

## ACCT 2900 – Business Soft Skills

Instructor Name:	Mr. Mike Mendonca
Office:	432 Powers Building
Office Hours:	Appointment using CU Navigate Link
CU Navigate link:	Appts: CU Navigate: <a href="https://clemsontech.edu/campus/eab.com">https://clemsontech.edu/campus/eab.com</a>
Email:	<a href="mailto:mendonc@clemsontech.edu">mendonc@clemsontech.edu</a> (primary method of communication)
Office phone:	(864) 656-3245

**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(F) 1:25 pm – 2:15 pm, POWERS 110  
- Friday – most Fridays are reserved for your out of class exercises or compensatory time...see schedule.

**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.
- To understand your present level of Critical Thinking, you will take the California Critical Thinking Skills Assessment at the beginning of the course.

## Course Objective:

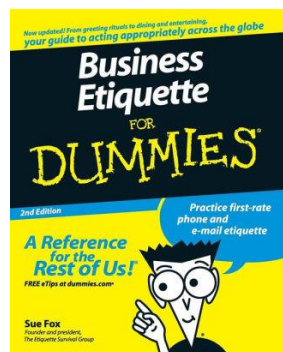
To begin students on a continuing journey to develop non-academic skills to propel them to success in the business world. We will accomplish this with identifying general areas of concern from employers and work towards improving these areas.

## 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, 2<sup>nd</sup> 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			
<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, value 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 comfortable following 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/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. Contact me **immediately** if you will be absent.

- 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 Acct Recruiter Event (5 contacts minimum)	10 pts
d. Attend 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. Mid-Term 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
<b>Total Points</b>	<b>250 pts</b>

**IMPORTANT NOTE:** If Clemson University changes their teaching modality/environment (COVID-19 for example), assignments/activities may change. Therefore, your grade is based on your **percentage** of points available, not total points.

**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 <b>improvement</b> for potential promotions
C	70 – 79 %	Could <b>lose job</b> unless performance improves – 1 <sup>st</sup> to furlough
D	60 – 69 %	<b>Fired</b>
F	< 60 %	<b>Fired</b>

**Grading Policies:**

No extra credit provided. Be professional and complete your assignments on time. Late completion will lose 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.

All infractions of academic dishonesty by undergraduates must be reported to Undergraduate Studies for resolution through that office. In cases of plagiarism instructors may use the Plagiarism Resolution Form.

See the [Undergraduate Academic Integrity Policy](#) website for additional information and [the current catalogue](#) for the policy.

### **Title IX: Harassment / Discrimination:**

The Clemson University Title IX statement: 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 [Title IX policy](#) is located on the Campus Life website. Ms. Alesia Smith is the Clemson University Title IX Coordinator, and the Executive Director of Equity Compliance. Her office is located at 223 Brackett Hall, 864.656.0620. Remember, email is not a fully secured method of communication and should not be used to discuss Title IX issues.

### **Student Accessibility Services:**

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 through their AIM portal 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 at the [Student Accessibility website](#). Other information is at the university's [Accessibility Portal](#)

**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](http://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:

1. Ensure you are signed up for [emergency alerts](#)
2. Download the [Rave Guardian app](#) to your phone  
(<https://www.clemson.edu/cusafety/cupd/rave-guardian/>)
3. 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 with external variables...such as recruiting events, outdoor lab availability and the COVID-19 environment.

## Spring 2022 ACCT 2900 Course Calendar/Outline

Date	Event	Comments	Graded Assignment
12 Jan	1: Discuss course –Meet & Greet	Intro to Networking	
15 Jan	<b>Class does not meet!</b> Use time to complete assignments	Class Starts a week later than usual and the Career Fair is a week earlier!	- Assign #1 (10 pts): Current Resume  - Assign #2 (10 pts): e-Learning #1 (Network)
17 Jan	No Class – MLK Holiday		
19 Jan	2: Recruiting Prep/Networking	Read Chapter 4 of Text	
20 Jan	- Career Fair - Acct Recruiter Event	Networking/Comm practice	- Assign #3 (10 pts): - Assign #4 (10 pts): Make at least 5 contacts/each
21 Jan	No Class – Complete Task	Read Chapter 4 of Text	- Assign #5 (5 pts): List of Soft Skills
24 Jan	3: Networking	Read Chapter 5 of Text	Turn in contact info/skills
26 Jan	4: Resume	Read Chapter 6 of Text	Bring copy of resume to take notes in class
28 Jan	No Class – Complete Task		- Assign #6 (10 pts): Critical Thinking Assessment
31 Jan	5: Verbal Communication #1 - Professional Etiquette	Read Chapter 1 of Text	
2 Feb	6: Critical Thinking		- Assign #7 (5 pts): Revised resume
4 Feb	No Class – Complete Task	Read: MBTI® Basics	- Assign #8 (10 pts): MBTI® Assessment
7 Feb	7: Interviews – Part 1	Visit Career Center and OSE Websites	
9 Feb	8: Interviews – Part 2	Read Chap 24	
11 Feb	No Class – Complete Task		- Assign #9 (10 pts): e-Learning #2 (Comm)
14 Feb	9: Verbal Communication- Speak		
16 Feb	10: Written Communication - Email	Presentation	- Assign #10 (5 pts): Intro Recording
18 Feb	No Class	Comp Time-Recruiting Event	
21 Feb	11: Business Writing	Draft Cover Letter	
23 Feb	12: Meeting etiquette	Read Chap 9	
25 Feb	No Class	Comp Time	- Assign #11 (10 pts): Cover Letter
28 Feb	13: Critical Thinking II	Read Chap 10	

### Spring 2022 ACCT 2900 Course Calendar

Date	Event	Comments	Graded Assignment
2 Mar	Mid-Term Exam	Source – Business Etiquette for Dummies	Mid Term exam (10 pts)
4 Mar	No class	Comp Time	
7 Mar	14: Phone/Electronic etiquette	Exam Review	MBTI® one-on-one complete
9 Mar	15: MBTI® Discussion/analysis Pt.1		
11 Mar	No Class	Comp Time	
14 Mar	16: MBTI® Discussion/analysis Pt.2	Read Chap 7	
16 Mar	17: Weather Day #1		
18 Mar	No Class		
21-25 Mar	Spring Break – No Class		
28 Mar	18: Professional Office Culture	Chap 17	
30 Mar	19: Problem Solving Exercise	Survival	
1 Apr	Team Problem Solving –Clemson’s Outdoor Lab	4-hr outdoor training event problem solving/teamwork	-Assign #12 (15 pts): Attend and participate
4 Apr	20: MBTI® Discussion/analysis Pt.3	Outdoor Lab Review	- Assign #13 (5 pts): Outdoor Lab Review Memo
6 Apr	21: Professional Office Culture II	Ted Talk	
8 Apr	No Class	Outdoor Lab Comp Time	
11 Apr	22: Core Values		
13 Apr	23: LinkedIn/Social Media		
15 Apr	No Class	Outdoor Lab Comp Time	
18 Apr	24: Problem Solving	Oconee Bell	
20 Apr	25: Student Concerns/The Tens		
22 Apr	No Class	Outdoor Lab Comp Time	- Assign #14 (10 pts): Professional Development
25 Apr	26: Course Wrap Up/Evaluation	Business Casual Dress	Practical Final (10 pts)
27 Apr	Weather Make up day	No Class if on schedule	
29 Apr	No Class	Outdoor Lab Comp Time	