Professional Development Studies

Today's worker is faced not only with ever-increasing technological challenges, but also with the need for applied instruction in a variety of skills, ranging from customer service to personal success issues such as time management. The Professional Development Studies Department houses short, topic- and performance-based workplace learning courses designed to help employers and employees succeed.

Coordinator & Office
Diane Hollems, Dean (A-211A, ext. 2915)
Shelly Dixon, Professional Development Center Coordinator (EDOC-2, Rm. 11, ext. 3083)

Courses Offered

PRO 100 — Professional Office Skills (0.3)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Interpersonal communication skills, accountability and an ability to look for alternative solutions all assist in successfully fulfilling one’s role in helping departments accomplish their annual performance measures.

PRO 101 — Working with Difficult Behaviors (0.5)
Skills Advisories: Eligibility for ENG100 and ENG 103
Participants examine how values and behaviors influence others and understand that how one acts and reacts can reduce conflict and strengthen relationships in the workplace.

PRO 102 — Sharpening Your Business Writing Skills (0.5)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Development of effective and professional writing skills requires understanding proper business tone and formatting, along with organizing information for written communications, including letters, memos and e-mail.

PRO 103 — Time Management: Key to Personal Success (0.5)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Participants identify personal goals and priorities and the difference between “urgent” and “important,” while exploring various time-saving techniques, ensuring that important things get done on time.

PRO 104 — Interpersonal Communications: Developing Effective Work Relationships (0.5)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Participants gain understanding of effective speaking and listening skills and analyze non-verbal communication cues, while understanding barriers that prevent effective communication.

PRO 105 — Problem-Solving and Decision-Making (0.5)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Participants gain understanding of problem-solving and decision-making techniques and apply these techniques, either individually or as part of a team.

PRO 106AB — Leadership Skills for Today’s Workforce (A-0.5 / B-1.0)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Participants explore principles of effective leadership in today’s workforce, while performing a 360-degree evaluation of their own leadership practices resulting in a personal application plan.

PRO 107 — Ethics and Integrity in the Workplace (0.5)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Participants gain confidence to make the right decisions in accordance with organizational values and norms, while promoting ethical behavior among co-workers.
PRO 108 — Report, Proposal and Technical Writing  
(0.5)  
Skills Advisories: Eligibility for ENG 100 and ENG 103  
Practice-based seminar for those who want to improve their skills in writing reports, board letters, memos, proposals and other professional and technical communications.

PRO 109 — Dollars and Sense of Preventing Workplace Injuries  
(0.3)  
Skills Advisories: Eligibility for ENG 100 and ENG 103  
Participants receive the latest ergonomic information to assist managers and supervisors in recognizing the ergonomic needs of employees, thus preventing work injuries and/or reducing lost time.

PRO 110 — Principles of Project Management  
(1.0)  
Skills Advisories: Eligibility for ENG 100 and ENG 103  
Participants learn to apply the basic building blocks of project planning, scheduling and control. Participants work in groups to gain hands-on experience.

PRO 111 — Process Improvement and Control  
(1.0)  
Skills Advisories: Eligibility for ENG 100 and ENG 103  
Participants learn to identify causes of problems before trying to solve them, while increasing efficiency in workflow by reducing cycle time, errors and duplication of work.

PRO 112 — Fundamentals of Supervision  
(0.5)  
Skills Advisories: Eligibility for ENG 100 and ENG 103  
Participants learn to balance management expectations with customer relations and needs of co-workers, while winning trust and respect. Supervisory theoretical principles with practical application covered.

PRO 113 — Introduction to Employment Law  
(0.5)  
Skills Advisories: Eligibility for ENG 100 and ENG 103  
Overview of employment laws: due process, sexual harassment, discrimination, ADA, FSLA, FMLA and Equal Opportunity explanations of the effective use of local government’s probation, EPRs and disciplinary processes.

PRO 114 — Motivating Employees for a More Effective Workforce  
(0.5)  
Skills Advisories: Eligibility for ENG 100 and ENG 103  
Participants learn what motivates people and how to use this knowledge to attract and retain top employees with creative reward and recognition programs.

PRO 115 — Making Teams Work  
(0.5)  
Skills Advisories: Eligibility for ENG 100 and ENG 103  
Designed for teams of 6 to 7 people seeking to strengthen the team bond and who will be working on a specific team project.

PRO 116 — Leading Teams: The Effective Facilitator  
(0.5)  
Skills Advisories: Eligibility for ENG 100 and ENG 103  
Participants interested in building and maintaining effective teams learn how to use teams to encourage innovation, communication, and increase employee involvement.

PRO 117 — Dealing with Organizational Change  
(0.5)  
Skills Advisories: Eligibility for ENG 100 and ENG 103  
Participants enhance their ability to deal positively and effectively with organizational change. Understanding the change cycle allows participants to utilize their inner resources to manage each stage.

PRO 118 — The Business of Local Government  
(0.5)  
Skills Advisories: Eligibility for ENG 100 and ENG 103  
New employees cover local governmental missions, values and goals. Description of local governmental services includes appreciation of diversity, ethics, worker benefits and quality customer service.
PRO 119 — Relating to Others in the Workplace: Identifying Personality Styles and Behaviors (0.3)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Exploration of participants' own behaviors and personality styles, while learning to adapt one's behavior to be effective with other personality styles in a variety of work situations.

PRO 120 — Performance Measurement: Improving Organizational Outcomes (0.5)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Participants learn to design, write and evaluate recurring performance measures tied to budgetary program cost centers, while learning the use of different kinds of performance measures.

PRO 121 — Coaching Skills to Improve Employee Work Performance (0.5)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Motivating and assessing the performance of employees. Coaching techniques to solve workplace problems and energize employees.

PRO 122 — Training of Trainers (3.0)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Participants enhance their presentation and leadership skills, build collaborative relationships with other units, and become training resources for their departments, while increasing professional growth opportunities.

PRO 123AB — Powerful Presentations: Getting Your Point Across (A-0.5 / B-1.0)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Designed for employees who provide formal presentations before boards, commissions and the public, who want to enhance presentation skills and to use visuals and handouts effectively.

PRO 124 — Don’t Waste My Time! Keys to Effective, Efficient Meetings (0.5)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Proven techniques to lead or facilitate effective meetings, assuring individual participation, group decision-making and action taken on decisions, while removing barriers and time-wasters.

PRO 125 — Conflict Resolution (0.5)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Participants learn the conflict cycle and benefits of proactivity as a conflict management tool. Communication techniques are practiced to enhance skills for negotiation of mutually beneficial outcomes.

PRO 126 — Labor-Management Relations (0.5)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Overview of current labor management issues for supervisors, managers and executives, as well as available resources to assist in the collaborative process.

PRO 127 — Principles of Policy Development (0.5)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Concepts of current policy and procedures development and their implementation by today's changing governmental organizations.

PRO 128 — Building Strength through Diversity (0.5)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Participants gain an understanding of the elements and dimensions of culture to meet the challenges and integrate the strengths of cultural differences in the workplace.

PRO 129 — Principles of Strategic Planning (0.5)
Skills Advisories: Eligibility for ENG 100 and ENG 103
Participants learn to develop a strategic plan and lead in the planning process, as well as discuss the role of ethical behavior in the plan and process.
<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Title</th>
<th>Units</th>
<th>Skills Advisories: Eligibility for ENG 100 and ENG 103</th>
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<tbody>
<tr>
<td>PRO 130</td>
<td>Interviewing and Hiring the Best (0.5)</td>
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<td></td>
<td>Participants enhance hiring skills, as well as discuss legal issues related to the interview and application process. Job analysis also explained.</td>
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<td>PRO 131</td>
<td>Monitoring and Evaluating Employee Performance (0.5)</td>
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<td></td>
<td>Participants enhance their skills and expand the number of tools that can be used in monitoring and evaluating employee performance.</td>
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<td>PRO 132</td>
<td>Facilitator Institutes Foundations (1.0)</td>
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<td>Participants establish group facilitation skills and acquire techniques to assure that group meetings are efficient and effective in the decision-making process.</td>
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<td>PRO 133</td>
<td>Supervisor Institute (1.0)</td>
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<td>Participants establish supervisory leadership skills and acquire techniques to enhance communications, motivate staff, and facilitate change within an organization.</td>
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<td>PRO 134</td>
<td>Budgeting Processes (0.5)</td>
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<td>Strategies that work beyond basic budgeting. Learn to allocate resources effectively, avoiding “shortfalls.” Practice budgeting strategies for cutbacks and growth. Planning for an economically healthy organization.</td>
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<td>PRO 135</td>
<td>Strategic Communication (0.5)</td>
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<td>Learning techniques for effective communication in e-mail, the hallway, impromptu speaking, managing anxiety, and other workplace situations.</td>
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<td>PRO 136AB</td>
<td>Successful Negotiation (A-0.5 / B-1.0)</td>
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<td>Techniques of successful negotiating and conflict management. How to positively apply power and influence in the negotiating process. Gaining skills to apply in situations where all parties experience positive outcomes.</td>
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<td>PRO 137</td>
<td>Mentoring Techniques (0.5)</td>
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<td>With the need for succession planning, this course builds on both personal and career growth. How to properly mentor others for success, and the importance of “rolodexing” throughout your career.</td>
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<td>PRO 138</td>
<td>Personal Planning (0.5)</td>
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<td>Learning to evaluate where one is in a career. How to identify opportunities and evaluate skills, interests and identify needed training for chosen career path.</td>
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<td>PRO 139AB</td>
<td>Workplace Innovation (A-0.5 / B-1.0)</td>
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<td>Learning to create an environment for creativity and innovation, while managing fear of change. Techniques for linking change, growth and fluidity with fun, excitement and a future.</td>
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<td>PRO 140</td>
<td>Managing Priorities (0.5)</td>
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<td>Too much to do and not enough time or resources? Learning to avoid crises, procrastination, missed deadlines, over-meeting, and unnecessary interruptions.</td>
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<td>PRO 141AB</td>
<td>Using Good Judgment (A-0.5 / B-1.0)</td>
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<td>Learning to establish a guideline for decision-making, evaluating the impact of long- and short-term decisions; and how to use good judgment in dealing with others.</td>
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<td>PRO 142</td>
<td>Transitioning to Management</td>
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<td>PRO 143</td>
<td>Supervisor’s Institute II</td>
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<td>PRO 144</td>
<td>Assertion Skills</td>
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<td>PRO 150</td>
<td>Concepts and Principles for Exception Customer Service</td>
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<td>PRO 151</td>
<td>Business Basics: Looking for a Great Work Attitude</td>
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<td>PRO 152</td>
<td>Handling Criticism and Difficult People in the Workplace</td>
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<td>PRO 153</td>
<td>Supervision: Developing Skills for Success</td>
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<td>PRO 154</td>
<td>Concepts and Principles for Dealing with Stress</td>
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<td>PRO 155</td>
<td>Working Together: Concepts &amp; Techniques for Dealing with Teamwork and Cultural Diversity</td>
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<tr>
<td>PRO 156</td>
<td>Sexual Harassment in the Workplace</td>
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<tr>
<td>PRO 157</td>
<td>Concepts and Techniques for Personal Money Management</td>
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### PRO 160A–D — Rethinking Leadership: Covey’s Seven Habits of Highly Effective People
(0.5-2.0)

**Skills Advisories:** Eligibility for ENG 100 and ENG 103

The evolution of leadership through current post-modern models. Focus on applying principles of effectiveness to empower individuals, groups and organization leaders to meet daily challenges.

### PRO 161ABC – Topics in Fund Development
(0.5)

**Skills Advisories:** Eligibility for ENG 100

Concepts and principles of effective fundraising and sustained fund development are presented, as well as roles and responsibilities of fund developers.

### PRO 162 – Principles of Board Development
(0.5)

**Skills Advisories:** Eligibility for ENG 100

Concepts and principles of effective board development, including roles and responsibilities of board members.

### PRO 163A – Covey’s 7 Habits for Managers
(0.5)

**Skills Advisories:** Eligibility for ENG 100

Using the management applications of Covey’s 7 Habit approach, provides managers with the tools to take initiative, resolve conflicts, and unleash the talents of their teams.

### PRO 163B – Covey’s 7 Habits for Managers
(1)

**Skills Advisories:** Eligibility for ENG 100

Using the management applications of Covey’s 7 Habit approach, provides managers with the tools to take initiative, resolve conflicts, and unleash the talents of their teams.

### PRO 163C – Covey’s 7 Habits for Managers
(1.5)

**Skills Advisories:** Eligibility for ENG 100

Using the management applications of Covey’s 7 Habit approach, provides managers with the tools to take initiative, resolve conflicts, and unleash the talents of their teams.

### PRO 163D – Covey’s 7 Habits for Managers
(2)

**Skills Advisories:** Eligibility for ENG 100

Using the management applications of Covey’s 7 Habit approach, provides managers with the tools to take initiative, resolve conflicts, and unleash the talents of their teams.

### PRO 170 — Teaching Seminar
(3)

Comprehensive orientation to teaching at Santa Barbara City College, as well as information on pedagogy, support services, teaching with technology, and the mission of the community college.

### PRO 171 — Teaching and Learning Online
(3)

Participants acquire a comprehensive understanding of what is needed to teach online. They become skilled at applying the pedagogy of active learning, adept at teaching with technology, and learn to incorporate the major findings of student success research into their course design and content.

### PRO 201/BUS 201 — Introduction to Entrepreneurship
(2) F, S — CSU

**Skills Advisories:** Eligibility for ENG 110 or ENG 110H

**Course Advisories:** BUS 101.

The role of entrepreneurial businesses in the United States and the impact on the national and global economies. Students identify and develop a current business start-up concept in a field of their choice; identify characteristics necessary for a successful entrepreneur; and evaluate the skills and commitment necessary to successfully operate an entrepreneurial venture. The challenges of entrepreneurship as a career choice are also addressed.
PRO 202/BUS 202 — Entrepreneurship:
Opportunity Analysis
(2) F, S — CSU
Skills Advisories: Eligibility for ENG 110 or ENG 110H
Course Advisories: BUS 101 and/or BUS 201/PRO 201.

Opportunity analysis helps to identify and qualify opportunities, gather facts for data-based decisions, ask pertinent questions, and improve decision-making to initiate new ventures. Upon successful completion of this course, the student should be able to identify and assess opportunities, either internally or externally, for new initiatives, enterprises or economic ventures.

PRO 290 — Work Experience in Professional Development Studies
(1-4) 
Skills Advisories: Eligibility for ENG 100 and ENG 103

Consists of supervised employment for students whose career objectives, course of study and employment complement each other. Students must accomplish specific course objectives.

PRO 292 — Service Learning Experience
(0.5-4) — CSU
Skills Advisories: Eligibility for ENG 100 and ENG 103

Consists of community-based volunteer experience, plus two scheduled office hours and other conference hours. Supervised volunteerism of students with the goal of experiential learning, improved self-esteem and career awareness acquired in community and public service settings. Volunteer positions need not be related to students’ educational goals or college major. Students follow agencies’ policies, rules and regulations; write learning objectives; keep a record of time worked; complete a student data sheet; and secure agency supervisor’s evaluation at the end of the semester.