Let AVC
Prepare
Your Employees
for Success

Antelope Valley College offers employee training programs for a variety of businesses and nonprofit organizations in need of employee professional development in areas like customer service, team building and communication.

Program Features:
- Courses taught by experts in their field
- Classes available online, on campus or on job site
- Courses can be tailored to meet your company's mission, training objectives and goals.

**EXTENDED LEARNING &
WORKFORCE DEVELOPMENT**
ANTELOPE VALLEY COLLEGE

Contact Us

If you are interested in partnering with Antelope Valley College for an employee training program or would like more information about our Customer Service Academy, please feel free to call or email.

661.722.6400, ext. 6709

ExtendedLearning@avc.edu

**Learn More
www.avc.edu/essentialskills**

CUSTOMER SERVICE
ACADEMY

Essential Skills for Your Employees

**EXTENDED LEARNING &
WORKFORCE DEVELOPMENT**
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ATTITUDE IN THE WORKPLACE

Provides key skills in the area of attitude so that students may effectively maintain a positive attitude in the workplace. Students will be introduced to the concepts of how attitudes are communicated, and how to adjust one's attitude. Field trips are not required. Not repeatable.

(P/NP Only)

VALUES AND ETHICS

This course is designed to acquaint the participant with the importance of values and ethics in the workplace. Emphasis will be placed on how values influence actions, evaluating one's ethical behavior, and helping people do the right thing. Field trips are not required. Not repeatable.

(P/NP Only)

STRESS MANAGEMENT

Overview of the key elements of stress management. Topics will include the recognition of stress, cause of stress, and the benefits of stress management. Various stress management techniques will be covered. Field trips are not required. Not repeatable.

(P/NP Only)

RESOLUTION

Introduction to the meaning of conflict, the causes of conflict, and strategies for resolving interpersonal conflicts as well as dealing with difficult customers. Field trips are not required. Not repeatable.

(P/NP Only)

Essential Skills Courses

CUSTOMER SERVICE

This course is designed to provide the student with key skills and attitudes in order to effectively meet the needs of customers. Participants will be introduced to the key elements of outstanding customer service. Topics will also include understanding and exceeding customer expectations, and how to deal with unrealistic expectations. The course addresses both internal and external customer services. Field trips are not required. Not repeatable.

(P/NP Only)

COMMUNICATION IN THE WORKPLACE

This course is designed to introduce the student to key elements in communication within business organizations. Topics will include verbal and nonverbal communication, listening skills and specific workplace communication skills. Field trips are not required. Not repeatable.

(P/NP Only)

TEAM BUILDING

This course is designed to provide the student with an understanding of how teams work together, common problems teams encounter and how to resolve team conflict. Students will learn to recognize various personalities and how their strengths and weaknesses impact a team. Student will be introduced to team building in the workplace. Field trips are not required.

(P/NP Only)

TIME MANAGEMENT

Introduction to time management principles and specific tools that assist in making maximum use of time. Emphasis on how to prioritize identification of time wasters, and goal setting. Field trips are not required. Not repeatable.

(P/NP Only)

DECISION MAKING AND PROBLEM SOLVING

Introduction to decision making and problem-solving techniques including brainstorming, creativity in the workplace, how to find new perspectives, and seeking alternatives. Field trips are not required.

(P/NP Only)

MANAGING ORGANIZATION CHANGE

Provides students with the understanding of change and the influence it has on an organization and the individuals in that organization. Topics will include understanding organizational change, stages of change, and how to manage organizational change. Field trips are not required. Not repeatable.

(P/NP Only)

Key
P – Pass
NP – No Pass