



Workplace Success Series Spring 2012

PRO 150B ~ Customer Service	February 2	\$23
Customer satisfaction and retention are key issues in a tough economic environment . Learn to handle even difficult customers and build customer loyalty.		
PRO 103B ~ Time Management	February 9	\$23
Manage your time so you have more of it. Identify personal goals and priorities — and the difference between <i>urgent</i> and <i>important</i> . Learn various time-saving techniques to ensure important tasks are done on time.		
PRO 133 ~ Supervisor’s Institute	February 23 and March 1	\$41
Develop and fine-tune your management skills; delegating, giving feedback, motivating and evaluating performance. Techniques for handling problem employees and giving constructive feedback will be explored.		
PRO 141A ~ Using Good Judgment	March 8	\$23
Learn to make good decisions both short term and long term and to use good judgment when dealing with co-workers and workplace challenges or options.		
PRO 104B ~ Workplace Communication	March 15	\$23
Learn to listen more effectively and communicate so you are heard and understood. Learn to avoid the problems caused by miscommunication and to change the interactions at work that are frustrating or ineffective.		
PRO 106B ~ Leadership Skills	April 5	\$23
Leadership is the next step up from management. Learn to lead and inspire people and create a compelling vision. Apply situational leadership techniques and develop a balanced leadership style that is both people and task orientated.		
PRO 125C ~ Winning @ Work	April 12 and April 19	\$41
Learn the conflict cycle and explore the benefits of proactivity to management and avoid conflict. Communication techniques are practiced to enhance skills for negotiating and achieving win-win outcomes.		
PRO 168B ~ Thrive & Survive at Work	May 3	\$23
Explore organizational politics and how to navigate successfully through the political land mines of an organization. This course addresses simple steps and perspectives to turn politics into a positive force, shifting from politics being a stumbling block to becoming an ally.		
PRO 140 ~ Managing Priorities	May 10	\$23
Learn how to prioritize and tier your activities and tasks– and to use these skills to avoid crises, stop procrastination, and ensure your emphasis and efforts are correctly placed to achieve what is most important to both you and your organization.		

Registration is easy!! Email or call Kathy Rowley: rowley@sbcc.edu or 683-8284

All classes meet 8:30-4:30 at the Wake Center, 300 N. Turnpike, Room 28.

Pre-registration is required. Each class earns .5 units of college credit

Please Note: PRO 133 and PRO 125C are 1 unit classes and participants must attend both days to receive college credit.

www.sbcc.edu/pdc