**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

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**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 \*\***

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

Team Work

Characteristics

Development of a team

What is a team player

Leaders

**July 23** **Communication**

General Speaking Listening Non-verbal

**Etiquette**

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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

**Customer Service**

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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

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

**Professionalism**

**Ethics**

**Employer Expectations**

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**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 \*\***

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

**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**

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*

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

\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*