



SYLLABUS

CATALOG DESCRIPTION

This course has two components – Human Relations and Customer Relations. Students will learn observable human relations skills. Students will explore the importance of attitudes, communication, relationships, career building, and strategies to succeed. Students will learn basic concepts and current trends in the in the customer service industry.

Prerequisites: RDNG-050 or RDNG-096 and ENGL-050 or appropriate Reading and English Accuplacer scores

Semester Offered: Fall and Spring

Common Student Learning Outcomes

Upon successful completion of San Juan College programs and degrees, the student will demonstrate competency in...

BROAD AND SPECIALIZED LEARNING

Students will actively and independently acquire, apply, and adapt skills and knowledge with an awareness of global contexts.

CRITICAL THINKING

Students will think analytically and creatively to explore ideas, make connections, draw conclusions and solve problems.

CULTURAL AND CIVIC ENGAGEMENT

Students will act purposefully, reflectively, and ethically in diverse and complex environments.

EFFECTIVE COMMUNICATION

Students will exchange ideas and information with clarity in multiple contexts.

INFORMATION LITERACY

Students will be able to recognize when information is needed and have the ability to locate, evaluate, and use it effectively.

INTEGRATING TECHNOLOGIES

Students will demonstrate fluency in the application and use of technologies in multiple contexts.

Student work from this class may be randomly selected and used anonymously for assessment of course, program, and/or institutional learning outcomes. For more information, please refer to the Dean of the appropriate School.

Course Learning Outcomes

Upon successful completion of the course, the student will be able to demonstrate specific learning outcomes for human relations:

1. Students will consistently demonstrate appropriate attitudes to everyone with whom they have contact: positive verbal and nonverbal signals, being ethical, maintain a sense of humor, and develop a good service attitude.
2. Student will practice human relations skills by communicating with co-workers (fellow students) through interactive activities to maintain good relationships.

3. Students will develop the following human relations skills in communicating with their superiors: develop strong vertical and horizontal relationships, live close to their productivity potential, and be accepting of change.
4. Students will establish professional attitudes and human relations skills: listening, balancing home and career, distinguishing between home and job priorities.

Upon successful completion of the course, the student will be able to demonstrate specific learning outcomes for customer relations:

1. Students will actively express an understanding of the customer service industry.
2. Students will demonstrate techniques for resolving customers' expectations, problem solving, and exhibiting strategies for excellent customer service, improved listening skills, and coping with challenging customers.
3. Students will express in written and oral form their individual philosophies of customer service.
4. Student will use methods for designing an excellent customer service system.