WORKNC-3H: EMPATHY 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
3H

Department
Work Skills Noncredit (WORKNC)

Division
Career Education and Workforce Development (CEWD)

Full Course Title
Empathy in the Workplace

Short Title
Empathy 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 introduce participants to the skills to build empathy including attentive listening, asking open-ended questions to check for understanding, honest communication, and mirroring to establish trust.

SECTION C - Conditions on Enrollment

Open Entry/Open Exit
Yes

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.	Understand the difference between empathy and sympathy and when to apply each given the situation.

Course Objectives

	Upon satisfactory completion of the course, students will be able to:
1.	Actively apply skills to build empathy including attentive listening, asking open-ended questions to check for understanding, honest communication, and mirroring to establish trust.

Course Content
1. What is conflict?
    a. Definition
    b. How does conflict make you feel?
    c. Where do we experience conflict?
2. What is your conflict style?
    a. Avoid
    b. Compromise
    c. Accommodate

      d. Compete
      e. Collaborate
3. How do different styles affect the workplace?
4. Causes of conflict
5. Personalities
6. Skills for resolving interpersonal conflict
      a. Listening skills
      b. Empathy
      c. Personal appreciation
      d. H.A.L.T.
      e. Bringing out the best in yourself and others
      f. Concern, Compliment, Consideration, Companionship, Consent
7. Conflict with customers
      a. Let them vent
      b. Avoid getting trapped in a negative filter
      c. Express empathy
      d. Begin active problem solving
      e. Mutually agree on the solution
      f. Follow up

Methods of Instruction

Methods of Instruction

Types	Examples of learning activities
Discussion	Case analysis
Group Work	Individual and group problem solving
Activity	Role playing and classroom 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
Essays/Papers	Oral and/or written case analysis
Projects	Oral and/or written action plan
Class Participation	
Portfolios	Journal completion

Assignments

Reading Assignments

1. Textbook
2. Current articles in newspapers, magazines, and business periodicals

3. Materials handed out in class

Writing Assignments

1. Written case 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.

SECTION F - Textbooks and Instructional Materials

Material Type
Textbook

Author
Rachel Lapin

Title
Working with Difficult People

Edition/Version
DK Essential Managers series

Publisher
DK Publishing

Year
2009

ISBN #
978-0756652531

Course Codes (Admin Only)

ASSIST Update
No

CB00 State ID
CCC000639372

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