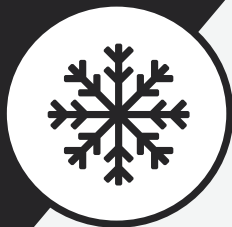


Winter 2019



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FREE CLASSES CAREER SKILLS

SCHEDULE OF CLASSES

Time Management - NC.CSKL 001

Section# 39546 • Dates: 1/07/19 – 1/12/19 (Add deadline-1/08/19)
Explores time management strategies and tools for effectively managing expanding workloads, shifting priorities, and increasing demands. Practice prioritizing “Important” versus “Urgent” activities. Emphasis on analyzing current use of time, identifying organizational goals, roles and priorities, discovering gaps to achieving goals and apply time management tools to the gaps for completing important priorities first.

Business Writing in the Technology Age - NC.CSKL 002

Section# 39547 • Dates: 1/07/19 – 1/12/19 (Add deadline-1/08/19)
Develops effective and professional business writing skills for electronic and hard-copy communication using business tone, organization and formatting, word choice and persuasion.

Critical Thinking, Problem Solving & Decision Making - NC.CSKL 003

Section# 39548 • Dates: 1/14/19 – 1/19/19 (Add deadline-1/15/19)
Develops analytical thinking, decision making and problem solving techniques. Apply judgment and insight to break problems into component parts and apply deductive reasoning.

Customer Service - NC.CSKL 004

Section# 39549 • Dates: 1/14/19 – 1/19/19 (Add deadline-1/15/19)
Applies practical strategies to retain a valuable customer base, diffuse difficult situations and earn repeat business. Topics include the anatomy of a complaint, regulating verbal and nonverbal responses, active listening skills, creative problem solving, customer perceptions and expectations, adapting to different conflict styles, and steps to defuse angry customers.

NEGOTIATION - NC.CSKL 005

Section# 39550 • Dates: 1/22/19 – 1/26/19 (Add deadline-1/23/19)
Applies collaboration tools for building high-trust synergistic relationships. Analyze the conflict cycle and practice skills to diffuse conflict at each stage for mutual benefit. Assess one’s strengths and utilize tools to facilitate and adapt to others styles. Skills include re-framing, neutralizing language, discovering of interests, and leveraging innovative solutions through a collaborative negotiation process.

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PERSONALITY STYLES - NC.CSKL 006

Section# 39551 • Dates: 1/22/19 – 1/26/19 (Add deadline-1/23/19)
Exploration of participants' own behaviors and personality styles, while learning to adapt one's behavior to be effective with other personality styles in a variety of work situations. Emphasis is placed on dealing with difficult relationships and communicating in a way that matches the needs of all involved to achieve relationship satisfaction and organizational objectives.

SUCCESSFULLY MANAGING AND DEVELOPING PEOPLE - NC.CSKL 007

Section# 39553 • Dates: 1/28/19 – 2/02/19 (Add deadline-1/29/19)
Learn and apply the communication, delegation and motivational skills needed to be an effective manager or supervisor.

WORKPLACE COMMUNICATION STRATEGIES - NC.CSKL 008

Section# 39554 • Dates: 1/28/19 – 2/02/19 (Add deadline-1/29/19)
Assess and optimize current workplace communication skills. Differentiate content, emotions, perceptions and intentions in a communication exchange. Build an advanced communication toolkit to forward your career. Illustrate clear and congruent verbal and nonverbal messages tailored to the personalities involved, the desired outcomes, and the context.

Once enrolled in your Career Skills class, complete the following steps to access your online course:

Step 1: Create your My Canyons account by going to my.canyons.edu, click on "Student" tab, and then click on "Create an Account/Reset Your Login and Password"

Step 2: After creating your account, activate your My Canyons email by logging in and clicking on "What's My Student Email?"

Step 3: Check your student email account daily for important class information

Step 4: After activating your student email, log into Canvas by visiting <https://coc.instructure.com>

Username: (My Canyons username) Password: students



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