

Work Syllabus for Excellent Customer Service – Klamath Trinity Instructional Site		
Semester & Year	Summer 2017	
Course ID and Section #	Work 220 K4289	
Instructor's Name	Elizabeth Leach	
Day/Time	MWF: May 22, 24, 26; 9AM-12PM	
Location	KTIS Classroom 1	
Number of Credits/Units	Noncredit/0 units	
Contact Information	<i>Office location</i>	Classroom 1
	<i>Office hours</i>	Before and after class
	<i>Phone number</i>	(530) 625-4846
	<i>Email address</i>	elizabeth-leach@redwoods.edu
Textbook Information	<i>Title & Edition</i>	None
	<i>Author</i>	
	<i>ISBN</i>	
Course Description		
<p>A study of the key elements of communication within business organizations. Topics will include verbal and nonverbal communication, listening skills and specific workplace communication skills, including telephone and e-mail communication.</p>		
Student Learning Outcomes		
<ol style="list-style-type: none"> 1. Describe the communication process. 2. Demonstrate various methods of communication (e.g. nonverbal, spoken, email, and telephone). 3. Distinguish between the various obstacles to effective communication. 4. Experiment with and apply different effective listening techniques. 		
Special Accommodations		
<p>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 530-625-4821 Ext 23.</p>		
Academic Support		
<p>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. Contact the CR KT Office for specific information at (530) 625-4821.</p>		
Academic Honesty		
<p>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 may be reported to the Chief Student Services Officer or</p>		

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designee. The Student Code of Conduct (AP 5500) is available on the College of the Redwoods website at: <http://www.redwoods.edu/board/Board-Policies/Chapter-5-Student-Services>. 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.

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; 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 the Chief Student Services Officer or designee. The Student Code of Conduct (AP 5500) is available on the College of the Redwoods website at: <http://www.redwoods.edu/board/Board-Policies/Chapter-5-Student-Services>.

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Emergency Procedures for the Klamath Trinity Instructional Site:

Please review the responsibilities of, and procedures used by, the College of the Redwoods, Klamath-Trinity Instructional Site (KTIS) to communicate to faculty, staff, students and the general public during an emergency. It is the responsibility of College of the Redwoods, Klamath-Trinity Instructional Site (KTIS) to protect life and property from the effects of emergency situations within its own jurisdiction.

1. In the event of an emergency, communication shall be the responsibility of the district employees on scene.
 - a. Dial 911, to notify local agency support such as law enforcement or fire services.
 - b. If safe to do so, notify key administrators, departments, and personnel.
 - c. If safe to do so, personnel shall relay threat information, warnings, to ensure the school community is notified.
 - d. Contact Jolene Gates 530-625-4821 to notify of situation.
 - e. Contact Hoopa Tribal Education Administration office 530-625-4413
 - f. Notify Public Safety 707-476-4111.

2. In the event of an emergency, the responsible district employee on scene will:
 - a. Follow established procedures for the specific emergency as outlined in the College of the Redwoods Emergency Procedure Booklet.
 - b. Lock all doors and turn off lights if in lockdown due to an active shooter or similar emergency.
 - c. Close all window curtains.
 - d. Get all inside to safe location Kitchen area is best internal location.
 - e. If a police officer or higher official arrives, they will assume command..
 - f. Wait until notice of all is clear before unlocking doors.
 - g. If safe to do so, move to the nearest evacuation point outside building (Pooky's Park), directly behind the Hoopa Tribal Education Building.
 - h. Do not leave site, unless it has been deemed safe by the person in command.

Schedule of Topics

1. Monday, May 22:
 - Verbal and nonverbal communication
 - Barriers to effective communication

2. Wednesday, May 24:
 - Improving communication skills
 - Listening skills

3. Friday, May 26:
 - How to speak in the positive
 - Telephone communication
 - E-mail communication

Methods of Instruction:

- Class discussion and participation
- Case analysis
- Lecture
- Hands-on learning activities

Please let me know which topics interest you the most. Also please refrain from cell phone use in class. It is distracting to the whole class, and inhibits full participation and learning.

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