



FREE CAREER SKILLS CLASSES

The career skills program offers a series of short courses (8 hours) providing training you need to increase your employability, advance in your current job, or provide skills you need to grow your business. Career skills classes are packaged together to enable you to earn a certificate and digital badge demonstrating you have mastered new skills.

All students in the program will get a free subscription to LinkedIn Learning.

TAKE ONE COURSE OR EARN A FULL CERTIFICATE!

- *Emerging Leaders Certificate*
- *Workplace Essentials Certificate*
- *Customer Relations Certificate*
- *Management Toolbox Certificate*
- *Career Strategist Certificate*
- *Career and Lifestyle Exploration Certificate*
- *Fundamentals of Communication Certificate*
- *Mindful Co-Worker Certificate*
- *Survive and Thrive in the Workplace Certificate*
- *Navigating Mental Health Issues in the Workplace Certificate*



COURSES OFFERED ONLINE AT YOUR CONVENIENCE

To take these online courses, students must:

- *Have access to Internet*
- *Have a home computer*
- *Possess basic computer proficiency*



COLLEGE OF THE CANYONS

School of Personal & Professional Learning

Education extended

Need help with enrollment?

www.canyons.edu/free

Monday – Thursday 9:00 AM - 5:00 PM
Friday 9:00 AM - 1:00 PM

FREE CAREER SKILLS CLASSES

EMERGING LEADERS CERTIFICATE

Identify strategies and create a plan for becoming an effective leader in a variety of professional settings.

NC.CSKL 022 EMERGING LEADERS (5.00-8.00 hours)

Explores different leadership styles and strategies for becoming an effective leader. Emphasis will be placed on self-awareness, identifying strengths, and creating a plan to become an effective leader in the modern workforce.

NC.CSKL 023 ORGANIZATIONAL LEADERSHIP (8.00 – 12.00 hours)

Analyzes the impact of leadership on organizational effectiveness. Emphasis will be placed on attributes of successful leaders, including interpersonal skills, attitudes, and behaviors, which can facilitate effective leadership within different types of organizations.

WORKPLACE ESSENTIALS CERTIFICATE

Apply effective strategies in time and workload management, business writing, and analytical thinking techniques.

NC.CSKL-001 Time Management (8.00 hours)

Participants explore time management strategies and tools for effectively managing expanding workloads, shifting priorities, and increasing demands.

NC.CSKL-002 Business Writing in the Technology Age (8.00 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.

NC.CSKL-003 Critical Thinking, Problem Solving, and Decision Making (5.00 – 8.00 hours)

Develops 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

Evaluate effective strategies in customer relations through creative problem-solving, collaborative negotiation process tools, and effective communication for a variety of personality styles.

NC.CSKL-004 Customer Service (8.00 hours)

Apply strategies to retain a valuable customer base, diffuse difficult situations and earn repeat business. Topics include active listening skills, creative problem solving, steps to defuse angry customers and more.

NC.CSKL-005 Negotiation (8.00 hours)

Analyze the conflict cycle and practice skills to diffuse conflict at each stage. Skills include re-framing, neutralizing language, discovering of interests, and leveraging innovative solutions through a collaborative negotiation process.

NC.CSKL-006 Personality Styles (8.00 hours)

Exploration of participants' own behaviors and personality styles, while learning to adapt to be effective with other personality styles. Emphasis is placed on dealing with difficult relationships and communicating in a way that matches the needs of all involved.

MANAGEMENT TOOL BOX CERTIFICATE

Distinguish effective management skills through techniques in communication, delegation, and motivational skills.

NC.CSKL-007 Successfully Managing and Developing People (8.00 hours)

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

NC.CSKL-008 Workplace Communication Strategies (8.00 hours)

Participants assess and optimize current workplace communication skills by building a communication toolkit to forward their career and learn to illustrate clear verbal and nonverbal messages.

CAREER STRATEGIST CERTIFICATE

NC.CSKL-009 Personalized Career Planning (8.00 hours)

This course focuses on the assessment of strengths, interests, and abilities in the context of career and education planning. Students will explore their own decision-making styles and apply decision-making models to their career planning process.

NC.CSKL-010 Strategic Job Search (8.00 hours)

Apply an effective career strategy through implementation of personalized career planning techniques, assessment of occupational information, social media networking, and relationship marketing. This class is designed to help students develop and implement a strategic career and job search plan. Students will learn about sources of occupational information and how to utilize this information in the career planning and job search process.

NC.CSKL-011 LinkedIn for Business (8.00 hours)

Participants learn how to effectively utilize LinkedIn to develop business through relationship marketing. Students will learn techniques for optimization of company profile, development of content that engages a target audience, building a professional brand, and marketing a company.

CAREER AND LIFESTYLE EXPLORATION CERTIFICATE

Utilize the results of a career planning assessment and identify the work duties, skills needed, and advantages and disadvantages of a specific career of interest.

NC.CSKL 004 CUSTOMER SERVICE (8.00-24.00 hours)

Applies practical strategies to retain a valuable customer base, diffuse difficult situations and earn repeat business.

NC.CSKL-012 Job Shadowing (12.00-18.00 hours)

Explore a specific career of interest by observing an employee perform their work duties at their place of employment. Provides realistic career information that will aid students in making career choices.

FUNDAMENTALS OF COMMUNICATION CERTIFICATE

Apply effective techniques for building an online presence and navigating workplace communication challenges in person and online.

NC.CSKL-008 Work Place Communication Strategies (8.00 hours)

Participants assess and optimize current workplace communication skills by building a communication toolkit to forward their career and learn to illustrate clear verbal and nonverbal messages.

NC.CSKL 014 Public Speaking in the Workplace 8.00-16.00 hours

Examines the skills needed to organize and deliver effective workplace presentations. Emphasis will be placed on speech preparation, techniques for public speaking, and common presentations in the workplace.

NC.CSKL-016 Digital Fluency (8.00 hours)

Identify and utilize the technological tools needed to build a professional online presence. Develop the skills needed to become more comfortable with the technology being used for researching, collaborating, and communicating online.

MINDFUL CO-WORKER CERTIFICATE

Apply effective strategies for becoming more adaptable, increasing empathy, and identifying the distinct advantages to having diversity in the workplace.

NC.CSKL-015 Adaptability (8.00 hours)

Identify and develop strategies for becoming more adaptable and managing stress in the modern workplace. Emphasis is placed on technological and social changes in the modern workplace and developing needed career skills.

NC.CSKL-017 Empathy (8.00 hours)

Examine the importance of empathy in relationships and collaborations. Emphasis is placed on building strong connections and utilizing good listening skills to understand the needs of customers, and co-workers from differing points of view.

NC.CSKL-021 Social/Diversity-Awareness (8.00 hours)

Develop an understanding of diversity in the workplace including gender, sexual orientation, ethnicity, age, and disability. Understand and explore cultural and generational differences and its distinct advantage to the modern workplace.

SURVIVE AND THRIVE IN THE WORKPLACE CERTIFICATE

NC.CSKL-018 Entrepreneurial Mindset (8.00 hours)

Apply effective strategies for embracing more of an entrepreneurial mindset and increasing self-awareness and resilience in the workplace. Develop and apply techniques for building new skills to differentiate oneself in the workforce marketplace. Emphasis is placed on developing the skills needed to manage projects, propose ideas, and create value for an organization.

NC.CSKL-019 Resilience (8.00 hours)

Develop the resilience needed to have a healthy relationship with failure and remain competitive in the modern workplace. Emphasis is placed on embracing momentary failure and exploring techniques to learn from setbacks and continue to move forward.

NC.CSKL-020 Self-Awareness (8.00 hours)

Explore the link between personality and preferred work environment. Build self-awareness by interpreting and applying personality results to educational, personal, and career goals.

NAVIGATING MENTAL HEALTH ISSUES IN THE WORKPLACE CERTIFICATE

Identify and demonstrate empathetic strategies, good listening skills, and the appropriate Mental Health First Aid action plan for individuals who may be experiencing a mental health problem or crisis.

NC.CSKL-013 Mental Health First Aid in the Workplace (8.00 hours)

Learn how to identify the risk factors and warning signs of mental health problems and how to respond appropriately. Upon successful completion of this course, students will receive a Mental Health First Aid Certificate.

NC.CSKL-017 Empathy (8.00 hours)

Examine the importance of empathy in relationships and collaborations. Emphasis is placed on building strong connections and utilizing good listening skills to understand the needs of customers, and co-workers from differing points of view.