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| **ENRG 60 - Professional Behavior for Energy AuditorsCOURSE 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
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| **COURSE TOPICS:** |
| 1. Setting up for success

A. Goal settingB. Professional demeanorC. Timeliness and time management D. Getting organizedE. Preparation for site visitF. Working in teams1. Appropriate communicationsA. Respect for others' timeB. Knowing with whom you are communicating (your audience) 1. Building owners/managers 2. Engineering staff or facility operators 3. Custodial staff 4. OthersC. 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 communicationsA. Proper form 1. Email 2. Memos 3. Letters 4. Reports

B. Using drafts to insure accuracy of contentC. Spelling, grammar and syntaxD. Presenting technical information in non-technical languageE. Organizing and streamlining contentF. Limiting the number of communications1. Face to face communicationsA. Effective questioningB. Pre-audit meeting to develop scope of workC. Site visit for data collectionD. Post-audit meeting to present audit findings and recommendations
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| **TYPES OF ASSIGNMENTS:** |
| 1. In-classA. Class discussionsB. Create sample e-mails, technical memos and reportsC. Small group projects such as mock interviews and presentationsD. Research and collect information from public sources such as websites and government agenciesE. Role-playing scenarios to solve communication problems within a constrained timeF. Prepare and orally present a power point presentationG. Possible field trips, such as visits to commercial buildings to interview facilities manager, or to the Pacific Energy Center
2. Out-of-classA. Readings from texts, websites or instructor handoutsB. Interview clients, local and government agencies for relevant energy auditing informationC. Prepare written report to "clients" about energy audit findingsD. Compile and organize data from clients and government agencies for presentations
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| **TEXTBOOKS & RESOURCES:** |
| * Instructor handouts such as templates for memos, letters, and reports
* Instructor handouts on topics such as goal setting, effective organization, time management
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