



Career Skills Program 8-hour courses Orientation Letter

WELCOME TO THE COC CAREER SKILLS PROGRAM!

Please check the class schedule in MY CANYONS for locations, dates/times, and instructor names for specific courses.

What is the Career Skills Program at College of the Canyons?

- The Career Skills Program is a certificate program designed to enhance your workplace skills.
- Short courses are offered together in a convenient package so you can earn a certificate that represents a certain skill obtained.
- The Career Skills Program brings real-world application and project-based experiences into the classroom.
- Most courses integrate Lynda.com video instruction with online discussion boards to interact with classmates.

What are digital badges?

A digital badge is a unique and portable digital representation of your certificate that you can post on your online pages that promote you and your skills (such as LinkedIn or Facebook).

How do I earn a digital badge?

If you earn a passing grade in all courses associated with a certificate you can earn a certificate of completion and digital badge. We encourage you to strive toward passing this course and all other Career Skills courses you take. This will increase your value to future employers, give you something to show for all your hard work, and strengthen your resume and/or LinkedIn profile!

My Canyons Email Account

College of the Canyons student email is a free email service called My Canyons. Important information from College of the Canyons will be directed to this email account. This includes all financial aid and registration communications, wait list notifications, class schedule or room changes, instructor emails and emergency information from the college. Please visit the following website for more information on My Canyons Email: <https://www.canyons.edu/Offices/admissions/Pages/studentemail.aspx>.

Lynda.com Video Playlist: Most courses in the Career Skills Program will use a video playlist from Lynda.com. Students enrolled in this course will have access to Lynda.com. An email with instructions on how to log into Lynda.com will be sent out to your My Canyons email.

Canvas: All online Career Skills courses utilize a Learning Management System called Canvas, which will be used to access all course materials and assignments including videos, discussions, grades, and other course activities. Please log into Canvas by visiting <https://coc.instructure.com> on the first scheduled date of our course. Login information can be found below:

Username: The same as your **MyCanyons username** (example jdsmith)

Password: this is the word “students”

Helpful guides are also provided by

visiting: <http://www.canyons.edu/Offices/DistanceLearning/Pages/CanvasAccess.aspx>

Noncredit Assessment: Career Skills classes are offered as noncredit. All noncredit courses are graded as Pass (P), Satisfactory Progress (SP), and No Pass (NP).

Grade Breakdown:

Pass (P) = 80 - 100%

Satisfactory Progress (SP) = 60 – 79.9%

No Pass (NP) = Less than 60%

We strongly encourage you to strive toward passing the Career Skills courses. If you earn a passing grade in all courses associated with a certificate you can earn a certificate of completion *and* digital badge! This will increase your value to future employers, give you something to show for all your hard work, and strengthen your resume and/or LinkedIn profile! More detailed information can be found on Canvas. In order to receive a Pass for attending this course, participants are encouraged to:

- Watch all videos
- Fully participate in discussion boards
- Complete final assignment
- Earn at least all 24 points



CAREER SKILLS PROGRAM COURSES AND CERTIFICATES

Please see below for list of courses and certificates in the Career Skills Program.

Workplace Essentials Certificate

NC.CSKL 001: Time Management (8 hours) Participants explore 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.

NC.CSKL 002: Business Writing in the Technology (8 hours) In this course students will develop effective and professional business writing skills for electronic and hard-copy communication using business tone, organization and formatting, word choice and persuasion.



Career Skills Program 8-hour courses Orientation Letter

NC.CSKL 003: Critical Thinking, Problem Solving, and Decision Making (8 hours) Develop analytical thinking, decision-making, and problem-solving techniques. Apply judgment and insight to break problems into component parts and apply deductive reasoning.

Customer Relations Certificate

NC.CSKL 004: Customer Service (8 hours)

Apply 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.

NC.CSKL 005: Negotiation (8 hours)

Participants apply 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.

NC.CSKL 006: Personality Styles (8 hours)

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.

Management Tool Box Certificate

NC.CSKL 007: Successfully Managing and Developing People (8 hours)

Learn and apply the communication, delegation and motivational skills needed to be an effective manager or supervisor.

NC.CSKL 008: Work Place Communication Strategies (8 hours)

Participants 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.

To receive a copy of the syllabus for a specific Career Skills course or if you have other questions about the Career Skills Program, please email Garrett Rieck at garrett.rieck@canyons.edu