



**CURRICULUM GUIDE
2021-2022**

CUSTOMER SERVICE: TEAM BUILDING

Certificate of Completion in Customer Service: Team Building

**INTEREST AREA:
BUSINESS**

This noncredit Customer Service certificate program teaches students best practices for building teams in the workplace, managing change, and promoting a positive environment. This certificate is an ideal learning venue 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. Implement the best practices for building a team including, but not limited to, effective communication and problem solving.

BSM-910C	Attitude in the Workplace	9 hours
BSM-910E	Making Organizational Change	9 hours
BSM-910F	Stress Management in the Workplace	9 hours
BSM-910G	Team Building	9 hours
BSM-910J	Values and Ethics	9 hours
BSM-910K	Customer Service	<u>9 hours</u>
		54 hours