

CERTIFICATE OF COMPETENCY IN WORKFORCE READINESS

This noncredit certificate program is designed to benefit students who seek to enter or improve their position in the American workforce by preparing them for effective written and oral workplace communication, ethical conduct, teamwork, and teaching them effective customer service strategies such as emotional awareness and conflict management resolution. The program provides students with knowledge about the production and interpretation of common written business documents (email messages, memos, letters, and/or reports). It also teaches them how to use various computer technologies such as Microsoft Office Suite applications and crucial professional soft skills to successfully participate in the workforce.

Code	Title	Units
Required courses:		
NC 650	Introduction to Microsoft Office Applications	0
NC 680	Writing in the Workplace	0
NC 682	Customer Service I: Fundamentals	0
NC 686	Soft Skills for the Workplace	0
Total Units		0

Certificate of Competency Level Student Learning Outcomes

Students completing the Workforce Readiness Certificate of Competency will:

- Demonstrate readiness to communicate in the American workplace by writing effective documents commonly used in the business context (e.g., texts, emails, memos, letters, reports), creating and managing documents in various computer programs such as Microsoft Office Suite, analyzing complex situations, reaching conclusions, making decisions, and following ethical and honest behaviors in the workplace.
 - Demonstrate ability to effectively communicate in spoken formats (conversations with customers, co-workers, and superiors), maintain positive professional relationships, and build positive rapport with customers through effective use of communication techniques.
 - Demonstrate ability to effectively conduct themselves in an American workplace setting by wearing appropriate dress, using/understanding appropriate verbal and nonverbal cues, showing professional etiquette, utilizing conflict management skills, working successfully in a team, and showing diverse groups respect.
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