Course Description

Presents an overview of the challenges associated with workplace expectations regarding business etiquette, appropriate use of technology, and proper attire. Assists students in gaining knowledge of how to appropriately communicate with others and how to effectively deal with conflict, teamwork, and accountability in a fair and ethical manner. Enhances the basic skills necessary for obtaining a job and achieving success in today’s challenging economy and increasingly competitive work environment.

Course Textbook


Course Learning Objectives

Upon completion of this course, students should be able to:

1. Evaluate how attitude, personality, and goal-setting can have a direct effect on work performance and life plans.
2. Identify the significance of managing personal finances and the application of time management.
3. Explain the meaning of ethics, politics, and diversity.
4. Determine the benefits of an organization offering quality customer service and human resources to customers and employees.
5. Analyze the proper techniques used to promote effective communication, demonstrate accountability, and foster positive relationships.
6. Explain the dynamics of working as a team, instilling motivation, resolving conflict, and serving as an efficient leader.
7. Determine job-related skills and appropriate methods for creating a quality resume and cover letter.
8. Identify critical aspects regarding interview techniques and key elements associated with life changes.

Credits

Upon completion of this course, the students will earn three (3) hours of college credit.

Course Structure

1. **Unit Learning Objectives:** Each unit contains Unit Learning Objectives that specify the measurable skills and knowledge students should gain upon completion of the unit.
2. **Written Lectures:** Each unit contains a Written Lecture, which discusses lesson material.
3. **Reading Assignments:** Each unit contains Reading Assignments from one or more chapters from the textbook. Supplemental Readings are provided in the unit study guides to aid students in their course of study.
4. **Key Terms:** Key Terms are intended to guide students in their course of study. Students should pay particular attention to Key Terms as they represent important concepts within the unit material and reading.
5. **Discussion Boards:** Discussion Boards are a part of all CSU term courses. Information and specifications regarding these assignments are provided in the Academic Policies listed in the Course Menu bar.
6. **Unit Assessments:** This course contains eight Unit Assessments, one to be completed at the end of each unit. Assessments are composed of multiple-choice questions and written response questions.
7. **Article Critique:** Students are required to submit for grading an Article Critique in Unit III. Specific information and instructions regarding this assignment are provided below.
8. **Research Paper:** Students are required to submit for grading a Research Paper in Unit V. Specific information and instructions regarding this assignment are provided below.

9. **Ask the Professor:** This communication forum provides you with an opportunity to ask your professor general or course content related questions.

10. **Student Break Room:** This communication forum allows for casual conversation with your classmates.

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**Unit III Article Critique**

Read the following article by accessing the Business Source Complete database located in the CSU Online Library: “Predictors of Abusive Supervision: Supervisor Perceptions of Deep-Level Dissimilarity, Relationship Conflict, and Subordinate Performance,” by Bennett Tepper, Sherry Moss, and Michelle Duffy.

Write your critique in standard essay form. Begin with an introduction that defines the subject of your critique and your point of view. You will need to identify and explain the author's ideas. Include specific passages that support your description of the author's point of view. Offer your own opinion. Explain what you think about the argument. Defend your point of view by raising specific issues or aspects of the argument. Describe several points with which you agree or disagree and include specific passages from the article (you may summarize, quote, or paraphrase) that provide evidence for your point of view. Explain how the passages support your opinion. Conclude your critique by summarizing your argument and re-emphasizing your opinion. Your critique should be at least two full pages in length, using 12-point double-spaced Times Roman font using APA format.

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**Unit V Research Paper**

Freedom of speech and freedom of the press are two important rights individuals have in the United States. Today, there are so many news outlets featured on the radio, television, cable, and the Internet that are competing for our attention to the degree that some news media emphasize very sensitive and controversial subjects as a means to simply attract an audience. Some individuals criticize this practice as being harmful to society. Yet, others claim it is appropriate to report this type of speech in such a fashion.

Research the topic, *Freedom of the Press*, and write a research paper that explains your views on freedom of the press and whether this trend toward reporting sensitive topics does or does not have a negative impact on some work environments.

Make sure that your paper has the following components:

- **Introduction** - State your thesis and the purpose of your research paper clearly. What is the chief reason you are writing the paper? State also how you plan to approach your topic. Is this a factual report, a book review, a comparison, or an analysis of a problem? Explain briefly the major points you plan to cover in your paper and why readers should be interested in your topic.

- **Body** - Present your arguments to support your thesis statement. This should be one to three paragraphs in length.

- **Conclusion** - Restate or reword your thesis. Summarize your arguments. Explain why you have come to this particular conclusion.

Your paper should be three to five pages in total length, using 12-point double-spaced Times Roman font using APA format.

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**APA Guidelines**

CSU requires that students use the APA style for papers and projects. Therefore, the APA rules for formatting, quoting, paraphrasing, citing, and listing of sources are to be followed. A document titled “APA Guidelines Summary” is available for you to download from the APA Guide Link, found in the Learning Resources area of the myCSU Student Portal. It may also be accessed from the Student Resources link on the Course Menu. This document provides links to several internet sites that provide comprehensive information on APA formatting, including examples and sample papers.
CSU Grading Rubric for Papers/Projects

The course papers will be graded based on the CSU Grading Rubric for all types of papers. In addition, all papers will be submitted for electronic evaluation to rule out plagiarism. Course projects will contain project specific grading criteria defined in the project directions. To view the rubric, click the Academic Policies link on the Course Menu, or by accessing the CSU Grading Rubric link, found in the Learning Resources area of the myCSU Student Portal.

Communication Forums

These are non-graded discussion forums that allow you to communicate with your professor and other students. Participation in these discussion forums is encouraged, but not required. You can access these forums with the buttons in the Course Menu. Instructions for subscribing/unsubscribing to these forums are provided below.

Click here for instructions on how to subscribe/unsubscribe and post to the Communication Forums.

Ask the Professor

This communication forum provides you with an opportunity to ask your professor general or course content questions. Questions may focus on Blackboard locations of online course components, textbook or course content elaboration, additional guidance on assessment requirements, or general advice from other students.

Questions that are specific in nature, such as inquiries regarding assessment/assignment grades or personal accommodation requests, are NOT to be posted on this forum. If you have questions, comments, or concerns of a non-public nature, please feel free to email your professor. Responses to your post will be addressed or emailed by the professor within 48 hours.

Before posting, please ensure that you have read all relevant course documentation, including the syllabus, assessment/assignment instructions, faculty feedback, and other important information.

Student Break Room

This communication forum allows for casual conversation with your classmates. Communication on this forum should always maintain a standard of appropriateness and respect for your fellow classmates. This forum should NOT be used to share assessment answers.

Grading

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<thead>
<tr>
<th>Component</th>
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<tr>
<td>Discussion Boards (8 @ 2%)</td>
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<tr>
<td>Unit Assessments (8 @ 8%)</td>
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<tr>
<td>Article Critique</td>
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<tr>
<td>Research Paper</td>
<td>10%</td>
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Course Schedule/Checklist (PLEASE PRINT)

The following pages contain a printable Course Schedule to assist you through this course. By following this schedule, you will be assured that you will complete the course within the time allotted.
## BBA 3361, Professionalism in the Workplace

### Course Schedule

By following this schedule, you will be assured that you will complete the course within the time allotted. Please keep this schedule for reference as you progress through your course.

### Unit I

#### Attitude, Personality, and Life Management

- **Review**: Unit Study Guide
- **Read**:
  - Chapter 1: Your Attitude and Personality
  - Chapter 2: Goal Setting and Life Management
  - **Supplemental Reading**: See Study Guide.
- **Discuss**:
  - **Discussion Board Response**: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
- **Submit**:
  - **Assessment** by Tuesday, Midnight (Central Time)

#### Notes/Goals:

### Unit II

#### Financial, Time, and Stress Management

- **Review**: Unit Study Guide
- **Read**:
  - Chapter 3: Personal Financial Management
  - Chapter 4: Time and Stress Management/Organization Skills
  - **Supplemental Reading**: See Study Guide.
- **Discuss**:
  - **Discussion Board Response**: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
  - **Discussion Board Comment**: Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time)
- **Submit**:
  - **Assessment** by Tuesday, Midnight (Central Time)

#### Notes/Goals:

### Unit III

#### Ethics, Politics, and Diversity

- **Review**: Unit Study Guide
- **Read**:
  - Chapter 5: Ethics, Politics, and Diversity
  - Chapter 6: Etiquette/Dress
  - **Supplemental Reading**: See Study Guide.
- **Discuss**:
  - **Discussion Board Response**: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
  - **Discussion Board Comment**: Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time)
- **Submit**:
  - **Assessment** by Tuesday, Midnight (Central Time)
  - **Article Critique** by Tuesday, Midnight (Central Time)

#### Notes/Goals:
### Unit IV: Customer Services and Human Services

**Review:**
- Unit Study Guide

**Read:**
- Chapter 7: Customer Service/Quality
- Chapter 8: Human Resource Management
- Supplemental Reading: See Study Guide.

**Discuss:**
- Discussion Board Response: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
- Discussion Board Comment: Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time)

**Submit:**
- Assessment by Tuesday, Midnight (Central Time)

**Notes/Goals:**

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### Unit V: Communication, Accountability, and Relationships

**Review:**
- Unit Study Guide

**Read:**
- Chapter 9: Communication
- Chapter 10: Accountability and Workplace Relationships
- Supplemental Reading: See Study Guide.

**Discuss:**
- Discussion Board Response: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
- Discussion Board Comment: Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time)

**Submit:**
- Assessment by Tuesday, Midnight (Central Time)
- Research Paper by Tuesday, Midnight (Central Time)

**Notes/Goals:**

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### Unit VI: Teamwork, Motivation, Negotiation, and Leadership

**Review:**
- Unit Study Guide

**Read:**
- Chapter 11: Teamwork, Motivation, and Leadership
- Chapter 12: Conflict and Negotiation
- Supplemental Reading: See Study Guide.

**Discuss:**
- Discussion Board Response: Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
- Discussion Board Comment: Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time)

**Submit:**
- Assessment by Tuesday, Midnight (Central Time)

**Notes/Goals:**
## BBA 3361, Professionalism in the Workplace
### Course Schedule

#### Unit VII: Job Search Skills and Resume Preparation

**Review:**
- Unit Study Guide

**Read:**
- Chapter 13: Job Search Skills
- Chapter 14: Resumé Package
- **Supplemental Reading:** See Study Guide.

**Discuss:**
- **Discussion Board Response:** Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
- **Discussion Board Comment:** Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time)

**Submit:**
- **Assessment** by Tuesday, Midnight (Central Time)

**Notes/Goals:**

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#### Unit VIII: Interview Techniques and Life Changes

**Review:**
- Unit Study Guide

**Read:**
- Chapter 15: Interview Techniques
- Chapter 16: Career and Life Changes
- **Supplemental Reading:** See Study Guide.

**Discuss:**
- **Discussion Board Response:** Submit your response to the Discussion Board question by Saturday, Midnight (Central Time)
- **Discussion Board Comment:** Comment on another student’s Discussion Board response by Tuesday, Midnight (Central Time)

**Submit:**
- **Assessment** by Tuesday, Midnight (Central Time)

**Notes/Goals:**