

## ACCT 2900 – Business Soft Skills

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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 001 – MW(±) 9:05 am – 9:55 am, Serrine 306.
- Friday – most Fridays are reserved for compensatory time for your out of class exercises...see schedule.

### **Course Objective:**

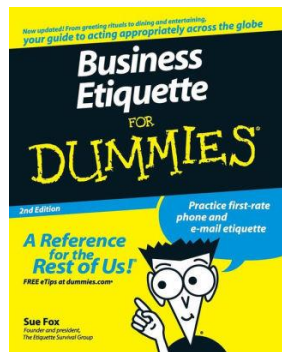
To begin students on a continuing journey to develop non-academic skills to propel them to success in the business world. We will accomplish this with identifying general areas of concern from employers and work towards improving these areas.

**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, 2<sup>nd</sup> 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
- California Critical Thinking Skills Assessment (you will be sent the link)



PERSONALITY TYPES KEY			
<b>E</b> Extroverts are energized by people, enjoy a variety of tasks, a quick pace, and are good at multitasking.	<b>S</b> 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.		
<b>I</b> Introverts often like working alone or in small groups, prefer a more deliberate pace, and like to focus on one task at a time.	<b>N</b> Intuitives prefer to focus on possibilities and the big picture, readily see patterns, make innovation, and seek creative solutions to problems.		
<b>T</b> Thinkers tend to make decisions using logical analysis, objectively weigh pros and cons, and value honesty, consistency, and fairness.	<b>J</b> Judgers tend to be organized and prepared, like to make and stick to plans, and are conscientious followers of most rules.		
<b>F</b> Feelers tend to be sensitive and cooperative, and decide based on their own personal values and how others will be affected by their actions.	<b>P</b> 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. Due to the interactive nature of this course, makeup work is unlikely.
- 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 I am late for class, please wait 10 mins after scheduled class start time before leaving.

**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 Acct Recruiter’s Reception 4 Sep...(5 contacts minimum)	10 pts
c. Attend Career Fair/Business Reception 26 Sep...(5 contacts minimum)	10 pts
7. Outdoor Lab – Group Initiatives Course	20 pts
8. Exam (Business Etiquette)	10 pts
9. Attend a Professional Development Event during semester	10 pts
10. Complete Critical Thinking – Post course assessment	10 pts
11. Attendance & Participation	100 pts
12. <u>Final (Practical)</u>	10 pts
<b>Total Points</b>	<b>250 pts</b>

**Grading System:**

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

Grade	Total Points Available - 250	How This Relates to Employee Ratings
A	95 – 100 % (237.5+ points)	Great employee...top of list for promotions
	90 – 94% (225-237.4 points)	Good employee...promotion potential
B	80 – 89 % (200-224 points)	Need <b>improvement</b> for potential promotions
C	70 – 79 % (175-199 points)	Could <b>lose job</b> unless performance improved
D	60 – 69 % (150-174 points)	<b>Fired</b>
F	< 60 % (149 or less points)	<b>Fired</b>

**Course Calendar:** – Tentative schedule is attached to syllabus.

**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.*

### **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](mailto: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/>.

### **Title IX: 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. This includes a prohibition against sexual harassment and sexual violence as mandated by Title IX of the Education Amendments of 1972.

This policy is located at <http://www.clemson.edu/campus-life/campus-services/access/title-ix/>. Ms. Alesia Smith is the Clemson University Title IX Coordinator, and the Executive Director of Equity Compliance. Her office is located at 110 Holtzendorff Hall, 864.656.3181 (voice) or 864.656.0899 (TDD).

**Academic Continuity Plan:** Clemson has developed an Academic Continuity Plan for academic operations. Should university administration officially determine that the physical classroom facility is not available to conduct classes in, class will be conducted in a virtual (online) format. The University issues official disruption notifications through email /www /text notification/Social Media.

When notified, use one of the following links to navigate to Clemson Canvas where you will find important information about how we will conduct class:

Primary access link: [www.clemson.edu/canva](http://www.clemson.edu/canva)

Secondary access link, if needed: <https://clemson.instructure.com/>

You can also use the Canvas Student App.

Our activities for teaching and learning will occur through our Canvas course. This includes:

information on preferred method(s) of teaching and learning. Refer to the Clemson Online sheet “teaching in a planned/unplanned event” to create your plans.

### Fall 2019 ACCT 2900 Course Calendar

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

### Fall 2019 ACCT 2900 Course Calendar

Date	Event	Comments	Graded Assignment
14-15 Oct	Fall Break		
16 Oct	14: Critical Thinking II		
18 Oct	No Class		
21 Oct	15: MBTI® Discussion/analysis P.1		
23 Oct	16: MBTI® Discussion/analysis P.2		
25 Oct	Team Problem Solving –Clemson's Outdoor Lab	4-hr outdoor training event problem solving/teamwork	Attend and actively participate (20 pts)
28 Oct	17: MBTI® Discussion/analysis P.3	Outdoor Lab Review	
30 Oct	18: Professional Office Culture	Chap 17	
1 Nov	No Class	Outdoor Lab Comp Time	
4 Nov	19: Professional Office Culture II		
6 Nov	20: Phone/Electronic etiquette	Read Chap 7	
8 Nov	No Class	Outdoor Lab Comp Time	
11 Nov	21: LinkedIn/Social Media		
13 Nov	22: Core Values		
15 Nov	No Class	Outdoor Lab Comp Time	
18 Nov	23: Problem Solving Exercise		
20 Nov	24: The Tens (Review)		Chap 17
22 Nov	No Class	Outdoor Lab Comp Time	
25 Nov	Weather Make up day		Professional Development Assignment due (10 pts)
27-29 Nov	Thanksgiving Break		
2 Dec	25: Student Concerns		Critical Thinking – post assessment (10 pts)
4 Dec	26: Course Wrap Up/Evaluation	Business Casual Dress	Practical Final (10 pts)
6 Dec	No Class	Comp Time-Professional Development	