

ABUS 178 Professionalism 3 credits

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Dates, Times and Places: This is a "hybrid" course that allows you to pick and choose your dates, times, and places. and online academics

- **The face-to-face experiential learning portion** will occur through attendance at 14 weekly meetings at local Toastmasters International Club on your choice of dates and times.
- **The academic portion** of your class will occur as you work your weekly assignments via Blackboard.

Office Hours: While I do not have a physical "office," I will meet with you whenever you want help via the internet, Blackboard, or the telephone.

Required Texts:

- Your first two required texts are part of your membership with Toastmasters International
Competent Leadership Manual
Competent Communicator Manual
- Anderson L., Bolt, Sandra B. (2011). ***Professionalism: Skills for Workplace Success, 2nd ed.***, Prentiss Hall, N.J.

Course Description

Professionalism: This course presents professionalism and personal effectiveness as integral to success in business, professional, and entrepreneurial environments. It emphasizes conscious competency and ongoing self-development not only as a speaker and presenter but also as a leader in the workplace and community. It is designed to help you develop and present a positive persona in business and professional environments. Perhaps more importantly, you will learn to effectively lead yourself.

Academics: Through the readings, discussions, and exercises on Blackboard, you will learn...

- what it takes to create personal effectiveness in the business and professional world
- what makes a person not only appear to be professional, but also to feel that way
- what enhances or detracts from a positive professional image

Toastmasters International Membership: Book knowledge isn't enough when it comes to personal effectiveness in the professional world! You become effective by putting knowledge into practice. Through weekly participation in Toastmaster International (the world's premier training ground for personal effectiveness, leadership, and professional presentation) you will go beyond knowledge acquisition to become

- a purposeful and confident leader of yourself and others
- an effective presenter in business and professional settings
- skilled and well practiced in the arts of interpersonal and oral communication: speaking, listening, and thinking

Course Outcomes and Goals

This is a personal effectiveness and skills development course. By the end of this course you should have committed to ongoing self-development for personal effectiveness and professional presentation and be able to

1. Enhance your oral presentation and written communication skills for business and professional settings
2. Develop leadership skills that enable you to influence yourself and others with confidence.
3. Learn and practice how to enhance your interpersonal communication and leadership skills so you can effectively listen, think critically, plan, organize, manage, facilitate, motivate, mentor, build a team and participate as a team member.
4. Understand and practice effective professional business protocol
5. Assess and establish your values, goals, and attitudes

6. Establish and enhance your professional reputation
7. Build and maintain a professional network

Course Requirements:

Attend Toastmaster International meetings. A substantial part of your personal effectiveness development, your professional presentation of yourself, (and your grade) depends upon your active participation in Toastmaster meetings. It is important that you

- **Select a club and a mentor a.s.a.p.** Find a club that fits your schedule, join immediately, and meet with the VP Education in that club to request a mentor.
 - Ensure that your mentor and I have contact information for each other. Take responsibility to follow up on our contacts.
 - Strategically schedule your roles for future meetings so that you can
 - Complete the roles for Projects 1, 2, and 5 from the Competent Leadership Manual with evaluations and subsequent report
 - Complete at least 3 Speech Projects from the Competent Communicator Manual. One of these speeches is part of Project 5.
- **Attend and participate in a minimum of 12 meetings** which may include visits to other Toastmaster Clubs in your area.
 - **Work with your assigned mentor** to ensure that you receive feedback for each role.
 - Your Evaluator can be someone other than your mentor in many of your roles
 - **Reflect and report** to the Weekly Discussion Board on each meeting including your impressions of the meeting itself, the roles you participated in, and the way that your academic readings enhances and meshes with what you learn in the meetings.

Complete Reading Assignments which will be assigned in the Anderson and Bolt text book, in the Competent Communicator and the Competent Leader Manual from Toastmasters International, and in "handouts" and power point lectures you will find on Blackboard.

Complete the Weekly Online Quiz on the reading assignments each week. The quiz consists of multiple choice, multiple answer, and true/false type questions. You may use the books and manuals for reference and you may take the quizzes as many times during the assigned week as you like, but do not expect to pass the quiz without reading the chapters.

Reflection Report and Project Writing Guidelines: Both oral and written communication are equally important skills to develop for workplace professionalism! Your written assignments should be high quality, professional looking documents. The following are requirements for all written homework assignments

- Typed and formatted in Word format.
- Contain a header with your name, the course number and the date
- Carefully edited for excellent use of language, grammar, spelling, and punctuation
- Prepared with plenty of white space for a professional look and feel.
- Submitted electronically to me through Blackboard. Any other format of the work (on floppy, CD, or flash drive) will NOT be accepted
- The file name must include 1) your first or last name, and 2) an identifier for the assignment

Extra Credit: You have the chance to gain 10% of your grade through the following Extra Credit Opportunities

- **The Writing Center:** Take advantage of the help you can get on your writing including; your organization, editing for grammar, spelling, and a professional, business-like look and feel. You are required to consult with the Writing Center for your project and you will get extra credit for documented visits for your other written assignments. This can be accomplished electronically.
- **The Speaking Center:** You can get help from your mentor and others in Toastmaster Clubs, but you will get extra credit if you also go to the Speaking Center for help with your 3 Toastmaster Speeches. This can be accomplished via telephone, Video Skype and electronically.
- **Attendance at non-Toastmaster, Public Meetings, and Professional Events.** These must be pre-approved by me and must be followed up with a Reflection Report.

The following are general guidelines for student attendance, participation, class work, and behavior in class.

Attendance and Participation

Please be on time to Toastmaster International meetings. If you cannot attend your “home group” you can do make-ups by visiting other area clubs.

Email

Maintain a UAF email account, and check your messages on a regular basis. If you do not use the alaska.edu account as your primary email account, you must prepare your settings so that messages are forwarded to your preferred account. Much class information and all announcements be distributed through email sent from Blackboard Announcement system.

Subject Line of Emails: You must put 1) your first or last name, 2) the course number, and 3) a brief but clearly stated subject for each email you send. *Every eMail you send in the professional (or academic) world is a business or professional presentation of yourself. Writing effective subject lines is a vital skill!*

Due Dates and Late Work

Since this is an asynchronous, online class, you must be sure to complete and turn in assignments and quizzes on time. The Blackboard system shows exactly what time you turn in or upload all assignments and, in the case of quizzes, removes them from your view at the deadline. If you have extenuating circumstances, please notify me and we will make alternate arrangements.

On the other hand, this course requires that you work with your Mentor to establish goals and timelines at the beginning of the semester. Therefore you will establish many of your own deadlines and must adhere to them.

Time Management

To succeed in any asynchronous, online course, you must be prepared to do a lot of reading, writing, and reflecting ~ and you must learn the material independently because you are not in class 3 hours each week! Traditional lectures are pretty much non-existent for this class. In order to cover the course material, it is important that you keep up with the reading assignments, and use your time wisely.

- In my experience, students spend an average 5 to 6 hours in addition to class time on similar, traditional courses to get an “A.” Translation? Expect to spend nearly 10 hours a week on this class.
- Part of your “class” time is the face-to-face component of Toastmasters International meetings for 1 to 2 hours per week.

While it is true that you can “pick and choose” the times for Toastmaster Attendance and the time of day you choose to work on your weekly assignments, there are carefully planned deadlines to help you manage your time. If assignments are not turned in on time, you will forfeit the points unless prior arrangements have been made.

A tentative schedule is included at the end of this syllabus.

- This schedule is subject to change at any given time if specific needs of the class demand it.
- Any changes in the schedule will show up on the Google Calendar and will be announced through the Blackboard Announcement System. Those changes will take priority over the published schedule.
- It is your responsibility to keep up-to-date on any schedule changes the instructor makes.

Honor Code: Ethical Standards

High ethical standards are expected in this class. They are key to establishing trust and credibility in the business and professional world and in your private, personal world. The standards in this class adhere to the UAF Student Code of Conduct:

1. Students will not collaborate on any quizzes, in-class exams, or take-home exams that contribute to their grade in a course, unless the course instructor grants permission. Only those materials permitted by the instructor may be used to assist in quizzes and examinations.
2. Students will not represent the work of others as their own. A student will attribute the source of information not original with himself or herself (direct quotes or paraphrases) in compositions, theses, and other reports.
3. No work submitted for one course may be submitted for credit in another course without the explicit approval of both instructors.

Alleged violations of the Code of Conduct will be reviewed in accordance with procedures specified in regents' policy, university regulations and UAF rules and procedures. For additional information and details about the Student Code of Conduct, contact the dean of student affairs, visit www.alaska.edu/bor/ or refer to the student handbook that is printed in the back of the class schedule for each semester. Students are encouraged to review the entire code.

I place a strict emphasis on students creating original work. Cheating and plagiarism are unacceptable. Any student found cheating or to have plagiarized work, will receive an automatic "F" grade for the course, and will no longer be welcome in class. If you are not sure what cheating or plagiarism means, please ask me to clarify them.

Use unbiased, respectful language in all your communication in Blackboard, email, and in the Toastmaster Meetings. You are encouraged to share your opinions, ideas, and experiences with the class, as long as you respect our classmates as well. Treat your classmates as you would like, and expect, to be treated

Students with Disabilities or in need of special consideration or accommodations for any reason: Any student requiring special accommodations for learning and/or physical disabilities or situational difficulties that may affect class performance should discuss the situation or issue with me.

The University of Alaska Fairbanks is committed to equal opportunity for students with disabilities. The Office of Disability Services implements the Americans with Disabilities Act (ADA), and insures that UAF students have equal access to the campus and course materials. I will work with the Office of Disabilities Services (203 WHIT, 474-7043) to provide reasonable accommodations to students with disabilities. Students with disabilities are required to provide documentation from the Office of Disabilities Services, showing the need for specific accommodations. Please contact me during the first few weeks of the semester, so we can talk about your particular situation. Early attention to specific accommodation needs provides enough time for any necessary planning or preparation.

Disability Services, a program of the Center for Health and Counseling, provides services for UAF students with disabilities to ensure equal access to educational opportunities. Services are free of charge and available to any student who qualifies as a person with a disability. Some of the services provided include note takers, readers, audio-taped texts, test proctoring and other alternative testing arrangements and sign language interpreters. Other available resources include enlarged print and other adaptive materials and assistive technology at the Assistive Technology Lab. Disability Services also provides referral to other campus and community resources, advocacy for students needing accommodations from faculty and staff, and advocacy for students experiencing physical accessibility problems.

To discuss eligibility and available services, call the Center for Health and Counseling at (907) 474-7043 or TTY (907)474-7045 and schedule an appointment with the coordinator of Disability Services. Students who prefer to meet at the Downtown Center can schedule an appointment through Student Assistance in Room 210 or by calling (907) 474- 1151.

Student Support Services

The availability of support for student academic needs is amazing at UAF. And you get extra credit for taking advantage of a few of these! Among those are:

- Coaching and assistance from UAF Speaking Center
- Coaching, tutoring, and assistance from the UAF Writing Center and the UAF CTC Learning Center
- Assistance with professional attire from the UAF CTC Professional Closet
- Assistance with Technology issues from Office of Information Technology (they will even help clean up your laptop and get rid of viruses for students!) at the Rasmussen Library and in Bunnell OIT.

Course Grading

This is a graded course. Below is a breakdown of the assignments.

Graded Assignments:

• Attendance at Toastmaster International Meetings 14 meetings w/ Reflection Reports on 12 x 40 points = 480 points	480 pts
• Reading Quizzes 9 quizzes x 30 points = 270 points	270 pts.
• Assignments, Discussions, and eMail 6 topics x 20 points = 120 points	120 pts
• Special Project – 1 project x 110 points = 110points	130 pts
Total	1000 points

Extra Credit

• Attendance at non-Toastmaster International Meetings Maximum of 2 w/ Reflection Report X 10 points	20 pts
• Coaching from UAF Speaking Center Maximum of 4 documented visits X 10 points	40 pts
• Coaching from UAF Writing Center Maximum of 4 document visits X 10 points	40 pts
Total	100 points

Course Calendar of Assignments

Wk	Professionalism + Additional Articles	TI CC Manual	TI CL Manual	Assignments
1	Ch 1 – Attitude & Personality	Read Toastmaster Experience (6-7)	Read TI Mission and Promise – un-numbered pages Introduction (6-8) About Your Club (83) Read CL Project 9 – Mentoring (54 – 58)	Quiz 1 Attend TI meeting w/ Reflection Report (RR), connect with VPE and mentor
2	Ch 6 – Etiquette & Dress Professional Presentation of Self	Read and eventually present CC Project 1 – The Icebreaker (9-12)	Read and ultimately fulfill <i>CL Project 1 – Listening (9-12)</i> Appendix (67- 72) Project Matrix (76)	Quiz 2 TI meeting w/ RR and evaluation Submit CC and CL goals for 14 weeks of semester and plans to fulfill goals
3	Ch 2 – Goal Setting & Life Management		Read and ultimately fulfill CL Project 2 – Critical Thinking (14- 18)	Quiz 3 TI meeting w/ RR and evaluation
4	Networking 101	Read and eventually present CC Project 2 – Organizing Your Speech (13-17)	Read CL Project 3 – Feedback (19-23)	TI meeting w/ RR and evaluation Submit Semester Project Description and feedback to other students
5	Ch 4 – Time Management & Stress Management/Organiz		Read CL Project 4 – Time Management (24-29)	Quiz 4 Attend Networking Event w/ RR TI meeting w/ RR and evaluation

	ational Skills + Quiz			
6	Ch 5 – Ethics, Politics, and Diversity		Read and ultimately fulfill CL Project 5- Planning & Implementation (30-34)	Quiz 5 TI meeting w/ RR and evaluation
7	Professional Presentation of Information	Read and eventually present CC Project 3 – Get to the Point	Read CL Project 6 – Organizing & Delegating (35-40)	TI meeting w/ RR and evaluation Submit project progress report and give feedback to other students
8	Ch 9 – Communication + Quiz	Read CC Project 4		Quiz 6 TI meeting w/ RR and evaluation Submit CC and CL progress report and reflections
9	Ch 10 – Accountability & Workplace Relationships	Read CC Project 5	Read CL Project 7 - Facilitation (41 – 47)	Quiz 7 TI meeting w/ RR and evaluation
10	Ch 11 - Teamwork, Motivation, & Leadership	Read CC Project 6	Read CL Project 8 – Motivating People (48 – 53)	Quiz 8 TI meeting w/ RR and evaluation Submit Project progress report and give feedback to other students
11	Professional Presentation of the Workplace	Read CC Project 7	Read CL Project 10 – Team Building (59 - 66)	Quiz 9 TI meeting w/ RR and evaluation
12	Ch 12 Conflict & Negotiation	Read CC Project 8		TI meeting w/ RR and evaluation Submit progress report regarding TI Goals
13		Read CC Project 9		TI meeting w/ RR and evaluation
14		Read CC Project 10		TI meeting w/ RR and evaluation
15				Submit Final Project Submit final CC and CL project report and reflections