

BCST 1000 : Interpersonal Development

This course helps the student to develop self-actualization skills. It includes skill development to: work together effectively in a team, identify the steps involved in the job interviewing and job search process, appreciate difficult customers and provides the student with skills to calm angry customers and to resolve their problems, create an awareness of the importance of image, become more comfortable dealing with conflict situations, and to better understand and serve multicultural customers, both internal customers (co-workers) or external customers.

Credits 2