

**LAREDO COMMUNITY COLLEGE**  
**VNSG 1136 – MENTAL HEALTH SYLLABUS**

INSTRUCTOR:	<b>Eloisa Moctezuma</b>
DEPARTMENT:	<b>Vocational Nursing</b>
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OFFICE HOURS:	<b>See Instructor's Door Schedule</b>
COURSE TITLE:	<b>Mental Health</b>
COURSE NUMBER:	<b>VNSG 1136</b>
COURSE LEVEL:	<b>Introductory</b>
CONTACT HOURS (RANGE FOR STATE INFORMATION):	<b>16</b>
LAB:	<b>0</b>
TEXTBOOKS:	<b>Timby (2010) 10<sup>th</sup> Ed. Introductory Medical-Surgical Nursing</b> <b>ISBN-13: 978-1-60547-063-4</b> <b>Study Guide</b> <b>ATI Software Program</b>
CORE or NON-CORE Course	<b>NON-CORE</b>
COURSE DESCRIPTION:	<b>Introduction to the principles and theories of positive mental health and human behaviors. Topics include emotional responses, coping mechanisms, and therapeutic communication skills.</b>
END-OF-COURSE OUTCOMES:	<b>Describe the characteristics of positive mental health; identify the coping mechanisms utilized by individuals to assist in alleviating stress and anxiety; and demonstrate the use of therapeutic communication skills.</b>
COURSE OBJECTIVES OR EXEMPLARY OBJECTIVES	<p style="text-align: center;">PROVIDER OF CARE</p> <ol style="list-style-type: none"> <li>1. Discuss methods in determining the health status and health needs of the medical-surgical client based on interpretation of health related data and preventive health practices in collaboration with clients, their families and other members of the immediate health care team.</li> <li>2. Discuss the formulation of goals/outcomes and develop a plan of care in collaboration with the medical-surgical client, their families, and interdisciplinary health care team members.</li> <li>3. Discuss the implementation of care, using case studies, within legal and ethical parameters, including the scope of education, in collaboration with the client and interdisciplinary health care team, to assist the client in</li> </ol>

	<p>meeting health care needs.</p> <ol style="list-style-type: none"> <li>4. Formulate a teaching plan for the medical-surgical client with common health problems and well defined learning needs.</li> <li>5. Evaluate the medical-surgical client's responses and outcomes to therapeutic interventions, using case studies.</li> <li>6. Describe the provision of direct basic care to assigned multiple medical-surgical clients in structured settings.</li> <li>7. Using a case study, problem-solve as the basis for decision-making in practice.</li> </ol> <p style="text-align: center;"><b>COORDINATOR/MANAGER OF CARE</b></p> <ol style="list-style-type: none"> <li>1. Outline the coordination of human and material resources for the provision of care for assigned medical-surgical clients.</li> <li>2. Discuss the collaboration of the medical-surgical clients and the interdisciplinary health care team to provide direct care to assigned clients.</li> <li>3. Participate in the identification of medical-surgical client needs for referral to resources that facilitate continuity of care.</li> <li>4. Interpret the activities which support the organizational framework of structured health care settings.</li> </ol> <p style="text-align: center;"><b>MEMBER OF THE PROFESSION</b></p> <ol style="list-style-type: none"> <li>1. Demonstrate accountability for own nursing practice.</li> <li>2. Participate as an advocate in activities that focus on improving the health care of medical-surgical clients.</li> <li>3. Demonstrate behaviors that promote the development and practice of vocational nursing.</li> </ol>
<b>SCANS COMPETENCIES</b>	<b>Refer to attachment</b>

SCANS ASSESSMENT	C1, C8, C9, C11, C12, C13, C14, C15, C18, C19, C20										
TEACHING STRATEGIES METHODS OF INSTRUCTION:	Teaching strategies will include interactive lectures, independent assignments, audiovisual media, group discussions, study guides, computer adaptive programs, unit exams, and a comprehensive final exam.										
OUTCOMES ASSESSMENT:	Unit Exams, Standardized exam, quizzes, and final examination will measure the students' achievement of the learning outcomes stated for the course.										
METHODS AND CRITERIA FOR EVALUATION:	<p><b>Grade determination:</b></p> <table> <tr> <td>Unit Exam</td> <td>50%</td> </tr> <tr> <td>Assignments</td> <td>10%</td> </tr> <tr> <td>Quizzes/Discusions</td> <td>10%</td> </tr> <tr> <td>Final Exam</td> <td><u>30%</u></td> </tr> <tr> <td></td> <td>100%</td> </tr> </table> <p>Grades accumulated in the course will be recorded to the tenth decimal point. For example: 74.5 = 74.5. The final course grade will be rounded off to the tenth decimal point and recorded as a whole number. For example, 75.5 = 76.</p> <p>Unit exams will be scheduled in advance to correlate with completion of portion of the content. After all students have taken an exam, feedback will be provided at a scheduled time. The student will not retain exams. If the student is unable to take the exam at the scheduled time, he/she must notify the course instructor prior to the exam. Failure to do so will result in a score of zero for the exam. The type of makeup exam will be at the discretion of the instructor (i.e. multiple choice, essay, or case study).</p> <p>The Computer Generated Form will be the official answer sheet. Quizzes will be given at the discretion of the instructor. Quizzes cannot be made up, and any missed quiz will constitute a zero. This grade cannot be dropped. The student is advised to be acquainted with the material covered in the quiz as it may help him/her to prepare for the next exam. The comprehensive examination will be scheduled according to the schedule printed by the Office of the Vice President of Instruction.</p> <p>E-mail is one of the official ways for the student to communicate with the faculty member. Faculty</p>	Unit Exam	50%	Assignments	10%	Quizzes/Discusions	10%	Final Exam	<u>30%</u>		100%
Unit Exam	50%										
Assignments	10%										
Quizzes/Discusions	10%										
Final Exam	<u>30%</u>										
	100%										

	<p>members will E-mail class information, etc. to the student. It is the student's responsibility to supply the faculty member with their correct E-mail address and to notify the faculty member of changes in his/her E-mail address.</p> <p>A minimum theory grade of 75% or better is required to complete this course satisfactorily. Behavioral/learning objectives in the syllabus and texts are used to evaluate the student's mastery of the content.</p> <p>Refer to the VN Student Handbook regarding penalties for late assignments and late testing.</p>
GRADING SCALE:	<p>A = 100-90%  B = 89-80%  C = 79-75%  D = 74-60%</p> <p>The Semester Progress Report will be available on Passport (<a href="http://passport.laredo.edu">http://passport.laredo.edu</a>) The instructor will notify you when the grade will be available and for how long.</p> <p>Students must access the Semester Progress Report and Final grades through Passport <a href="http://passport.laredo.edu">http://passport.laredo.edu</a></p>
ATTENDANCE REGULATIONS	<p><b>ATTENDANCE REGULATIONS</b></p> <p>Attendance: Students are required to attend classes to remain enrolled. Students will be withdrawn from the class roster by the instructor., a student may be reinstated by the Division Dean upon the recommendation of the instructor(s) and the Department Chair. An agreement from the student to make up all of the missed assignments, lab times and/or tests is required.</p> <p>Students have the right to initiate a drop request from any or all classes by informing the instructor and submitting an electronic form through PasPort at <a href="http://www.laredo.edu">www.laredo.edu</a>. Financial Aid may be affected if students' drop courses therefore please contact the Financial Aid Center at (956) 721-5361 prior to dropping a course.</p> <p><b><u>Regular Semester</u></b></p> <p>During a regular semester, students will be dropped after being absent:</p> <ol style="list-style-type: none"> <li>1. For six consecutive lecture hours in a course that</li> </ol>

meets one hour three times a week.

2. Twice in a three-hour class that meets once a week; or
3. For four consecutive lecture hours in a course that meets twice a week for 1 ½ hours each time.
4. For 20 percent of the total class time.

A grade of "W" will be given through the Friday of the twelfth week of the semester for all drops initiated by the instructor or by the student ([www.laredo.edu](http://www.laredo.edu) via PasPort). After the Friday of the twelfth week of the semester, a grade of "F" will be given. Exceptions require the approval of the Vice-President of Instruction.

### Summer Courses:

During a summer session, students will be dropped after being absent for the following consecutive days:

1. For four consecutive lecture hours in a course that meets five times a week.
2. For three consecutive lecture hours in a course that meets three times a week or
3. For two consecutive lecture hours in a course that meets two times a week or
4. For 20 percent of the total class time.

A grade of "W" will be given through the Friday of the fourth week of the summer session for all drops initiated by the instructor or by the student. After the Friday of the fourth week of the summer session, a grade of "F" will be given. Exceptions require the approval of the Vice President of Instruction.

### **Responsibility for class attendance rests with the student. Regular and punctual attendance is expected.**

Instructors must drop students according to the College's attendance policy in a timely manner in order to comply with the requirements of external funding agencies. The last day that the student attended the class must be included in the drop slip. It is the student's responsibility to ensure that drop slips be completed and processed whether it is student-requested or faculty-initiated.

### Online Student Attendance Guidelines

Attendance: Students are required to attend classes or log into online classes to remain enrolled. Students will be dropped from the class roster by the instructor according to College Attendance Regulations; however, a student may be reinstated by the Division Dean upon the

recommendation of the instructor(s) and the Department Chair. An agreement from the student to make up all of the missed assignments, lab times and/or tests is required.

Students have the right to initiate a drop request from any or all classes by informing the instructor and submitting a withdraw form through PasPort at [www.laredo.edu](http://www.laredo.edu) Online students must complete and submit the electronic drop form available within their course shell.

**During a regular semester**, students will be withdrawn after being absent for any of the following reasons:

1. For six consecutive lecture hours which meets one hour three times a week.
2. Twice in a three-hour class that meets once a week; or
3. For four consecutive lecture hours that meets twice a week for 1 ½ hours each time.
4. For 20 percent of the total class time.
- 5- If the student never logs into their online class prior to certifying the rolls on the twelfth class day during a regular semester
- 6- If the student never logs into their online class prior to certifying the rolls on the sixth class day during an eight week flex entry course.
- 7- If the student fails to log-in fourteen consecutive days during a regular semester.

A grade of "W" will be given through the Friday of the twelfth week of the semester for all drops initiated by the instructor or by the student. After the Friday of the twelfth week of the semester, a grade of "F" will be given to students that exceed the allowed number of absences even if they continue to attend or login to the course.

**During a summer session**, students will be dropped after being absent for any of the following reasons:

1. For four consecutive lecture hours which meets five times a week.
2. For three consecutive lecture hours which meets three times a week or
3. For two consecutive lecture hours which meets two times a week or
4. For 20 percent of the total class time.
- 5.- For 20 percent of the total class time.
- 6- If the student never logs into their online class prior to certifying the rolls on the seventh class day during a

	<p>summer session.</p> <p>7- If the student never logs into their online class prior to certifying the rolls on the sixth class day during an eight week flex entry course.</p> <p>8- If the student fails to log-in seven consecutive days during a summer session.</p> <p><b>Absence From Final Examinations:</b>  A student who is absent from a final examination receives a grade of "0" for the examination and a grade of "F" for the course. Students authorized to be absent from a final examination receive a grade of F* on their transcript until they take the final examination. Such students must take the final exam within four months. Final exams cannot be re-taken</p> <p><b>Other Policies (LCC and State-Wide)</b></p> <p>A. 3-peat—The State of Texas will not fund a student who takes a class for the third time. This means that if a student signs up for a class for a third time, even if he/she dropped or failed it before, the State will not provide funding for that student and the student may be required to pay extra.</p> <p>B. 6 W's—Beginning Fall 2007, students cannot drop more than 6 classes throughout their whole college career. Any drops after that will become F's. This includes all the years in college, not just LCC. So, for example, if a student drops 4 classes at LCC and then goes on to a 4-year university, such as TAMIU, and he/she drops more than 2, the extra ones will be F's and not W's.</p> <p>D. Finishing on time—The State expects students to graduate on time (2 years for a 2-year degree, 4 years for a 4-year degree). Students who take longer to finish may be required to pay out-of-state tuition.</p>
SPECIAL SERVICES CENTER	<p>The student with disabilities, including learning disabilities, that wishes to request special accommodations in this class should notify the Special Services Center. The request should be made early in the semester so that the appropriate arrangements may be made. In accordance with Federal Law, a student requesting accommodations must provide documentation of his/her disability to the Special Services Counselor. For additional information, visit the Special Services Center at:</p>

	<ul style="list-style-type: none"> <li>• Fort Macintosh Campus - KCC room 213 or call 721-5137.</li> <li>• South Campus – Billy Hall Building A Room 121 or call 794-4137</li> </ul> <p>The student who needs note-taking and/or test-taking accommodations must notify the faculty member prior to the first exam.</p> <p>A pregnant student is required to meet all course/program outcomes including attendance. As a point of information, the pregnant student is reminded of the many contaminants present in the clinical area(s) that could adversely affect the fetus. It is advisable for the student to contact her obstetrician, once the pregnancy has been confirmed, to ensure that there are no medical concerns/limitations.</p>
<p><b>GRADE APPEAL</b></p>	<p>A student who wishes to question the final grade earned in a course or a grade earned in a class activity should first discuss the situation with the instructor of record who issued the grade. If the issue is not resolved, the student should contact the appropriate Department Chairperson to request a review of the grade. If the student is not satisfied with the Department Chairperson’s decision, the student may contact the appropriate Dean of Instruction for assistance related to the grade appeal. Established departmental procedures will be utilized to resolve student grade questions. If necessary, the student may request a review by the Vice-President for Instruction after all other avenues have been exhausted for the review of the grade. Student grades are an academic matter; therefore, there is no further appeal beyond the Office of the Vice-President for Instruction.</p> <p>Students, who think that the final course grade is unfair, have two weeks (10 working days) after the grade is issued to appeal the grade. Students who think that a grade earned in a class activity is unfair have one week (five working days) after the grades are issued to appeal the grade. Exceptions require the approval of the Vice-President for Instruction.</p>
<p><b>CLASSROOM ETIQUETTE:</b></p>	<p style="text-align: center;"><b>Code of Student Conduct &amp; Discipline</b></p> <p>Each student is expected to be fully acquainted with all published policies, rules, and regulations of the college, copies of which shall be available to each student for review at the Office of Dean of Student Affairs. Laredo Community College will hold each student responsible</p>



for compliance with these policies, rules, and regulations. The student is responsible for obtaining published materials to update the items in this Code. Students are also expected to comply with all federal, state, and local laws. This principle extends to conduct off campus which is likely to have an adverse effect on Laredo Community College or on the educational process.

**Student Misconduct**

Each student is expected to conduct him/herself in a manner consistent with the college's functions as an educational institution. Specific examples of misconduct and the disciplinary process is located at [www.laredo.edu](http://www.laredo.edu) (go to Student Information, then Student Handbook).

**Use of Personal Electronic Devices**

The use of an electronic device shall not interfere with the instructional, administrative, student activities, public service, and other authorized activities on College District premises. Unless prior authorization is obtained from the instructor or respective College District official, the use of an electronic device is expressly prohibited in classrooms, laboratories, clinical settings, and designated quiet areas on College District premises. Certain violations of this policy may be excused in the case of emergencies or other extenuating circumstances provided that prior approval is obtained from the instructor or respective College District official.

The use of electronic equipment capable of capturing still or moving images in any location where individuals may reasonably expect a right to privacy is not authorized on College District premises. Noncompliance with these provisions shall be considered a violation of Board adopted policy and shall warrant appropriate disciplinary action.

**Academic Dishonesty:**

The college expects all students to engage in all academic pursuits in a manner that is beyond reproach. Students will be expected to maintain complete honesty and integrity in their experiences in the classroom. Any student found guilty of dishonesty in their academic work is subject to disciplinary action.

(1) The college and its official representatives may initiate disciplinary proceedings against a student accused of any form of academic dishonesty including, but not limited to, the following:

A. **Scholastic dishonesty** includes, but is not limited to, cheating on academic work, plagiarism, and collusion.

B. **Cheating on academic work includes:**

a. Copying from another student's test paper or other academic work.

b. Using, during a test, materials not authorized by the person giving the test.

c. Collaborating, without authority, with another student during an examination or in preparing academic work.

d. Knowingly using, buying, selling, stealing, transporting, or soliciting, in whole or part, the contents of an unadministered test.

e. Substitution for another student, or permitting another student to substitute for oneself, to take a test or prepare other academic work.

f. Bribing another person to obtain an unadministered test or information about an unadministered test.

C. **Plagiarism** means the appropriation of another's work and the unacknowledged incorporation of that work in one's own written work offered for credit.

D. **Collusion** means the unauthorized collaboration with another person in preparing written work offered for credit.

(2) Procedures for discipline due to academic dishonesty shall be the same as in student disciplinary actions, except that all academic dishonesty actions shall be first considered and reviewed by the faculty member. If the student does not accept the decision of the faculty member, he/she may appeal the decision to the appropriate Department Chairperson, Dean of Instruction, or the Vice President for Instruction and Student Development. If the student does not accept the decision of the appropriate Department Chairperson, Dean of Instruction, or the Vice President for Instruction and Student Development, the student may then follow the normal disciplinary appeal procedures for a review of the decision.

**For additional information please refer to the:  
Student Policies - LCC Policy Manual**

The LCC Policy Manual is available online and includes all Federal, State, and Local Policies applicable to the college. Students may access the LCC Policy Manual through LCC's Web Page ([www.laredo.edu](http://www.laredo.edu)) - Homepage, select-Campus Information, select - Manual of Policy.

## EMERGENCY PROCEDURES

**LCC Alert System:** Safety and security for LCC is paramount. When an emergency arises, LCC wants to provide students with information as rapidly and as efficiently as possible. Students must register for the LCC Alert system at [www.laredo.edu/lccalert](http://www.laredo.edu/lccalert)

**Fire:** Upon activation of the alarm, you will quietly and calmly exit the building from the nearest exit. Once everyone has gathered, at a predetermined or arranged site, a roll call shall be taken to ensure everyone is out of the building. If the building is on fire, no one should be near it to allow firefighting equipment and emergency vehicles to access the building. Additionally, building that may have chemicals, paints, or aerosol cans may have explosions that could be dangerous to anyone near the building.

No one should re-enter the building until an “All Clear” has been given. The “All Clear” shall be determined by a senior campus official in cooperation with the incident commander from the responding agency.

PLEASE NOTE: The Science buildings do contain several types of biological and chemical agents. Some of these agents are in large quantities, while some are considered dangerous to human health through contact to skin, if fumes are inhaled, etc. The buildings should be placed to warn responding emergency personnel if they should put on SCBA or wear “HAZ-MAT” mat suits in lieu of or over turnout gear.

**Injury, Person Down, Illness, Stalking or Theft:**

Call the Campus Police (Main 721-5303; South 794-4303 or 111 Emergency) and/or the campus nurse (Main 721-5189; South 794-4189) to alert emergency personnel. Give the location of the person and briefly describe the person’s condition. If the person is not breathing or does not have a pulse, call 9-911 to alert the City of Laredo emergency services.

For serious injury, illness, heart attack etc., call to 111 from any Campus phone or 911 from your personal cell phone. A back up call should be made to the Campus Police and the Campus Nurse. They may be able to arrive on the scene quicker than the EMT’s and City police. Reminder to give instructions to the nearest entrance to your campus building, thus saving time for emergency personnel.

	<p><b><u>Assault:</u></b> Call the Campus Police (Main 721-5303; South 794-4303 or 111 Emergency) and 9-911 to alert the City of Laredo emergency services. For any possible threats to life or property from criminal acts call Campus Police. Please remember that after hours they operate on a limited staff basis.</p>
DISCLAIMER:	<p>Every attempt has been made to make the contents of this syllabus informative and accurate. Content of the syllabus is subject to revision and change in the event of extenuating circumstances. Changes will be distributed to you in writing.</p>

The updated official version of the LCC Catalog will be the on-line catalog and can be found at [www.laredo.edu](http://www.laredo.edu).

VNSG 1136 – Mental Health  
COURSE SCHEDULE

<b>DATE WEEK</b>	<b>BRIEF DESCRIPTION OF TOPIC</b>	<b>ASSIGNMENTS/EXAMINATIONS/ ACTIVITIES WITH BRIEF DESCRIPTION</b>	<b>CHAPTERS/READING</b>
Week 1 5/18/11	This chapter examines the links between the body and mind and their effects on health.	<ul style="list-style-type: none"> <li>• ATI - Psychiatric Drugs</li> <li>• Quiz Chapter 67</li> </ul>	<b>Chapter 67: Interaction of Body and Mind</b>
Week 2 5/25/11	This chapter explores anxiety and fear and discusses how to intervene when a client is anxious.	<ul style="list-style-type: none"> <li>• Friday Night at the Movies - <i>One Flew Over the Cuckoo's Nest</i></li> <li>• Quiz Chapter 68</li> </ul>	<b>Chapter 68: Caring for Clients with Anxiety Disorders</b>
Week 3 6/1/11	This chapter discusses a variety of mood disorders, their management, and their nursing care	<ul style="list-style-type: none"> <li>• TEST 1 – Chapters 67 &amp; 68</li> <li>• Friday Night at the Movies - <i>A Beautiful Mind</i></li> <li>• Quiz Chapter 69</li> </ul>	<b>Chapter 69: Caring for Clients with Mood Disorders</b>
Week 4 6/8/11	This chapter deals with conditions that involve eating disorders	<ul style="list-style-type: none"> <li>• ATI – Sedative Drugs</li> <li>• Quiz Chapter 70</li> </ul>	<b>Chapter 70: Caring for Clients with Eating Disorders</b>
Week 5 6/15/11	This chapter discusses substance abuse and chemical dependence, two serious public health and social problems.	<ul style="list-style-type: none"> <li>• Friday Night at the Movies - <i>When a Man Loves a Woman</i></li> <li>• Quiz Chapter 71</li> </ul>	<b>Chapter 71: Caring for Clients with Chemical Dependence</b>
Week 6 6/22/11	This chapter discusses conditions that are characterized by dementia and thought disorders	<ul style="list-style-type: none"> <li>• TEST 2 – Chapters 69, 70, &amp; 71</li> <li>• Friday Night at the Movies – <i>Girl Interrupted</i></li> <li>• Quiz Chapter 72</li> </ul>	<b>Chapter 72: Caring for Clients with Dementia and Thought Disorders</b>
Week 7 6/29/11		<ul style="list-style-type: none"> <li>• <u><i>PN Mental Health Form B</i></u></li> <li>• Final Exam</li> </ul>	
<b>IMPORTANT NOTE</b>			
<ul style="list-style-type: none"> <li>• Quizzes and assignments are due on Fridays by midnight. No late assignments will be accepted. Quizzes will close by midnight.</li> <li>• Unit exams and Final will be administered at Laredo Community College Lopez Nursing Building Room 110</li> </ul>			

LAREDO COMMUNITY COLLEGE

COURSE SYLLABUS

STUDENT SIGNATURE

**I have read and understand the information and requirements of the syllabus for**

\_\_\_\_\_  
**Course & Number**

\_\_\_\_\_  
**Student Name**

\_\_\_\_\_  
**Palomino ID**

\_\_\_\_\_  
**Date**

**Admission into and/or graduation from the program does not guarantee employment, any particular salary level, and/or passage on any licensure examinations.**

Student Signature \_\_\_\_\_

Faculty Name \_\_\_\_\_

## SCANS COMPETENCIES

## ENCLOSURE

*The Secretary's Commission on Achieving Necessary Skills (SCANS) has identified foundation skills and workplace competencies for students. Foundation Skills are defined in three areas: basic skills, thinking skills, and personal qualities. Basic Skills includes Reading, Writing, Arithmetic and Mathematical Operations, Listening, and Speaking effectively. Thinking Skills include a worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively. Personal Qualities include a worker must display responsibility, self esteem, sociability, self management, integrity, and honest. Work Place Competencies include resources, interpersonal skills, information, systems, and technology.*

### Resources.

- C1. **Allocates Time:** Selects relevant, goal-related activities, ranks them in order of importance, allocates time to activities, and understands, prepares, and follows schedules.
- C2. **Allocates Money:** Uses or prepares budgets, including making cost and revenue forecasts, keeps detailed records to track budget performance, and makes appropriate adjustments.
- C3. **Allocates Material and Facility Resources:** Acquires, stores, and distributes materials, supplies, parts, equipment, space, or final products in order to make the best use of them.
- C4. **Allocates Human Resources:** Assesses knowledge and skills and distributes work accordingly, evaluates performance, and provides feedback.

### Interpersonal

- C5. **Participates as a member of a team:** Works cooperatively with others and contributes to group with ideas, suggestions, and effort.
- C6. **Teach Others New Skills:** Helps others to learn.
- C7. **Serves Clients/Customers:** Works and communicates with clients and customers to satisfy their expectations.
- C8. **Exercises Leadership:** Communicates thoughts, feelings, and ideas to justify a position, encourages, persuades, convinces, or otherwise motivates an individual or groups: including responsibly challenging existing procedures, policies, or authority.
- C9. **Negotiates to Arrive at a Decision:** Works toward an agreement that may involve exchanging specific resources or resolving divergent interests.
- C10. **Works with Cultural Diversity:** Works well with men and women and with a variety of ethnic, social, or educational backgrounds.

### Information

- C11. **Acquires and Evaluates Information:** Identifies need for data, obtains it from existing sources or creates it, and evaluates its relevance and accuracy.
- C12. **Organizes and Maintains Information:** Organizes, processes, and maintains written or computerized reports and other forms of information in a systematic fashion.
- C13. **Interprets and Communicates Information:** Selects and analyzes information and communicates the results to others using oral, written, graphic, pictorial, or multi-media methods.
- C14. **Uses Computers to Process Information:** Employs computers to acquire, organize, analyze, and communicate information.

### Systems

- C15. **Understands Systems:** Knows how social, organizational, and technological systems work and operates effectively within them.
- C16. **Monitors and Corrects Performance:** Distinguishes trends, predicts impact of actions on system operations, diagnoses deviations in the function of a system/organization, and takes necessary action to correct performance.
- C17. **Improves and Designs Systems:** Makes suggestions to modify existing systems to improve products or services, and develops new or alternative systems.

### Technology

- C18. **Selects Technology:** Judges which set of procedures, tools, or machines, including computers and their programs will produce the desired results.
- C19. **Applies Technology to Task:** Understands the overall intent and the proper procedures for setting up and operating machines, including computers and their programming systems.
- C20. **Maintains and Troubleshoots Technology:** Prevents, identifies, or solves problems in machines, computers, and other technologies.