



Mendocino College

COURSE LEVEL STUDENT LEARNING OUTCOMES

Term Effective:	Spring	2008
	Semester	Year

Title:
(limit to 50 characters including spaces)

Course Number:

Initiator:

Date Submitted:

Units Min:

If this is a variable unit course, then the relationship between units and any difference in expected SLO's should be explained.

Units Max:

Lecture Hours:

Lab Hours:

Activity Hours:

Student Learning Outcomes: *(Enter the SLO's in an outline format. Use the Ctrl + Tab keys to indent for subtopics.)*

1. Practice effective listening techniques.
2. Practice the art of negotiation.
3. Manage the five different types of customer behaviors.
4. Understand customer needs.

These outcomes will be assessed by content exams, demonstrations, and activities.

SIGNATURES / APPROVALS:

Instructor(s) _____
 Signature Date

Instructor(s) _____
 Signature Date