

BA4104-Managerial Skills Laboratory  
Friday 08:40 - 12:15 / G110

<b>Instructor:</b>	Can Cansu
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<b>Office Hours:</b>	Friday 12:00 – 13:00 (at lecture days)
<b>Course Web Page:</b>	Link to ODTUClass Course Page
<b>Course Description:</b>	
<p>Workplace conditions are rapidly changing every year. The communication skills you learned in this class can help you during your job search as every activity in job search process relies on communication. The interviewing process is a kind of sales activity. In this case, you are the product and the salesperson. In this course you are going to practice how to “sell” yourself to your prospective employer. An interview of 15-30 minutes could change all your professional carrier, even your life; like the university exam you had entered 4 years ago.</p>	
<b>Course Student Learning Objectives: (CSLO)</b>	
<p><i>Upon successful completion of this course, students should be able to:</i></p> <p><b>Course Specific Skills:</b></p> <ol style="list-style-type: none"> <li>1. Understand Today’s Dynamic Workplace</li> <li>2. Understand Adopting to Today’s Job Market</li> <li>3. Understand The Role of Communication in Job Search Process</li> <li>4. Develop skills in Writing Resumes</li> <li>5. Develop skills in Employment Interviews</li> </ol> <p><b>Discipline Specific Skills:</b></p> <ol style="list-style-type: none"> <li>6. Develop skills in analyzing workplace conditions</li> <li>7. Develop an understanding of the significant role of cover letter and resume formats</li> <li>8. Develop an understanding of the interview process</li> </ol> <p><b>Personal and Key Skills:</b></p> <ol style="list-style-type: none"> <li>9. Develop communication/presentation skills</li> <li>10. Develop writing and discussion skills</li> </ol>	
<b>Learning and Teaching Methods:</b>	
<p>This course is going to make use of formal lectures (5 weeks), intensive in-class discussions and 5 to 15 minutes online and/or face to face job interviews. (face to face interviews strictly depends on official Covid-19 regulations and rules)</p>	
<b>Required Reading:</b>	
<p>Bovee, Courtland L. and Thill, John V. Business Communication Today, 11<sup>th</sup> Edition, 2012 (or newer editions), Pearson Education Inc, ISBN: 978-0-13-253955-5 1133494683.</p>	
<b>Suggested Readings:</b>	
<p>Online material about HR and Test Interviews (also listed in Course Book)</p>	

Assessment and Grading:				
Form of Assessment	% Contribution	Size of the assessment	CSLOs covered by this assessment	Feedback Method
Class Attendance, quiz and online questionnaire and participation	%15	1 or 2 questions per lecture / session		
Application Letter & CV (Written Examination)	% 30	1+1 page Written assignment	1, 2, 3, 4, 6, 7, 10	Oral in Lecture
Final Examination	% 55	5 to 15 minute online job interview	1, 2, 3, 5, 6, 8, 9, 10	Oral in Lecture

No "extra" work will be accepted or credited.

**Attendance** is mandatory. Attendance of less than %50 to online/class lectures get FF from this course !! There will be **only 5 lecture days**. 3 week / 3 session attendance is minimum requirement !!

**Makeup Examinations:** There will be NO make-ups for final exams (interviews) or assignments. If you have a time conflict, please contact directly to COURSE ASSISTANT ahead of time. ONLY official excuses will be accepted.

**Important Note About Re-sit (Bütünleme) Exams:** Please note that re-sit exams are no longer given at METU.

**Incompletes:** A grade of incomplete will not be granted except for the most extreme circumstances and only after stringent verification and approval by the Department. A grade of incomplete will be granted only as a result of circumstances beyond the student's control. A grade of "I" is not given in lieu of an "FF".

#### Course Policies:

**COURSE REQUIREMENTS:** Attendance is mandatory in this class. Attendance of less than %50 to online lectures get FF from this course !! Past experience repeatedly demonstrated that students who regularly attend class and read the chapter assignments perform significantly better than students who have an intermittent attendance and/or who do not keep current in reading the chapters.

**STUDENT DISABILITIES:** Any student, who, because of a disabling condition, may require special arrangements in order to meet course requirements, should contact the instructor as soon as possible. Students should present the appropriate documentation from the university's Disability Support Office (Engelsiz ODTÜ Birimi, ODTÜ Kütüphanesi, Solmaz İzdemir Salonu, Tel: 210.7196; [engelsiz@metu.edu.tr](mailto:engelsiz@metu.edu.tr)) verifying their disability, and outlining the special arrangements required. Please note that no accommodations will be provided to the disabled students prior to the completion of this approved University process.

**ACADEMIC DISHONESTY:** The Department of Business Administration has no tolerance for acts of academic dishonesty. Such acts damage the reputation of METU, the department and the BS/MBA degree and demean the honest efforts of the majority of the students. The minimum penalty for an act of academic dishonesty will be a zero for that assignment or exam.

**CHEATING:** All university, faculty/institute, and department principles on academic honesty will be strictly enforced. The usual consequence for academic dishonesty is failure of the course and referral of the case to the Dean of the Faculty or the Graduate School of Social Sciences for additional disciplinary action.

Examinations are individual and are to be completed without outside assistance of any sort. Persons observed cheating during examinations will receive a failing grade in the course. Homework assignments are individual, unless otherwise specified by the instructor, and are to be completed without outside assistance of any sort, as well. Persons observed cheating in their homework assignments will receive a score of zero for the portion of the semester grade that is allocated to such assignments.

**PLAGIARISM:** The instructor assumes that students will do their own work. By placing their names on assignments (individual or team), students are affirming that the contents are their original work. Any previous work available from files or past students, as well as materials available on the internet may be used only as a suggestive model.

Violation of this provision will be considered as unethical behavior, subject to disciplinary action. If you have any doubt about the use of a specific material, see the instructor ahead of time. Any material used from outside sources should be referenced appropriately. Persons observed to plagiarize while preparing assignments will be referred to the Dean of the Faculty or the Graduate School of Social Sciences for additional disciplinary action and also they will receive a score of zero for the portion of the semester grade that is allocated to such assignments.

**METU HONOR CODE:** Every member of METU community adopts the following honor code as one of the core principles of academic life and strives to develop an academic environment where continuous adherence to this code is promoted.

"The members of the METU community are reliable, responsible and honorable people who embrace only the success and recognition they deserve, and act with integrity in their use, evaluation and presentation of facts, data and documents."

#### **CIVILITY IN THE CLASSROOM**

Students are expected to assist in maintaining a classroom environment which is conducive to learning. In order to assure that all students have an opportunity to gain from time spent in class, unless otherwise approved by the instructor, students are prohibited from using cellular phones, making offensive remarks, reading newspapers, sleeping, or engaging in any other form of distraction. Inappropriate behavior in classroom shall result, minimally, in a request to leave class.

Past observations showed that the METU classroom experience is improved when the following are true:

**Students arrive on time.** Timely arrival ensures that classes are able to start and finish at the scheduled times. Timely arrival shows respect for both fellow students and faculty and it helps to create a better learning environment by reducing avoidable distractions.

**Students are fully prepared for each class.** Much of the learning in this course takes place during classroom discussions. When students are not prepared, they cannot contribute to the learning process. This affects not only the individual but also the classmates who count on them.

**Students respect the views and opinions of their colleagues.** Disagreement and debate are encouraged; however, intolerance for the views of others is unacceptable.

**Phones and wireless devices are turned off.** Usage of cell phones is strictly prohibited during class. Please be courteous to your classmates and me and make sure that your phones are on silent mode before the class begins.

**STUDENT EXCUSES:** Unless you inform me in advance, I will not excuse you from any of the grade requirements. At the same time, this does not mean that I will allow you to miss a test or an assignment with any excuse that you present to me. Please note that the excuse is acceptable for only the most extreme circumstances and only after stringent verification and approval by the Department.

**KNOW YOUR RIGHTS AND RESPONSIBILITIES!** <http://oidb.metu.edu.tr/en/academic-rules-and-regulations>

**NOTE THE IMPORTANT DATES ON THE ACADEMIC CALENDAR!** <http://oidb.metu.edu.tr/en/academic-calendar>

## DISTANCE EDUCATION GUIDELINES (if needed)

If needed; this course will/may use various online communication software (such as MS-Teams, Zoom, Cisco-WebEx etc.) for synchronous (“real-time”) class meetings, as well as asynchronous (off-line) instruction medium including various text editors, presentation software, and videos. Below is the outline of the rules, regulations and principals on how the online courses will be conducted:

- The class will meet at regular class hours announced by the Department.
- Attendance to synchronous online classes is **mandatory**. The instructor will record attendance.
- You must have a computer that has a camera, microphone and internet access. If you do not have access to these devices, please contact the course assistant before class hours.
- You must sign-in on time to online meetings using the link that will be provided by the instructor. If prompted for an e-mail you must use your “...@metu.edu.tr” address, other e-mail addresses will not be permitted.
- When you are connected, both your **full name** and **student number** should be visible on your screen (this can be done by using your name, surname and student number at the same time when you connect, e.g. *Erdin Bozkurt-9919550*). *This is important for the instructor to identify the students.*
- The instructor may take a screenshot during the online classes whenever he/she thinks necessary.
- Your camera should be turned on, and the microphone should be turned off (when not speaking) during the classes. You should use ‘raise hand’ (or similar) tool for questions/comments and turn on microphone only after prompted by the instructor.
- Lectures, exams/quizzes will be recorded by the instructor. Your webcam should be turned on during the entire exam/quiz, and your face, your desk and surroundings should be visible to the instructor. Extra measures may be necessary during the exams. You will be informed about the extra measures before the exam.
- Your METU ID Card must be available to show to the instructor, if prompted, at the beginning of the exam.
- The students are NOT allowed to record online classes/exams/quizzes. They are NOT allowed to publish, share, or broadcast any part of the lectures or exams in the form of an image, video, or any other format, unless it is stated otherwise by the instructor. These are strict rules, and the instructor will report to the department head for legal/disciplinary action otherwise.
- Improper classroom behavior and cell phone usage is not tolerated within the classes.
- If the instructor records the course/exam, your consent will be asked at the beginning of the recording.
- During synchronous classes, the instructor may ask directed question to a student, if that student is not responding within a reasonable time, he/she will be recorded as “absent”.
- During the exams, any suspicious behavior will be considered as “cheating”. If the instructor thinks that it is not cheating but is a connection or system error, then a make-up exam will be given to those students only.
- Please take time to familiarize yourself with online class tools by visiting the METU Distance Learning Support Site at : <https://its.metu.edu.tr/uzaktanegitim/en/>

The instructor assumes that students who attend the next class have understood and accepted to agree with all the requirements and rules of this course.

Good luck to all of you and let’s have a very enjoyable semester together!! CC

The following table gives the **tentative schedule** for the semester. The lectures will stress the most important and/or most difficult material. Appendices are required only if they are assigned. The students are required to read the chapters and appendices before they are covered in class.

Tentative Course Schedule				
Month	Day	Topic	Reading/ Assignment	CSLO
October	6	Introduction Understanding Today's Job Market Planning a Resume	Chapter 18	1, 2, 3
October	13	<b>No lecture on October 13, Friday</b>		
October	20	Writing a Resume, Writing Application Letters Understanding The Interview Process	Chapter 18 + 19	3, 4, 5, 6, 8, 10
<b>October</b>	<b>22</b>	<b><u>Application Letters and CV submission</u></b> Please turn in your homework to ODTUclass <b>latest by 17:00</b>		4, 7, 10
October	27	Preparing for a Job Interview Interviewing for Success	Chapter 19	3, 5, 9
November	3	Interviewing for Success	Chapter 19	3, 5, 9
<b>November</b>	<b>18, 25</b>	Final Examination: Job Interviews will be face to face (on Saturdays) between 09:00 – 17:00	Chapter 18 & 19	3, 5, 8, 9
<b>December</b>	<b>2, 9</b>	Final Examination: Job Interviews will be face to face (on Saturdays) between 09:00 – 17:00	Chapter 18 & 19	3, 5, 8, 9
December	15	Overview of Interview Process Feedback for CV's and Interviews	Chapter 18 & 19	1, 3, 9, 10

Don't be Trashy. **Recycle.**

Do not throw items away in the trash that should go into the recycling bin.

Show a little class. **REDUCE, REUSE, RECYCLE!**