



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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