

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 1 – MW(☞) 9:05 am – 9:55 am, Serrine 310.
- Friday – most Fridays are reserved for compensatory time for your out of class exercises...see schedule.

Course Objective:

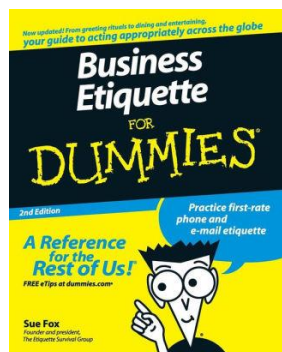
To begin students on a continuing journey to develop non-academic skills to propel them to success in the business world. We will accomplish this with identifying general areas of concern from employers and work towards improving these areas.

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 (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 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 need to make decisions using logical analysis, objectively weigh pros and cons, and value honesty, consistency, and fairness.	J Judgers need to be organized and prepared, like to make and stick to plans, and are conscientious, following most rules.		
F Feelers need 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, interviews or a family emergency. Contact me immediately if you will be absent. Due to the interactive nature of this course, makeup work is unlikely. Unexcused late arrivals or absence will reduce your participation grade.
- 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. 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 Career Fair (5 contacts minimum)	10 pts
c. Attend Business Reception (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. Attendance & Participation (-5/unexcused absence & -1/late)	100 pts
11. <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 - 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 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

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 Holtendorff 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/>.

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.

On E-Learning Day, **Feb. 19, 2020**, a real-time test of the Academic Continuity Plan will be conducted. For further information, see the Academic Continuity Guide <https://clemson.app.box.com/s/8kpa22p36dvwavecr6avbfcykeeflmeo>, and the Academic Continuity webpage <http://www.clemson.edu/online/elearning/index.html>.

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.

Spring 2020 ACCT 2900 Course Calendar

Date	Event	Comments	Graded Assignment
8 Jan	1: Discuss course –develop agenda	Intro to Critical Thinking	
10 Jan	Class does not meet! Use time to complete assignments		-Assign #1 (10 pts)... Critical Thinking Assessment - Assign #2 (5 pts)... List of soft skills
13 Jan	2: Meeting and Greeting (oral comm)	Bring copy of assign #2 Read Chapter 5 of Text	
15 Jan	3: Resume	Read Chapter 6 of Text	Current resume (10 pts)... Turn in Copy
17 Jan	No Class – Complete Task	Read Chapter 4 of Text	e-Learning #1 (10 pts)
20 Jan	No Class – MLK Holiday		
22 Jan	4: Recruiting Prep/Networking - Professional Etiquette	Read Chapter 1 of Text	Revised resume (5 pts)...turn in copy
24 Jan	No Class – Complete Task		e-Learning #2 (10 pts)
27 Jan	5: Critical Thinking		
29 Jan	6: Networking		
31 Jan	No Class – Complete Task	Read: MBTI® Basics	MBTI® Assessment (10 pts)
3 Feb	7: Interviews – Part 1	Visit Career Center and OSE Websites	
5 Feb	8: Interviews – Part 2	Read Chap 24	
6 Feb	Career Fair/Business Reception	Networking/Comm practice	Make at least 5 contacts/each
7 Feb	No Class	Comp Time-Career Fair	
10 Feb	9: Written Communication - Email	Read Chap 9	Bring contact info (20 pts)
12 Feb	10: Business Writing	Draft Cover Letter	
14 Feb	No Class	Comp Time-Bus Reception	
17 Feb	11: Verbal Communication-Listen		Cover Letter (10) pts
19 Feb	12: Verbal Communication- Speak	See Canvas Assignment	E-Learning Day
21 Feb	No class – complete task		
24 Feb	13: Meeting Etiquette/ Exam Review	Read Chap 10	
26 Feb	Mid-Term Exam	Source – Business Etiquette for Dummies	Mid Term exam (10 pts)
28 Feb	No Class	Comp Time	Advising Complete

Spring 2020 ACCT 2900 Course Calendar

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