

Communication and Work Ready Now

1. Course number and name: 020WRNGS1 Communication and Work Ready Now

2. Credits and contact hours: 1 credit, 1x1:15 contact hours

3. Name(s) of instructor(s) or course coordinator(s): Carole Moukawam Dib

4. Instructional Materials:

a. Students handbook, Templates for CV, Cover letter, Portfolio, Video

5. Specific course information

a. **Catalog description:**

1. Personal Development
2. Communication Skills
3. Job Seeking Skills
4. Work Behaviors
5. Teamwork and Introduction to Leadership

b. **Prerequisites or co-requisites:** None

c. **Required:** Required for all Civil Engineering students.

6. Educational objectives for the course

a. **Specific outcomes of instruction:**

By the end of the training participants will be able to:

- Set professional goals based on their skills and interests and make a plan to reach their goals.
- Communicate and get along well with others, in a variety of settings and for a range of purposes.
- Identify potential employment opportunities that they are qualified for and know the appropriate ways to apply for jobs.
- Demonstrate behavior and attitudes that are appropriate for the workplace and follow workplace policies and procedures.
- Lead a team in accomplishing their goals

a. **PI addressed by the course:**

PI	2.1	3.1	3.2	4.1	5.1	5.2	7.1
Covered	x	x	x	x	x	x	x
Assessed	x	x	x	x	x	x	x

7. Brief list of topics to be covered:

Sessions	Description
1 & 2	<ul style="list-style-type: none"> • Identify values and interests • Identify and assess skills and qualities • Personality assessment • Identify short-term and long-term professional goals • Identify the obstacles that can hinder the achievement of objectives
3 & 4	<ul style="list-style-type: none"> • Listening skills and speaking strategies • Recognize non-verbal communication • Give and receive instructions and feedback • Ask for clarification • Give presentations • Email etiquette • Communicate clearly via email
5 & 6	<ul style="list-style-type: none"> • Personalities and styles within a group • Customer service skills • Conflict management with customers
7 & 8	<ul style="list-style-type: none"> • Find and apply for job opportunities • Job search strategies • Preparation for job interviews • Effective resume • Networking • Effective cover letter • Negotiate job offers
9, 10 & 11	<ul style="list-style-type: none"> • Find and apply for job opportunities • Job search strategies • Use LinkedIn effectively • Preparation for job interviews • Communicate professionally with employers • Negotiate job offers
12 & 13	<ul style="list-style-type: none"> • Behavior and attitudes at work • Management of time • Task management

Sessions	Description
	<ul style="list-style-type: none">• Taking initiative at work, work ethic
14 & 15	<ul style="list-style-type: none">• What is Leadership• Characteristics of a Leader• Leadership styles• Active and passive attitude in the workplace / Team building• Conflict resolution towards effective leadership