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| **ENRG 60 - Professional Behavior for Energy Auditors  COURSE DESCRIPTION:** Professional business behavior and communications for commercial building energy auditors. Includes written, telephonic and face-to-face communications, scheduling and conducting site visits with building owners/managers and their employees, report writing and presentations. |
| **18 Lecture Hours** |

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| **LEARNING OUTCOMES:** |
| * Appropriately communicate ideas verbally and in writing to both professional and technical personnel * Research and present information clearly and professionally to clients and local agencies before and after site visits * Compile and organize information for energy audits * Identify, categorize, and prioritize energy efficiency measures and projects for implementation by facility managers, operators, and custodians * Manage time and organize work effectively |
| **COURSE TOPICS:** |
| 1. Setting up for success   A. Goal setting B. Professional demeanor C. Timeliness and time management  D. Getting organized E. Preparation for site visit  F. Working in teams   1. Appropriate communications A. Respect for others' time B. Knowing with whom you are communicating (your audience)  1. Building owners/managers  2. Engineering staff or facility operators  3. Custodial staff  4. Others C. Knowing why you are communicating  1. To provide information  2. To make a request  3. To schedule an event 2. Telephone communications   A. Telephone etiquette  B. Effective questioning   1. Written communications A. Proper form  1. Email  2. Memos  3. Letters  4. Reports   B. Using drafts to insure accuracy of content  C. Spelling, grammar and syntax D. Presenting technical information in non-technical language E. Organizing and streamlining content F. Limiting the number of communications   1. Face to face communications A. Effective questioning B. Pre-audit meeting to develop scope of work C. Site visit for data collection D. Post-audit meeting to present audit findings and recommendations |
| **TYPES OF ASSIGNMENTS:** |
| 1. In-class A. Class discussions B. Create sample e-mails, technical memos and reports C. Small group projects such as mock interviews and presentations D. Research and collect information from public sources such as websites and government agencies E. Role-playing scenarios to solve communication problems within a constrained time F. Prepare and orally present a power point presentation G. Possible field trips, such as visits to commercial buildings to interview facilities manager, or to the Pacific Energy Center 2. Out-of-class A. Readings from texts, websites or instructor handouts B. Interview clients, local and government agencies for relevant energy auditing information C. Prepare written report to "clients" about energy audit findings D. Compile and organize data from clients and government agencies for presentations |
| **TEXTBOOKS & RESOURCES:** |
| * Instructor handouts such as templates for memos, letters, and reports * Instructor handouts on topics such as goal setting, effective organization, time management |