NON-CREDIT: 21ST CENTURY EMPLOYABILITY SKILLS CERTIFICATE OF COMPLETION

The 21st Century Employability Skills program is designed to equip individuals with the essential skills needed to thrive in today's dynamic and rapidly evolving work environments. This comprehensive program focuses on fostering proficiency in key areas that are critical for success in the 21st century workplace. The 21st Century Employability Skills program is designed to equip individuals with the essential skills needed to thrive in today's dynamic and rapidly evolving work environments. This comprehensive program focuses on fostering proficiency in key areas that are critical for success in the 21st century workplace.

Program Learning Outcomes

1. Notice changes and see opportunities for growth, stay open to new experiences, consider a variety of viewpoints, and handle stress in a positive way.
2. Improve professional manner by learning guidelines or rules of the work setting, and look for work opportunities that would be a good match for personal strengths and skills.
3. Have a basic understanding of computer, tablet, and smartphone hardware and software and know what technology tools will help people work together.
4. Know the difference between empathy and sympathy and connect with others by being a good listener, develop good relationships with people from different backgrounds, and make decisions based on client or customer needs by looking at things from their point of view.
5. Know how to speak in a professional manner, communicate using technology tools, choose words wisely and use non-verbal communication, and be an attentive listener while asking questions or repeating back to make sure points were understood correctly.
6. Understand diversity in the workplace, respect people's differences, share leadership by gathering ideas and using skills of all team members, and finding positive ways to deal with conflict.

Program Requirements

Code	Title	Units
Required Course		
WORKNC-3A	Communication in the Workplace	
Elective Course		
Complete one course from the following:		
WORKNC-3B	Customer Service in the Workplace	
WORKNC-3C	Collaboration in the Workplace	
WORKNC-3D	Social Diversity & Awareness in the Workplace	
WORKNC-3E	Self-Awareness in the Workplace	
WORKNC-3F	Resilience in the Workplace	
WORKNC-3G	Time Management in the Workplace	
WORKNC-3H	Empathy in the Workplace	
WORKNC-3I	Problem Solving in the Workplace	
WORKNC-3J	Adaptability in the Workplace	
WORKNC-3K	Challenges of Leadership: Difficult People/ Tough Conversations	
WORKNC-3L	Leadership Essentials: What Emerging Leaders Need to Know	