

COLLEGE OF THE CANYONS

*going
places*

FREE CAREER SKILLS CLASSES OFFERED AFTERNOONS, EVENINGS and ONLINE

- **Time Management**
- **Business Writing in the Technology Age**
- **Critical Thinking and Problem Solving**
- **Customer Service**
- **Negotiation**
- **Personality Styles**
- **Successfully Managing & Developing People**
- **Workplace Communication Strategies**

Full class schedule can be found on the back

Contact 661-362-3304 for more information
Or www.canyons.edu/ClassSchedule to register!
Classes can be found under Noncredit Career Skills

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FREE CAREER SKILLS CLASSES

Time Management - Emphasis on looking at current use of time, identifying organizational goals, roles and priorities, discovering gaps to achieving goals and apply time management tools to the gaps for completing important priorities first.

| Section # | Days | Times | Dates |
|-----------|----------------------|----------------------------|----------|
| 39100 | Online | Any time | Oct 8-13 |
| 39108 | Mon & Tues | 1:00-5:00PM | Nov 5-6 |
| 39119 | Tues, Wed & Thurs | 5:45-8:30PM 5:45-8:15PM | Oct 9-11 |

Business Writing in the Technology Age - Develops effective and professional business writing skills for electronic and hard-copy communication using business tone, organization and formatting, word choice and persuasion.

| Section # | Days | Times | Dates |
|-----------|----------------------|----------------------------|-----------|
| 39101 | Online | Any time | Oct 15-20 |
| 39109 | Wed & Thurs | 1:00-5:00PM | Nov 7-8 |
| 39120 | Tues, Wed & Thurs | 5:45-8:30PM 5:45-8:15PM | Oct 16-18 |

Critical Thinking and Problem Solving - Develops analytical thinking, decision making and problem-solving techniques. Helps apply judgment and insight to break problems into component parts and apply deductive reasoning.

| Section # | Days | Times | Dates |
|-----------|----------------------|----------------------------|-----------|
| 39102 | Online | Any time | Oct 22-27 |
| 39110 | Wed & Thurs | 1:00-5:00PM | Nov 14-15 |
| 39121 | Tues, Wed & Thurs | 5:45-8:30PM 5:45-8:15PM | Oct 23-25 |

Customer Service - 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, steps to defuse angry customers and more.

| Section # | Days | Times | Dates |
|-----------|----------------------|----------------------------|--------------|
| 39103 | Online | Any time | Oct 29-Nov 3 |
| 39111 | Wed & Thurs | 1:00-5:00PM | Nov 19-20 |
| 39122 | Tues, Wed & Thurs | 5:45-8:30PM 5:45-8:15PM | Oct 30-Nov 1 |

Negotiation - Applies collaboration tools for building high-trust relationships. Help analyzing the conflict cycle and practice skills to diffuse conflict at each stage. Assess one's strengths and utilize tools to facilitate and adapt to others styles.

| Section # | Days | Times | Dates |
|-----------|----------------------|----------------------------|-----------|
| 39104 | Online | Any time | Nov 5-10 |
| 39113 | Wed & Thurs | 1:00-5:00PM | Nov 26-27 |
| 39123 | Tues, Wed & Thurs | 5:45-8:30PM 5:45-8:15PM | Nov 6-8 |

Personality Styles - 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.

| Section # | Days | Times | Dates |
|-----------|----------------------|----------------------------|-----------|
| 39105 | Online | Any time | Nov 13-17 |
| 39112 | Wed & Thurs | 1:00-5:00PM | Nov 28-29 |
| 39124 | Tues, Wed & Thurs | 5:45-8:30PM 5:45-8:15PM | Nov 13-15 |

Successfully Managing and Developing People - Learn and apply the communication, delegation and motivational skills needed to be an effective manager or supervisor.

| Section # | Days | Times | Dates |
|-----------|----------------------|----------------------------|--------------|
| 39106 | Online | Any time | Nov 26-Dec 1 |
| 39114 | Wed & Thurs | 1:00-5:00PM | Dec 3-4 |
| 39125 | Tues, Wed & Thurs | 5:45-8:30PM 5:45-8:15PM | Nov 27-29 |

Workplace Communication Strategies - Assess and optimize current workplace communication skills. Build an advanced communication toolkit to forward your career. Illustrate clear and congruent verbal and nonverbal messages tailored to the personalities involved, the desired outcomes, and the context.

| Section # | Days | Times | Dates |
|-----------|----------------------|----------------------------|----------|
| 39107 | Online | Any time | Dec 3-8 |
| 39115 | Wed & Thurs | 1:00-5:00PM | Dec 5-6 |
| 39126 | Tues, Wed & Thurs | 5:45-8:30PM 5:45-8:15PM | Dec 4 -6 |

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