

ETH2773 Business Etiquette & Protocol II

Course Syllabus

COURSE REQUIREMENTS

No prerequisites to this course, although EDU3971 is recommended.

COURSE DESCRIPTION

The modern workplace seems like a vastly different environment from the stodgy, straight-laced companies in the past. Jeans and T-shirts can be acceptable attire and if the company is successful it seems like employees do not have to adhere to rigid rules of conduct. A less rigid office environment may lead some people to feel that business etiquette rules are obsolete, but that appearance of freedom is an illusion. Businesses operate under a clearly defined code of etiquette that allows for smooth interpersonal relationships and efficient work standards.

This course will enable a student to understand how to identify the rules of business ethics in a changing social platform. It will examine the fundamentals of business etiquette. Students will learn what types of conduct are expected of employees and employers and how to enact them in the workplace. This course will equip students to be successful in the modern work environment.

LEARNING OBJECTIVES

Business Etiquette & Protocol II will delve into the purpose of a codified etiquette system in modern businesses. It will detail the various areas of application for etiquette protocol. It will explain specific rules of conduct that apply to different areas. By the end of this course the student will know:

- The purpose and intent of business etiquette
- The basic types of business etiquette
- Standards of dress and grooming
- Proper greetings and introductions
- Etiquette at meals and social functions
- Methods to improve interpersonal interaction
- How the use of technology applies to modern-day etiquette

ATTENDANCE

Attendance is mandatory for all students. Excellent attendance is imperative for mastery and application of the information dispensed. Whether you are sitting at a desk in a classroom or attending via Skype, your attendance is vital to your success. Late arrivals are distracting and disrespectful. Please refrain from being tardy. Grades will be affected by absences and tardiness. Participation in class is a prerequisite. You learn from lectures, discussions and presentations.

CLASSROOM BEHAVIOR

Students are expected to treat all persons with respect. We should all conduct ourselves in a courteous and responsible manner. Be considerate, you can disagree, don't insult.

Please set all your electronic devices to silent during class so as not to be a disturbance to others in the class.

TUTORIAL ASSISTANCE

We maintain an open-door policy for our students. We are absolutely willing to discuss any matter that may arise during the course. If you have any questions, problems, or need help with the course material, we urge you to reach out as soon as the issue arises. If you want to contest a grade, you must do so within 48 hours and put it in writing. Please ask your student advocate for help. If you do not have a student advocate send an email to: tutordept@usilacs.org.

NON-DISCRIMINATORY STATEMENT

All students regardless of age, race, gender, religion, physical disability, class, etc., shall have equal opportunity without harassment in this course. Any problems with or questions about harassment can be discussed confidentially via email at: hr@usilacs.org.

DRESS CODE

For students enrolled who are attending in a classroom or via Skype, please be sure you are dressed modestly and respectfully. Please refer to www.merriam-webster.com/dictionary/business%20casual. NO short shorts or skirts. Avoid low-cut tops. We want to present ourselves in a dignified manner at all times.

NETIQUETTE

- Always read through all the comments of the class before responding. This will avoid duplicating comments or questions asked.
- Avoid language that could be offensive. All profanity is strictly prohibited. Remember that using all caps when replying online signifies shouting. This would be rude and combative.
- Be sensitive to the fact that there will be fellow students from all parts of the world with many differing backgrounds and languages. Remember that slang and idioms will most likely be misconceived and/or misinterpreted. These should be avoided.
- Respect others views or opinions.
- Be thoughtful of the privacy of others. Ask permission before sharing email addresses or other personal information.
- Do not forward inappropriate material such as: virus warnings, chain letters, jokes, etc. The sharing of pornographic material is strictly prohibited.
- Use good spelling and grammar. Avoid using texting shortcuts.

- Strive to compose your comments in a positive, supportive and constructive manner at all times.

Any of these offenses will be dealt with by the school disciplinary committee.

ADA ACCOMMODATIONS

All reasonable accommodations will be provided for students with disabilities. Any student attending USILACS who needs an accommodation due to a chronic challenge (i.e. blindness, deaf or hard of hearing, mobility issues, psychological, or learning disability), register with:

USILACS Registrar's Office
1221 Brickell Ave.
Miami, FL 33131
1-305-330-2202
registrarsoffice@usilacs.org

ACADEMIC DISHONESTY/CHEATING

We encourage collaborating with others, either in person or online, to study and learn. When you complete your assignments or your exams, however, the wording has to be your own.

Plagiarism is the theft of someone else's work and ideas. You are permitted to cite or even quote someone else, however you must properly cite them. There are two accepted ways of doing this. They are known as Modern Language Association (MLA) or American Psychological Association (APA). You can visit www.citationmachine.net for help in correctly citing information.

As a school that strives to maintain high moral standards, we strongly caution our students to be ethical and honest. Endeavor to be honest in conducting yourself in regard to any coursework you accomplish or exams you may take. Cheating is a dishonest practice.

REFERENCE MATERIALS

The vast majority of textbooks are outdated by the time they are published. USILACS education programs are not based upon outdated printed textbooks. USILACS programs are based on the most accurate and reliable knowledge available; specifically, up-to-date vetted internet-based information.

For those who would like some reference or Internet search recommendations, we would recommend the following:

Many online resources such as Inc., LinkedIn, FastCompany and others.
(2017) Organizational Behavior. University of Minnesota.
(2015) Business Communication for Success. University of Minnesota.

MINIMUM REQUIRED SUPPLIES

All students will need all of the following:

- Computer with camera, microphone, and speakers.
- Skype installed on the computer with an active Skype account.
- Internet
- Printer
- Notebook paper
- Pens/pencils

If the student does not have a computer or internet, there will be some available for use at the school in the computer lab.

GRADING SYSTEM

There will be three tests throughout the course. Each test will count for 33.3% of the final grade.

Grade	Percentage	Grade Point
A+	99	4.0
A	97	3.8
A-	94	3.7
B+	89	3.3
B	85	3.0
B-	81	2.7
C+	77	2.3
C	73	2.0
C-	69	1.7
D	66	1.0
F	59	0.0

All students must earn at least a “D” in order to pass the class.

ASSIGNMENTS

Essay -

Write a 3-page essay explaining why a good framework for business ethics is needed in today's business environment.

Report -

Write a 2,000-word report defining business casual attire and how different companies apply it in their workplace.

Storyboard -

Write a storyboard illustrating proper and improper conduct during a business meeting.

WEEKLY ASSIGNMENTS

Week 1

Overview of course and coursework
Introduction: Business Etiquette in the Modern World

Week 2	Types of Business Etiquette
Week 3	Workplace Etiquette
Week 4	Etiquette and the Employee Code of Conduct <i>Essay Due</i>
Week 5	Video review and Exam
Week 6	Professionalism in the Company
Week 7	Dress Codes, Grooming and Personal Behavior
Week 8	Improving Interpersonal Relationships <i>Report Due</i>
Week 9	Video review and Exam
Week 10	Conducting Business Meetings
Week 11	Business Meals and Social Situations
Week 12	Technology and Business Etiquette <i>Storyboard Due</i>
Week 13	Video review and Final exam