EMP 015: NEW WORLD OF WORK SKILLS: EMPATHY

Originator
anahernandez

Co-Contributor(s)

Name(s)
Thompson, Brian

Justification / Rationale
Reduce class size due to short-term course offering.

Effective Term
Fall 2022

Credit Status
Credit - Degree Applicable

Subject
EMP - Employability Skills

Course Number
015

Full Course Title
New World of Work Skills: Empathy

Short Title
EMPATHY

Discipline

Disciplines List
ALL DISCIPLINES

Modality
Face-to-Face
100% Online
Hybrid

Catalog Description
Understand the difference between Empathy and Sympathy and learn how to improve your ability to connect with others; develop good relationships with people from diverse cultures and backgrounds; work with clients and customers; make decisions based on client and customer needs; and understand the importance of client satisfaction.

Schedule Description
Learn the importance of Empathy in the workplace and how to improve your ability to connect with others.

Lecture Units
0.5
Lecture Semester Hours
9

Lab Units
0

In-class Hours
9

Out-of-class Hours
18

Total Course Units
0.5

Total Semester Hours
27

Required Text and Other Instructional Materials

Resource Type
Web/Other

Open Educational Resource
Yes

Year
2018

Description
New World of Work Instructional Materials available through Linked Learning/New World of Work.

Class Size Maximum
20

Course Content
1. Empathy vs. Sympathy
2. Good listening techniques
3. Nonverbal communication
4. Customer service
5. Customer satisfaction

Course Objectives

	Objectives
Objective 1	Recognize the difference between empathy and sympathy.
Objective 2	Develop good listening techniques and appropriate questions to help understand what others are thinking and feeling.
Objective 3	Learn techniques for developing good relationships with people from diverse backgrounds and cultures.
Objective 4	Learn the importance of customer satisfaction and how to make decisions based on customer needs and points of view.

Student Learning Outcomes

	Upon satisfactory completion of this course, students will be able to:
Outcome 1	Demonstrate how Empathy and good listening skills develop trust and strong customer relations.

Methods of Instruction

Method	**Please provide a description or examples of how each instructional method will be used in this course.**
Discussion	In class discussion and/or online Canvas discussions on the difference between empathy and sympathy.
Collaborative/Team	Creation of cooperative learning tasks such as a small group or paired activities to discuss self-awareness of listening techniques, non-verbal communication and customer service.
Technology-based instruction	Use of learning materials available on the web, including "What Not To Do" videos.
Lecture	Presentation of resources for development of good listening skills and identification of customer service and satisfaction.

Self-exploration	Survey at beginning and end of class to determine current viewpoints on empathy and how the resources reviewed in class modify those viewpoints.

Methods of Evaluation

Method	Please provide a description or examples of how each evaluation method will be used in this course.	Type of Assignment
College level or pre-collegiate essays	Writing Assignments completed out-of-class analyzing current empathy, listening and customer services skills and areas that could be improved.	In and Out of Class
Student participation/contribution	Class discussion and questions on the difference between empathy and sympathy and on the key characteristics of good customer service.	In Class Only
Self/peer assessment and portfolio evaluation	Surveys at beginning and end of class to determine current viewpoints and modification of those viewpoints achieved in class. Surveys completed out-of-class and discussed in-class.	In and Out of Class
Group activity participation/observation	Activity based analysis of videos and reading materials as applied to the concepts of the course.	In Class Only
Presentations/student demonstration observations	Presentations on development of good listening skills and customer service techniques.	In Class Only

Assignments

Other In-class Assignments

1. Beginning of semester survey to determine current Awareness of Empathy.
2. Individual or Group projects designed to evaluate good listening techniques and the impact of nonverbal communication.
3. Online research and activities to investigate customer service and customer satisfaction.
4. Case studies designed to demonstrate customer satisfaction.
5. Online individual, small group, or paired presentations designed to identify and apply effective communication tools and techniques.
6. End of semester survey to identify Empathy strengths and weaknesses.

Other Out-of-class Assignments

Students are expected to spend a minimum of eighteen hours on outside assignments which include a variety of video resources, self analysis of life experiences, and development of academic and workplace goals.

Grade Methods

Letter Grade Only

Distance Education Checklist

Include the percentage of online and on-campus instruction you anticipate.

Online %

100

Instructional Materials and Resources

If you use any other technologies in addition to the college LMS, what other technologies will you use and how are you ensuring student data security?

New World of Work materials are maintained by Shasta College and made available to faculty and students through Linked In Learning which requires password access.

If used, explain how specific materials and resources outside the LMS will be used to enhance student learning.

New World of Work materials have been developed at the state level in collaboration with industry and vetted as appropriate to enhance the learning experience.

Effective Student/Faculty Contact

Which of the following methods of regular, timely, and effective student/faculty contact will be used in this course?

Within Course Management System:

Discussion forums with substantive instructor participation
Online quizzes and examinations
Private messages
Regular virtual office hours
Timely feedback and return of student work as specified in the syllabus
Video or audio feedback
Weekly announcements

External to Course Management System:

Direct e-mail
Posted audio/video (including YouTube, 3cmediasolutions, etc.)

For hybrid courses:

Scheduled Face-to-Face group or individual meetings

Briefly discuss how the selected strategies above will be used to maintain Regular Effective Contact in the course.

This class will be taught either online or as a hybrid via Canvas. Instructors will use asynchronous text and video messages to interact with the students. Also, discussions boards, constant announcements will be used. Zoom virtual office hours with screen sharing and interaction capabilities will be available.

If interacting with students outside the LMS, explain how additional interactions with students outside the LMS will enhance student learning.

Canvas is used for external interaction as well.

Other Information

Provide any other relevant information that will help the Curriculum Committee assess the viability of offering this course in an online or hybrid modality.

All materials for the course are web-based so online and/or hybrid modality is appropriate.

MIS Course Data

CIP Code

32.0105 - Job-Seeking/Changing Skills.

TOP Code

051800 - Customer Service

SAM Code

C - Clearly Occupational

Basic Skills Status

Not Basic Skills

Prior College Level

Not applicable

Cooperative Work Experience

Not a Coop Course

Course Classification Status

Credit Course

Approved Special Class

Not special class

Noncredit Category

Not Applicable, Credit Course

Funding Agency Category
Not Applicable

Program Status
Stand-alone

Transfer Status
Not transferable

Allow Audit
No

Repeatability
No

Materials Fee
No

Additional Fees?
No

Approvals

Curriculum Committee Approval Date
05/03/2022

Academic Senate Approval Date
05/12/2022

Board of Trustees Approval Date
5/20/2022

Chancellor's Office Approval Date
5/20/2022

Course Control Number
CCC000611817

Programs referencing this course
Hospitality Management Certificate of Achievement (http://catalog.collegeofthedesert.eduundefined/?key=117)
Building and Energy System Professional (BESP) Fundamentals (http://catalog.collegeofthedesert.eduundefined/?key=145)
New World of Work: Employablity Skills Certificate (http://catalog.collegeofthedesert.eduundefined/?key=324)
Hospitality Management AS Degree (employment preparation) (http://catalog.collegeofthedesert.eduundefined/?key=60)
Agriculture Office Assistant Certificate of Achievement (http://catalog.collegeofthedesert.eduundefined/?key=84)
Agriculture Office Professional Certificate of Achievement (http://catalog.collegeofthedesert.eduundefined/?key=85)