Course Information Form (CIF)

Course Code: CIS 170

Course Title: Professional Workplace Topics

Department: Business/Computer Science and Technologies
Effective Date: Summer 2026
PCS Code: 1.2 - Occupational/Technical Instruction
CIP Code: 24.0105
Repeatability: 0

Credit Hours

Catalog Notation: 3-0-3
Credit Hour Distribution:

Lecture: 3	Lab: 0	Clinical: 0	**Total: 3**

General Course Information

Catalog Description

Overview of soft skills and how to apply them in the workplace. Development of the following traits: attitude, communication, conflict resolution, ethics, leadership, listening, stress management, and teamwork.

General Course Objectives

To promote the understanding and application of professional, ethical behavior in the workplace.

Minimum Placement Levels

English	Reading	Math
None	Placement out of CCS 098	None

Prerequisites

None

Methods of Evaluation

Assignments including multi-part projects on meeting planning and the role of an administrative assistant, at least 1 presentation with PowerPoint slides, 6 quizzes, and written responses to prompts.

Instructional Materials and Additional Supplies

None.

Course Content

General Learning Outcomes (GLOs)

- Communication: Students will demonstrate the ability to read, write, listen, and speak effectively.

Course Segments and Student Learning Outcomes

Course Segment	Learning Outcomes	Lecture Hours	Lab Hours	Clinical Hours
Workplace Traits: attitude, conflict resolution, ethics, leadership, stress management, and teamwork	1. Define the trait in the context of the workplace. 2. Explain how the trait is demonstrated in the workplace. 3. Identify personal strengths and weaknesses in each area. 4. Explain how personal development of the trait is continuous and ongoing. 5. Explain how multiple traits are integrated when providing customer service.	14	0	0
Communication and Listening	1. Define and demonstrate active listening. 2. Demonstrate appropriate tone and content during face-to-face and online communication. 3. Identify the components of a professional email message. 4. Compose a professional email message. 5. Demonstrate appropriate telephone etiquette for business.	10	0	0
Presentations	1. Organize, prepare, and present a five-minute talk about a workplace trait. 2. Create and share a visual aid appropriate for the workplace to accompany presentation.	8	0	0
Alphabetic Indexing	1. Alphabetize individual and organization names and titles.	4	0	0
Workplace Attire	1. Identify and describe dress appropriate for the workplace.	5	0	0
Meetings	1. Explain the types and purposes of meetings. 2. Name the considerations for coordinating meetings. 3. Identify general expectations of agendas and minutes.	4	0	0

Total Contact Hours

Lecture Hours	Lab Hours	Clinical Hours
45	0	0