

# EARN A FREE CERTIFICATE FROM NORCO COLLEGE

## TUITION-FREE, SHORT-TERM.

### Customer Relations

The Customer Relations Certificate provides students with important communication skills and an understanding of how these skills should be utilized when working in customer service. Additionally, students will learn about different personality styles and how to effectively adapt to working with people with different styles. Students will be able to provide effective customer service and demonstrate collaborative problem solving.

#### Required Courses:

##### **PDS-806 The Art of Negotiating and Collaborating**

Participants apply collaboration tools for building high-trust synergistic relationships, analyze the conflict cycle and practice skills to diffuse conflict at each stage for mutual benefit. Assess one's strengths and utilize tools to facilitate and adapt to others styles. Skills include re-framing, neutralizing language, discovering of interests, and leveraging innovative solutions through a collaborative negotiation process. 12 hours lecture. (Pass/No Pass only.)

##### **PDS 807 Personality Styles and Difficult Relations**

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 and communicating in a way that matches the needs of all involved to achieve relationship satisfaction and organizational objectives. 12 hours lecture. (Pass/No Pass only.)

##### **PDS-813 Best Practices in Customer Service**

Apply 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, customer perceptions and expectations, adapting to different conflict styles, and steps to defuse angry customers. 12 hours lecture. (Pass/No Pass only.)



Career Education

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