

# Merced College

## CUSTOMER SERVICE ACADEMY

### 2018 SCHEDULE

Course #	Course Title	Dates
MGMT 50D	<b>Communication in the Workplace</b>	January 18 & 25, 2018
MGMT 50H	<b>Customer Service</b>	February 15 & 22, 2018
MGMT 50F	<b>Team Building</b>	March 22 & 29, 2018
MGMT 50I	<b>Attitude in the Workplace</b>	April 19 & 26, 2018
MGMT 50B	<b>Values &amp; Ethics</b>	May 17 & 24, 2018
MGMT 51G	<b>Stress Management</b>	June 21 & 28, 2018
MGMT 50C	<b>Time Management</b>	July 19 & 26, 2018
MGMT 51F	<b>Conflict Resolution</b>	August 23 & 30, 2018
MGMT 50G	<b>Decision Making and Problem Solving</b>	September 20 & 27, 2018
MGMT 52D	<b>Managing Organizational Change</b>	October 18 & 25, 2018

*Each course is just \$23.00*

— YOU CAN CHOOSE FROM A MORNING OR AFTERNOON SESSION!

*Please Call 209.386.6733 for the Registration Process*

All classes are held at the  
Merced College Business Resource Center  
630 West 19th Street, Merced  
8:00 AM to 12:15 PM OR 1:00 PM to 5:15 PM

For more information regarding  
the Customer Service Academy, contact the  
Workplace Learning Resource Center  
209.386.6733 or visit our website at  
[www.mercedworkplacecenter.org](http://www.mercedworkplacecenter.org)



*Complete all ten modules and receive a certificate from Merced College in addition to 5 units of credit!!!*

## **Communication in the Workplace**

Communication is a key to customer service success. To best serve both our internal and external customers, we must understand what they want, when they want it, why they want it and what their expectations are. How can we figure all of this out if we aren't good listeners and communicators? This course covers verbal and nonverbal communication as well as superior listening skills. Participants will have the opportunity to practice techniques.

## **Customer Service**

Explore key skills and attitudes necessary to effectively meet the customer's needs. Participants will be introduced to concepts and appropriate techniques for dealing with internal and external customers, enhancing customer satisfaction and insuring positive communication.

## **Team Building**

If we don't have it together with our internal customers, that often translates into poor customer service for our external customers. Working as a team can increase productivity, enhance project management, reduce business conflicts and create superior customer service. Learn the "styles" of your co-workers so you can work together better.

## **Attitude in the Workplace**

Having the right attitude has a positive impact on the workplace and our interactions with our customers. Explore how attitudes at work positively and negatively affect customer service, the organization's image, productivity, and employee retention. The best selling training video "FISH" will be featured.

## **Values and Ethics**

Ethical behavior affects what happens in the workplace. This course provides the opportunity to evaluate ethical behavior and what's appropriate and what's not. A 3-step checklist is introduced to help participants in recognizing ethical behavior.

## **Stress Management**

Did you know 1 million Americans call in sick every day because of stress related reasons? This costs organizations money, especially in lowered productivity. This course defines what stress is and how it affects both our employees and the workplace. Causes of stress are identified and dozens of stress management tips and techniques are delivered and practiced.

## **Time Management**

The workplace demands efficiency and productivity. The way we manage our time has an impact on our ability to get things done. Explore time management techniques at work that will help you stay in balance and be more effective in the workplace.

## **Conflict Resolution**

Conflict gets in the way of good business. Explore the causes and impact conflict can have on customer service. Learn strategies and techniques for resolving tough issues and how to turn a difficult customer into a loyal one.

## **Decision Making and Problem Solving**

Many of us face a constant barrage of workplace decisions and problems to be solved. Regardless of our job responsibilities in the company, we are responsible for smart choices. Learn decision making styles, processes and techniques and when they should be applied. Learn how to be a creative problem solver.

## **Managing Organizational Change**

We face constant change in the workplace. Explore our natural tendencies and the tendencies of our customers to resist change. Learn skills to adapt and accept change.

