

ALTW 213: WORK ATTITUDES & BEHAVIORS ON THE JOB

Foothill College Course Outline of Record

Heading	Value
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.

Description

Will assist the student to develop appropriate work behavior and attitudes. Learn conflict management and pro-active problem solving skills in an entry level job environment.

Course Objectives

The student will be able to:

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

Course Content

- Appropriate work behaviors
 - Dress and grooming
 - Punctuality and absenteeism
 - Honesty
 - Team work
 - Gossip
 - Conflict resolution
- Attitudes
 - Impact of positive work attitudes
 - Posturing
 - Verbal and non-verbal communication
 - Proactive solutions
 - Problem-solving techniques
 - Positive thinking
 - Product knowledge

- Fears
 - Disclosure of disability
 - Presentation of an accommodation
- Realistic job expectations
- Adjusting to work situations
 - Schedules
 - Nutrition and healthy lifestyles solutions
- Constructive criticism and evaluation
- Advancement
 - Career pathways
- Company culture
- Boundaries and limitations

Lab Content

Not applicable.

Special Facilities and/or Equipment

Accessible classroom.

Method(s) of Evaluation

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

Method(s) of Instruction

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

Representative Text(s) and Other Materials

McManmon, Michael. [Mploy - A Job Readiness Workbook: Career Skills Development for Young Adults on the Autism Spectrum and with Learning Difficulties](#). Jessica Kingsley Publishers, 2017.

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

A. Reading assignments:

- Students will read work related scenarios and discuss.
- Students will read and role play workplace scenarios and critique themselves and classmates.
- Students will review job related websites and discuss employment employment readiness.

B. Writing assignment:

- Students will write ways to resolve conflict in the workplace and provide solutions to problems.

Discipline(s)

Developmental Disabilities: Disabled Students Programs and Services