



## CUSTOMER SERVICE ACADEMY 2021 SCHEDULE OF CLASSES

Face-to-Face AM classes held from 8:00AM – 12:15PM  
Class location: Merced College BRC, 630 W. 19<sup>TH</sup> Street, Merced

*Online classes are self-paced and participants are to complete all class requirements in Canvas, Merced College's easy-to-navigate online platform.*

*If you are interested in customized training opportunities, please contact Dorota Mimms, [dorota.mimms@mccd.edu](mailto:dorota.mimms@mccd.edu) or Terry Plett, [terry.plett@mccd.edu](mailto:terry.plett@mccd.edu)*

| COURSE/SECTION #                     | MODALITY               | DATES   | COURSE TITLE                                  |
|--------------------------------------|------------------------|---|---|
| MGMT 51G<br>39701                    | Online                 | June 17 – July 1, 2021  | Stress Management                             |
| MGMT 50C<br>39702                    | Online                 | July 22 – August 5, 2021  | Time Management                               |
| MGMT 51F - 39701<br>MGMT 51F - 39702 | Face-to-Face<br>Online | August 19 & August 26, 2021<br>August 19 – September 2, 2021        | Conflict Resolution                           |
| MGMT 50U - 39703<br>MGMT 50U - 39704 | Face-to-Face<br>Online | September 23 & September 30, 2021<br>September 23 – October 7, 2021 | Unconscious Bias                              |
| MGMT 50I - 39705<br>MGMT 50I - 39706 | Face-to-Face<br>Online | October 21 & October 28, 2021<br>October 21 – November 4, 2021      | Attitude in the Workplace                     |
| MGMT 50D                             |                        | January 20 & January 27, 2022                                       | Communication in the Workplace                |
| MGMT 50H                             |                        | February 17 & February 24, 2022                                     | Customer Service                              |
| MGMT 50F                             |                        | March 24 & March 31, 2022   | Team Building                                 |
| MGMT 52W                             |                        | April 14 & April 28, 2022   | Foundations of Well-Being<br>in the Workplace |
| MGMT 50B                             |                        | May 12 & May 19, 2022   | Values & Ethics                               |

**REGISTER NOW!**

*To register, call (209) 386-6733  
Or visit [www.businesscommunityeducation.com](http://www.businesscommunityeducation.com)*

*Select the individual courses that best meet your needs or take all 10 courses and earn 5 units of college credit and a Certificate of Accomplishment!*



### **Stress Management**

Did you know 1 million Americans call in sick every day because of stress related reasons? This costs organizations money, especially in lowered productivity. This course defines what stress is and how it affects both our employees and the workplace. Causes of stress are identified and dozens of stress management tips and techniques are delivered and practiced.

### **Time Management**

The workplace demands efficiency and productivity. The way we manage our time has an impact on our ability to get things done. Explore time management techniques at work that will help you stay in balance and be more effective in the workplace.

### **Conflict Resolution**

Conflict gets in the way of good business. Explore the causes and impact conflict can have on customer service. Learn strategies and techniques for resolving tough issues and how to turn a difficult customer into a loyal one.

### **Unconscious Bias Reduction in the Workplace & Community**

This course investigates the attitudes and behaviors formed around unconscious bias. Unconscious bias affects human understanding and decisions in an implicit manner. Students will study various forms of bias including gender, racial, and occupational bias. They will look at the influence of diversity, culture and the significance of in group, out group, privilege and equity. Emphasis is placed on creating connection in organizations and communities through research and diverse conversations.

### **Attitude in the Workplace**

Having the right attitude has a positive impact on the workplace and our interactions with our customers. Explore how attitudes at work positively and negatively affect customer service, the organization's image, productivity, and employee retention. The best-selling training video "FISH" will be featured.

### **Communication in the Workplace**

Communication is a key to customer service success. To best serve both our internal and external customers, we must understand what they want, when they want it, why they want it and what their expectations are. How can we figure all of this out if we aren't good listeners and communicators? This course covers verbal and nonverbal communication as well as superior listening skills.

### **Customer Service**

Explore key skills and attitudes necessary to effectively meet the customer's needs. Participants will be introduced to concepts and appropriate techniques for dealing with internal and external customers, enhancing customer satisfaction and ensuring positive communication.

### **Team Building**

If we don't have it together with our internal customers, that often translates into poor customer service for our external customers. Working as a team can increase productivity, enhance project management, reduce business conflicts and create superior customer service. Learn the "styles" of your co-workers so you can work better together.

### **Foundations of Well-Being in the Workplace: The Essential Elements and Their Connection to Employee Engagement**

Gain an understanding in the foundations of well-being in the workplace and will explore the relationship between employee well-being and how it ties in with employee engagement, productivity, customer service and team work. The practice of gratitude will be explored along with the science behind how it impacts your well-being.

### **Values and Ethics**

Ethical behavior affects what happens in the workplace. This course provides the opportunity to evaluate ethical behavior and what's appropriate and what's not. A 3-step checklist is introduced to help participants in recognizing ethical behavior.