

# Spring 2019



# CAREER SKILLS

## Customer Relations Certificate

### SCHEDULE OF CLASSES

#### **Customer Service - NC.CSKL 004**

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.

#### **Section# 40680**

Dates: 02/04/19 – 02/19/19 • Online

#### **Section# 40681**

Dates: 11/19/18 – 11/20/18

Days: Tue, Wed, Thurs • Time: 6:00 pm – 8:40 pm

Canyon Country Campus, CCC3-304 • **Free Parking**

#### **Section# 40682**

Dates: 03/18/19 – 03/30/19 • Online

#### **Section# 40683**

Dates: 04/20/19

Days: Saturday • Time: 7:30 am – 3:30 pm

Valencia Campus, Hasley Hall-204 • **Parking Permit Required**

#### **Section# 40684**

Dates: 05/06/19 – 05/18/19 • Online

#### **NEGOTIATION - NC.CSKL 005**

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.

#### **Section# 40685**

Dates: 02/19/19 – 03/02/19 • Online

#### **Section# 40686**

Dates: 03/05/19 – 03/07/19

Days: Tue, Wed, Thurs • Time: 6:00 pm – 8:40 pm

Canyon Country Campus, CCC3-304 • **Free Parking**

#### **Section# 40687**

Dates: 04/08/19 – 04/20/19 • Online

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### **CLASS LOCATION:**

#### **Valencia Campus**

26455 Rockwell Cyn. Rd.  
Santa Clarita, Ca 91355  
(661) 362-3304

#### **Canyon Country Campus**

17200 Sierra Hwy. Santa  
Clairta, CA 91351  
(661) 362-3304

**Parking \$50  
per semester or  
\$3 per day.**

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# CAREER SKILLS

## Customer Relations Certificate

### SCHEDULE OF CLASSES

#### NEGOTIATION - NC.CSKL 005

##### Section# 40688

Dates: 04/27/19

Days: Saturday • Time: 7:30 am – 3:30 pm

Valencia Campus, Hasley Hall-204 • **Parking Permit Required**

##### Section# 40689

Dates: 05/20/19 – 05/30/19 • Online

#### PERSONALITY STYLES - NC.CSKL 006

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.

##### Section# 40690

Dates: 03/04/19 – 03/16/19 • Online

##### Section# 40691

Dates: 03/12/19 – 03/14/19

Days: Tuesday – Thursday • Time: 6:00 pm – 8:40 pm

Canyon Country Campus, CCC3-304 • **Free Parking**

##### Section# 40692

Dates: 04/22/19 – 05/04/19 • Online

##### Section# 40693

Dates: 05/04/19

Days: Saturday • Time: 7:30 am – 3:30 pm

Valencia Campus, Hasley Hall-204 • **Parking Permit Required**



Please register at College of the Canyons • Continuing Education/Noncredit Office  
Canyons Hall 167 • 26455 Rockwell Canyon Road • Santa Clarita, CA 91355 • 661-362-3304