

ACCT 2900 – Business Soft Skills

Instructor Name:	Mr. Mike Mendonca
Office:	424A or 490A in New Business College...exact location unknown
Office Hours:	Anytime my door is open or appointment using CU Navigate Link
CU Navigate link:	Appts: Via Guide App or https://clemsun.campus.eab.com
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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 – MW(☞) 1:25 pm – 2:15 pm, BUS G016
- Friday – most Fridays are reserved for your out of class exercises or compensatory time...see schedule.

Course Objective:

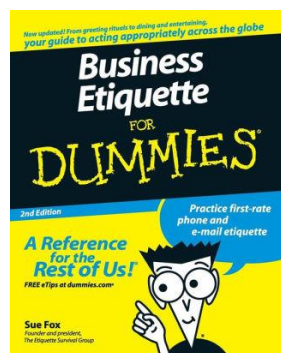
To begin students on a continuing journey to develop non-academic skills to propel them to success in the business world. We will accomplish this with identifying general areas of concern from employers and work towards improving these areas.

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 teamwork 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 (link in Canvas)
- Clemson's Skillport e-Learning – Communications Skills – Networking
- California Critical Thinking Skills Assessment (link in Canvas)



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 prefer the 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, value 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 Percivers 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/Participation 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. Even though you might be attending via remote video, you can still participate.

Contact me **immediately** if you will be absent. Due to the interactive nature of this course, makeup work is unlikely.

- b. If you must isolate due to COVID-19, use Notification of Absence module in Canvas so all your instructors understand your situation...you will continue the course online until you are able to return.
- c. 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.
- d. If in the event I am late for class (in-person or video), please wait 15 mins after scheduled class start time before giving up on the lesson.

Graded Activity/Assignments:

1. Critical Thinking Pre- assessment	15 pts
2. Internet search for “Business Soft Skills” – <u>Bring to class</u> your list of ten skills	10 pts
3. 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 Virtual Acct Recruiter Event (5 contacts minimum)	10 pts
c. Attend Virtual Career Fair (5 contacts minimum)	10 pts
7. Outdoor Lab – Group Initiatives Course - if we can conduct	20 pts
8. Exam (Business Etiquette)	10 pts
9. Attend Professional Development Event (virtual) during semester	10 pts
10. Participation	100 pts
11. <u>Final (Practical)</u>	10 pts
Total Points	250 pts

IMPORTANT NOTE: Due to COVID-19, assignments/activities may change based on Clemson’s environment at that time. Therefore, it is important to complete all that are available.

Grading System:

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

Grade		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 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

IMPORTANT NOTE: Due to COVID-19, assignments/activities may change based on Clemson’s environment at that time. Therefore, your grade is based on your grade percentage not total points.

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.

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).

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/>.

Specific COVID-19 related information for in-person classes: While on campus, face coverings are required in all buildings and classrooms. Face coverings are also required in outdoor spaces where physical distance cannot be guaranteed. Please be familiar with the additional information on the Healthy Clemson website, such as the use of wipes for in-person classes. If an instructor does not have a face covering or refuses to wear an approved face covering without valid accommodation, students should notify the department chair. If a student does not have a face covering or refuses to wear an approved face covering without valid accommodation, the instructor will ask the student to leave the academic space and may report the student’s actions to the Office of Community & Ethical Standards as a violation of the Student Code of Conduct. If the student’s actions disrupt the class to the extent that an immediate response is needed, the instructor may call the Clemson University Police Department at 656-2222.

If I go into quarantine/isolate: Plan on continuing the class remotely unless notified otherwise.

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

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

You can also use the Canvas Student App.

Campus Safety: Clemson University is committed to providing a safe campus environment for students, faculty, staff, and visitors. As members of the community, we encourage you to take the following actions to be better prepared in case of an emergency:

- Ensure you are signed up for emergency alerts (<https://www.getrave.com/login/clemson>),
- Download the Rave Guardian app to your phone (<https://www.clemson.edu/cusafety/cupd/rave-guardian/>)
- Learn what you can do to prepare yourself in the event of an active threat (<http://www.clemson.edu/cusafety/EmergencyManagement/>)

Course Calendar: – Tentative schedule is attached to syllabus. Flexibility as to when or what course activities we have is important to meet course objectives in the COVID-19 environment.

Fall 2020 ACCT 2900 Course Calendar

Date	Event	Comments	Graded Assignment
19 Aug	1: Discuss course –develop agenda	Intro to Critical Thinking	
21 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
24 Aug	2: Meeting and Greeting (oral comm)	Turn in assign #2 Read Chapter 5 of Text	
26 Aug	3: Resume	Read Chapter 6 of Text	Current resume (10 pts)... Turn in Copy
28 Aug	No Class – Complete Task	Read Chapter 4 of Text	e-Learning #1 (10 pts)
31 Aug	4: Critical Thinking		
2 Sep	5: Recruiting Prep/Networking - Professional Etiquette	Read Chapter 1 of Text	Revised resume (5 pts)...turn in copy
4 Sep	No Class – Complete Task		e-Learning #2 (10 pts)
7 Sep	6: Networking	In-person & Virtual	
9 Sep	No class – Acct Recruiter Event	Networking/Comm practice	Make at least 5 contacts/each
11 Sep	No Class – Complete Task	Read: MBTI® Basics	MBTI® Assessment (10 pts)
14 Sep	7: Interviews – Part 1	Visit Career Center and OSE Websites	Turn in contact info (10 pts)
16 Sep	8: Interviews – Part 2	Read Chap 24	
18 Sep	No Class	Comp Time-Career Fair	
21 Sep	9: Written Communication - Email	Read Chap 9	
23 Sep	10: Business Writing	Draft Cover Letter	
25 Sep	No Class		
28 Sep	11: Verbal Communication-Listen		Cover Letter (10) pts
30 Sep	12: Verbal Communication- Speak	Presentation	
1 Oct	Virtual Career Fair	Networking/Comm practice	This is a Thursday!
2 Oct	No class – complete task	MBTI® one-on-one	
5 Oct	13: Meeting etiquette	Read Chap 10-Exam Review	
7 Oct	Mid-Term Exam	Source – Business Etiquette for Dummies	Mid Term exam (10 pts)
9 Oct	No Class	Comp Time	

Fall 2020 ACCT 2900 Course Calendar

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