

Fall  
2018



## CLASS LOCATION

**Santa Clarita Plaza**  
26111 Bouquet Cyn. Rd.  
Santa Clarita, CA 91350  
661-254-0070

**Canyon Country  
Campus**  
17200 Sierra Hwy.  
Santa Clairta, CA 91351  
661-362-3800

# 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# 39103**

Dates: 10/29/18 – 11/03/18 • Online

#### **Section# 39111**

Dates: 11/19/18 – 11/20/18

Days: Monday and Tuesday • Time: 1:00 pm – 5:00 pm

Santa Clarita Plaza, Room G6 • **Free parking**

#### **Section# 39122**

Dates: 10/30/18 – 11/01/18

Nights: Tuesday and Wednesday • Time: 5:45 pm – 8:30 pm

Thursday • 5:45 pm – 8:15 pm

Canyon Country Campus, Room 308 • **Free parking after 2:30 pm**

#### **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# 39104**

Dates: 11/05/18 – 11/10/18 • Online

#### **Section# 39113**

Dates: 11/26/18 – 11/27/18

Days: Monday and Tuesday • Time: 1:00 pm – 5:00 pm

Santa Clarita Plaza, Room G6 • **Free parking**

#### **Section# 39123**

Dates: 11/06/18 – 11/08/18

Nights: Tuesday and Wednesday • Time: 5:45 pm – 8:30 pm

Thursday • 5:45 pm – 8:15 pm

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# CAREER SKILLS

## Customer Relations Certificate

### SCHEDULE OF CLASSES

#### **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# 39105**

Dates: 11/13/18 – 11/17/18 • Online

#### **Section# 39112**

Dates: 11/28/18 – 11/29/18

Days: Wednesday and Thursday • Time: 1:00 pm – 5:00 pm  
Santa Clarita Plaza, Room G6 • **Free parking**

#### **Section# 39124**

Dates: 11/13/18 – 11/15/18

Nights: Tuesday, and Wednesday • Time: 5:45 pm – 8:30 pm

Thursday • 5:45 pm – 8:15 pm

Canyon Country Campus, Room 308 • **Free parking after 2:30 pm**



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