

Workplace Success

WS101 Gateway to Business Success

Cr-3

This course explores the relationship between the development of academic proficiency skills and their relationship to communication within the business environment. Topics include self assessment, international relations, technology and online learning skills, service learning, campus and community support resources, research skills, career planning and the development of transferable skills, and academic integrity.

WS102 Workplace Literacy

Cr-3

This course provides a range of success in the workplace, including successful interviewing techniques and communication skills. Other skills include decision making, problem solving, team management, and listening and speaking. Leadership styles and cultural diversity in the workplace are also discussed.

WS103 Gateway to Customer Communication

Cr-3

This course covers essential concepts and skills needed for communication in customer service. Critical skills include listening techniques, verbal, and nonverbal communication, and use of technology. Topics include customer information, customer surveys and suggestions, the handling of complaints and adjustments, techniques for dealing with difficult and angry customers, credit services, maintenance, technical service, and the development of new programs.