

Department:

Diesel Technology

Course Description:

This course introduces the concepts and principles of effective business management as they apply to diesel technology and includes forms of business ownership, typical business organizational structures, relationship of business to the community, and the effect of government regulations on businesses.

Course Competencies:

Upon completion of the course, the student should be able to:

1. Analyze work situations to determine the importance of employee attitudes.
2. Analyze voice.
3. Evaluate listening skills.
4. Follow oral (spoken) directions.
5. Follow written directions.
6. Apply communication skills to workplace situations.
7. Compile a list of employment opportunities in diesel technology in your community.
8. Write a resume.
9. Write a letter of application for employment in diesel technology.
10. Complete an employment application form for a position in diesel technology.
11. Make an appointment by phone for a diesel technology employment interview.
12. Practice interview questions.
13. Follow-up an interview with a letter or call.

Course Content:

- A. Workplace communication and customer service
 1. Goals of communication
 2. Communication barriers
 3. Steps for solving customer service problems and complaints
 4. Basic elements of courtesy
 5. Positive and negative body language
- B. Organizational skills
- C. Good work habits
- D. Career awareness
- E. Steps to employment
 1. Job search
 2. Resume
 3. Preparing for an interview

Learning Assessments:

Competencies will be assessed by assignments, case problems, quizzes, chapter tests, hands-on projects, lab assignments, a midterm test, and a final test. The test can be in the objective format or in a problem-solving format.

Instructional Materials:

Textbooks: Bennett, S. (2019). *Heavy Duty Truck Systems* (7th ed.). Cengage Learning. ISBN-13: 978-1337787109

Bennett, S. (2019). *Heavy Duty Truck Systems Student Workbook* (7th ed.). Cengage Learning. ISBN-13: 978-1337787116

Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students **must** complete the “Disabilities Self-Identification Form” on our [Disability Services website](#).

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

A Note on Harassment, Discrimination and Sexual Misconduct

Highland Community College seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX, and College policy prohibit harassment, discrimination and sexual misconduct. Highland Community College encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to report to the Vice President for Student Services, the Human Resources Director or complete an [online report](#) about what happened so that they can get the support they need and Highland Community College can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Highland Community College is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please review our [Equity Grievance Policy](#).