

WORKNC-3F: RESILIENCE IN THE WORKPLACE

Effective Term

Fall 2025

CC Approval

03/07/2025

AS Approval

03/13/2025

BOT Approval

03/20/2025

COCI Approval

05/15/2025

SECTION A - Course Data Elements

CB04 Credit Status

Noncredit

CB22 Noncredit Category

Workforce Preparation

Discipline

Minimum Qualifications	And/Or
Vocational (short-term): Noncredit (Specific Degree and Professional Experience)	

Subject Code

WORKNC - Work Experience Noncredit

Course Number

3F

Department

Work Skills Noncredit (WORKNC)

Division

Career Education and Workforce Development (CEWD)

Full Course Title

Resilience in the Workplace

Short Title

Resilience in the Workplace

CB03 TOP Code

0506.00 - *Business Management

CB08 Basic Skills Status

NBS - Not Basic Skills

CB09 SAM Code

C - Clearly Occupational

Rationale

Course updated due to renumbering.

SECTION B - Course Description

Catalog Course Description

This course is designed to acquaint the participant with key elements of being resilient. Topics will include how to set priorities and goals, how to see possible outcomes to actions and creating back-up plans.

SECTION C - Conditions on Enrollment

Open Entry/Open Exit

No

Repeatability

Unlimited - Noncredit OR Work Experience Education

Grading Options

Pass/No Pass Only

Allow Audit

No

Requisites

SECTION D - Course Standards

Is this course variable hour?

No

Total Instructional Hours

9

Distance Education Approval

Is this course offered through Distance Education?

Yes

Online Delivery Methods

DE Modalities	Permanent or Emergency Only?
Hybrid	Permanent
Entirely Online	Permanent

SECTION E - Course Content

Student Learning Outcomes

Upon satisfactory completion of the course, students will be able to:

1. Set goals, prioritize, and anticipate possible consequences of decisions in order to make back up plans.

Course Objectives

Upon satisfactory completion of the course, students will be able to:

1. Have a growth mindset: seek new knowledge and skills to expand learning and commit to learning as a lifelong process.

Course Content

1. What is Resilience?
 - a. Definition
 - b. The benefits of being resilient
 - c. How resilience are you?
 - d. What causes failure in your workplace?
 - e. Experiential learning activity: Describe resilience and what it means the workplace.
2. The Costs of being inflexible

- a. Lower productivity
 - b. Job turnover
 - c. Increase in absenteeism
 - d. Workman's compensation
 - e. Impact of inflexible employees at your workplace
 - f. Experiential learning activity: Describe resilience and what it costs the workplace.
3. Examining one's own resiliency
 4. Resiliency tips and techniques

Methods of Instruction

Methods of Instruction

Types	Examples of learning activities
Discussion	Individual and group problem solving
Activity	Case analysis
Group Work	Role playing and class simulations

Instructor-Initiated Online Contact Types

Announcements/Bulletin Boards
 Chat Rooms
 Discussion Boards
 E-mail Communication
 Video or Teleconferencing

Student-Initiated Online Contact Types

Chat Rooms
 Discussions
 Group Work

Course design is accessible

Yes

Methods of Evaluation

Methods of Evaluation

Types	Examples of classroom assessments
Problem Solving	Oral and/or written case analysis
Projects	Oral and/or written action plan
Other	Journal entries

Assignments

Reading Assignments

1. Textbook
2. Current articles in newspapers, magazines, and business periodicals
3. Materials handed out in class

Writing Assignments

1. Written scenario analysis
2. Action Plan
3. Multiple worksheets handed out in-class
4. Journal entries on how student applied techniques learned in class to various environments including the workplace and at home.

Other Assignments

CRITICAL THINKING

1. Analyze case problems to determine facts, identify reasons, and apply the concepts learned in making decisions
2. Utilize problem solving techniques in dealing with customer service situations

SECTION F - Textbooks and Instructional Materials

Material Type

Textbook

Author

Salvatore R. Maddi

Title

Resilience at Work: How to Succeed No Matter What Life Throws at You

Publisher

AMACON

Year

2005

ISBN

978-0814415955

Course Codes (Admin Only)

ASSIST Update

No

CB00 State ID

CCC000639359

CB10 Cooperative Work Experience Status

N - Is Not Part of a Cooperative Work Experience Education Program

CB11 Course Classification Status

J - Workforce Preparation Enhanced Funding

CB13 Special Class Status

N - The Course is Not an Approved Special Class

CB23 Funding Agency Category

Y - Not Applicable (Funding Not Used)

CB24 Program Course Status

Program Applicable

Allow Pass/No Pass

Yes

Only Pass/No Pass

No