

WORKNC-620H: EMPATHY IN THE WORKPLACE

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Fall 2023

CC Approval

3/31/2023

A Approval

11/2023

T Approval

4/20/2023

CC Approval

5/12/2023

SECTION A - Course Data Elements

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No

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Noncredit

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Workforce Preparation

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Vocational (Short-term): Noncredit (Specific Degree and Professional Experience)

WORKNC

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WORKNC - Work Experience Noncredit

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Work Skills Noncredit (WORKNC)

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Career Education and Workforce Development (CEWD)

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Empathy in the Workplace

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Empathy in the Workplace

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0506.00 - *Business Management

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NBS - Not Basic Skills

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C - Clearly Occupational

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Industry Request- In line with Foundation for Community Colleges New World of Work.

SECTION B - Course Description

Course Objectives

This course is designed to introduce participants to the skills to build empathy including attentive listening, asking open-ended questions to check for understanding, honest communication, and mirroring to establish trust.

SECTION C - Conditions on Enrollment

Prerequisites

Yes

Enrollment

Unlimited - Noncredit OR Work Experience Education

Grading

Pass/No Pass Only

Admission

No

Requisites

SECTION D - Course Standards

Learning Objectives

No

Standards

9

Distance Education Approval

Approval

Yes

Hybrid	Permanent
Entirely Online	Permanent

SECTION E - Course Content

1. Understand the difference between empathy and sympathy and when to apply each given the situation.

1. Actively apply skills to build empathy including attentive listening, asking open-ended questions to check for understanding, honest communication, and mirroring to establish trust.
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Conflict

1. What is conflict?
 - a. Definition
 - b. How does conflict make you feel?
 - c. Where do we experience conflict?
2. What is your conflict style?
 - a. Avoid
 - b. Compromise
 - c. Accommodate

- a.
 - d. Compete
 - e. Collaborate
- 3. How do different styles affect the workplace?
- 4. Causes of conflict
- 5. Personalities
- 6. Skills for resolving interpersonal conflict
 - a. Listening skills
 - b. Empathy
 - c. Personal appreciation
 - d. H.A.L.T.
 - e. Bringing out the best in yourself and others
 - f. Concern, Compliment, Consideration, Companionship, Consent
- 7. Conflict with customers
 - a. Let them vent
 - b. Avoid getting trapped in a negative filter
 - c. Express empathy
 - d. Begin active problem solving
 - e. Mutually agree on the solution
 - f. Follow up

Methods of Instruction

Discussion	Case analysis
Group Work	Individual and group problem solving
Activity	Role playing and classroom simulations

Announcements/Bulletin Boards	
Chat Rooms	
Discussion Boards	
E-mail Communication	
Video or Teleconferencing	

Chat Rooms	
Discussions	
Group Work	

Yes	
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Methods of Evaluation

Essays/Papers	Oral and/or written case analysis
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Yes

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Added Vocational (short term): Noncredit to discipline field

Please add examples to the Methods of Instruction, Online

Adaptation, and Methods of Evaluation, and consider adding examples to Reading Assignments.