

TECHNOLOGY-RELATED COURSES (TECH)

TECH 60 Customer Relations for the Technician

2 Units (Degree Applicable)

Lecture: 36

Customer relations (soft skills) for the technician including benefits of knowing and using effective customer contact tools, proper customer interactions, ethics, and maintaining customer satisfaction.

TECH 89 Preparation for Work Experience

1 Unit (Not Degree Applicable)

Lecture: 18

Preparation for Work Experience in Engineering and Industrial Technology related occupations including opportunities for assessment of personal performance, improving technical knowledge, professionalism, the culture of work, developing an internship into employment, avoiding injury, and workers' compensation. Instructor authorization is required prior to enrollment.