

MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE

COURSE OUTLINE

DEPT. CST

COURSE NUMBER: 2310

NUMBER OF CREDITS: 2

Lecture: 2 Lab: 0 OJT: 0

Course Title:

Information Technology Customer Service

Catalog Description:

Information Technology Customer Service covers the basic skills needed to work effectively with customers face-to-face, online or at a help desk. Basic communication, listening, telephone, writing, and problem-solving skills in the field of technology are developed.

Prerequisites or Necessary Entry Skills/Knowledge:

None

FULFILLS MN TRANSFER CURRICULUM AREA(S) *(Leave blank if not applicable)*

- Goal 1: Communication: By meeting the following competencies:
- Goal 2: Critical Thinking: By meeting the following competencies:
- Goal 3: Natural Sciences: By meeting the following competencies:
- Goal 4: Mathematics/Logical Reasoning: By meeting the following competencies:
- Goal 5: History and the Social and Behavioral Sciences: By meeting the following competencies:
- Goal 6: The Humanities and Fine Arts: By meeting the following competencies:
- Goal 7: Human Diversity: By meeting the following competencies:
- Goal 8: Global Perspective: By meeting the following competencies:
- Goal 9: Ethical and Civic Responsibility: By meeting the following competencies:
- Goal 10: People and the Environment: By meeting the following competencies:

Topics to be Covered

Achieving High Customer Satisfaction

Developing strong listening and communication skills

Handling difficult customer situations

Solving and preventing problems

Teams and team players

Minimizing stress and avoiding burnout

Job seeking and keeping

Student Learning Outcomes
Determine communication styles
Resolve customer issues
Develop communication skills
Prepare a resume for a technology career
Explain the proper etiquette for seeking and keeping a job

Is this course part of a transfer pathway: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
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***If yes, please list the competencies below**

Revised Date: 4/1/2021