

# PROFESSIONAL DEVELOPMENT STUDIES

ASSOCIATE DEGREE & CERTIFICATE PROGRAMS

2023-2024 CATALOG

## DESCRIPTION

Professional Development Studies program.

## CERTIFICATE PROGRAMS

A **Certificate Program** is designed for students who desire specific training to meet an immediate occupational or personal goal, or for promotion or lateral transfer within their existing field of employment. To qualify for a Certificate of Achievement or a Certificate of Specialization, a student must 1) complete all courses required for the Certificate with an overall grade point average of 2.0.

## DEGREES, CERTIFICATES & AWARDS

- Certificate of Specialization (C.S.)

## CONTACT

Director: Matthew Green

Division Assistant: Nanette Piña-Stevens

Building: 4700

Phone: (805) 546-3132

Email: [npiña@cuesta.edu](mailto:npiña@cuesta.edu)

**CERTIFICATE PROGRAM**

**Customer Service** — Certificate of Specialization

**Required : Choose 10 courses (5 credits total) from the following:**

PDS 170.....	Dealing With Change.....	0.5
PDS 171.....	Team Building .....	0.5
PDS 172.....	Communicating With People.....	0.5
PDS 173.....	Conflict Resolution .....	0.5
PDS 174.....	Customer Service.....	0.5
PDS 175.....	Values & Ethics.....	0.5
PDS 176.....	Attitude In The Workplace .....	0.5
PDS 177.....	Stress Management .....	0.5
PDS 178.....	Decision Making & Problem Solving.....	0.5
PDS 179.....	Time Management .....	0.5
PDS 181.....	Professional Image: Appearance, Etiquette & Networking.....	0.5
PDS 182.....	Goal Setting: Vision, Goals And Job Search Strategies	0.5
PDS 183.....	Impacts Of Technology On Communication .....	0.5
<b>Total Credits:</b> .....		<b>5</b>

[Click Here For Program Student Learning Outcomes](#)

**TRANSFER PREPARATION**

Courses that fulfill major requirements for an associate degree may differ from those needed to prepare to transfer. Students who plan to transfer to a four-year college or university should schedule an appointment with a Cuesta College counselor to develop a student education plan (SEP) before beginning their program.

**TRANSFER RESOURCES:**

CSU and UC Articulation Agreements and Majors Search Engine:  
[www.ASSIST.org](http://www.ASSIST.org)  
 CSU System Information:  
[www2.calstate.edu](http://www2.calstate.edu)

**FINANCIAL AID**

Paying for the cost of a college education requires a partnership among parents, students and the college. As the cost of higher education continues to rise we want you to know that Cuesta College offers a full array of financial aid programs—grants, work study, scholarships, federal loan programs, and fee waivers. These programs are available to both full-and part-time students who are seeking a degree or certificate. For those who qualify, financial aid is available to help with tuition, fees, books and supplies, food, housing, transportation, and childcare. Please log onto our website for additional information:  
[www.cuesta.edu/student/student-services/finaid](http://www.cuesta.edu/student/student-services/finaid)



Highway 1  
 San Luis Obispo, California 93403