II		
26 Oct	No Class	Outdoor Lab Comp Time	
29 Oct	18: Professional Office Culture	Chap 17	
31 Oct	19: Professional Office Culture II		
2 Nov	No Class	Outdoor Lab Comp Time	
5 Nov	Fall Break – No class		
7 Nov	20: Phone/Electronic etiquette	Read Chap 7	
9 Nov	No Class	Outdoor Lab Comp Time	
12 Nov	21: LinkedIn/Social Media		
14 Nov	22: Core Values		
16 Nov	No Class	Outdoor Lab Comp Time	
19 Nov	23: TBD (Break for holiday?)		
21-23 Nov	Thanksgiving Break		
26 Nov	24: The Tens (Review)		Chap 17
30 Nov	No Class	Comp Time- Professional Development	Professional Development Assignment due (5 pts)
3 Dec	25: Student Concerns		Critical Thinking – post assessment (10 pts)
5 Dec	26: Course Wrap Up/Evaluation	Business Casual Dress	Practical Final (5 pts)