



Student Contact Information:

Name: _____ Student ID#: _____

Email: _____ Phone: _____

*It is **required** that you speak with the Academic Dean or instructor who teaches this course prior to completing a portfolio.*

Directions

Consider your prior work, military, volunteer, education, training and/or other life experiences as they relate to each competency and its learning objectives. Courses with competencies that include speeches, oral presentations, or skill demonstrations may require scheduling face-to-face sessions. You can complete all of your work within this document using the same font, following the template format.

1. Complete the Student Contact Information at the top of this page.
2. Write an Introduction to the portfolio. Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.
3. Complete each "Describe your learning and experience with this competency" section in the space below each competency and its criteria and learning objectives. Focus on the following:
 - What did you learn?
 - How did you learn through your experience?
 - How has that learning impacted your work and/or life?
4. Compile all required and any suggested artifacts (documents and other products that demonstrate learning).
 - Label artifacts as noted in the competency
 - Scan paper artifacts
 - Provide links to video artifacts
 - Attach all artifacts to the end of the portfolio
5. Write a conclusion for your portfolio. Briefly summarize how you have met the competencies.
6. Proofread. Overall appearance, organization, spelling, and grammar will be considered in the review of the portfolio.
7. Complete the Learning Source Table. Provide additional information on the business and industry, military, and/or volunteer experiences, training, and/or education or other prior learning you mentioned in your narrative for each competency on the Learning Source Table at the end of the portfolio. Complete this table as completely and accurately as possible.

The portfolio review process will begin when your completed portfolio and Credit for Prior Learning Form are submitted and nonrefundable processing fees are paid to your local Credit for Prior Learning contact. Contact Student Services for additional information.

Your portfolio will usually be evaluated within two weeks during the academic year; summer months may be an exception. You will receive an e-mail notification regarding the outcome of the portfolio review from the Credit for Prior Learning contact. NOTE: Submission of a portfolio does not guarantee that credit will be awarded.

You have 6 weeks to appeal any academic decision. See your student handbook for the complete process to appeal.

To receive credit for this course, you must receive “Met” on 6 of the 8 competencies.

32809380 Applied Interpersonal Skills, 2 Associate Degree Credits

Course Description: Improve intrapersonal and interpersonal skills in high demand by employers to enhance life-long learning both professionally and personally. Areas that are highlighted include providing excellent customer service in a diverse workplace, working ethically, improving motivation, applying critical thinking skills, and managing difficult situations.

If you receive credit for prior learning for this portfolio, you will also receive a “Met” score for the following Technical Skills Attainment Program Outcomes that are assessed in this specific course:

Introduction: Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.

Competency 1: Implement critical thinking skills

Criteria: Performance will be satisfactory when:

- learner describes key problem, issue, or situation
- learner identifies key assumptions
- learner identifies personal biases and perspectives that others may have
- learner analyzes the quality of evidence
- learner identifies multiple, potential solutions
- learner identifies an effective solution
- learner justifies solution choice
- learner identifies potential implications and consequences of your choice

Learning Objectives:

- a. Define critical thinking
- b. Analyze claims from multiple points of view
- c. Discriminate logical from emotional appeals
- d. Apply critical thinking processes to solve problems

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 2: Interact professionally in groups

Criteria: Performance will be satisfactory when:

- learner identifies barriers that affect groups
- learner identifies skills and characteristics that lead to successful group work
- learner identifies strategies to resolve conflicts within the group
- learner defines interdependence
- learner describes the strengths and skills of others
- learner utilizes the strengths and skills of others within the group
- learner identifies leadership styles
- learner applies leadership skills

Learning Objectives:

- a. Describe the role of successful groups in the workplace
- b. Analyze group dynamics
- c. Develop interdependence
- d. Apply team working skills
- e. Demonstrate leadership

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 3: Analyze motivational techniques

Criteria: Performance will be satisfactory when:

- learner lists personal goals
- learner explains how actions and decisions affect outcomes
- learner describes how to take greater personal responsibility
- learner distinguishes personal motivational patterns
- learner describes theories of motivation
- learner describes application of motivational techniques

Learning Objectives:

- a. Implement personal self-management strategies
- b. Accept personal responsibility
- c. Analyze motivational theories

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 4: Manage stress

Criteria: Performance will be satisfactory when:

- learner identifies sources of stress
- learner identifies the effects of stress on physical and mental health
- learner applies stress reduction/prevention strategies
- learner examines emotional self-awareness
- learner describes practices of emotional self-management
- learner demonstrates social awareness and empathy
- learner describes factors involved in relationship management

Learning Objectives:

- a. Demonstrate strategies to maintain self-control
- b. Develop emotional intelligence
- c. Apply time management principles
- d. Utilize stress-relief techniques

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 5: Manage conflict

Criteria: Performance will be satisfactory when:

- learner describes key problem, issue, or situation
- learner describes perspectives that others may have
- learner describes different styles of conflict management
- learner solves workplace conflict
- learner analyzes effect of conflict resolution choice

Learning Objectives:

- a. Recognize sources of conflict
- b. Apply different styles of conflict management
- c. Evaluate solutions to conflict

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 6: Evaluate ethical choices

Criteria: Performance will be satisfactory when:

- learner defines ethics
- learner recognizes ethical dilemmas
- learner identifies the effects of ethical choices on work and personal life
- learner applies methods to enhance ethical choices
- learner assesses outcomes of ethical dilemmas

Learning Objectives:

- a. Define ethics
- b. Identify the effects of ethics on work and personal life
- c. Apply wise-choice process
- d. Critique ethical decision-making processes

Required Artifacts: None

Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 7: Interact professionally in a diverse workplace

Criteria: Performance will be satisfactory when:

- learner explains the value of workplace diversity
- learner recognizes prejudice attitudes, types of discrimination, and sexual harassment
- learner identifies personal biases and perspectives, including prejudices, that others may have
- learner identifies solutions to discrimination in the workplace
- learner evaluates solutions to discrimination in the workplace

Learning Objectives:

- a. Recognize diversity
- b. Define hostile workplaces
- c. Identify bullies and their behaviors
- d. Articulate ethical behavior in regards to diversity
- e. Summarize legal aspects of diversity

Required Artifacts: Proof of your time when you interacted professionally in a diverse workplace.

Suggested Artifacts: Summarize your experience in working with diversity in a professional workplace. Provide References such as group pictures, videos, and the dynamics of the diverse group and the successful outcome. Summarize what you learned from being a diverse group and how it may have or have not changed your perspective.

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 8: Appraise customer service techniques

Criteria: Performance will be satisfactory when:

- learner identifies customers' needs
- learner identifies personal biases that affect customer service
- learner defines good customer service
- learner compares various customer service philosophies
- learner chooses effective customer service strategies
- learner evaluates chosen strategies

Learning Objectives:

- a. Define good customer service
- b. Analyze aspects of good customer service
- c. Develop a customer service strategy

Required Artifacts: Proof of work that involved customer service, including job description

Suggested Artifacts: Recognitions or awards for customer service; references provided from appropriate employment; certificates designating training in customer service.

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

