

## Course Abstract

**Course ID and Name: SBM 240, Cooperative Education/Internship in Small Business**

**Department: Civic Engagement and Community Partnerships/ BSCS Dept.**

Chairperson or Course Coordinator: Dr. Aslihan Cakmak / Charlotte Quigley

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**Prerequisites: (Last course or courses)**

Student must have completed half the courses in the Small Business Management curriculum plus written permission of the department chairperson and Cooperative Education Coordinator.

**Co-requisites:** None

**Course Description:**

A cooperative work experience program employing students in retail positions to gain some practical work experience necessary for success in retailing. Supervision of this departmentally approved position is provided by the College through on-the-job visits and individual progress review sessions. Students are required to establish learning objectives related to their positions in order to affect the attainment of specific job competencies. Students attend a weekly one-hour seminar on campus and work a minimum of 180 hours a semester. Students must register with the Department of Cooperative Education.

**Credits: 3**

*If you need accommodations due to a disability, contact Disability Services in Edison Hall Room 100, 732.906.2546.*

*To foster a productive learning environment, the College requires that all students adhere to the Code of Student Conduct, which is published in the college catalog and website.*

**Learning Outcomes:**

**Upon completion of this course, students will be able to:**

1. Explain how interpersonal skills are learned and improved upon. Identify areas for self-improvement and opportunities for development.
2. Recognize and develop an understanding of the ways in which personality, mental ability, emotional intelligence, and values differ among individuals. Be able to respond to these differences among people.

3. Understand the communication process and barriers to communication. Enhance non-verbal communication and listening skills.
4. Recognize various types of work teams and team members' roles, including their strengths and weaknesses. Be able to apply people and task related tactics for team play.
5. Understand different decision-making processes and the general approach to group problem solving. Use brainstorming and the nominal group techniques to effectively solve problems. Understand the ways e-mail and group ware are used to increase group problem solving efficiency.
6. Recognize cultural differences and the major values that account for differences. Identify some business implications of cultural sensitivity. Overcome some cross-cultural communication barriers and improve personal cross-cultural relations.
7. Identify the source of interpersonal conflict within organizations and the five modes of handling conflict. Recognize personal conflict resolution methods and develop effective resolution and negotiation techniques. Understand how to address sexual harassment in the workplace.
8. Develop an awareness of business etiquette and personal impression management. Identify political techniques for building relationships with managers, co-workers, and work associates. Avoid political mistakes.
9. Improve customer satisfaction skills, creating bonds with present and future customers. Develop a plan to deal effectively with dissatisfied customers. Appreciate the value of customer service training.
10. Recognize the importance of ethical behavior, the seven-character traits of an ethical person, and the job situations that often present ethical dilemmas. Use a systematic approach to ethical behavior and decision making.
11. Reduce procrastination tendencies. Identify attitudes, values, skills, and techniques that enhance productivity. Recognize drains on productivity, the symptoms, and consequences of stress, as well as the personality and job factors that contribute to stress. Be better able to effectively manage stress.