

# SPED C002N: PROBLEM-SOLVING IN THE WORKPLACE

Item	Value
Curriculum Committee Approval Date	03/15/2019
Top Code	493011 - Interpersonal Skills
Units	0 Total Units
Hours	40 Total Hours (Lecture Hours 16; Lab Hours 24)
Total Outside of Class Hours	0
Course Credit Status	Noncredit (N)
Material Fee	No
Basic Skills	Basic Skills (B)
Repeatable	Yes; Repeat Limit 99
Grading Policy	P/NP/SP Non-Credit (D)

## Course Description

Introductory course designed to develop basic problem-solving skills required in vocational settings and to develop the resilience and self-confidence skills required to deal effectively with challenges in the workplace. Problem-solving and self-sufficiency skills are developed through group work, self-reflection, and evaluation of scenarios. Noncredit. NOT DEGREE APPLICABLE. Not Transferable.

## Course Level Student Learning Outcome(s)

1. Accurately describe and demonstrate techniques associated with decision making and managing stress in the workplace.

## Course Objectives

- 1. Identify and discuss multiple solutions to a given problem.
- 2. Follow planning and decision-making steps in order to arrive at a solution.
- 3. Evaluate the effectiveness of a chosen solution.
- 4. Employ successful time-management skills during class and related activities.
- 5. Share examples of problem solving or coping techniques used in situations outside of class.
- 6. Work effectively with a team to come to a decision regarding an ethical dilemma.

## Lecture Content

Common workplace problems Evaluating Options and Risks Critical Thinking Community Stewardship

## Lab Content

Common Workplace Problems Customer Complaint Relationships with Co-Workers Effective communication Getting and Giving Feedback Conflict Resolution Punctuality/Attendance Transportation to Work Transportation from Work Evaluating Options and Risks Flexibility Cause and Effect Planning Decision-Making Strategies Critical Thinking Integrity and Ethical Decisions Time Management Coping and Resilience Personal Judgment Community Stewardship

## Method(s) of Instruction

- Enhanced NC Lect (NC1)
- Enhanced NC Lab (NC2)
- Live Online Enhanced NC Lect (NC9)
- Live Online Enhanced NC Lab (NCA)

## Instructional Techniques

Lecture and discussion of important concepts. Discussion of related issues. Roleplay of scenarios or evaluation of videos. Guest Speakers/ Professional Experts Peer evaluation.

## Out-of-class Assignments

Student will complete one out-of-class assignment documenting a problem they have had and how they acted and reflected.

## Demonstration of Critical Thinking

Direct observation of the application of critical thinking practices (e.g. analyze, discriminate, seek information/support, reason, etc.) given real-life scenarios (e.g. co-worker conflict, calling in sick, etc.).

## Required Writing, Problem Solving, Skills Demonstration

The completion of a student project.

## Eligible Disciplines

Special education: Minimum qualifications for these faculty members are specified in title 5, section 53414. Masters degree required. Title 5, section 53414

## Other Resources

1. Coastline Library