

CUSTOMER RELATIONS & COMMUNICATION CERTIFICATE

COURSE DESCRIPTIONS	
Updated by UTHSC Human Resources August 2020	
Foundations of Customer Relations and Communication 1 hour	This course introduces participants to the certificate program and sets expectations for learning goals and participation. Participants will discuss how to anticipate and exceed customer expectations and explore workplace communication topics.
Overcoming Challenging Communication 1h30	Negative customer interactions will happen. Develop the skills to help you overcome and learn from challenging communication. Participants in this course will learn strategies to navigate difficult and unexpected service interactions professionally and assertively.
Communication Styles 1h30	Understanding how you communicate with others has a great impact on work relationships. Using a styles assessment, this course provides information on different ways in which people communicate at work along with tips and strategies for fitting the style you use to the person or situation at hand. Applying these strategies will enhance workplace effectiveness including service to others.
Active Listening 1h30	Effective listening is a skill that must be learned. Participants will be able to identify their listening style and barriers to active listening. Participants will gain a stronger understanding and be able to demonstrate empathetic listening through action learning activities and videos.
Unspoken Interactions in the Workplace 1h30	Mannerisms, gestures, and expressions say something about an individual employee. Participants will discover nonverbal cues through situational examples, videos, and images. Register for this course to better decode and interpret the body language of others to improve communication, service, and overall workplace effectiveness.

* The course offerings are adapted from the UT System EOD Office's Customer Relations & Communications Certificate Program to meet the needs of the UTHSC campus.