A. COURSE DESCRIPTION

   Credits: 3
   Lecture Hours/Week: 3
   Lab Hours/Week: 0
   OJT Hours/Week: *
   Prerequisites: None
   Corequisites: None
   MnTC Goals: None

   The focus of this course is to develop awareness, knowledge, and skills that promote intercultural
   communication competence and the ability to manage a Quality Customer Service (QCS) organization.
   Learners will gain a leadership perspective on how to contribute to and foster a global, inclusive, and
   customer-focused workplace.

B. COURSE EFFECTIVE DATES: 05/18/2021 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

   1. Students gain a sharper understanding of culture and how it impacts behavior in a multicultural
      setting.
   2. Acquire awareness, knowledge, and skills that promote intercultural communication competence.
   3. Identify challenges that arise from diverse differences in intercultural interactions and demonstrate
      ways to creatively address them.
   4. Identify and analyze the major QCS components found in organizations.
   5. Explain how QCS differentiates organizations and promotes employee and customer loyalty.
   6. Contrast effective and ineffective verbal, non-verbal, and listening skills for the development of a
      training plan.
   7. Examine strategies for dealing with difficult customers, workplace conflict, and service breakdowns.
   8. Distinguish the factors and techniques that enhance an inclusive environment and QCS.
   9. Assess behavioral style of self and others to develop leadership skills.

D. LEARNING OUTCOMES (General)

   1. The student will acquire awareness, knowledge, and skills that promote intercultural communication
      competence.
   2. The student will demonstrate an understanding of the service economy and components that
      differentiate quality customer service QCS organizations.
   3. The student will gain perspective on how communication skills and behavioral style, including their
      own, impact the workplace, leadership abilities, and customer service.

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

   None

F. LEARNER OUTCOMES ASSESSMENT

   As noted on course syllabus
G. SPECIAL INFORMATION

None noted