

HOLYOKE COMMUNITY COLLEGE
Holyoke, Massachusetts 01040

BUS 112 Professional Etiquette
1 credit

COURSE DESCRIPTION:

A study of the interpersonal and communication skills fundamental for success in the workplace. Students will hone their professional style as they study topics including professional behavior, interpersonal interaction, and civility as they relate to the workplace. **Prerequisites: 30 earned credits in a career curriculum.**

COURSE OBJECTIVES:

The course has three major learning objectives. Upon completion of this course a student should be able to:

- Determine the attitudes and behaviors appropriate to workplace situations and settings
- Use interpersonal and communication skills to enhance his/her job effectiveness
- Adopt attitudes and behaviors consistent with standard workplace expectations

METHODS OF INSTRUCTION AND EVALUATION:

A variety of methods will be used including lectures, problem solving, guest speakers, videos, and case studies.

COURSE OUTLINE:

- Employer expectations
- Professional behavior
- Teamwork
- Dealing with conflict
- Ethical behavior
- Civility
- Cultural sensitivity in the global economy
- Miscellaneous: presentations; laws governing the workplace

SUGGESTED TEXTBOOK: *Business Etiquette*, Thompson, 2003