Course Syllabus

ENER 1270 – Employment Success in Energy Industry

Catalog Description: A study of successful employee characteristics and employer expectations in the energy industry. The course will provide the student with basic communication skills required to be a productive employee. The students will be instructed on the proper behavior to become an effective member of a team and how to become a leader of their peers. Students will learn to create an effective resume and proper interview skills along with how to deal with cultural diversity and conflict resolution.

Lecture hours = 1, **Lab hours** = 3

Prerequisites: none

Semester Credit Hours: 2
Lecture Hours per Week: 1
Lab Hours per Week: 3
Extended hours:
Contact Hours per Semester: 64
State Approval Code: 15.0503

Class section meeting time:
Alternate Operations During Campus Closure: In the event of an emergency or announced campus closure due to a natural disaster or pandemic, it may be necessary for Panola College to move to altered operations. During this time, Panola College may opt to continue delivery of instruction through methods that include, but are not limited to: online learning management system (CANVAS), online conferencing, email messaging, and/or an alternate schedule. It is the responsibility of the student to monitor Panola College's website (www.panola.edu) for instructions about continuing courses remotely, CANVAS for each class for course-specific communication, and Panola College email for important general information.

Artificial Intelligence (AI) Course Policy:

Use of generated AI Permitted under some classroom circumstances with permission.

There are situations throughout the course where you may be asked to use artificial intelligence (AI) tools to explore how they can be used. Outside of those circumstances, you should not use AI tools to generate content that will end up in any student work (assignments, activities, discussion responses, etc.). In such cases for Option #2, no more than 25% of the student work should be generated by AI. Use of any AI-generated content in this course without the instructor's consent qualifies as academic dishonesty and violates Panola College's standards of academic integrity.

Instructional Goals and Purposes: The purpose of this course is to provide students with skills that will help them to obtain a job and work cooperatively with others in the workplace.

Learning Outcomes:

1. Demonstrate the fundamentals of creating a resume and a cover letter.
2. Understand the process of preparing for an interview, proper interview behavior and following up after an interview.
3. Discuss the communication process and the effects of perception and cultural diversity in the workplace.
4. Understand the importance of verbal and nonverbal communication as well as good listening skills.
5. Identify the skills necessary to be a leader and how to successfully work in a group setting.
6. Understand the proper way to resolve conflict in the workplace.
7. Understand the various types of presentations.
8. Prepare and present a presentation.

Specific Course Objectives (includes SCANS):
After studying all materials and resources presented in the course, the student will be able to:

1. **Demonstrate the fundamentals of creating a resume and a cover letter.** (SCANS 1ci, 1civ, 2ai, 2aiii, 2ci, 2cii, 2ciii)
      a. Obtain a job ad and research the requirements and skills needed for the position.
      b. Create a resume and cover letter.
2. **Understand the process of preparing for an interview, proper interview behavior and following up after an interview.** (SCANS 1ci, 1civ, 2ai, 2aiii, 2ci, 2cii, 2ciii)
      a. Conduct company research.
      b. Review potential interview questions
      c. Identify the proper way to dress for an interview.
      d. Identify proper interview etiquette.
      e. Create a follow-up/thank you letter.
3. **Discuss the communication process and the effects of perception and cultural diversity in the workplace.** SCANS 1ci, 1civ, 2ai, 2aiii, 2ci, 2cii, 2ciii)
      a. Discuss the communication process and understand the barriers in the communication process.
      b. Discuss the effects of perception and cultural diversity in the workplace.
4. **Understand the importance of verbal and nonverbal communication as well as good listening skills.** (SCANS 1ci, 1civ, 2ai, 2aiii, 2ci, 2cii, 2ciii)
      a. Identify the types of verbal and nonverbal communication and their significance.
      b. Discuss how listening skills effects employees in the workplace.
5. **Identify the skills necessary to be a leader and how to successfully work in a group setting.** (SCANS 1ci, 1civ, 2ai, 2aiii, 2ci, 2cii, 2ciii)
      a. Distinguish between the different types of leadership styles.
      b. Determine the skills needed for various types of leadership roles.
      c. Discuss the importance of being able to work as a team and accomplish goals.
6. **Understand the proper way to resolve conflict in the workplace.** (SCANS 1ci, 1civ, 2ai, 2aiii, 2ci, 2cii, 2ciii)
      a. Identify the proper way to communicate feelings to coworkers.
      b. Describe ways to respond to conflicts in the workplace.
7. **Understand the various types of presentations.** (SCANS 1ci, 1civ, 2ai, 2aiii, 2ci, 2cii, 2ciii)
      a. Identify the various types of presentations and their uses.
8. **Prepare and present a presentation.** (SCANS 1ci, 1civ, 2ai, 2aiii, 2ci, 2cii, 2ciii)

a. Select a presentation type and a topic.
b. Prepare and present a presentation.

Course Content: Students in all sections of Supervision will be required to do the following:
1. Students will complete quizzes and assignments based on the material provided for the course.
2. Students will complete online quizzes and objective exams.

Methods of Instruction/Course Format/Delivery: Content for the course will be delivered using lecture, textbook content and online instruction. Students in traditional, hybrid and Internet classes will have access to courses via Canvas. Students in the traditional class will meet regularly for lecture. Students in the Internet class will be required to take quizzes and exams at an approved testing facility or, they may also be administered by the instructor. Students in hybrid classes will have both in class and online assignments. Resources for this course, provided through Canvas, include the following Sections in Canvas….

• Modules: Chapter study materials, self-assessment exercises, quizzes and exams

• Announcements and Recent Activities List: Instructor Announcements

• Inbox: Email (to communicate with instructor and classmates inside Canvas)

• Grades: Student grades

• Other sections, as assigned by the Instructor: Students in both the traditional and Internet classes should use the People feature within Canvas (includes Canvas Email) to communicate with the instructor. Using Canvas Email located in the "In Box" menu, gives the student access to the instructor and other classmates without having to remember or type email addresses; the student just selects a name from the list. The instructor will attempt to respond to all Canvas email within a timely manner. Please always include in the subject line of the Canvas email, the student's name, course number and course section number.

Assessment:

The following items will be assigned during the semester and used to calculate the student's final grade:

- ***Career Prep Notebook and Mock Interview Attendance***
    - o Students will create a portfolio containing the required assignments.
    - o Students will attend and participate in the mock interview hosted by the college.

- **Drug Test and Background Waiver**

    - o This course requires the signature of a drug test and background check waiver. A student may sign the approval or denial signature line but a signature is required or the student will receive a 0% in the grading category for this assignment. If a student refuses to sign the document it will be treated the same as a failed test the student will receive a 0% and forfeit the opportunities listed below. If a student signs the approval line they will have 3 business days to complete the drug screen as set by the instructor via an announcement of the open dates. Panola College holds the right to pick the week of the test randomly in the semester. If a student signs the denial signature line this will not affect the student academically but will result in the student forfeiting the job placement opportunities through the Energy department. This includes on campus interviews, internships, full time job postings, canvas groups for job placement, and most importantly the instructors and Department Chair will not in good faith be able to write a recommendation letter for students that refuse the test. If a student signs the approval line but is a no show to the

test dates the student will be required to conference with the Department Chair and if a valid excuse is given as to why the appointment was missed the student may be allowed to conduct a test provided the student pays for the testing. Any student that misses a test must contact the Department Chair within 3 business days from the test dates posted on canvas or risk receiving a 0% in that category. Background checks will be reviewed but will not disqualify you from the job placement. If you have any offenses please disclose them and the companies will make the decision if they will accept your resume or not.

- ***Quizzes and Assignments***
  - o Students will read the required material and complete quizzes and assignments over the content. The ability to makeup late quizzes and assignments will be determined by the instructor for a reduced score.
- ***Tests***
  - o There will be four tests. A minimum of two tests will be proctored. Test 4 will be the completion of the Intern Group with our Department Chair. Each student will need to complete the assignments within the group, one will be turning in your updated resume for review by the Chair. You may be required to sit down with the Chair of the Department for further review of your resume. One of the main goals of this course is for you to leave with a quality resume and this will be another step to ensure that happens.

- ***Final Exam***
  - o The Final Exam will be cumulative and proctored.

Course Grade:
The grading scale for this course is as follows:

- Career Prep Portfolio and Mock Interview Attendance – 10%

- Drug Test and Background Waiver-10%

- Quizzes and Assignments – 25%

- Tests – 40%

- Final Exam – 15%

Grading Scale A=90-100, B=80-89, C=70-79, D=60-69, F=69 and below

Grading Notes:

Late Work: All listed assignments are due according to the due date provided in Canvas and on the course calendar if you do not complete the assignments on time a 10% per day penalty will

automatically be applied to all assignments. If you have missed an assignment due to an approved class absence please contact your instructor for further instructions.

Late work for an unexcused absence: There will be a 10 point reduction in the score if the assignment is turned in after the listed due date and time. (Example: The assignment is due at 1 pm and you submit it at 4 pm you will receive a 10 point deduction from the original score.) There will also be a 10 point deduction for everyday the assignment is late. (Example: If you turn in the assignment 3 days late you will receive a 30 point deduction from your original score.)

Missed Exams: Missed exams due to legitimate reasons should be taken prior to the reporting of a midterm or final grade as applicable. It is the responsibility of the student to reschedule the makeup with the instructor. The Instructor reserves the right to change the test format of any makeup. Instructors are not required to issue makeup work for an unexcused class absence Instructor also reserves the right to give full or partial credit for any makeup work that is allowed and that resulted from an unexcused absence.

Missed Quizzes: Missed quizzes due to legitimate reasons should be rescheduled within one week of the scheduled quiz or a date assigned by the Instructor. It is the responsibility of the student to reschedule makeup quizzes. The Instructor reserves the right to change the test format of the makeup quiz. The instructor is not required to make up work for unexcused class absences. The instructor reserves the right to give full or partial credit for any makeup work that is allowed and that resulted from an unexcused absence.

NO MAKEUP WORK WILL BE ACCEPTED DURING FINALS WEEK.

Attendance: Attendance is based on the student missing no more than 10% out of the semester without a valid excuse. After the 10%, the instructor may withdraw the student at their discretion. Any student thirty or more minutes late will be counted absent. Students that leave before class is dismissed will be counted absent. The Instructor reserves the right to dock points for any missed class without a legitimate excuse. Students that leave before class is dismissed will be counted absent.

You will also be expected to show up to class on time each day. After accumulating three tardies, each tardy will count as an unexcused absence.

Excused absences are those due to a pre-approved school sponsored trip, a death in the family (you will need a funeral pamphlet) or a sickness (in which case a doctor's note is required).

For face-to-face classes that meet once a week:

Attendance will be mandatory. Roll will be taken at the beginning of every class. At the end of the semester, any student who has **two unexcused absences** will be penalized **one letter grade**. If a

student accumulates **three or more unexcused absences**, the grade for the class will be an automatic **"F"**.

Plagiarism: Plagiarism shall be defined as appropriating, buying, receiving as a gift or obtaining by any other means another person's work and the unacknowledged submission or incorporation of it in one's own written work . Plagiarism in this class consists of copying another student's files and using them as your own, copying another student's projects and using it as your own, downloading a completed file and using it as your own, and/or having someone complete the work for you and using it as your own. Plagiarism will not be tolerated and will result in an automatic "F" for the course.

All papers submitted to Canvas will be scanned with *turnitin.com* and the instructor reserves the right to dock points based on the results.

Cheating: Cheating on a test shall include:

a. Copying from another student's test

b. Using test materials not authorized by the person administering the test

c. Collaborating with or seeking aid from another student during a test without permission from the test administrator

d. Knowingly using, buying, selling, stealing, or soliciting, in whole or in part, the contents of an unadministered test.

e. The unauthorized transporting or removal, in whole or in part, of the contents of the unadministered test.

f. Substituting for another student, or permitting another student to substitute for one's self, to take a test.

g. Bribing another person to obtain an unadministered test or information about an unadministered test absolutely no cheating is tolerated.

h. If a student is observed cheating they will be sent home immediately counted absent and given a zero on the assignment they were cheating on.

 Cheating in this course will not be tolerated and can result in a "F" for the course.

Class Conduct: All cell phones should be turned off in all classes. If you must receive a call notify your instructor and step out of the classroom. No cell phones are allowed during testing. The use of cell phones (texting, calls, internet, ect.) during class will result in 5 points being taken from the students' Test grade for every offense.

No disruptive behavior is allowed in class; if a student is being disruptive as determined by the instructor one warning will be given. If the behavior persists, the student will be sent home and counted absent. Asking of questions and discussion of relevant information in and outside class is highly encouraged; however, talking to neighbors, texting, sleeping, foul language or studying for other courses during class time will not be tolerated.

Some mandatory meetings outside of class days and time may be required to attend for credit. Valid excuses must be submitted with proof via email to your professor to avoid grade penalties.

A student that chooses to NOT finish the course must complete the withdrawal procedure in the Student Success office in order to receive a —W.‖ Otherwise, the student will receive a grade at the end of the semester commensurate with the work completed.

Students needing special classroom or testing accommodations because of physical or learning disabilities must contact the Student Success office before these services will be made available in the classroom.
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Texts, Materials, and Supplies:
  ● Title: *Communication Skill: Preparing for Career Success, 3ʳᵈ Edition*
    Author: Thomas Cheesebro, Linda O'Conner, Francisco Rios
    ISBN 0-13-232796-1

Other:
  ● Courses conducted via video conferencing may be recorded and shared for instructional purposes by the instructor.
  ● For current texts and materials, use the following link to access bookstore listings:
    https://www.panolacollegestore.com
  ● For testing services, use the following link:
    https://www.panola.edu/student-services/student-support/academic-testing-center

  ● If any student in this class has special classroom or testing needs because of a physical learning or emotional condition, please contact the ADA Student Coordinator in Support Services located in the Charles C. Matthews Student Center or go to
    https://www.panola.edu/student-services/student-support/disability-support-services for more information.
  ● Panola College welcomes pregnant and parenting students as a part of the student body. This institution is committed to providing support and adaptations for a successful educational experience for pregnant and parenting students. Students experiencing a need for accommodations related to pregnancy or parenting will find a Pregnancy and Parenting Accommodations Request form in The Pathfinder or may request the form from the course instructor.
  ● Withdrawing from a course is the student's responsibility. Students who do not attend class and who do not withdraw will receive the grade earned for the course.
  ● Student Handbook, The Pathfinder: https://www.panola.edu/ (located at the bottom under students)

SCANS CRITERIA

1) **Foundation skills are defined in three areas: basic skills, thinking skills, and personal qualities.**

   a) **Basic Skills**: A worker must read, write, perform arithmetic and mathematical operations, listen, and speak effectively. These skills include:
      i) Reading: locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.
      ii) Writing: communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.
      iii) Arithmetic and Mathematical Operations: perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.
      iv) Listening: receive, attend to, interpret, and respond to verbal messages and other cues.
      v) Speaking: Organize ideas and communicate orally.

   b) **Thinking Skills**: A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively. These skills include:
      i) Creative Thinking: generate new ideas.
      ii) Decision Making: specify goals and constraints, generate alternatives, consider risks, and evaluate and choose the best alternative.
      iii) Problem Solving: recognize problems and devise and implement plan of action.
      iv) Visualize ("Seeing Things in the Mind's Eye"): organize and process symbols, pictures, graphs, objects, and other information.
      v) Knowing How to Learn: use efficient learning techniques to acquire and apply new knowledge and skills.
      vi) Reasoning: discover a rule or principle underlying the relationship between two or more objects and apply it when solving a problem.

   c) **Personal Qualities**: A worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty.
      i) Responsibility: exert a high level of effort and persevere toward goal attainment.
      ii) Self-Esteem: believe in one's own self-worth and maintain a positive view of oneself.
      iii) Sociability: demonstrate understanding, friendliness, adaptability, empathy, and politeness in group settings.
      iv) Self-Management: assess oneself accurately, set personal goals, monitor progress, and exhibit self-control.
      v) Integrity and Honesty: choose ethical courses of action.

2) **Workplace competencies are defined in five areas: resources, interpersonal skills, information, systems, and technology.**

   a) **Resources**: A worker must identify, organize, plan, and allocate resources effectively.
      i) Time: select goal-relevant activities, rank them, allocate time, and prepare and follow schedules.
      ii) Money: Use or prepare budgets, make forecasts, keep records, and make adjustments to meet objectives.
      iii) Material and Facilities: Acquire, store, allocate, and use materials or space efficiently.
      Examples: construct a decision time line chart; use computer software to plan a project; prepare a budget; conduct a cost/benefits analysis; design an RFP process; write a job description; develop a staffing plan.

b) **Interpersonal Skills**: A worker must work with others effectively.
   i) Participate as a Member of a Team: contribute to group effort.
   ii) Teach Others New Skills.
   iii) Serve Clients/Customers: work to satisfy customer's expectations.
   iv) Exercise Leadership: communicate ideas to justify position, persuade and convince others, responsibly challenge existing procedures and policies.
   v) Negotiate: work toward agreements involving exchange of resources, resolve divergent interests.
   vi) Work with Diversity: work well with men and women from diverse backgrounds.
   Examples: collaborate with a group member to solve a problem; work through a group conflict situation, train a colleague; deal with a dissatisfied customer in person; select and use appropriate leadership styles; use effective delegation techniques; conduct an individual or team negotiation; demonstrate an understanding of how people from different cultural backgrounds might behave in various situations.

c) **Information**: A worker must be able to acquire and use information.
   i) Acquire and Evaluate Information.
   ii) Organize and Maintain Information.
   iii) Interpret and Communicate Information.
   iv) Use Computers to Process Information.
   Examples: research and collect data from various sources; develop a form to collect data; develop an inventory record-keeping system; produce a report using graphics; make an oral presentation using various media; use on-line computer data bases to research a report; use a computer spreadsheet to develop a budget.

d) **Systems**: A worker must understand complex interrelationships.
   i) Understand Systems: know how social, organizational, and technological systems work and operate effectively with them.
   ii) Monitor and Correct Performance: distinguish trends, predict impacts on system operations, diagnose deviations in systems' performance and correct malfunctions.
   iii) Improve or Design Systems: suggest modifications to existing systems and develop new or alternative systems to improve performance.
   Examples: draw and interpret an organizational chart; develop a monitoring process; choose a situation needing improvement, break it down, examine it, propose an improvement, and implement it.

e) **Technology**: A worker must be able to work with a variety of technologies.
   i) Select Technology: choose procedures, tools or equipment including computers and related technologies.
   ii) Apply Technologies to Task: understand overall intent and proper procedures for setup and operation of equipment.
   iii) Maintain and Troubleshoot Equipment: Prevent, identify, or solve problems with equipment, including computers and other technologies.
   Examples: read equipment descriptions and technical specifications to select equipment to meet needs; set up and assemble appropriate equipment from instructions; read and follow directions for troubleshooting and repairing equipment.