

Syllabus for [EXCELLENT CUSTOMER SERVICE] – HCCF

Semester & Year	Fall 2017	
Course ID and Section #	WORK 221 (E4406) No Pre/Coreq Needed	
Instructor's Name	Lisa Printz, M.S. & MLS	
Day/Time	MON/WED/FRI 6:30-9:30PM, 9/6/17 - 9/11/17	
Location	Humboldt County Correctional Facility, Eureka, CA	
Number of Credits/Units	This is a NON-CREDIT course	
Contact Information	<i>Office location</i>	N/A
	<i>Office hours</i>	N/A
	<i>Phone number</i>	N/A
	<i>Email address</i>	lisa-printz@redwoods.edu
Textbook Information	<i>Title & Edition</i>	On Course: Strategies for Creating Success in College and in Life, 7th edition, (2011). Boston, MA: Wadsworth., and handouts as needed will be provided.
	<i>Author</i>	Skip Downing
	<i>ISBN</i>	

Course Description

A study of the key skills of stress management. Topics will include the recognition of stress, causes of stress, and the benefits of stress management. Various stress management techniques will be covered.

Student Learning Outcomes

1. Describe stress and its impact of the workplace.
2. Examine one's own stressors, both internal and external.
3. Differentiate between the various stress management techniques.

Special Accommodations

College of the Redwoods complies with the Americans with Disabilities Act in making reasonable accommodations for qualified students with disabilities. Please present your written accommodation request at least one week before the first test so that necessary arrangements can be made. No last-minute arrangements or post-test adjustments will be made. If you have a disability or believe you might benefit from disability related services and may need accommodations, please see me or contact [Disabled Students Programs and Services](#). Students may make requests for alternative media by contacting DSPS at 707-476-4280.

Academic Support

Academic support is available at [Counseling and Advising](#) and includes academic advising and educational planning, [Academic Support Center](#) for tutoring and proctored tests, and [Extended Opportunity Programs & Services](#), for eligible students, with advising, assistance, tutoring, and more.

Academic Honesty

In the academic community, the high value placed on truth implies a corresponding intolerance of scholastic dishonesty. In cases involving academic dishonesty, determination of the grade and of the student's status in the course is left primarily to the discretion of the faculty member. In such cases, where the instructor determines that a student has demonstrated academic dishonesty, the student may receive a failing grade for the assignment and/or exam and may be reported to the Chief Student Services Officer or designee. The Student Code of Conduct (AP 5500) is available on the College of the Redwoods website at:

www.redwoods.edu/district/board/new/chapter5/documents/AP5500StudentConductCodeandDisciplinaryProceduresrev1.pdf Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the college catalog and on the College of the Redwoods website.

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Disruptive Classroom Behavior

Student behavior or speech that disrupts the instructional setting will not be tolerated. Disruptive conduct may include, but is not limited to: unwarranted interruptions; failure to adhere to instructor's directions; vulgar or obscene language; slurs or other forms of intimidation; and physically or verbally abusive behavior. In such cases where the instructor determines that a student has disrupted the educational process a disruptive student may be temporarily removed from class. In addition, he or she may be reported to the Chief Student Services Officer or designee. The Student Code of Conduct (AP 5500) is available on the College of the Redwoods website at:

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Emergency Procedures for Humboldt County Correctional Facility

Roving Officers will escort all visitors out of the building, using the appropriate evacuation routes. The Roving Officers will verify the visitor's identification prior to letting them out of the facility. The inmates are returned to their appropriate housing unit and then relocated by correctional staff if the need is determined by the incident commander.

College of the Redwoods is committed to equal opportunity in employment, admission to the college, and in the conduct of all of its programs and activities.

This is a non-credit course. Assignments will be graded accordingly; a grade of "satisfactory" will be awarded for participation.

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Class Schedule:

DAY 1: Introductions, Class Goals, What is Stress, How to identify stress.

DAY 2: Re-cap: What is stress, How to identify stress. Discuss, How identify stressors, Methods of stress management.

DAY 3: Continue discussing Stress management techniques, Barriers to stress management, Workplace stress and customer service.

*Because this is a self-paced course, students may begin the course work independently of other students' progress.

