

Attachment A - 1

<p>Department Name: Business & WpLRC</p>	<p>Degree/Competency: Certificate of Achievement from Customer Service Academy (Associates, Certificate, Competency Met)</p>	<p>Division: Business</p>
<p>Institutional SLO The student will be able to . . .</p>	<p>Program SLO The student will be able to . . .</p>	<p>Course(s) in which this SLO is taught (include I for introductory, E for in depth, R for additional exposure) *all courses are introductory and are credit-positive</p>
<p>Compose coherent written communication appropriate to the audience</p>		
<p>Read and analyze written communication appropriate to the subject</p>	<p>.</p>	
<p>Construct and deliver oral communication appropriate to the audience</p>	<p>Distinguish how to speak in the positive to both co-workers and customers. Identify things to never say to customers.</p>	<p>Management 50D - Communication Management 50H – Customer Service</p>
<p>Comprehend and analyze aural and visual communication in its various modes</p>		
<p>Design and deliver presentations appropriate to the audience</p>		
<p>Analyze and apply mathematical concepts to an appropriate task</p>		
<p>Appraise various aspects of technology and apply them to an appropriate task</p>		
<p>Evaluate information and incorporate it into appropriate tasks</p>		
<p>Analyze information, develop an opinion, and support it</p>		
<p>Examine, create, and/or evaluate materials and objects aesthetically</p>		
<p>Analyze and solve problems using logical and creative methods</p>	<p>Differentiate between various problem solving techniques. Understand the importance in taking initiative in solving problems for customers.</p>	<p>Management 50G Decision Making and Problem Solving</p>

Assess the impact of science and technology on the world		
Relate a healthy lifestyle and wellness to personal choices	Be able to recognize what stress is, what it does to our health and be able to apply various stress management techniques.	Management 51G – Stress Management
Distinguish and understand diverse cultures	Recognize diversity and understand the importance of all types of players on our team. Be able to look for the strengths of all team members and identify the positive things they bring to the team.	Management 50F – Team Building
Evaluate historical knowledge and relate it to current issues		
Evaluate and adhere to ethical principles	Identify key factors in making ethical decisions. Identify one’s own values and how to stick to them in spite of outside pressure.	Management 50B – Values and Ethics
Recognize the impact of local, national, and global involvement		
Analyze and apply interpersonal skills	Analyze and apply the following skills in the workplace: communication, customer service, attitude, team building, values and ethics, time management, stress management, conflict management, decision making and problem solving and managing organizational change.	Management 50 D,H,I,B, C,G, F Management 51G, F, 52D
Demonstrate an understanding of life long learning	Understand that to be successful in the workplace, he/she must continually be equipping themselves with tools to work well with others.	Management 50 D,H,I,B,C,G,F Management 51G, F, 52D
Students will be able to demonstrate effective use of knowledge, skills, and abilities specific to a discipline or career.	Understand that to be successful in the workplace, he/she must make their “soft skills” (interpersonal skills) a priority	Management 50 D,H,I,B,C,G,F Management 51G, F, 52D