

SHASTA COLLEGE

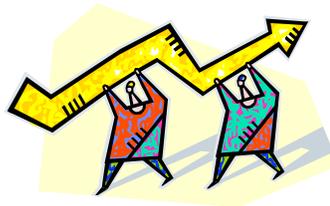
WORKPLACE SUCCESS SERIES

Enhance your Success

Enroll in the Workplace Success Series of courses.

Take one or take all.

Shasta College is pleased to offer the **Workplace Success Series** to individuals interested in enhancing their current or future employment opportunities. Get the essential skills that will contribute to finding employment and enhancing job/advancing skills in the retail or wholesale sector, technical and business services, office administration, insurance, health/medical field, marketing, education or wherever top-notch people are needed. Each course is 1/2 unit, allowing the student to acquire college credit while developing essential skills. The courses are offered as credit/no-credit and upon successful completion of the identified Business (BUAD) courses, the student will satisfy the requirement for a Shasta College Certificate of Completion. Courses are offered weekly, in two-hour instructional blocks, allowing for greater flexibility to complete the **Workplace Success Series** and enhance your long-term success in the workplace.



Workplace Success Series

Skills development training that includes the Customer Service Academy Certificate.

- BUAD 81 – STRESS MANAGEMENT IN THE WORKPLACE*
- BUAD 82 – MANAGING ORGANIZATIONAL CHANGE*
- BUAD 83 – CONFLICT RESOLUTION*
- BUAD 84 – ATTITUDE IN THE WORKPLACE*
- BUAD 85 – CUSTOMER SERVICE IN THE WORKPLACE*
- BUAD 86 – DECISION MAKING AND PROBLEM SOLVING*
- BUAD 87 – TEAM BUILDING*
- BUAD 88 – COMMUNICATING WITH PEOPLE*
- BUAD 89 – TIME MANAGEMENT*
- BUAD 90 – FOUNDATIONAL ESSENTIALS: VALUES AND ETHICS*
- CIS 197 – SPECIAL TOPICS IN COMPUTER TECHNOLOGY- COMPUTER BASICS

*Customer Service Business courses (BUAD)

Courses offered at the Shasta College Downtown Mall location
1435 Butte St. Redding, CA

Contact your Employment Training Worker Today!

This is an allowable Welfare to Work Activity

For more information please contact:
Monte Murphy, CalWorks Coordinator
530.225.3949 email: mmurphy@shastacollege.edu



First Class starts 01/16/07

