

 <p><b>ITAM</b> Information Technology &amp; Administrative Management Central Washington University</p>	<p>ADMG310 Business Professional Development Course Outline – 3 Credits</p>
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## COURSE DESCRIPTION

Business Professional Development is an interactive course focused on maximizing your potential for a productive, satisfying career and personal life. Two important components make up the course: 1) intrapersonal and interpersonal development, and 2) professional development.

## LEARNER OUTCOMES AND PERFORMANCE INDICATORS

Upon completion of this course, you will be able to:

Learner Outcomes	Assessment
1. Demonstrate an understanding of the importance of interpersonal skills for leaders and managers as they apply in a professional setting.	<ul style="list-style-type: none"><li>Take an inventory of interpersonal skills, personality type, and interpersonal actions you engage in. Assignment will include as self-analysis and discussion of this inventory.</li></ul>
2. Identify and practice the stages of active listening practices.	<ul style="list-style-type: none"><li>Evaluate your present listening skills by taking a preliminary listening inventory.</li><li>Complete a case study to help illustrate key points of active listening.</li></ul>
3. Understand the elements of perception including how people form perceptions, the role of culture and gender in forming perceptions, and distinguishing between self-perceptions and meta-perceptions.	<ul style="list-style-type: none"><li>Complete a case study and assignments which will allow you to determine the behavioral traits you most value and compare your perceptions with those of your peers.</li><li>Complete a critical analysis assignment</li></ul>

	<p>which will demonstrate your understanding of your self-perceptions and meta-perceptions.</p>
<p>4. Identify two elements that formulate individual self-concepts. Demonstrate an understanding of the differences between individual self-concept and individual self-esteem.</p>	<ul style="list-style-type: none"> <li>• Complete a critical analysis assignment which will require you to examine the sources of your self-concept.</li> <li>• Complete a case study that reflects a student's view of himself and others.</li> </ul>
<p>5. Demonstrate understanding of values which includes the following: definition of values; sources of values; the stages of value development; ways to impart values to others; and managing situations in which values conflict.</p>	<ul style="list-style-type: none"> <li>• Complete an assignment which includes a discussion of theories related to values and values development.</li> <li>• Participate in a consensus-building exercise designed to help you see the relationship between what you value and how you work.</li> </ul>
<p>6. Demonstrate understanding of a vision statement, goal statement, and strategic action steps.</p>	<ul style="list-style-type: none"> <li>• Complete a case study that illustrates the value and theories of goal setting.</li> <li>• Complete a vision statement worksheet, a vision statement, goal statements, and strategic action steps.</li> </ul>
<p>7. Demonstrate an understanding of the importance of time management. Understand the concept of procrastination, the reasons for procrastination and how to overcome procrastination.</p>	<ul style="list-style-type: none"> <li>• Conduct a preliminary time management assessment.</li> <li>• Complete a case study which identifies key concepts in managing your time.</li> </ul>
<p>8. Understand the definition of stress and its link to personal change. Identify the three possible reactions to stress. Recognize the nature of stress as a positive force.</p>	<ul style="list-style-type: none"> <li>• Create a personal stress reduction strategy using the Five-step task Response Procedure, Stress Inoculations and 52 Proven Stress Reducers.</li> </ul>
<p>9. Identify the four levels of self-disclosure. Understand the appropriateness of self-disclosure and the benefits of healthy self-disclosure.</p>	<ul style="list-style-type: none"> <li>• Complete a case study which identifies levels of self-disclosure and appropriate feedback.</li> <li>• Complete the Johari Window exercise which will allow you to determine your self-monitoring abilities.</li> </ul>
<p>10. Understand the definition of trust and identify the characteristics of trust that are evident in observed relationships.</p>	<ul style="list-style-type: none"> <li>• Complete a self-analysis assignment to analyze your own characteristics for gaining and maintaining trust.</li> <li>• Complete an assignment that illustrates the potential for breakdowns in trust and the steps to regaining trust.</li> </ul>

## **METHODS OF INSTRUCTION**

This course is taught using a variety of methods, with hands-on activities and group discussion emphasized. In addition, independent study activities, lectures, and the Internet may be utilized.

## **RESOURCES**

***Interpersonal Skills for Leadership by Fritz, Brown, Lunde & Banset***

Latest Edition ISBN: 0-13-117343-X

***This I Believe: The Personal Philosophies of Remarkable Men and Women***

Edited by Allison and Gediman

ISBN – 978-0-8050-8658-4

This is the One Book One Campus selection, and it is available at the CWU Bookstore

***You will need to purchase or borrow from the library an assigned book for a required book report.***

CWU eLearning - Blackboard Support Web Page: <http://courses.cwu.edu>