



**CURRICULUM GUIDE
2021-2022**

CUSTOMER SERVICE: PROBLEM SOLVING

Certificate of Completion in Customer Service: Problem Solving

**INTEREST AREA:
BUSINESS**

This noncredit certificate teaches students best practices and promotes skill development for successfully troubleshooting customer-related problems. This certificate is an ideal learning situation for the non-traditional student who may have English as a second language needs.

Requirements for Certificate of Completion

- a) Complete all of the courses at Ohlone College.

Student Learning Outcomes

1. Acquire the knowledge to recognize the importance of creativity in problem solving, and identify various blocks to problem solving.

| | | |
|----------|-------------------------------------|----------------|
| BSM-910D | Decision Making and Problem Solving | 9 hours |
| BSM-910H | Time Management | 9 hours |
| BSM-910I | Conflict Resolution | 9 hours |
| BSM-910K | Customer Service | <u>9 hours</u> |
| | | 36 hours |