

ACCT 2900 – Business Soft Skills

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Office:	432 Business College
Office Hours:	Anytime my door is open or appointment using CU Navigate Link
CU Navigate link:	Appts: CU Navigate: 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 present level of Critical Thinking, you will take the California Critical Thinking Skills Assessment at beginning course.

Class Time/Location: This is a traditional course in that students are expected to attend all scheduled in-person classes. However, we do not always meet in the classroom.

- Acct 2900, Sect 1 – MW(☞) 1:25 pm – 2:15 pm, BUS G019
- Friday – most Fridays are reserved for your out of class exercises or compensatory time...see schedule.

Course Objective:

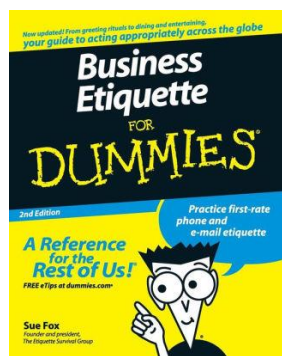
To begin students on a continuing journey to develop non-academic skills to propel them to success in the business world. We will accomplish this with identifying general areas of concern from employers and work towards improving these areas.

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 good 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/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 need to attend 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	10 pts
2. Internet search for “Business Soft Skills” – <u>Bring to class</u> your list of ten skills	5 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. Recorded virtual introduction	10 pts
c. Attend Virtual Acct Recruiter Event (5 contacts minimum)	10 pts
d. Attend Virtual Career Fair (5 contacts minimum)	10 pts
7. Outdoor Lab – Group Initiatives Course	
a. Lab active participation	15 pts
b. Memo – Outdoor Lab reflection	5 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 %	Great employee...top of list for promotions
	90 – 94%	Good employee...promotion potential
B	80 – 89 %	Need improvement for potential promotions
C	70 – 79 %	Could lose job unless performance improved
D	60 – 69 %	Fired
F	< 60 %	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 of points available, 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:

Title IX Policy: 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 (e.g., opposition to prohibited discrimination or participation in any complaint process, etc.) 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. The University is committed to combatting sexual harassment and sexual violence. As a result, you should know that University faculty and staff members who work directly with students are required to report any instances of sexual harassment and sexual violence, to the University's Title IX Coordinator. What this means is that as your professor, I am required to report any incidents of sexual harassment, sexual violence or misconduct, stalking, domestic and/or relationship violence that are directly reported to me, or of which I am somehow made aware.

There are two important exceptions to this requirement about which you should be aware: Confidential Resources and facilitators of sexual awareness programs such as "Take Back the Night and Aspire to be Well" when acting in those capacities, are not required to report incidents of sexual discrimination.

Another important exception to the reporting requirement exists for academic work. Disclosures about sexual harassment, sexual violence, stalking, domestic and/or relationship violence that are shared as part of an academic project, a research project, classroom discussion, or course assignment, are not required to be disclosed to the University's Title IX Coordinator.

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 223 Holtzendorff Hall, 864.656.3181 (voice) or 864.656.0899 (TDD) and email address is alesias@clemson.edu.

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/canvas

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.

Spring 2021 ACCT 2900 Course Calendar

Date	Event	Comments	Graded Assignment
6 Jan	1: Discuss course –develop agenda	Intro to Critical Thinking	
8 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
11 Jan	2: Meeting and Greeting (oral comm)	Turn in assign #2 Read Chapter 5 of Text	
13 Jan	3: Resume	Read Chapter 6 of Text	Current resume (10 pts)... Turn in Copy
15 Jan	No Class – Complete Task	Read Chapter 4 of Text	e-Learning #1 (10 pts)
18 Jan	No Class – MLK Holiday		
20 Jan	4: Recruiting Prep/Networking - Professional Etiquette	Read Chapter 1 of Text	
22 Jan	No Class – Complete Task		e-Learn #2 (10)/Intro Rec (5)
25 Jan	5: Critical Thinking		
27 Jan	6: Networking	In-person & Virtual	Revised resume (5 pts)...turn in copy
28 Jan	Career Fair	Networking/Comm practice	Make at least 5 contacts
29 Jan	No Class – Complete Task	Read: MBTI® Basics	MBTI® Assessment (10 pts)
1 Feb	7: Interviews – Part 1	Visit Career Center and COB Websites	Turn in contact info (10 pts)
2 Feb	Acct Reception	Networking/Comm practice	Make at least 5 contacts
3 Feb	8: Interviews – Part 2	Read Chap 24	Turn in contact info (10 pts)
5 Feb	No Class	Comp Time-Career Fair	
8 Feb	9: Written Communication - Email	Read Chap 9	
10 Feb	10: Business Writing	Draft Cover Letter	
12 Feb	No Class	Comp Time-Acct Network	
15 Feb	11: Verbal Communication-Listen		Cover Letter (10) pts
17 Feb	12: Verbal Communication- Speak	Presentation	
19 Feb	No class – complete task	MBTI® one-on-one	
22 Feb	13: Meeting etiquette	Read Chap 10-Exam Review	
24 Feb	Mid-Term Exam	Source – Business Etiquette for Dummies	Mid Term exam (10 pts)

Spring 2021 ACCT 2900 Course Calendar

Date	Event	Comments	Graded Assignment
26 Feb	No Class	Comp Time	
1 Mar	14: MBTI® Discussion/analysis Pt.1		
3 Mar	15: MBTI® Discussion/analysis Pt.2	Read Chap 7	
5 Mar	Team Problem Solving –Clemson's Outdoor Lab	4-hr outdoor training event problem solving/teamwork	Attend/actively participate (15 pts)
8 Mar	16: MBTI® Discussion/analysis Pt.3	Outdoor Lab Review	
10 Mar	17: Critical Thinking II		Outdoor Lab Memo (5 pts)
12 Mar	No Class		
15-19 Mar	Spring Break		
22 Mar	18: Professional Office Culture	Chap 16 & 17	
24 Mar	19: Professional Office Culture II	Ted Talk	
26 Mar	No Class	Outdoor Lab Comp Time	
29 Mar	Phone/Electronic etiquette		
31 Mar	20:		
2 Apr	No Class	Outdoor Lab Comp Time	
5 Apr	21: Problem Solving Exercise		
7 Apr	22: LinkedIn/Social Media		
9 Apr	No Class	Outdoor Lab Comp Time	
12 Apr	23: Core Values		
14 Apr	24: Problem Solving (Oconee Bell)		
16 Apr	No Class	Outdoor Lab Comp Time	
	Weather Make up day	No Class if on schedule	Professional Development Assignment due (10 pts)
19 Apr	25: Student Concerns/The Tens		Chap 17
21 Apr	26: Course Wrap Up/Evaluation	Business Casual Dress	Practical Final (10 pts)