

## SUBJECT AREAS

INDUSTRY

COMMUNICATION

CUSTOMER  
SERVICE

PERSONAL  
DEVELOPMENT

ETHICS

## PHASE 1 (15 HOURS)

Warehousing  
Electrical Theory & Products 1

Interpersonal Communication:  
Communicating with Confidence

The Angry Caller: What's Your Plan?  
Customer Service Fundamentals:  
Building Rapport in Customer  
Relationships  
Developing Your Customer Focus

Personal Productivity Improvement:  
Managing Your Workspace  
Personal Productivity: Self-organization  
and Overcoming Procrastination  
Developing Your Reputation of  
Professionalism with Business Etiquette

Workplace Ethics  
Ethical Decision Making Simulation

## PHASE 2 (15 HOURS)

Understanding Profit  
Electrical Products 2-3

Interpersonal Communication:  
Targeting Your Message  
Interpersonal Communication:  
Listening Essentials

Identifying and Managing Customer  
Expectations  
Listening to your Customers

Personal Productivity Improvement:  
Managing Tasks and Maximizing  
Productivity

Integrity in the Workplace  
Promoting a Substance-free Workplace