



Course Title: Service Learning

Description: Students participating in Service Learning will take part in a meaningful learning experience through community service activities. Students will participate in a variety of service-learning projects to enhance self-esteem, citizenship, work ethic, academic growth, and work skills.

Standards are from Iowa CTE Business, Finance, Marketing, Management Standards #2, #3, #5, #12

CTE Bus #2, Communication Skills: Understands the concepts, strategies, and systems used to obtain and convey ideas and information.

CTE Bus #3, Customer Relations: Understands the techniques and strategies used to foster positive, ongoing relationships with customers.

CTE Bus #5, Emotional Intelligence: Understands techniques, strategies, and systems used to foster self-understanding and enhance relationships with others.

CTE Bus #12, Professional Development: Understands concepts, tools, and strategies used to explore, obtain, and develop in a business career.

<u>Reporting Topic</u>	<u>Course Level Standards</u>	<u>Competency Statement</u>
<u>Emotional Intelligence</u>	<ul style="list-style-type: none">● Emotional Intelligence: Understands techniques, strategies, and systems used to foster self-understanding and enhance relationships with others. CTE Bus #5,<ul style="list-style-type: none">○ Foster self-understanding to recognize the impact of personal feelings on others. 5.1<ul style="list-style-type: none">■ Describe the nature of emotional intelligence. 5.1.1■ Explain the concept of self-esteem. 5.1.2■ Discuss personal biases and stereotypes and methods for overcoming them. 5.1.3■ Assess personal strengths and weaknesses. 5.1.4■ Assess personal behavior and values. 5.1.5○ Apply ethics to demonstrate trustworthiness.5.3<ul style="list-style-type: none">■ Demonstrate honesty and integrity. 5.3.1■ Demonstrate responsible behavior. 5.3.2■ Demonstrate fairness. 5.3.3	Students will explain how their actions affect others in a work environment



	<ul style="list-style-type: none"> ■ Assess risks of personal decisions.5.3.4 ■ Demonstrate ethical work habits.5.3.5 ■ Take responsibility for decisions and actions.5.3.6 ■ Build trust in relationships.5.3.7 ■ Describe the nature of ethics.5.3.8 ■ Explain reasons for ethical dilemmas.5.3.9 ■ Recognize and respond to ethical dilemmas.5.3.10 ■ Manage commitments in a timely manner.5.3.11 ■ Develop tolerance for ambiguity.5.3.12 ○ Exhibit techniques to manage emotional reactions to people and situations.5.4 <ul style="list-style-type: none"> ■ Exhibit a positive attitude.5.4.1 ■ Demonstrate self-control.5.4.2 ■ Explain the use of feedback for personal growth.5.4.3 ■ Adjust to change.5.4.4 ○ Implement teamwork techniques to accomplish goals.5.8 <ul style="list-style-type: none"> ■ Participate as a team member.5.8.1 ○ Manage internal and external business relationships to foster positive interactions. 5.10 <ul style="list-style-type: none"> ■ Treat others with dignity and respect. 5.10.1 ■ Foster positive working relationships. 5.10.2 ■ Consider conflicting viewpoints. 5.10.3 	
<u>Job Skills</u>	<ul style="list-style-type: none"> ● Professional Development: Understands concepts, tools, and strategies used to explore, obtain, and develop in a business career. CTE Bus #12 	Students will understand and develop skills required for job success



	<ul style="list-style-type: none"> ○ Utilize critical-thinking skills to determine best options/outcomes. 12.2 <ul style="list-style-type: none"> ■ Explain the need for innovation skills. 12.2.1 ■ Make decisions. 12.2.2 ■ Demonstrate problem-solving skills. 12.2.3 ○ Participate in career planning to enhance job-success potential. 12.3 <ul style="list-style-type: none"> ■ Assess personal interests and skills needed for success in business.12.3.1. ■ Analyze employer expectations in the business environment.12.3.2 ■ Explain the rights of workers.12.3.3 ■ Identify sources of career information.12.3.4 ■ Identify tentative occupational interest.12.3.5 ■ Explain employment opportunities in business.12.3.6 ■ Explain career opportunities in entrepreneurship.12.3.7 ○ Utilize career-advancement activities to enhance professional development. 12.5 <ul style="list-style-type: none"> ■ Describe techniques for obtaining work experience (e.g., volunteer activities, internships).12.5.1 ■ Explain the need for ongoing education as a worker.12.5.2 ■ Explain possible advancement patterns for jobs. 12.5.3 ○ Understand and follow company rules and regulations to maintain employment.12.6 <ul style="list-style-type: none"> ■ Adhere to company protocols and 	
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<p><u>Communication and Group Problem Solving</u></p>	<ul style="list-style-type: none"> ● Communication Skills: Understands the concepts, strategies, and systems used to obtain and convey ideas and information. CTE Bus #2 <ul style="list-style-type: none"> ○ Demonstrate staff communication techniques and strategies to achieve workplace objectives.2.6 <ul style="list-style-type: none"> ■ Describe staff communication techniques.2.6.1 ■ Apply techniques to communicate effectively in the workplace.2.6.2 ■ Demonstrate group problem-solving techniques.2.6.4 ● Customer Relations: Understands the techniques and strategies used to foster positive, ongoing relationships with customers. CTE Bus #3 <ul style="list-style-type: none"> ○ Foster positive relationships with customers to enhance company image.3.1 <ul style="list-style-type: none"> ■ Reinforce service orientation through communication.3.1.4 ■ Respond to customer inquiries. 3.1.5 ■ Demonstrate appropriate communication for working with diverse clients. 3.1.6 ■ Interpret business policies to customers/clients. 3.1.7 	<p>Students will be able to work with peers as well as customers</p>