



A Department of I&MT UW-MILWAUKEE

STS Professional Skills Training

Section 100

Class Number	Class Name	Point Value
100	STS Training Overview	2
110	Customer Service: Person to Person Skills	2
120	Customer Service: Phone and Email Skills	2
130	Listening Skills	2
140	Diversity Training	2
150	Conflict Management	2
160	Handling Difficult Customers Workshop* (110 & 120)	2
170	Time Management	2
180	Stress Management	2
190	Professional Ethics	2

Section 200

Class Number	Class Name	Point Value
200	Team Building	2
210	Anger Management	2
220	Presentation Skills	2
230	Problem Solving Skills	2
240	Organization Skills	2
250	Ethics Workshop* (190)	2
260	Resume Writing	2
270	Interviewing Skills	2
280	Career Exploration	2
290	Portfolio Development	2

* Indicates classes with a prerequisite

Section 300

Class Number	Class Name	Point Value
300	Team Building Workshop* (200)	2
310	Communication	2
320	Leadership and Management Skills	2
330	Effective Technical Trainer	2
340	Resume Writing Workshop* (260)	2
350	Portfolio Development Workshop* (290)	2
360	Technical Writing	2
370	Technical Writing Workshop* (360)	2
380	Elective Workshop	2
390	Elective Workshop	2

Section 400

Class Number	Class Name	Point Value
400	STS Supervisors Overview	2
410	Modeling Professional Behavior	2
420	Diversity-Sensitivity Training* (140)	2
430	Performance Evaluation Training	2
440	Conducting Interviews	2
450	Budgeting and Financial Reporting	2
460	Effective Meetings	2
470	STS Forms	2
480	Elective Workshop	2
490	Elective Workshop	2

* Indicates classes with a prerequisite