WELCOME!

Congratulations. Thank you for investing in yourself. It is our goal that each session of Business Etiquette will leave a lasting impact on your ability to employ professional business protocols throughout the employment process. In this course we focus on workforce protocols, appearance, body language and appropriate leadership qualities that motivate and result in intentional professional development and self-awareness. Although you may already identify with one or more of the areas covered in this course, it remains our goal to provide instruction that will enhance your understanding and cause significant growth in each area of this course.

This course is rich with information that will be covered over a short period of time. So come prepared to participate. The text is written in clear, everyday language and contains the simplest leadership qualities required to effectively align the self that you perceive, with the self that others perceive, with the self that you really are. Alignment allows for the proper use of business etiquette principles that are essential to getting and sustaining employment.

We will start off by reviewing your individual business etiquette self-assessment (received and completed prior to class) in order to gain a better understanding for the level of self-awareness that each student possess. This assessment is short, separate and apart from the formalized program test results. It reflects how you see your pre-trained self, and will support the leadership traits required to lead self.

From there we move to basic business protocols in order to gain a better understanding for universal business/employment customs.   Once equipped with the instruction, we are moving to personal presentation where you will be able to lead self through the appropriate business scenarios, in order to have a real life encounter before the actual encounter.

This course has a leadership focus in order to stress the importance of influencing self to make right decisions. However, non-verbal communication speaks long before one word is spoken; therefore, we will end the course by identifying and mastering great body language that speaks of a positive attitude, confidence, and reflects the best candidate for the position.

Prince George's Community College Mission Statement
> Prince George's Community College transforms students' lives. The college exists to educate, train, and serve our diverse populations through accessible, affordable, and rigorous learning experiences.

Information Technology Entry Program Mission Statement

Information Technology Entry Program Objective

The Information Technology Entry Program (ITEP) is a comprehensive multi-phase program of Prince George's Community College that develops the skills needed to enter the demanding world of IT Support. Upon successful completion of the program, the student will be able to demonstrate practical knowledge and application of their skills, exceeding that of an Entry Level Desktop and Network IT Support Technician or Tier I Help Desk Support.

Through our comprehensive approach, the material is combined into an interconnected program, allowing the instructor and student adequate time on a specific subject such as: TCP/IP, DNS, DHCP, Wireless, IPv6 or troubleshooting.

Each student is treated and trained as an information technology support professional from day one. The student will design, build, administer and maintain a live network during the program. We can do this through the delivery method of the combined and interconnected nature of this dynamic multi-phase program.

Upon completion of the Information Technology Entry Program, and with adequate preparation in addition to the contact hours, the student should have developed the skills needed to sit for the following exams: CompTIA A+, CompTIA NET+, CompTIA SECURITY+, and Microsoft Certified Technology Specialist MCTS Configuring Windows 7.

Business Etiquette Objective

In support of the technical training that students will receive from ITEP, this foundational course is the student's first step from education to work. The primary purpose of this course is to establish a firm foundation for you to build upon. It promotes self awareness, self-confidence, and identifies and establishes business protocols for in and outside of the workplace. Employability has a language that requires you to know and understand the verbal and non-verbal qualities in advance of seeking and obtaining employment.

This course prepares you to package the technical instruction within a confident person, who has gained the capability to identify appropriate manners, business grooming and attire, while exercising verbal and non-verbal communication skills that exhibit a professional candidate for employment.

This is the first ITEP course because the student's ability to have self awareness, correct and lead self is key to successfully obtaining and sustaining employment.

HOW TO USE THIS STUDENT GUIDE

The student guide provides students with direction and course instruction that navigates the student throughout this block of instruction. It contains the Self Assessment in the appendix. The Self Assessment is not designed to replace the Hybrid Technology Training assessment, but is a tool to gage your understanding of self in lieu of any official results. To know self is to grow self, and where there are potential gaps in your personal reality, this course is designed to close the gap.

The Student Guide is intended to be used in conjunction with the Course Syllabus and Student Workbook. All electronic copies of all the documents are posted in the "Syllabus & Schedule" area of the Blackboard course site for this course.

Throughout this course, you should have easy access to the Student Guide, Course Syllabus and Student Workbook.

The Table of Contents below provides links to all of the pertinent information found in this document.

Let's get started!

TABLE OF CONTENTS

SECTION 1: COURSE INFORMATION

Course Description
In this course, the 1st module of Soft Skills training, students will understand the importance of personal representation, presentation and the business protocols expected in industry. Students will learn how to engage with appropriate manners and leadership qualities that motivate and result in intentional professional development.

Required Textbook
Green, S. Leadership's Top 12: Unleash the Greatness Within You. Alethes Consulting Group, 2013, ISBN 978-0-9889432-0-9

Optional Reading:
- Maxwell, J. Everyone Communicates, Few Connects. Thomas Nelson, 2010, ISBN 978-0-7852142-5-0

- Ramsey, D. Financial Peace: Revisted. Viking Penguin, 2003, ISBN 978-0-670-02042-3

Other Required Course Materials
N/A

Required Technology Accounts
To be successful in this course, students must have access to the following technology accounts:
- o Owl Mail Email Account
- o Blackboard Account

Details on how to setup and access the technology accounts for this course can be found in the Course Technology Setup section of this document.

Prerequisites
N/A

Course Meeting Schedule
This course will meet on the PGCC Largo campus on **Wednesday, March 25, 2015**.
The class meeting times and room location for this course can be found on the Course
Syllabus document found in the Syllabus & Schedule area of the Blackboard course site.

Course Length
This course meets for one day as a part of the ITEP multi-phase program.

The course consists of:
Lecture: 40%
Power Point: 20%
Workshop: 40%

Course Contact Hours
The total number of contact hours for this course is: 4 hours

Course Structure
This course is designed to provide a hybrid experience, including a blend of face-to-face
and online activities.

Face-to-face sessions will be held on the Largo campus location TBD. Face-to-face activities will consist of lecture, group discussion, question and answer periods, a power point presentation and demonstration of learning through workshop activities.

Technology Requirements
Computer/internet access and mastery of basic computer skills are considered to be the
student's responsibility. To be successful in this course, students must have access to:
- a Pentium-class or Mac computer with at least 256 MB RAM
- Broadband (DSL, Cable, FIOS) is highly recommended
- An Internet Service Provider (ISP)
- Your PGCC Owl Mail student email address
- Firefox version 22 (or higher), Chrome version 30 (or higher), or Internet Explorer 8 (or higher)
- Microsoft Word (word processing software)
- Video player and speakers for multimedia content

SECTION 2: COURSE OBJECTIVES

Upon completion of this course, students who successfully participate and complete the face-to-face class activities will understand how to identify and apply business protocol in and outside of the workplace. You will be able to identify appropriate business grooming and attire, exercise verbal and non-verbal communication skills that exhibit a confident and professional employee. Specifically they you will be able to:

1. Identify the importance of self-awareness and demonstrate adaptability to change.
2. Communicate and connect with others.
3. Describe and understand the difference between reacting verses responding to people, places and things.
4. Describe proper planning and preparation activities required for a job related encounter.
5. Identify and describe work related protocols.
6. Deal with nervousness.
7. Display the body language and words that reflect confidence.
8. Display the body language and words that reflect a positive attitude.
9. Display the body language and words that reflect attentive listening.
10. Describe and identify proper business attire (overview).

SECTION 3: COURSE SCHEDULE

The detailed Course Schedule can be found in the Syllabus & Schedule area of Blackboard.

Instructions to access Course Schedule in Blackboard:
1. Go to Blackboard course site for this course (http://pgcconline.blackboard.com)
2. Click on "Syllabus & Schedule" navigation button
3. Click on Course Schedule document link

SECTION 4: COURSE MODULES

Module #	Module Name	Course Objective(s) Covered	# Hours
1	Soft Skills Assessment - Students complete the assessment test to identify their interpretation of their beginning course personal business etiquette strengths and weaknesses; in order to determine their targeted areas for growth throughout the Soft Skill training.	1	30 Min
2	Introduction to Business Etiquette	2	10 Min
3	Business Protocol - Throughout this course you will experience the known written and unwritten protocols common to the work environment, as well as, in business social settings. You will experience etiquette in seven primary areas (dining, telephone, office, email, meeting business card and social).	2, 3, 4, 5	1
4	Personal Presentation - goes beyond your clothing; shoes, belts, watches, jewelry and accessories should all be in good condition. Hair is one of the first things that people notice and should be well groomed as well.	6, 7, 8, 9, 10	1
5	Body Language - Since etiquette also refers to the code of ethical behavior regarding professional practice or action among the members of a profession in their dealings with each other, the course has a module on how non-verbal attributes (body language) too, contributes to the conversation.	7, 8, 9	1

SECTION 5: ASSIGNMENT DESCRIPTIONS AND RUBRICS

Course Assignment Descriptions
Students are required to complete the Business Etiquette self-assessment at the beginning of the course.

- During the course you will experience in class assignments that consist group and individual presentation of understanding.

Assignment Submission Instructions

Assignments for this course will be submitted as required during the course.

Assignments must be submitted by the stated deadline or special permission must be requested from instructor before the due date. Extensions will not be given beyond the next assignment except under extreme circumstances.

ASSIGNMENT 1 (Self Assessment)
Due: before the 1st day of class
Length: 30 Min
Format:
- Self assessment to be completed before the 1st day/at the beginning of class. It may be found at the end of this student guide, if not received from the Program Administrator.
- Circle/Highlight the appropriate response

SOFT SKILLS	SKILL LEVEL		
WORK ETHIC	Strength	Work in progress	Needs improvement
WORKING WITH OTHERS	Strength	Work in progress	Needs improvement
FOLLOWING INSTRUCTIONS	Strength	Work in progress	Needs improvement

ASSIGNMENT 2 (Written)
Due: N/A
Length: 1 Hour
Format:
- Fill in the blanks within in your workbooks, while exercising good listening skills
- Overview of the adaptable, communication, positive attitude, character and discipline chapters in your text book.
- Apply these leadership qualities to business customs expected throughout industry

ASSIGNMENT 3 (Written and Group Participation)
Due: N/A
Length: 1 Hour
Format:
- Fill in the blanks within in your workbooks, while exercising good listening skills
- This assignment will teach and demonstrate business protocols
- Demonstrate real life encounters given specific job-related scenarios

ASSIGNMENT 4 (Written and Group Participation)
Due: N/A
Length: 1 Hour
Format:
- Fill in the blanks within in your workbooks, while exercising good listening skills
- This assignment will teach and demonstrate the appropriate body language required to speak confidence and the other leadership qualities covered in the first assignment all at the same time.
- Demonstrate real life encounters given specific job-related scenarios

ASSIGNMENT 5 (Embedded Assessment)
Due: at the end of training
Length: 15 Minutes
Format:
- To summarize class assignments, you will be given an online Embedded Assessment.
- The assessment is found on Blackboard.

SECTION 6: COURSE POLICIES

Grading Policy

The detailed Grading Policy can be found on the Course Syllabus in Blackboard.

Instructions to access Course Syllabus in Blackboard:
1. Go to Blackboard course site for this course (http://pgcconline.blackboard.com)
2. Click on "Syllabus & Schedule" navigation button
3. Click on Course Syllabus document link

Attendance Policy
Attendance and punctuality are the basic requirements for an effective discussion and hands-on real life based course. The student must be present for the entire length of instruction, in order to receive course completion credit.

Late Work Policy
N/A

Participation Policy
Class participation is key to learning in this course and is a requirement for each student through individual demonstration and/or group discussion and presentation. Each person's frequency and quality of contribution to the class discussion will be assessed and reflected in the class participation score, which is 40% of the overall grade.

Extra Credit Policy
N/A

Plagiarism Policy
At Prince George's Community College, cheating is the act of obtaining or attempting to obtain credit for academic work through the use of any dishonest, deceptive, or fraudulent means.

Plagiarism is a form of cheating. At Prince George's Community College, plagiarism is the use of distinctive ideas or works belonging to another person without providing adequate acknowledgement of that person's contribution.
Source: PGCC Student Handbook

SECTION 7: COURSE TECHNOLOGY SETUP

Below are instructions to setup and access the technology tools used in this course.

Owl Mail (http://mail.students.pgcc.edu)

Owl Mail is the college's student email system. Your instructor will use Owl Mail and may be reached at the email address located in your course syllabus. To be successful in this course, you should check your Owl Mail account regularly.

To activate your Owl Mail account, follow the directions at http://live.pgcc.edu/.

If you already have an active Owl Mail account, you may access your Owl Mail account at http://mail.students.pgcc.edu.

Blackboard (http://pgcconline.blackboard.com)

Blackboard is a web based program that serves as the college's online classroom. In this course, you will use Blackboard to access the eModules. You will also use blackboard to respond to online Discussion Board topics and questions and complete your end of course assessment.

Once you have your Owl Link account information, type it in the Blackboard login box at the http://pgcconline.blackboard .com. **Note**. You will not be able to immediately login to Blackboard as it takes one business day for your Owl Link account to synchronize with your Blackboard account. If your login is successful, you will see the Blackboard "Welcome" screen.

SECTION 8: TECHNOLOGY QUICKLINKS

Below are url links to the technology tools used in this course:

Owl Mail   http://mail.students.pgcc.edu
Blackboard   http://pgcconline.blackboard.com
TestOut   http://www.testout.com

SECTION 9: STUDENT SUPPORT

ITEP Program Support

Technical Support
For technical support in this course, contact *[COPY FROM COURSE SYLLABUS]*.

Disability Support Services
Students requesting academic accommodations are required to contact the College's Disability Support Services Office (B-124) or call (301) 546-0838 (voice) or (301) 546-0122 (TTY) to establish eligibility for services and accommodations. Students with documented disabilities should discuss the matter privately with their instructors at the beginning of the semester and provide a copy of the completed Student/Faculty Accommodation Form.