

# 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.

## Program Student Learning Outcomes

Students will:

1. Explain key workplace principles and practices and apply them in an organizational context.
2. Define, analyze and solve workplace-related problems and issues.
3. Demonstrate the skills and behaviors that organizational members need to contribute to effective and efficient organizations.
4. Utilize best practices of workplace behavior to support the optimal operation of organizations.

## Coordinator and Office

Diane Hollems, *Dean*

(Wake Center, Room 1, 683-8281)

Shelly Dixon, *Professional Development Center*

*Coordinator* (Wake Center, Room 2, 683-8283)

## Faculty

Susan Block (Wake Center, Room 1)

Jill Scala (Wake Center, Room 1)

## 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 101AB — Working with Difficult Behaviors (0.3 [A], 0.5 [B])

*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 102AB — Sharpening Your Business Writing Skills (0.5 [A], 1.0 [B])

*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 103AB — Time Management: Key to Personal Success (0.3 [A], 0.5 [B])

*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 104ABC — Interpersonal Communications: Developing Effective Work Relationships (0.3 [A], 0.5 [B], 1.0 [C])

*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 105AB — Problem-Solving and Decision-Making**

**(0.3 [A], 0.5 [B])**

*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 106ABCD — Leadership Skills for Today's Workforce**

**([A] 0.3, [B] 0.5, [C] 1.0, [D] 2.0)**

*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**

**(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 108ABC — Report, Proposal and Technical Writing**

**(0.3 [A], 0.5 [B], 1.0 [C])**

*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 — Preventing Workplace Injuries**

*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 110ABCD — Project Management**

**(0.3 [A], 0.5 [B], 1.0 [C], 2.0 [D])**

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

The ability to design, manage and implement innovative projects is a universal skill necessary for managers of all levels in organizations. On successful completion of this course, the student is able to determine the feasibility of a project and then plan and manage that project, from beginning to end.

**PRO 111AB — Process Improvement and Control**

**(0.5 [A], 1.0 [B])**

*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 — Supervisor and Manager Skills**

**(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 113ABC — Legal Issues in the Workplace**

**(0.3 [A], 0.5 [B], 1.0 [C])**

*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 114AB — Motivating Employees**

**(0.3 [A], 0.5 [B])**

*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.

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**PRO 115AB — Making Teams Work**

**(0.3 [A], 0.5 [B])**

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

How to foster teamwork and help your workgroup function better when you are not in charge.

**PRO 116AB — Leading Teams:**

**The Effective Facilitator**

**(0.3 [A], 0.5 [B])**

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

Team leaders interested in building and maintaining effective teams learn to use teams to encourage innovation, communication and employee involvement.

**PRO 117ABC — Dealing with Organizational Change**

**(0.3 [A], 0.5 [B], 1.0 [C])**

*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 118ABC — The Business of Local Government**

**(0.3 [A], 0.5 [B], 1.0 [C])**

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

Employees cover governmental missions, values and goals. Description of governmental services includes appreciation of diversity, ethics, worker benefits and quality customer service.

**PRO 119AB — Personality Styles at Work**

**(0.3 [A], 0.5 [B])**

*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**

**(0.5)**

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

Participants learn to design, write and evaluate recurring performance measures.

**PRO 121 — Coaching Skills**

**(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 122ABC — Training of Trainers**

**(0.5 [A], 1.0 [B], 3.0 [C])**

*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 123ABC — Powerful Presentations**

**(0.3 [A], 0.5 [B], 1.0 [C])**

*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 124AB — Effective and Efficient Meetings**

**(0.3 [A], 0.5 [B])**

*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 125ABC — Conflict Resolution**

**(0.3 [A], 0.5 [B], 1.0 [C])**

*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 — 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 128AB — Diversity  
(0.3 [A], 0.5 [B])**

*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 129AB — Strategic Planning  
(0.5 [A], 1.0 [B])**

*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.

**PRO 130AB — Interviewing  
(0.3 [A], 0.5 [B])**

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

Participants enhance interviewing skills, as well as discuss legal issues related to the interview and application process.

**PRO 131AB — Monitoring and Evaluating  
Employee Performance  
(0.3 [A], 0.5 [B])**

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

Participants enhance their skills and expand the number of tools that can be used in monitoring and evaluating employee performance.

**PRO 132 — Facilitator Institutes Foundations  
(1.0)**

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

Participants establish group facilitation skills and acquire techniques to assure that group meetings are efficient and effective in the decision-making process.

**PRO 133 — Supervisor Institute  
(1.0)**

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

Participants establish supervisory leadership skills and acquire techniques to enhance communications, motivate staff, and facilitate change within an organization.

**PRO 134ABC — Budgeting Processes  
(0.3 [A], 0.5 [B], 1.0 [C])**

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

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.

**PRO 135 — Strategic Communication  
(0.5)**

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

Learning techniques for effective communication in e-mail, the hallway, impromptu speaking, managing anxiety, and other workplace situations.

**PRO 136AB — Successful Negotiation**

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

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.

**PRO 137AB — Mentoring Techniques  
(0.3 [A], 0.5 [B])**

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

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.

**PRO 138ABCD — Personal Planning  
(0.5 [A], 1.0 [B], 2.0 [C], 3.0 [D])**

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

Learning to evaluate a career. How to identify opportunities and evaluate skills, interests and identify needed training for chosen career path.

**PRO 139ABC — Workplace Innovation**

**(0.3 [A], 0.5 [B], 1.0 [C])**

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

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.

**PRO 140 — Managing Priorities**

**(0.5)**

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

Too much to do and not enough time or resources? Learning to avoid crises, procrastination, missed deadlines, over-meeting and unnecessary interruptions.

**PRO 141AB — Using Good Judgment**

**(0.5 [A], 1.0 [B])**

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

Learning to establish a guideline for decision-making, and evaluating the impact of long- and short-term decisions; and how to use good judgment in dealing with others.

**PRO 142AB — Transitioning to Management**

**(0.3 [A], 0.5 [B])**

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

Learning to develop a unit's short- and long-term goals, mission and standards, as well as how to coordinate between departments and work with employees.

**PRO 143 — Supervisor's Institute II**

**(1.0)**

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

Developing leadership skills needed at the supervisory level, while practicing and maximizing communication strategies to deal with challenging situations.

**PRO 144AB — Assertion Skills**

**(0.3 [A], 0.5 [B])**

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

Learning assertion theory, techniques and rationale for integrating assertive behavior in the workplace.

**PRO 150AB — Exceptional Customer Service**

**(0.3 [A], 0.5 [B])**

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

Teaches the participant valuable tips on how to connect with the customer and provide the "desired" response, both in person and on the telephone.

**PRO 151AB — Attitude for Success**

**(0.3 [A], 0.5 [B])**

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

Good business etiquette and attitude are essential for maintaining one's job and moving ahead. Punctuality, positive communication and workplace taboos are discussed.

**PRO 152AB — Criticism and Difficult People**

**(0.3 [A], 0.5 [B])**

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

Receiving criticism and encountering difficult people are part of every job. Learn how to keep cool under fire, respond calmly, and deal with negative or aggressive co-workers.

**PRO 153 — Supervision: Developing Skills for Success**

**(0.5)**

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

Designed for the first-time supervisor, with an emphasis on the functions of management, involving planning, organizing, leading, active listening and controlling.

**PRO 154AB — Dealing with Stress**

**(0.3 [A], 0.5 [B])**

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

Learn how to identify what is causing stress; stress management; and how to cope through "mental fitness," time management, prioritizing and working smarter.

**PRO 155 — Effective Teamwork**

**(0.5)**

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

The workplace is increasingly diverse and team-oriented. Learn leadership, decision-making, problem-solving skills, and how to get along with everyone in the workplace.

**PRO 156 — Sexual Harassment  
(0.3)**

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

Teaches participants the definition of sexual harassment and how to tell when it is happening, as well as steps to follow when dealing with harassment.

**PRO 157ABC — Money Management  
(0.3 [A], 0.5 [B], 1.0 [C])**

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

Learn about developing a personal spending plan, estimating expenses, the importance of staying on a budget, how to develop credit, and the pitfalls of credit cards.

**PRO 160A–D — Covey’s Seven Habits  
(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 163ABCD — Covey’s 7 Habits for Managers  
(0.5 [A], 1.0 [B], 1.5 [C], 2.0 [D])**

*Skills Advisories: Eligibility for ENG 100*

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

**PRO 164AB — Personal Accountability  
(0.3 [A], 0.5 [B])**

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

Empowering oneself to take responsibility for situations, be proactive, communicate positively, and look for alternative solutions.

**PRO 165AB — Covey’s Leadership  
(1.0 [A], 2.0 [B])**

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

In today’s competitive and rapidly evolving environment, great leaders are expected to achieve success. Explores and develops the skill set and characteristics that make a great leader, and demonstrates how this translates into great teams and superior results in the business environment.

**PRO 167ABC — Proposals and Presentations  
(0.3 [A], 0.5 [B], 1.0 [C])**

*Skills Advisories: Eligibility for ENG 100 and ENG 103*  
*Course Advisories: COMP 136A*

Exploration of how to communicate strategically to maximize the chance that your project is accepted and successful. Topics include business proposals; writing for executives; informal conversations; elevator pitches; strategy and politics; formal PowerPoint presentations; and how to know when each type of communication is appropriate.

**PRO 168AB — Thrive and Survive at Work  
(0.3 [A], 0.5 [B])**

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

Focuses on the qualities that employers desire in employees and what it takes to thrive and survive in the workplace. Attitude, communication and work ethics are stressed.

**PRO 169A — Growing Your Business  
(0.5)**

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

How to grow your business to the next level. Distribution strategy, budgeting, pricing, competition and employee issues are covered.

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**PRO 169B — Growing Your Business**

(1.0)

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

Techniques for current small business owners and entrepreneurs to grow their business. Topics covered: distribution strategies, projections, finance, competition, pricing and employees.

**PRO 169C — Growing Your Business**

(2.0)

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

How to grow your business to the next level. Topics covered: Distribution strategies, budgets and projections, competition, target market, pricing, positioning and employee issues. Optimal corporate structure, capital structure and legal considerations are also covered.

**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 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.