HYBRID TECHNOLOGY TRAINING
PRINCE GEORGES COMMUNITY COLLEGE

COURSE CODE:

Business Etiquette

HYT-300

Syllabus Quick Reference

Instructor Contact

Instructor Name:

Telephone:E-Mail:

Office Hours:

Tues - Thurs: 10:00 - 1:00pm

Course Information

Start Date:

Completion Date:

Meeting Schedule:

Meeting Location:

Prerequisites: None

Course Contact Hours:

4 Hours

Course Length: [# days]

Lecture: [%]

Laboratory: [%]

E-Module: [%]

COURSE NUMBER #HYT-300: BUSINESS ETIQUETTE
Fall 2014-2015 Syllabus

PART 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 (Provided)
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: Revisited. 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 Student Handbook for this course.

Instructor Contact
The best way to reach your instructor is by email and/or text. Your instructor will respond to email and text within 24 hours except on weekends.

Course Structure

This course is designed to provide a real world experience, including a blend of instruction, face-to-face and workshop activities.

This Session will be held on the Largo campus location TBD. Instruction, face-to-face and workshop activities, will consist of lecture, power point presentation, individual assessment and group 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

Technical Support

For technical support in this course, contact PGCC Help Desk Services.

Assignment Submission

Assignments for this course will be submitted during the scheduled class time. Assignments must be submitted by the stated deadline or special permission must be requested from instructor before the end of class. Extensions will not be given beyond the start of the next Soft Skills module except under extreme circumstances.

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.

PART 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. They 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 will be able to:

- Identify the importance of Self-Awareness and demonstrate Adaptability to Change
- Know and understand the different Types of Etiquette
- Execute proper introductions
- Handshake Tips
- Dealing with Nervousness
- Display appropriate Body Language
- Describe and identify proper Business Attire

Part 3: Grading Policy

Teaching Strategies	Homework/Out of Class Time Summary
- Lecture/Discussion/Q & A's - PowerPoint presentation - Workshop Activities	Reading: **2** Hours per week prior to the 2nd Soft Skills course - Chapter 3, pages 23-27 - Chapter 4, pages 29-33 - Chapter 6, pages 43-50 - Chapter 9, pages 65-69 - Chapter 11, pages 79-83

Graded Course Activities		Graded Point Value		
Soft Skills Assessment	20%	Grade	Percentage	Quality Points
Class Participation	40%	A	95 to 100	4.0
Appearance Quiz	20%	A-	90 to 94	3.7
Practice Exam	20%	B+	87 to 89	3.3
	100%	B	83 to 86	3.0
		B-	80 to 82	2.7
		C+	78 to 79	2.5

C	73 to 77	2.3
C-	70 to 72	2.0
Fail	69 or below	0.0

Description of Graded Course Activities

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 Skills training.

Class Participation: Demonstrates student willingness to actively engage in the learning process, communicate in a group setting and make the necessary changes.

Appearance Quiz: Upon completion of the "Dress for Success" presentation, quiz will assesses the students understanding of how to identify the appropriate attire that best suits the employment possibilities.

Practice Exam: Check on learning received during the face-to-face classroom time.

Part 4: Course Policies

Classroom Policy

Our goal is to build a respectful learning and work environment that allows for positive communication and teamwork. To promote this all students must abide by academic policies related to attendance, behavior and professional conduct as published in the current institutional catalog. Punctuality is an important function in everyday life. Because this class requires active participation in class discussion, "hands-on" experiences, and some cooperative group learning, on-time attendance is essential and mandatory for starting training and as applicable to scheduled break times.

Online Netiquette Rules

Rules for interacting with others online:
- Unless directed otherwise by your instructor, you should write email and discussion board postings in standard written English (the kind of language you would expect to find in a workplace). Messages should be short and to the point.
- Make sure that you use a meaningful subject line for email and discussion messages so that your readers will have a clear idea of who sent the message and what the message contains.
    - Good example - "Subject: XXX 000, J Smith, My feedback on the Taylor article."
    - Poor example - "Subject: Interesting Stuff."

- Use all capital letters sparingly. Capitalize words only to highlight an important point or to distinguish a title or heading. Capitalizing whole words that are not titles is generally seen as SHOUTING and is often offensive to the reader.
- Be courteous about what you say about others in an electronic format. Never say anything in an email or on a discussion board that you would not want to see printed in the newspaper.
- When reacting to someone else's message, address the ideas, not the person.
- Be careful when using sarcasm and humor. Without face-to-face communications your joke may be viewed as criticism.
- Be respectful of other, diverse opinions. Don't assume that everyone shares the same views or background.
- Don't share copyrighted materials. Most things on the Internet are NOT "fair use." Instead of copying a relevant article or web page, provide a link to the material along with a short description of its significance.

(Netiquette rules based on materials developed by World Campus, Penn State)

Technology Accessibility Statements

Blackboard is fully committed to ensuring that the platform contains no barriers for users with disabilities and is both usable and accessible by everyone, regardless of age, ability, or situation. Blackboard measures and evaluates accessibility using two sets of standards: the WCAG 2.0 standards issued by the World Wide Web Consortium (W3C) and Section 508 of the Rehabilitation Act issued in the United States federal government. For full Blackboard accessibility information, visit https://help.blackboard.com/en-us/Learn/9.1_2014_04/Administrator/030_Accessibility.

Technology Privacy Statements

This course requires students to create accounts on external websites. Below are links to the privacy policy for each external website used in this course that requires a username and password. Please read and use the privacy information to safeguard your accounts.

Blackboard Privacy Statement: http://www.blackboard.com/Footer/Privacy-Policy.aspx