



## Work Better Together

The Merced College Customer Service Academy is designed to empower you with the essential skills needed to effectively work with coworkers and customers. Thousands of employees have participated in this award winning program.

Step up to the challenge of a better way of working and step into a Customer Service Academy class TODAY!

### 2022 COURSE SCHEDULE CUSTOMER SERVICE ACADEMY

#### Customer Service

Face to Face	Feb. 17 & 24, 2022	MGMT 50H-97202
Online	Feb. 17 - March 3, 2022	MGMT 50H-92802

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.

#### Foundations of Well-Being in the Workplace:

*The Essential Elements and Their Connection to Employee Engagement*

Face to Face	April 14 & 28, 2022	MGMT 52W-97204
Online	April 14 - May 5, 2022	MGMT 52W-92804

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.

#### Communication in the Workplace

Face to Face	Jan. 20 & 27, 2022	MGMT 50D-97201
Online	Jan. 20 - Feb. 3, 2022	MGMT 50D-92810

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.

#### Team Building (\$2-Assessment Fee)

Face to Face	Mar. 24 & 31, 2022	MGMT 50F-97203
Online	March 24 - April 7, 2022	MGMT 50F-92803

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.

#### Values and Ethics

Face to Face	May 12 & 19, 2022	MGMT 50B-97205
Online	May 5 - 19, 2022	MGMT 50B-92805

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.



Face to face classes are taught from 1-5PM at the Merced College Business Resource Center, 630 W. 19th Street in downtown Merced.

All on-line classes are self-paced and easy to navigate on Canvas, Merced College's on-line platform. Participants have two weeks to complete each on-line course

### Stress Management

Face to Face	June 23 & 30, 2022	MGMT 51G
Online	June 23 - July 7, 2022	MGMT 51G

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

Face to Face	July 21 & 28, 2022	MGMT 50C
Online	July 21 - Aug. 4, 2022	MGMT 50C

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

Face to Face	Aug. 18 & 25, 2022	MGMT 51F
Online	Aug. 18 - Sept. 1, 2022	MGMT 51F

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

Face to Face	Sept. 22 & 29, 2022	MGMT 50U
Online	Sept. 22 - Oct. 6, 2022	MGMT 50U

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 place on creating connection in organizations and communities through research and diverse conversations.

### Attitude in the Workplace

Face to Face	Oct. 20 & 27, 2022	MGMT 50I
Online	Oct. 20 - Nov. 3, 2022	MGMT 50I

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.

**Each course is only \$23 and earns a 1/2 unit of college credit!**

**Select the individual courses that best meet your needs or take all ten courses and earn a Certificate of Accomplishment!**

For more information or for customized training contact Dorota Mimms at [dorota.mimms@mccd.edu](mailto:dorota.mimms@mccd.edu) or Terry Plett at [terry.plett@mccd.edu](mailto:terry.plett@mccd.edu)

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