

Earn a **FREE** certificate from Norco College's Extended Learning Program.

WORKPLACE ESSENTIALS CERTIFICATE



Complete a noncredit certificate in eight weeks! Learn how to maximize efficiency, engage in strategic problem solving, and clearly communicate with internal and external stakeholders.

These skills will allow both students with extensive experience in the workplace and those entering the workforce to improve their effectiveness and advance in their career.

Workplace Essentials classes are taught **ONLINE from June 24 through August 14**. Registration is open.

Enroll today before classes fill.

Courses are tuition-free, though students may be required to purchase course materials.

PDS-808

Critical Thinking, Problem Solving, and Decision Making

Analytical thinking, decision making and problem solving involve breaking things down into their component parts, applying deductive reasoning and then applying judgment and insight. Learn hands-on techniques to generate breakthrough ideas, make decisions, and solve your most pressing problems.

June 24 - July 2, 2020 | Section #: 35479

PDS-810

Time Management

Participants explore time management strategies and tools for effectively managing expanding workloads, shifting priorities and increasing demands. Practice prioritizing important versus urgent activities. Emphasis on analyzing current use of time; identifying organizational goals, roles and priorities; discovering gaps to achieving goals; and applying time management tools to the gaps to complete important priorities first.

July 21 - July 31, 2020 | Section #: 35481

PDS-809

Business Writing in The Technological World

Participants will develop effective and professional business writing skills using business tone, organization and formatting, word choice and persuasion. Matching the delivery channel (email, letter, memo, or text) to the message type and situation will be covered, as well as the best methods to deliver bad news.

July 7 - July 17, 2020 | Section #: 35480

PDS-812

Workplace Communication Strategies

Participants assess and optimize current workplace communication skills. Differentiate content, emotions, perceptions, and intentions in a communication exchange. 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.

August 4 - August 14, 2020 | Section #: 35482