

**Customer Services Academy: Essential Skills Courses  
Open Enrollment**

<b>Course</b>	<b>Date</b>	<b>Time</b>	<b>Location</b>
Values and Ethics	3/15 & 3/22	1 PM to 5 PM	Palmdale Center
Team Building	3/25 & 3/27	4 PM to 8 PM	Palmdale Center
Customer Service	4/2, 4/4, & 4/5	5 PM to 7 PM/ 3 PM to 7 PM	Palmdale Center
Communication in the Workplace	4/9 & 4/11	9 AM to 1 PM	Palmdale Center
Attitude in the Workplace	4/19 & 4/26	5 PM to 9 PM	Palmdale Center
Time Management	4/29 & 5/1	4 Pm to 8 PM	Palmdale Center
Stress Management	5/6, 5/8 & 5/10	6 PM to 8 PM/ 5 PM to 9 PM	Palmdale Center
Conflict Resolution	5/17 & 5/24	5 PM to 9 PM	Palmdale Center
Decision Making & Problem Solving	5/31 & 6/7	5 PM to 9 PM	Palmdale Center
Managing Organizational Change	6/11 & 6/13	4 PM to 8 PM	Palmdale Center