**MT3.802: Customer Service for Technicians**

Linn-Benton Community College – Spring 2020

3 Credit Hours

**Instructor: Ken Dickson-Self** **Office hours:** Online meetings available

Office: IA-112A **Phone:** 541-917-4942 (forwards to mobile)

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**COURSE MATERIALS:**

**Required:**

* Customer Service for Technicians packet ($10.24 from bookstore)
* Access to [Moodle](https://moodle.linnbenton.edu/login/index.php)

**METHOD OF INSTRUCTION:** Online via Moodle, forum discussions, video presentations

**COURSE DESCRIPTION**

Effective troubleshooting and fabrication project-design each require communicating with internal and external customers. This course helps technicians create effective troubleshooting and project management methods that incorporate customer service skills coupled to communicating effectively with people from different social and cultural backgrounds. Included are job search skills for obtaining employment in the industry, as well as repair and design options that promote energy efficiency. This course is designed to help students develop outstanding customer service skills in a technical workplace.

**COURSE OUTCOMES**

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

1. Incorporate customer service and intercultural communications into maintenance and fabrication duties
2. Create their resume, a plan to find work, and a cover letter.
3. Utilize a troubleshooting method appropriate to the student's trade.

**LBCC EMAIL AND COURSE COMMUNICATIONS**

Email is the primary method of communication for this class. You are responsible for all communications sent to your LBCC email account. You are required to use your LBCC-provided email account for all email communications at the College. You may access your LBCC student email account through [Student Email](http://linnbenton.edu/lbcc-email).

My office phone is set to forward calls to my mobile phone. My request is that you use it judiciously and only during business hours. I’m teaching six classes and over a hundred students. In most cases, an email is the preferred method of communication. It allows me to answer when I have time, while a phone call can only be answered at the time it is made. Obviously, some things are easier to explain in voice. If I do not answer a phone call, leave a message, so that I may call you back.

**GRADING**

Final Grade Calculation:

|  |  |  |
| --- | --- | --- |
| Letter Grade | Percentage | Performance |
| A | 90-100% | Excellent Work |
| B | 80-89% | Good Work |
| C | 70-79% | Average Work |
| D | 60-69% | Poor Work |
| F | 0-59% | Failing Work |

Final Grade: Determined by the following breakdown:

Homework (weekly) 60%

Forum Discussions 36%

Resume 4%

 100%

**HOMEWORK**

The homework is five questions each week related to the current module of the text (spending roughly two weeks in each module). You are asked to honestly answer the questions using professional language. See the link in Moodle titled “Homework Guidelines” for information about how the homework assignments will be graded.

**FORUM DISCUSSIONS**

This class requires interaction with other human beings. While we’re being quarantined, we can still interact using forums in Moodle. I will be posting articles and questions in the forums. Every week, you will be asked to read the article and respond to the question(s), then you will also respond to your peers’ responses. Every week you will have to respond to the given question(s) before seeing anyone else’s comments. Once you’ve answered the question(s), you must then respond to at least one other person’s answer. It’s okay to agree or disagree, but give your reasoning. This is your opportunity to practice professional communication. These online conversations account for about a third of your grade. You will not succeed in this class by “trolling” or being rude in the forums. Thank you for being respectful and professional.

**RESUME**

Everyone is responsible for submitting a resume before the end of class (check Moodle for due date). This can be submitted any time during the term (I realize that you may be looking for work during the term). Send me an email, if you want me to provide feedback on your resume before the end of the term (Moodle does not notify me of student submissions).

**ASSIGNMENTS, LATE WORK AND ATTENDANCE**

All assignments will be done in Moodle. Please keep track of due dates. Do not email assignments to me. Late assignments lose 10% of possible points for every *portion* of a day they are late. The homework and forum assignments are important to your grade. Do them early or do a little each day to keep from falling behind.

**DISABILITY AND ACCESS STATEMENT**

Students who may need accommodations due to documented disabilities, who have medical information which the instructor should know, or who need special arrangements in an emergency should speak with their instructor during the first week of class. If you believe you may need accommodations but are not yet registered with the Center for Accessibility Resources (CFAR), please visit the [CFAR Website](https://www.linnbenton.edu/current-students/student-support/center-for-accessibility-resources/) for steps on how to apply for services or call 541-917-4789.

**ACADEMIC HONESTY**
Students are expected to follow [LBCC policies](http://www.linnbenton.edu/faculty-and-staff/administrative-information/policies/board-policies-and-administrative-rules/7000-series-student-services/) regarding academic integrity as articulated in the Students’ Rights Responsibilities and Conduct Policy. Students found to be involved in academic dishonesty will receive an F (failing grade) in this course.

**STATEMENT OF INCLUSION**

To promote academic excellence and learning environments that encourage multiple perspectives and the free exchange of ideas, all courses at LBCC will provide students the opportunity to interact with values, opinions, and/or beliefs different than their own in safe, positive and nurturing learning environments. LBCC is committed to producing culturally literate individuals capable of interacting, collaborating and problem-solving in an ever-changing community and diverse workforce.

**TITLE IX REPORTING POLICY**

If you or another student are the victim of any form of sexual misconduct (including dating/domestic violence, stalking, sexual harassment), or any form of gender discrimination, LBCC can assist you. You can report a violation of our sexual misconduct policy directly to our Title IX Coordinator. You may also report the issue to a faculty member, who is required to notify the Coordinator, or you may make an appointment to speak confidentially to our Advising and Career Center by calling 541-917-4780.

**CHANGES TO THE SYLLABUS**

I reserve the right to change the contents of this syllabus due to unforeseen circumstances. You will be given notice of relevant changes through LBCC e-mail.

**CLASS DISCUSSIONS**

Be aware that this class will touch on multiple sensitive topics. We’ll discuss culture, religion, politics, sexual harassment, anger, and foundational belief systems. My goal is not to change your mind or beliefs on any specific topic. Instead, we need to understand how these different topics affect us, as technicians, in the work force. It’s not uncommon for our discussions to spark lively debate, and that’s totally okay (colleges exist to provide us with new ideas and information). Please, however, **KEEP ALL OF OUR IN-CLASS CONVERSATIONS RESPECTFUL AND PRIVATE**. Students often share personal stories or beliefs in class (in this case, in the forums), and they have every right to expect those conversations never leave the classroom/forum. You do not have the right to share someone else’s story.

**SCHEDULE**

|  |  |  |
| --- | --- | --- |
| **Week** | **Topic of the week** | **Work Due** |
| 1 | Syllabus, troubleshooting and critical thinking | Forum 1 |
| 2 | Troubleshooting and projects | Homework 1, Forum 2 |
| 3 | Routine work and project management | Homework 2, Forum 3 |
| 4 | Ethics, image and pride | Homework 3, Forum 4 |
| 5 | Resumes  | Homework 4, Forum 5 |
| 6 | Culture in technical work | Homework 5, Forum 6 |
| 7 | Discrimination, stereotypes | Homework 6, Forum 7 |
| 8 | Assertive communication | Homework 7, Forum 8 |
| 9 | Body language, anger management, leadership | Homework 8, Forum 9 |
| 10 | Time Management and microaggressions | Resume |

**HOW TO BE SUCCESSFUL IN THIS CLASS**

* Contribute to discussions and activities
* Be honest. When you’re asked for your ideas or opinions (in the forum or in homework), it’s okay to be truthful.
* Be ready for honest feedback. You’ll do some writing in this class. If you have trouble communicating ideas clearly, you’ll probably get some feedback. The feedback is meant to help you become a better communicator and thinker. Use it to grow.
* Keep up on coursework and turn assignments in on time. Use the writing center (there’s even an [online writing lab](https://www.linnbenton.edu/current-students/study/learning-center/writing-assistance/online-writing-lab-owl.php)), if you need help. Do a little each day to stay ahead. Falling behind in this class snowballs.
* Reflect on assignment questions and find the right answers for YOU.
* Proofread your papers and check your grammar BEFORE submitting. All technicians must be able to communicate verbally (the words you use and tone of voice), in writing, and using body language in order to be successful in the workplace. This class is intentionally designed for you to practice these skills in an academic environment.
* Challenge yourself. If confused or concerned, ask questions!