

**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

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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

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**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 \*\***

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Team Work  
Characteristics  
Development of a team  
What is a team player  
Leaders

July 23

**Communication**

General    Speaking    Listening    Non-verbal

**Etiquette**

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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

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July 24

**Attitude / Speaking / Listening / Personal Characteristics**

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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

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**July 28      Work Place Management / Stress**

**Customer Service**

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- 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

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**July 29      Accuplacer Test**

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

**Professionalism**

**Ethics**

**Employer Expectations**

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- 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

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**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 \*\***

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- 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

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**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**

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- 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

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