

# BUSINESS WORKPLACE ESSENTIAL SKILLS CERTIFICATE OF COMPLETION

Upon completion of this program, students can use the skills learned in this certificate potentially to advance in their current career fields, in areas such as business law, business operations, government, human resources, information management, international business, marketing, nonprofit administration and personal finance. Employment opportunities include working in fields related to retail, customer service, marketing, sales, management, and small business. The skills taught in these classes are soft skills which have been identified from our advisory board, local employers, and the Bureau of Labor Statistics as valuable and desirable.

Code	Title	Units
<b>Required Courses:</b>		
BUSAD 611	Skills for Leaders/Managers	0
BUSAD 612	Time Management Skills	0
BUSAD 613	Dealing With Difficult People	0
BUSAD 614	Listening Skills	0
BUSAD 615	Quality Customer Service	0
<b>Total Hours</b>		<b>80-90</b>

## Program Learning Outcomes

At the completion of this program, students will be able to:

- Identify practices that can assist in enhancing diversity and inclusion.
- Prepare best practices for organizing their work, schedule, and life.
- Identify and implement strategies for preventing and dealing with different types of difficult behavior.
- Explain the role of problem solving in customer service and its importance.
- Describe a range of listening skills that they can use on the job and in their personal life.
- Communicate effectively and collaborate with others.