

PROFESSIONAL DEVELOPMENT STUDIES:

CUSTOMER SERVICE ACADEMY & SUPERVISION & MANAGEMENT ACADEMY

SPRING 2023

VIRTUAL SHORT COURSES

Offer your employees or yourself training in essential workplace competencies. Online, interactive, high quality and reasonable cost

The Customer Service Academy ten course series is taught using state-of-the-art distance education methodologies including discussion forums as well as a live, interactive session. These courses offer high quality professional development designed to engage employees in finding solutions to current work issues, increasing their ability to apply this learning in the workplace.

Classes are ONLINE with a required interactive session on Zoom on Saturday: 8:00-11:00 a.m.

COURSE #	COURSE TITLE	DATES	ZOOM	INSTRUCTOR	CRN
PDS 170	Dealing with Change	2/6-2/17	2/11	Bonnie Woodson	33384
PDS 173	Conflict Resolution	2/21-3/3	2/25	Traci Holler	33389
PDS 175	Values & Ethics	3/6-3/17	3/11	Traci Holler	33393
PDS 179	Time Management	3/27-4/7	4/1	Traci Holler	33402

Leading others to do a job well calls for a unique set of skills, knowledge and perspectives. In this Supervision & Management six course series, students learn essential skills and develop a new perspective based on solid supervisory theory to achieve success in managing people and tasks.

Classes are ONLINE with a required interactive session on Zoom on Thursday: 1:00-4:00 p.m.

COURSE #	COURSE TITLE	DATES	ZOOM	INSTRUCTOR	CRN
PDS 190	Expanding Your Management Perspective	3/27-4/7	3/30	B. Woodson	33513
PDS 195	Motivating Performance	5/1-/12	5/4	B. Woodson	33684

REGISTER AT CUESTA.EDU

Complete 10 PDS-CSA courses to earn a Certificate of Specialization (PDS 170-179).



For more information call Career Connections at (805) 546-3252 or email Rachel at rachel_goddard@cuesta.edu.

