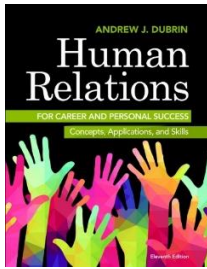# BUSN 1000 – Workplace Relationships - Online
Fall 2019

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CCRI Webpage

Course Description:

This course exposes students to strategies required to navigate the professional environment, including career preparation and advancement with an emphasis on "soft skills" needed to develop and maintain effective working relationships.   ***Web-Three (3) Credits***.

Course Objectives:

The purpose of this course is to prepare students for career advancement by developing and/or refining those "soft skills" required for success in their chosen career field. The Business Administration's Advisory Board composed of area employers, suggested that while many CCRI graduates possess strong "technical" skills, they need opportunities to develop those "soft skills" required to navigate the professional environment. As such, this course was developed with you, the student in mind. This course is about you and your personal and career success.

The Vision: Upon successful completion of this course, the student will be able to navigate professional and social environments making appropriate choices related to behaviors and language.

Specifically, upon successful completion of this course, the student will have:
- Developed strategies for interpersonal job-oriented skills improvements. (Measured by Assessments & Reflections)
- Demonstrated an understanding of "soft skills" and their importance in achieving career success. Measured by Tests/Quizzes/Homework/Team Project)
- Applied appropriate soft and technical skills as a team member. (Measured by self and team members)
- Demonstrate the ability to communicate effectively. effectively (Measured by Writing assignments – Group Interaction)
- Prepared and used appropriate career related documents and practices. (Cover Letter, Resume & LinkedIn Profile)

Required Materials:
- **Text:** Human Relations for Career and Personal Success – Concepts, Applications, and Skills
Dubrin 11th Edition, 2017. Pearson - Available via the bookstore or at VitalSource.com
Print ISBN: 9780134130408, 0134130405
EText ISBN: 9780134163208, 0134163206

- **Blackboard:** http://blackboard.ccri.edu Your course is supplemented with both text and instructor resources. You will use this site extensively throughout the semester to access reading materials, lectures, assignments, quizzes and other resources.

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- **Access to a Desktop or Laptop Computer.** You will need access to the internet on a daily basis. (Note: The [Blackboard app](#) is not sufficient to successfully complete activities).

Technology & Equipment

For help setting up your technology see:
http://www.ccri.edu/distance/techPrimer.html

Check your browser and plug ins here:
https://www.ccri.edu/it/cit/blackboard/student/

Contact the helpdesk:
http://www.ccri.edu/it/helpdesk/

NEW ENGLAND ASSOCIATION OF SCHOOLS AND COLLEGES

Time Commitment

Be Aware of the Time Commitment Required. CCRI's accreditation standards (NEASC) require faculty to assign two (2) hours of outside work for each hour spent in the classroom. For a three (3) credit course offered over a 15-week period, this equates to approximately 135 hours per course per semester. Students should be prepared to spend approximately 9-10 hours each week completing course requirements. Summer Session classes are accelerated, therefore additional time is required. If you are taking a full load (15 Credits), you can expect to spend 45 hours each week completing course requirements.

Successful students read the assigned chapter/unit/materials; view lectures and videos provided, participate in class discussions and team activities as well as completing other assignments within the time allotted. See my website for Student Profiles: http://www.ccri.edu/faculty_staff/businessadmin/jwarren/studentprofile.html

No Required On-Campus Meetings.

This course will utilize the web for all instruction and assessment. However, if warranted, orientation and seminar meetings may be scheduled based on student needs. A Blackboard Platform course has been developed to guide students through the course content. Within the Blackboard course students will find instructional materials, assignments, tests/exams, as well as a discussion forum.

Successfully completing a course on-line, does require students to be self-directed and self-motivated. The course will adhere to a pre-determined schedule, in order to cover the course content. **The flexibility allowed in the on-line environment is limited to access, not completion of assignments.** In general, students enrolled in online courses, can expect to

devote more time and effort in completing course requirements than in a course conducted on campus.

Communication

In this online class, most communication takes place through email, announcements (our course landing page), participating in discussions, and submitting assignments and/or tests.

Emails are private, and this is my preferred method of addressing individual concerns/issues. Be sure to include a direct clear subject line including your Course & Section. **All E-mail messages from me will be directed to your MyCCRI Account.** It is therefore recommended that you check your MyCCRI e-mail routinely. We may also communicate via the telephone, web conference or in person if the need arises.

Important information will be distributed via Announcements, which will remain on our course landing page, but sent to your MyCCRI Email Account.

Class discussions will be facilitated using discussion board forums, and/or course blogs. Discussion forums and blogs are public and civil discourse is required. Each person's contribution is displayed for everyone else to see. For specific tips related to communicating in an online environment, see: https://www.ccri.edu/distance/communicating.html

Feedback - Please provide feedback along the way. If you experience broken links or pages that are not loading, please let me know.

Class Participation

This course depends on your involvement with online discussion and activities. Be aware that the responses and learning of your peers depend on your timely contributions. You will be directed each week to participate in discussions within either a randomly assigned small group or as a full class. The Discussion Board will facilitate this process. Within the Discussion Board you will find "forums" identified by Chapter/Unit or Topic.

Discussions will run Monday through Sunday each week, unless otherwise noted. The individual participation grade is based on your analysis of the question/topic and the originality of your initial response. I expect that you will follow-up on at least two of your classmates' postings. In those responses I am asking you to add value to the points raised. You might opt to pose a question, elaborate by providing examples, support your classmate's post with additional information, or challenge a classmate's post with an alternative point of view. **Simply saying "I agree" is not considered a substantive contribution!** You must support your position or add value to the discussion. Try to relate the topic to your own experience if possible.

Please prepare for discussions by reviewing relevant materials. Check in frequently throughout the week to stay engaged. Provide positive comments and constructive feedback (be sure to identify specific concerns and actions to take, referring to sources available). Review the Class Participation Rubric and Netiquette Guidelines.

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Assignments

Activities are scheduled on a weekly basis providing a "window" for submissions, (Monday through Sunday evening) unless noted.

All testing and quizzing will be done online. ***Students will not be required to meet on campus to complete these activities.*** Study guides will be available as well as other review tools to reinforce learning.

Our Course Schedule provides an outline of activities by week, and not necessarily specific due dates. In general **Class Discussions and/or Blogs will begin on Mondays and end on Sunday evening.** Students are expected to **post their initial response by Wednesday evening for discussions and Friday evening for blogs**, allowing classmates the opportunity to respond by Sunday Evening. **It is everyone's responsibility to adhere to this schedule**. In the "real world" employers expect employees to meet deadlines.   It is imperative therefore, that you prepare for the discussion (review the assigned chapter/unit) for the week prior to Monday. It is the student's responsibility to schedule their time to meet all deadlines. Certain Assignments may have a specific due date, and in that case, the assignment is due by midnight. All assignments (unless noted) should be checked for spelling, grammar and netiquette. I may recommend that you re-work and resubmit some assignments (due within one week).

- **Late Assignment Policy:** All assignment/submissions are expected within the "window" outlined in the course schedule (See below). However, extenuating circumstances (which are beyond your control) are likely to hinder your ability to meet *some* deadlines. In the event you anticipate a problem meeting a deadline**, I ask that you contact me as soon as possible, before the window closes, to negotiate an extension**. Failure to communicate with me, will result in a penalty for any late submission. Plan your time. Early submissions are always welcomed!!!

- **Unacceptable/ungraded assignments:** Occasionally students turn in assignments that, if graded, would result in a failing or near-failing grade. I may recommend that you re-work and resubmit some assignments. If such an assignment is returned to you ungraded, you have one week to re-work the assignment and turn it back in. Due within one week.

Accommodations

In accordance with the Americans with Disabilities Act and Section 508 of the Rehabilitation Act of 1973, CCRI is dedicated to making reasonable accommodations to assist individuals with disabilities. If you need course adaptation or accommodations because of a document disability, please contact me after you register with the Disability Services office.

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Attendance

Students are expected to visit the website daily. Last minute issues and concerns will be addressed on the Homepage/Announcements Page, Discussion Board or through e-mail. (All email messages will be sent to your "MyCCRI" account.) Don't miss an important "bit" of information because you failed to "check in". Your "attendance" is monitored. While I don't have a "required" number of hours you should spend on-line, I would suggest at the minimum you should plan to devote approximately 9-10 hours per week to complete course requirements. If you were taking a course on campus, you would spend approximately 3 hours in class, and an additional 6 hours outside of class to complete readings, assignments etc. (Accreditation Requirements).

Netiquette

Orderly and productive discussion is encouraged. **Students will post assignments within a forum on the discussion board by Wednesday evening.** Students should read and respond to each other's postings as appropriate by Sunday evening. Be mindful that we are missing the face-to-face non-verbal cues that accompany discussion. Be sensitive to how others may respond to your opinions. It is important to use the Discussion Board to ask questions of me (if you think others can benefit), or of each other. No Question is stupid or silly. See: 9 Netiquette Rules for Online Students; also CCRI's recommendation for Communicating online.

Counseling and Study

Students are expected to read the textbook and review other recommended materials. Within each Chapter/Module, you will find tools to help you master course content. Students who are experiencing difficulty with the readings, assignments or the course in general should contact me immediately. **The preferred method of contacting me is via e-mail** – jwarren@ccri.edu or use the email link on the course menu. If warranted, we could schedule a time to talk by telephone, via web conferencing or face to face on campus (Warwick). See: https://www.ccri.edu/distance/studentsupport.html

Academic Honesty / Integrity

Academic honesty is expected. Willful plagiarism, cheating, and other forms of academic dishonesty will result in failure of the course. Students are responsible for following the policies set forth in the Student Handbook (http://www.ccri.edu/advising/student_services/handbook.html) and the College Catalog (http://www.ccri.edu/catalog/current/)

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What you can expect from me

Response Time - I will log into the site daily (Monday-Friday). You can expect any e-mail messages to be answered within a 24-36 hour period (except on the weekends). I will also review the Discussion Board daily. If there is an important message you want me to see, post it in the Helpdesk or Anonymous Feedback forums.

Grades and Feedback - Grades for assignments will be posted to "My Grades" around one week following the due date. This will allow for interaction. Feedback will appear in your "MyGrades" section. I may not send you a note for every assignment but will try to guide you throughout the course with feedback. Look for the comment icon 💬. Grades for some assignments will be posted within two weeks of the due date. I will review each assignment and return it to you with feedback. If at any time you are not happy with your grade, you have the option of reworking it and resubmitting it for a better grade.

Counseling/Support - I have tried to organize the site so that it is easy to use. You may want to view this video about navigating your Blackboard Course site: http://www.screencast.com/t/ia8pkFxj

The course menu which appears to the left will provide you with access to all components of the course. (If you do not see the course menu, move your curser to the separating line between the course menu and the page…click on the "<->" icon to expand or minimize.)

If you do experience difficulty, please do not hesitate to contact me. If you need extra support related to the content of the course, I am available during my office hours on campus, or at other times as well. See my website for office hours http://www.ccri.edu/faculty_staff/businessadmin/jwarren/

Creating a Virtual Classroom - Research suggests that students learn more when they are engaged with course material. To this end, I will monitor class discussions and participate if warranted. Creating a "virtual classroom" will require all of us to work closely and share our opinions and points of view. We do however need to maintain a level of decorum on the web. While I do not want to practice censorship, I do expect that all of us will follow proper netiquette. See: 9 Netiquette Rules for Online Students; also CCRI's recommendation for Communicating online.

Grading Policy:

The Business Administration Department adopted the following Grading Policy.

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Grade	GPA	Range	Grade	GPA	Range
A	4.0	93-100	C+	2.3	77-79
A-	3.7	90-92	C	2.0	70-76
B+	3.3	87-89	D+	1.3	67-69
B	3.0	83-86	D	1.0	60-66
B-	2.7	80-82	F	0	<60
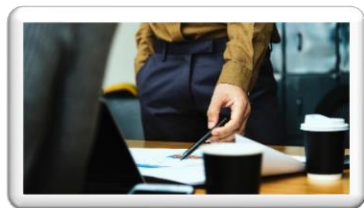
Grades will be determined based on the following.

Grades will be determined based on the following.	%
Tests/Quizzes: **Two (2) Tests** will be available to you according to our course schedule one at mid-term and at the end of the term. You only have one opportunity to take the test. Once you begin the test, you must complete it! **Chapter Quizzes** are composed of 10 multiple choice and true/false questions. You will be allowed an unlimited number of attempts, with the highest grade recorded.	25%
Career Related Individual Assignments: Students will prepare career related documents including research on a career of choice, cover letter and accompanying resume, and create a professional profile on LinkedIn. Opportunities will be available to practice Job Interviewing skills.	25%
Journaling Activity: Students will assess their strengths and identify opportunities for enhancing their interpersonal skills and relationships. The Journal is designed to assist in your growth and understanding of the process of building strong workplace relationships and serves as a focal point in collecting and reflecting on the many facets of your journey.	15%
Class Participation/Discussion/Blogging: In lieu of face-to-face classroom discussions, we will use the discussion board and blogs to facilitate public discourse. You and I may review the same material but take away something different from it, helping each of us to expand our perspective and insight. As you proceed through each course module, you will participate in an assigned discussion. Although "more" than "less" is preferred, postings should "add value" to the discussion by posting questions or comments.	25%
Teamwork: Developing teamwork skills and the ability to collaborate on-line is one of the goals for this course. Many organizations today, utilize technology to bring people together to deliberate on issues and/or problems. Mastering the ability to work with others "virtually" will serve you well. You will have ample time to collaborate using the many features of the Blackboard Platform, Google Drive and other technology. I recommend that you create a group chat or group email to maintain contact. Please be mindful of others' schedules and maintain contact. Each team member is responsible for completing assignments and contributing equally to the projects.	10%
Extra Credit/Honors Projects: Instructor Discretion: Extra credit will be given at my discretion. Students who have demonstrated a commitment to their own learning, but for some reason have not performed as well as they would like, will have an opportunity to earn extra credit. Please put forth your best effort all semester. Maintain contact with me throughout if you need assistance. **An Honors Project** opportunity exists. Please contact me by week 4 if you are interested in pursuing an Honors Project this semester. See: Honor Project Requirements: http://www.ccri.edu/businessadmin/honorsprojects.html	5%

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Incomplete Grades - Instructor Discretion: This is a temporary grade used only when a student is **PASSING,** but because of **extenuating circumstances (must be documented)** has not completed one or two assignments due at or near the end of the semester.

Withdrawal Passing/Failing – Student Initiated only. Students who fail to withdraw from the course by the date established by CCRI (See Important Dates) **may receive** a "WP" or "WF", **for non-academic reasons, but this must be requested.** Otherwise any missing assignments/activities will receive a "0", therefore affecting the student's final grade.

Course Schedule – *Subject to Change*

Prior to Class Start

- Review this syllabus.
- **Purchase your text!**
- Visit the DL Orientation site to check your readiness: https://www.ccri.edu/distance/
- Log into Blackboard at: http://blackboard.ccri.edu once your course is open.

Photo by rawpixel on Unsplash

- Review the Get Started Module.
  - o Become familiar with course navigation and expectations.
  - o Review your syllabus, course schedule and description of activities.
  - o **Complete the "Get Started – Statement of Understanding" quiz. You will not have access to course content, until you successfully complete the quiz with 100%**
  - o Post your Personal Introduction in the Topical Forum "Personal Introduction". Review each other's introduction making a personal connection with at least two classmates.
  - o Contribute to our Community Norms and Guidelines discussion.
  - o Begin Reading/Reviewing Week #2 Module
- Become familiar with the Website. You will find links to key aspects of the site, on the course menu to the left. Each Chapter/Module covered has resources to master the concepts in the Chapter/Module section. Assignments related to each chapter can be found within the chapter/module.

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Standard Operating Procedures

Weekly activities begin on Monday and end on Sunday evening. All activities for the week are due by Sunday evening unless otherwise noted.

- **Monday – Tuesday:** Read from your text and review Materials provided (Lectures, Videos and Text Resources may be available)
- **Wednesday – Sunday**: Participate in Class Discussions Post your initial response in the appropriate space (note I have provided links to all activities) by **Wednesday evening and respond to 2 classmates by Sunday** evening. **This will require a minimum of three posts.** Each post should have "substance."
- **Friday – Sunday:** Contribute to Blogs **(post by Friday and comment on at least one classmate by Sunday, if assigned)**
- **Sunday:** Complete quizzes; Submit Journal Entries and other Assignments

Note the Due Dates/Calendar link on the course menu
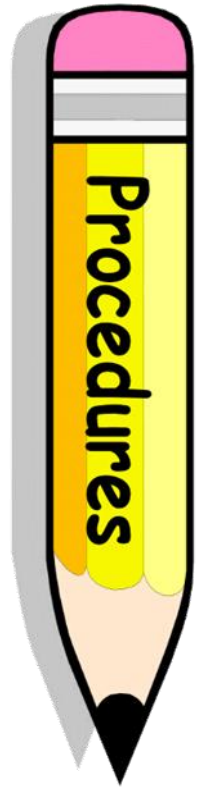
Week	Topic/Text References	Activities: Begin on Monday; End on Sunday
#1	Get Started - Course Introduction Instructor Resources	Personal Introduction Get Started Statement of Understanding Quiz
#2	Personal & Career Success Models Chapter 1 – Human Relations & You	Class Discussion Journal Reflection Quiz
#3	Self-Esteem & Self-Confidence Chapter 2 – Self-Esteem & Self-Confidence	Class Discussion Journal Reflection Quiz
#4	Career Management Chapter 14 – Getting Ahead in Your Career	Discussion / Blog: **Career Research Report** Quiz Work on Career Related Assignments: throughout the Semester
#5	Setting & Achieving Goals Chapter 3 – Self-Motivation & Goal Setting	Discussion Journal Reflection Quiz
#6	Effective Teamwork Chapters 12 & 6 – Motivating Others & Team Work	Class Discussion Journal Reflection Quiz **Team Formation Begins**
#7	Communication Chapters 7 & 8 – Personal Communication Effectiveness in the Workplace	Class Discussion Journal Reflection Quiz **Test #1**
#8	Emotional Intelligence & Attitudes Chapter 4 – Emotional Intelligence, Attitudes & Happiness	Class Discussion / Blog Journal Reflection Quiz
#9	Values & Ethical Behavior Chapter 5 – Values & Ethics	Discussion Journal Reflection Quiz
#10	Managing Conflict Chapters 10 & 13 – Resolving & Managing	Class Discussion Journal Reflection

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	Conflict	Collaborate with your Team Quiz
#11	Developing Good Habits Chapters 16 & 17 – Developing Good Habits	Discussion Journal Reflection Quiz **Final Cover Letter & Resume** **Mock Job Interview**
#12	Getting Along with Others Chapter - 9 Specialized Tactics	Class Discussion Journal Reflection Collaborate with your Team Quiz
#13	Leadership Chapter 11: Becoming an Effective Leader	Class Discussion / Blog Journal Reflection Collaborate with your Team Quiz
#14	Collaborate with your Team	**Final LinkedIn Profile** **Team Report Due** **Test #2 – Cumulative – All Chapters**
#15	Wrapping things Up All work completed by **Friday 12/20** Final Grades Due – **Tuesday 12/24**	

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