**Academy “**Content of the first two weeks is not directly tied to academic disciplines; it is related to professional skills. Students will be able to see the relevance of the skills to their lives. The activities, writing, and reflections are precursors of academic learning.”

**Syllabus**

**July 21** Welcome to class and what is expected

 Signing in each day. Attendance, attitude, behavior and assignments

 What is not allowed or tolerated.

 Getting to know the students and instructor.

 Writing assignment each day before you leave.

 **Being a Successful Student**

 **Time Management**

 What does that mean or cover?

 Managing Time Prioritizing Procrastination

 Finding Time Managing Projects Balance work / life

**\*\* Tour Menard & Sangamon Hall at 1:00 \*\***

 Terri Hinrichs Information Desk in Lincoln Commons

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 Time Management

 Be on Time

 Appearance / Fit and Alert / Organization

 Time Management

 Prioritize/Tips

 Prioritize

 Values / Principles

 Where Does Your Time Go

 Problem Solving

 Life / Priorities

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**July 22** **Teamwork**

 What does that mean?

 Skills Why do we need them? Responsibilities

 Problems Communication Problem Solving

 **\*\* Jamie McCoy – Guest Speaker 1:00 pm \*\***

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 Team Work

 Characteristics

 Development of a team

 What is a team player

 Leaders

**July 23** **Communication**

 General Speaking Listening Non-verbal

**Etiquette**

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 Activity with the Peanut butter sandwich

 Communication

 Verbal vs. Nonverbal

 Jargon / Acronyms / Tone / Body Language / Listening

 Gossip / Manners / Voice / Grammar / Phone / Written

 Improving communication skills

 Effective Oral / Written / nonverbal

 Body Language – mixed messages / giving non-verbal feedback

 Giving and receiving effective feedback

 Dealing with difficult co-workers / patients/bosses

 Etiquette

 Using good manners

 Behavior / dress / working in a cubicle / telephone / email

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**July 24** **Attitude / Speaking / Listening / Personal Characteristics**

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 Attitude

 Effects

 Co-workers

 Helping or hurting you in the workplace / outside of work

 Fixing / improving

 Dealing with conflict at work

 How Your Coworkers See You

 Behavior can get you fired / climb the ladder of success

 Speaking

 Speaking clearly / confidence

Listening

 Begins with hearing

 Is a choice

 Benefits of listening……

 Barriers to listening

 Strategies

 Good attitude

 Gaining and showing respect

 Demonstrating responsibility / dependability / courtesy

 Pride in work

 Trust

 Handling criticism / showing professionalism

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**July 28** **Work Place Management / Stress**

**Customer Service**

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 Activity with rocks

 Work Place and Stress

 Causes of Stress

 Stress Management

 Choices

 Dealing with Stress Positively

 Stress & your body

 Getting Along

 Customer service – importance

 Need a job and they need you

 Trust

 What do they want and giving it to them

 Keep them coming back

 Seeing things from the customer’s point of view

 Complaints

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**July 29** **Accuplacer Test**

**\*\* Guest Speaker – Stephanie Cummings \*\***

 **Professionalism**

**Ethics**

**Employer Expectations**

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 Professionalism / Ethics

 Look like a professional

 Clothing / shoes / hygiene / body language

 Hand writing

 Meaning of ethics

 Behavior / language / actions

 Watch both videos – discussion is built in to both

 Employer expectations

 Behavior

 Managing change

 Advancing your career

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**July 30** **Goal Setting**

**Problem Solving**

Identify the problem

 Define the Problem

 Gather Information

 Organize & Interpret Information

 Determine Possible Casuses

 Use Creative thinking to Solve the Problem

 Look at Past Problems

 Brainstorm

 Recognize Advantages & Disadvantages

 Understand Other Points of Vies

 Put a Plan into Action

 Create a Plan

 Use a Plan of Action

 Review the Plan

 **\*\* Guest Speaker Linda Kelley – from Memorial Hospital 1:00 pm \*\***

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 Goal Setting

 Short term / Long term

 Thinking about Past Success

 Motivating YOURSELF

 Problem Solving

 Becoming a problem solver / identifying a problem

 Critical thinker / creative

 Managing change…. Work place is ever changing

 Small problems / Big problems

 Bomb Shelter activity

 Box / Dot activity

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**July 31** **Decision Making**

 **Success at school = success at work =**

**a successful career = a successful life**

 **Recap what we have talked about over the last 2 weeks**

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 Decision Making

 Applying all the things we have learned

 M&M Activity

People are more similar than different. We tend to notice the differences and often don’t take the time to notice the similarities.

 Recap

 Exercises

 Present the certificates

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