

College Office Professionals Program – Course Descriptions

REQUIRED COURSES

Advanced Connections (8 hours)

Course# CS2001

Excellent customer service is vital to the success of every organization. This eight-hour, video-based workshop focuses on the importance of building a service culture throughout HCC. It addresses individual roles and responsibilities, interdepartmental collaboration, overcoming barriers to service excellence, meeting service challenges, and practicing service recovery.

Appreciating Differences (2 hours)

Course# WP5103

Learn to work effectively in HCC's diverse culture by understanding and appreciating colleagues and customers whose backgrounds, cultures, work styles and life experiences are different from yours. Examine how perceptions can influence productivity at work. Make decisions based on recognizing and understanding our similarities and differences.

College Office Professionals Program Overview (2 hours)

Course# OR4002

HCC's College Office Professionals Program is designed for today's administrative professional. This session introduces you to the components of the program and provides key resource materials. If you are wondering how the program works or how you might benefit from participating, this workshop is for you.

Effective Communication (3 hours)

Course# CC0006

How well is your team communicating? Do you think you're expressing yourself clearly but no one seems to understand? This workshop focuses on recognizing different communication styles, avoiding barriers that hinder communication, and learning techniques that promote understanding.

How to Manage Competing Demands (3 hours)

Course# WP5119

Does time seem to get away from you? Do you spend too much time on unimportant activities or in crisis management mode? This class focuses on planning and prioritizing to meet your goals, eliminating "time robbers," and uncovering effective time management strategies.

Stress Management (2 hours)

Course# WP5108

Stress, unavoidable in today's world, can take a physical and emotional toll including headaches, irritability, indigestion and lack of energy. Learn to recognize on-the-job stressors. Become skilled at practicing simple, effective techniques for responding to daily stress in a positive way.

Working in Teams (3 hours)

Course# WP5107

Productivity and morale improve when team members have common goals and effective working relationships. Enhance your skills by identifying effective team behavior, understanding team development phases, exploring aspects of communication among team members, and recognizing the characteristics of successful teams.

ELECTIVE COURSES

Bridge the Generation Gap (3 hours)

Course# CC3501

For the first time in history, four generations are working side by side in the workplace. Differences in their approaches to work, work/life balance, communication, employee loyalty, and authority can impact an organization's productivity and morale. Discover the diverse characteristics and expectations of the four generations and build a more effective multigenerational workplace.

Business Etiquette (3 hours)

Course# CS2522

Our competence in the workplace is often judged by our everyday manners. Do you know what is expected of you at a business lunch? What makes business email appropriate or inappropriate? This course offers practical guidance on basic business etiquette and helpful hints for always "putting your best foot forward."

Dealing with Difficult Customers (2 hours)

Course# CS2003

How do you provide excellent service to a customer who seems unreasonable? Learn to recognize your reactions to challenging customers. Identify strategies for interacting successfully with demanding internal and external customers.

Exhibit A: Electronic Communications in the Workplace (2 hours)

Course# CC0010

Do you know the HCC policy regarding electronic communication at work? Are you fascinated by electronic forensics? Learn what are permissible and inappropriate uses of HCC computer resources. Hear interesting email and Internet facts and figures, and learn about PeopleSoft checks and balances, and electronic retrieval capabilities.

PEP for Employees (3 hours)

Course# WP6013

Learn about HCC's performance management process, the Performance Excellence Program (PEP). Understand your role in managing your own performance, including setting meaningful expectations and goals, communicating and documenting accomplishments, giving and receiving constructive feedback, and using the PEP form. This course is recommended for new, full-time employees.

Stereotypes ... Fact or Fiction? (2 hours)

Course# WP6100

Remarks that are demeaning, or involve stereotypes or bias, undermine an organization's ability to sustain an inclusive workplace. By not speaking up when we hear these comments, we unintentionally allow these attitudes and behaviors to thrive. Learn helpful and effective strategies for recognizing and responding to incidents of insensitivity. Help create an environment where all employees feel welcomed, are treated with respect and are supported to do their best work.

Turning Conflict into Opportunity (2 hours)

Course# WP5104

Is conflict in the workplace a bad thing or can it add value? Identify common styles of handling conflict and discover your characteristic response to it. Learn to confront and resolve problems effectively.

Online Technology Courses (count as electives)

The Ultra Online Training Program offers interactive, self-paced courses for office professionals. View an example course, enroll, and find more information online. Type **myhcc** in your browser address bar > Click on **Instruction** (under Administrative Resources) > **Professional Development – Instructional Design Support** (under Resources, Grants, and Initiatives) > **Technology Training** (under Instructional Media Center) > **Ultra Online Training Program**.