

Workplace & Communication Strategies



Critical skills required for workplace success

The Workplace & Communication Strategies training course prepares individuals with competencies that are critical in leveraging companies forward in meeting goals, objectives and core strategies. This accelerated 10-week training program is designed to produce qualified candidates for employment as office administrators, customer service/customer relations/customer information support specialists, administrative assistants, data entry associates, laborers, operators, and general administrative support.

You will learn to:

- Identify your strengths and weaknesses
- Communicate effectively with supervisors, coworkers, and customers/clients.
- Manage conflict
- Use positive stress and time management techniques
- Leverage collaboration and teamwork
- Engage customer service skills that create positive first impressions and manage customer expectations
- Discover critical thinking and problem solving methods
- Manage your financial resources effectively
- Utilize Microsoft Office (Excel, Word & PowerPoint) and achieve MS Office Excel Certification credential

This well-rounded, hands-on training program provides a solid foundation for adult learners who are motivated to re-enter the workforce, change careers or upgrade both technical and essential soft skills. Included is an Excel course certification. Course is eligible for 3 credits for prior learning (CPL) for competency alignment in SFCC BSMT125 Human Relations course.

ENROLL NOW

Who Should Attend?

Anyone seeking soft skills training for potentially any entry-level position.

Dates:

TBD - 40 hours total

Time:

TBD – 40 hours total

Location:

State Fair Community College
3201 W. 16th St. Sedalia, MO

Cost:

\$899 per person

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CONTACT US

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