

**Customer Services Academy: Essential Skills Courses  
Open Enrollment**

<b>Course</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
<i>Customer Service</i>	4/2, 4/4, & 4/5	5 PM to 7 PM/ 3 PM to 7 PM	Palmdale Center
<i>Communication in the Workplace</i>	4/9 & 4/11	9 AM to 1 PM	Palmdale Center
<i>Attitude in the Workplace</i>	4/19 & 4/26	5 PM to 9 PM	Palmdale Center
<i>Time Management</i>	4/29 & 5/1	4 Pm to 8 PM	Palmdale Center
<i>Stress Management</i>	5/6, 5/8 & 5/10	6 PM to 8 PM/ 5 PM to 9 PM	Palmdale Center
<i>Conflict Resolution</i>	5/17 & 5/24	5 PM to 9 PM	Palmdale Center
<i>Decision Making &amp; Problem Solving</i>	5/31 & 6/7	5 PM to 9 PM	Palmdale Center
<i>Managing Organizational Change</i>	6/11 & 6/13	4 PM to 8 PM	Palmdale Center
<i>Values and Ethics</i>	7/9 & 7/11	1 PM to 5 PM	Palmdale Center
<i>Team Building</i>	7/16 & 7/18	4 PM to 8 PM	Palmdale Center