



BCIS 33 - Skills for the Working Professional

Catalog Description

Transfer Status: CSU

Unit(s): 1.00

Lecture: 17.00 Contact hours/34.00 Out of class hours/51.00 Total hours/1.00 Unit(s)

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Course Description: This course provides an exploration of essential soft skills necessary for working professionals, focusing on both external and internal communication, effective conflict management, and cultivating a positive attitude. Students will also learn to develop interpersonal and self-management skills for creating a professional image, preparing them for success in today's workplace.

Objectives

Upon successful completion of this course, the student should be able to:

- 1. Examine the components of external and internal communication skills.
2. Demonstrate effective verbal and non-verbal skills required for managing conflict.
3. Evaluate techniques for developing a positive attitude.
4. Assess interpersonal and self-management skills necessary for creating a professional image for the workplace.
5. Analyze strategies for fostering inclusive team environments.

Course Content

Table with 3 columns: Topic Titles / Suggested Time, Lecture, and Lec Hrs. Rows include: Identifying Essential External and Internal Communication Skills (4.00), Managing Conflict (4.00), Developing A Positive Attitude (4.00), Creating the Professional Image for the Workplace (3.00), Developing Strategies for Fostering Team Environments 2.0 (2.00), and Total Hours: 17.00.

Methods of Instruction

- A. Class Activities
B. Discussion
C. Homework: Students are required to complete two hours of outside-of-class homework for each hour of lecture
D. Lecture
E. Problem-Solving Sessions
F. Reading Assignments

Methods of Evaluation

- A. Exams/Tests
B. Papers
C. Projects
D. Homework
E. Written Assignments
F. Class Discussion

Examples of Assignments

Reading Assignments

- 1. Read the article titled "Five Conflict Resolution Styles." Given five different conflict situations, identify which style would be the most appropriate to use in each one. Be prepared to discuss your answers with your class.
2. Read the article titled "The Resilience Factor." Complete the quiz to determine how good you are at regulating your emotions and staying calm under pressure. Be prepared to discuss your results with your group.

### Writing Assignments

1. In a job interview, it is not good enough to simply say "I am an excellent team player." You must be able to offer examples/evidence. Write a 1-2 page paper about one of your team experiences using specifics and details. Be prepared to share it with your group.
2. Successful companies often hire employees for attitude and train for skills. First, write a 1-2 page paper about the qualities of someone you know who consistently has a good attitude; then describe an experience you have had working with a person who had a negative attitude.

### Out-of-Class Assignments

1. Participate in the lecture on Goal Setting and read the article, "Writing SMART Goals." Complete the Goal Setting planning assignment and develop a SMART Goal Action Plan with specific details, measurables, and a timeline for your identified goal. Be prepared to share your SMART Goal Action Plan with a small group of classmates.
2. Read the article, "How to Create a Neuroinclusive Workplace" by Georgia Broome. Then, access the "Fix This" assignment in Canvas where you will be met with workplace communications and collaboration scenarios. Using what you learned from the reading, provide your own examples to improve the scenarios so they are more inclusive and supportive of neurodivergent teammates. Be ready to share your examples in a group discussion.

### Recommended Materials of Instruction

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Masters, L. A., Wallace, H. (2011). Personal Development for Life and Work. *Cengage Learning, 10th*. 9780538450232.

Anderson, Lydia E., and Sandra B. Bolt. (2017). Professionalism: Skills for Workplace Success. *Pearson, 4th*. 9780321959447.

Goodheart-Wilcox. (2022). Soft Skills for the Workplace. *Goodheart-Wilcox, 2nd Edition*. 978-1-64564-645-7.

### Minimum Qualifications

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Business Education (Masters Required)

Office Technologies

Business (Masters Required)

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**Created/Revised by:** Kelley, Michelle

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