

ALTW 213: WORK ATTITUDES & BEHAVIORS ON THE JOB

Foothill College Course Outline of Record

Heading	Value
Effective Term:	Summer 2025
Units:	2
Hours:	2 lecture per week (24 total per quarter)
Degree & Credit Status:	Non-Degree-Applicable Credit Course Basic Skills
Foothill GE:	Non-GE
Transferable:	None
Grade Type:	Letter Grade (Request for Pass/No Pass)
Repeatability:	Not Repeatable

Student Learning Outcomes

- Student will define and identify employer expectations
- Student will identify appropriate work behaviors in a workplace setting.
- Students will identify internal and external customers in various work settings.

Description

This specialized course is designed to equip disabled students with essential workplace skills and behaviors that foster success in various employment settings. Participants will learn how to navigate and excel in the workforce by understanding and practicing appropriate work behaviors, managing conflict effectively, and preparing for the expectations and dynamics of modern workplaces.

Course Objectives

The student will be able to:

1. Recognize and apply appropriate work behavior, etiquette, and dress.
2. Discuss fears, expectations, and attitudes towards work.
3. Respond appropriately to constructive criticism and evaluations.
4. Understand and demonstrate workplace coping skills and strategies.
5. Demonstrate good customer service skills and proactive solutions in work settings.
6. Understand employer expectations regarding labor standards and work tasks and duties.
7. Obtain a good understanding of job retention skills and potential employment opportunities.

Course Content

1. Appropriate work behaviors
 - a. Dress and grooming
 - b. Punctuality and absenteeism
 - c. Honesty
 - d. Team work

- e. Gossip
 - f. Conflict resolution
2. Attitudes
 - a. Impact of positive work attitudes
 - b. Posturing
 - c. Verbal and non-verbal communication
 - d. Proactive solutions
 - i. Problem-solving techniques
 - ii. Positive thinking
 - e. Product knowledge
 3. Fears
 - a. Disclosure of disability
 - b. Presentation of an accommodation
 4. Realistic job expectations
 5. Adjusting to work situations
 - a. Schedules
 - b. Nutrition and healthy lifestyles solutions
 6. Constructive criticism and evaluation
 7. Advancement
 - a. Career pathways
 8. Company culture
 9. Boundaries and limitations

Lab Content

Not applicable.

Special Facilities and/or Equipment

1. Accessible classroom.
2. When taught online/virtual: students and faculty need internet access with Zoom-capable computer, monitor, and speakers.

Method(s) of Evaluation

Methods of Evaluation may include but are not limited to the following:

- Class participation
- Examinations
- Assignments and projects
- Journals/self-reflection essays
- Homework

Method(s) of Instruction

Methods of Instruction may include but are not limited to the following:

- Lecture
- Discussion
- Cooperative learning exercises
- Oral presentations
- Field trips
- Guest speakers

Representative Text(s) and Other Materials

No materials are required for this course.

Types and/or Examples of Required Reading, Writing, and Outside of Class Assignments

1. Reading assignments:
 - a. Students will read work related scenarios and discuss.
 - b. Students will read and role play workplace scenarios and critique themselves and classmates.
 - c. Students will review job related websites and discuss employment employment readiness.
2. Writing assignment:
 - a. Students will write ways to resolve conflict in the workplace and provide solutions to problems.

Discipline(s)

Developmental Disabilities: Disabled Students Programs and Services