

CUSTOMER SERVICE ACADEMY

2019 Schedule



Work Better Together

| Course # | Course Title | Dates |
|----------|--|-------------------------|
| MGMT-50D | Communication in the Workplace | January 23 & 31, 2019 |
| MGMT-50H | Customer Service | February 21 & 28, 2019 |
| MGMT-50F | Team Building (\$2.00 Assessment Fee) | March 21 & 28, 2019 |
| MGMT-50I | Attitude in the Workplace | April 11 & 18, 2019 |
| MGMT-50B | Values & Ethics | May 16 & 23, 2019 |
| MGMT-51G | Stress Management | June 20 & 27, 2019 |
| MGMT-50C | Time Management | July 18 & 25, 2019 |
| MGMT-51F | Conflict Resolution | August 22 & 29, 2019 |
| MGMT-50G | Decision Making & Problem Solving | September 19 & 26, 2019 |
| MGMT-52D | Managing Organizational Change | October 24 & 31, 2019 |

Each course is 1/2 unit of college credit and only \$23.00 to register

**For registration visit: www.businesscommunityeducation.com
or call 209-386-6733**

*Attend both days either in the morning (8:00 AM- 12:15 PM) or afternoon (1:00 PM - 5:15 PM).
Classes are held at the Merced College Business Resource Center
on 630 W. 19th Street, Merced CA 95340.*

Customer Service Academy is provided in partnership by these organizations:

