



Western Technical College

10116152 Human Resource Applications

Course Outcome Summary

Course Information

Description Students further develop their human resource knowledge and skills by working with HR professionals to complete human resource projects for La Crosse-area organizations. Teams of students are provided actual problems or projects from local organizations. Evaluation of students' work will be heavily influenced by the satisfaction expressed by representatives of the organizations served.

Career Cluster Business Management and Administration

Instructional Level Associate Degree Courses

Total Credits 3

Total Hours 54

Pre/Corequisites

Prerequisite 10102147 Human Resource Portfolio

Textbooks

No textbook required.

Learner Supplies

Presentation binder, sheet protectors, and color copies. **Vendor:** To be discussed in class. Required.

Success Abilities

1. Refine Professionalism: Improve Critical Thinking

Program Outcomes

1. Create an organizational workforce plan
2. Develop training programs
3. Examine organizational total rewards programs
4. Incorporate employment law into business practices
5. Facilitate effective employee relations

Course Competencies

1. Support the efforts of a team.

Assessment Strategies

- 1.1. Written Product - Team Contract
- 1.2. Written Product - Self and Peer Evaluations

Criteria

You will know you are successful when:

- 1.1. you collaborate with team to create a group contract
- 1.2. you follow team rules
- 1.3. you complete self-evaluation
- 1.4. you complete evaluations of team members

Learning Objectives

- 1.a. Develop and adhere to a team contract
- 1.b. Develop a code of behavior through team rules
- 1.c. Adhere to code of behavior
- 1.d. Evaluate self and other team members' work
- 1.e. Listen to team members

2. Research information for business project.

Assessment Strategies

- 2.1. Written Product

Criteria

You will know you are successful when:

- 2.1. you complete a literature search
- 2.2. you establish a bibliography/works cited list
- 2.3. you include research findings in final project report
- 2.4. you analyze information found to determine if valid or not

Learning Objectives

- 2.a. Acquire as much information as possible regarding business project
- 2.b. Generalize the research information and utilize it in the project process
- 2.c. Validate sources of information

3. Apply problem solving techniques.

Assessment Strategies

- 3.1. Written Product

Criteria

You will know you are successful when:

- 3.1. you complete assigned project to the satisfaction of the business organization
- 3.2. you complete assigned project before the established deadline
- 3.3. you collaborate with group members to complete the project
- 3.4. you complete a project list and Gantt chart

Learning Objectives

- 3.a. Formulate a project plan
- 3.b. Manage the project plan
- 3.c. Produce the end product as requested by the business organization
- 3.d. Accept responsibility for end product quality

4. Demonstrate time management skills.

Assessment Strategies

- 4.1. Written Product

Criteria

You will know you are successful when:

- 4.1. you provide a task list for the project
- 4.2. you provide a timeline for the project
- 4.3. you use information from evaluations to demonstrate ability to balance variety of tasks
- 4.4. you complete project before the deadline
- 4.5. you collaborate with group and business organization to establish meeting times

Learning Objectives

- 4.a. Formulate a task list to allow work to be completed efficiently
- 4.b. Assign responsibility for tasks
- 4.c. Construct a timeline for the tasks
- 4.d. Adhere to timeline
- 4.e. Modify process when necessary

5. Demonstrate business etiquette.

Assessment Strategies

- 5.1. Skill Demonstration
- 5.2. Written Product

Criteria

You will know you are successful when:

- 5.1. you utilize information from evaluations to demonstrate respect, professionalism, tolerance and patience when working with team members and business professionals
- 5.2. you participate in an etiquette dinner
- 5.3. you dress in professional attire when meeting with business organization
- 5.4. you communicate orally with the business organization using proper grammar
- 5.5. you communicate in writing with the business organization using proper grammar and netiquette

Learning Objectives

- 5.a. Cultivate a working relationship with the business contacts for the project
- 5.b. Exhibit professional behavior when working with business contacts and team members
- 5.c. Listen to business contacts

6. Demonstrate customer service skills.

Assessment Strategies

- 6.1. Skill Demonstration

Criteria

You will know you are successful when:

- 6.1. you personally contact customer to determine employer needs and wants
- 6.2. you confirm in writing understanding of employer needs and wants
- 6.3. you receive satisfactory or higher evaluations from the business organization and group members
- 6.4. you determine preferred method of communication by employer
- 6.5. you utilize preferred method of communication by employer

Learning Objectives

- 6.a. Accept responsibility for customer communication and end product
- 6.b. Maximize communication with customer

6.c. Interact with the customer as required

7. Complete existing portfolios.

Assessment Strategies

7.1. Portfolio

Criteria

You will know you are successful when:

- 7.1. you complete modifications to existing employment portfolio based on evaluations completed by business professionals and instructor
- 7.2. you present to instructor an employment portfolio ready for use in a selection interview
- 7.3. you demonstrate how to use the portfolio in an interview setting
- 7.4. you evaluate feedback provided to determine relevance to his/her professional portfolio

Learning Objectives

- 7.a. Complete portfolio
- 7.b. Integrate feedback from reviewers

8. Produce work product requested by assigned business organization.

Assessment Strategies

- 8.1. Written Product
- 8.2. Oral Presentation

Criteria

You will know you are successful when:

- 8.1. you provide business and instructor with a professional copy of the completed project
- 8.2. you present final product to business in the presence of the instructor
- 8.3. you include a bibliography/works cited list
- 8.4. you provide the business with an electronic version of documents created on its behalf

Learning Objectives

- 8.a. Create professional end product
- 8.b. Examine research to select the most appropriate recommendations for the business organization's specific situation
- 8.c. Explore the business organization's needs and constraints
- 8.d. Prepare electronic version of documents

9. Format work product per business organization's specifications.

Assessment Strategies

9.1. Written Product

Criteria

You will know you are successful when:

- 9.1. you adapt to meet the organization's needs
- 9.2. you prepare written documentation
- 9.3. you orally present project to business
- 9.4. you utilize at least two different software products
- 9.5. you supply error-free final project

Learning Objectives

- 9.a. Choose most appropriate method to present final project
- 9.b. Create solution for assigned organization's needs

10. Apply project management techniques.

Assessment Strategies

10.1. Written Product

Criteria

You will know you are successful when:

- 10.1. you complete assigned project to the satisfaction of the business organization
- 10.2. you complete assigned project before the established deadline
- 10.3. you collaborate with group members to complete the project
- 10.4. you complete a project list and Gantt chart

Learning Objectives

- 10.a. Formulate a project plan
- 10.b. Manage the project plan
- 10.c. Produce the end product as requested by the business organization
- 10.d. Accept responsibility for end product quality