

normandale

continuing education

FALL 2018

Turn career
obstacles into
opportunities

p.60

Why employers, doctors
and researchers ask:

are you happy?

p.20

milestones and touchpoints

Birthdays, graduations, anniversaries are familiar milestones in all of our lives. They not only mark the passage of time but serve to interrupt us in ways that encourage us to reflect and celebrate. These moments give meaning and affirmation to our efforts and provide inspiration to meet the future with greater focus and energy.

This fall, **Normandale turns 50** and we are celebrating! While our past holds much to be proud of, we are looking forward to creating the future. The entire College community is planning for the next era and affirming our commitment to provide learning experiences that bring out each learner's best self as they strive to succeed in their professional and personal lives.

So whether you are alum, partner or new to the Normandale community, we hope that this schedule offers an event or class that inspires you to join us as we collectively celebrate our strengths and explore new opportunities.



Connect

Our classes and events are designed to connect you to new skills, networks, opportunities and fun. Our learners consistently tell us that becoming part of a learning community is an unexpected bonus. Here are just a few opportunities that will help you grow your skills and network:

Change Summits	page 4
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Normandale Jubilee Events	page 67



Aspire

Sometimes, it is not a matter of getting more done, but trying to get to what matters. Pursuing new opportunities to learn fosters vitality and growth. Consider one of these classes to enhance your focus, creativity and overall effectiveness.

Metric of Urgency	page 10
Creative Problem Solving	page 15
Web Design Certificate	page 31
Entrepreneurship Certificate	page 65



Reflect

When you step away from your to-do list, even for a short time, to go on a walk, read a book, or take a class; you give import to your own priorities, and in turn, cultivate greater balance, contentment and joy in all aspects of your life.

Fall into Wellness, Free Event	page 40
Wild Plant Walk	page 44
Japanese Garden Festival, Free Event	page 58

If you don't see what you are looking for, check out our website. We offer many programs and certificates online. You can also call us at 952-358-8343; we're here to help you achieve your goals.

Learning for Individuals, Teams and Organizations

features



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Normandale's Jubilee



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Turn Career Obstacles
into Opportunities



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Change Management
Project Management
Data Analysis
Agile and Scrum
Lean and Six Sigma
Communication
Customer Service and Sales
Marketing and Social Media

computers and technology | 22 – 33

Basics and Productivity
Presentation Media
Accounting and Finance
Microsoft Excel
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Graphic and Web Design
Game Design
Programming and IT Certifications

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Medical Careers
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Nursing and EMT

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Reiki Energy Therapy
Healing Touch
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Mind-Body Connection
Mindfulness
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Tai Chi

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Russian
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expand your career | 62 – 66

Career Development
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registration | page 68



NORMANDALE
COMMUNITY COLLEGE

Cover:
Alexx Smith, Property Manager,
Zeller Realty Group, pg 20
Photo by Katie Heymer

enrich your organization

Business Acumen

NEW Leading Without Authority

Project and team leaders often find themselves in an unenviable position. You are responsible for producing results through other people, but you don't have the formal authority to make those people comply. Fortunately, power and influence involve much more than just telling people what to do. In this workshop, you will learn how to persuade others to action by leading with questions, creating common goals and establishing an enthusiastic team. 0.4 CEU, \$99, Julie Berg

ID: 59065

Wed, 11/28/18

8:30am – 12:30pm

RM: P1840

"Influence is an invitation anyone can make to another person. Whether or not you have formal positional power, successfully persuading others to do something most often comes from your ability to build relationships."

John Maxwell, best-selling leadership author

NEW Managing Generations in the Workplace

Discover what motivates each generation at work, what incentives they respond to, and what messages they value. 1.6 CEU, \$175, Kassia Dellabough

ID: 58887

Online – 11/5/18 - 11/30/18

NEW Conflict Management Strategies

Wouldn't life and work be wonderful if you interacted with only pleasant people all the time? The reality is – you don't. Identify personal triggers that ignite conflict. Learn to get along with that person who drives you crazy. Find out how to maintain your personal power when your emotional brain takes over. If you are ready to take the steps to understand what drives difficult behaviors and map out your plan for effectively dealing with conflict, this class is for you. 0.4 CEU, \$99, Jeannette Grace

ID: 59066

Thur, 10/11/18

8:30am – 12:30pm

RM: S2312

Negotiation: Get What You Want

Learn to plan, implement and win in the bargaining process. Save time, grow your business network and gain confidence when dealing with even the shrewdest of deal-makers. 1.6 CEU, \$195, Greg Marsello

ID: 58871

Online – 10/1/18 - 10/26/18

Leading and Managing Virtual Teams Certificate

Gain the knowledge and skills to develop high performance virtual teams. Learn proven techniques to organize, engage and empower your team. See website for course descriptions. Earn this certificate when you complete all three courses for \$495 and 4.8 CEU, or take individual courses for \$195 and 1.6 CEU.

NEW Introduction to Leading Virtual Teams

ID: 59091

Online – 9/4/18 - 9/28/18

NEW Leading and Mastering Virtual Meetings

ID: 59092

Online – 10/1/18 - 10/26/18

NEW Creating High Performance Virtual Teams

ID: 59093

Online – 11/5/18 - 11/30/18

Gallup reports that the number of US employees working remotely has risen to 43 percent. And globally, 53 percent of professionals work remotely at least half of the week.



Supervision and Management

Supervision and Management Certificate

Module 1: Making the Transition to Leadership

“What got you here won’t get you there.” When individual contributors are promoted to supervisor, it is often because they were technically excellent at their job. An effective supervisor learns how to complement that competence with the ability to lead and motivate a variety of people in a variety of situations. 0.4 CEU, \$135

ID: 59059

Wed, 10/3/18

8:30am – 12:30pm

RM: P1840

Module 2: Coaching for Excellent Performance

Effective leaders understand that different situations and individuals call for different approaches. This workshop introduces coaching skills for guiding individuals and teams toward achieving successful results. Leaders learn how to recognize and approach each coaching opportunity as a catalyst for success—providing the spark to prompt people toward successful results. 0.4 CEU, \$135

ID: 59060

Wed, 10/10/18

8:30am – 12:30pm

RM: P1840

Module 3: Managing Performance Problems

Even the best coaches do not control how employees perform on the job. This course builds skills in the handling of chronic performance problems and misconduct. Learn how to document the problem, and explain what the employee must do to address it. Gain skills in discussing and imposing formal consequences while adhering to your organization’s disciplinary policies and procedures. 0.4 CEU, \$135

ID: 59061

Wed, 10/17/18

8:30am – 12:30pm

RM: P1840

Module 4: Developing Your Leadership Style

Throughout this series, supervisors have learned and practiced tools for setting clear expectations, having difficult conversations, developing strong relationships, and holding people accountable for performance. While everyone has the same tools available to them, each supervisor will still have their own voice and style. This final class will encourage supervisors to define the style that allows them to be effective and authentic. 0.4 CEU, \$135

ID: 59062

Wed, 10/24/18

8:30am – 12:30pm

RM: P1840

Julie Berg, President of HRD Consulting, is a professional workshop leader, coach and organization development consultant. She has over 20 years of experience across industries including healthcare, education, business services, engineering, manufacturing, technology, and non-profits.



This certificate provides new supervisors with the foundational skills needed for the job. Take the full series for \$440 (a savings of \$100).

Change Management

NEW Happiness 101

We seek happiness all of our lives, yet struggle to understand what it is and how to cultivate it. In this workshop, you'll explore the impact stress and happiness have on physical, emotional and behavioral wellbeing. Come and see how you can cultivate authentic happiness in your own life.

Nancy O'Brien and Linda Saggau, co-founders of Experience Happiness, FREE

ID: 59132

Wed, 10/10/18

6:00pm – 8:00pm

RM: P0806

The opposite of happy is not sad. It is burnout.

As a change leader, attend a Happiness workshop and see how you can build resiliency, openness and creativity into your work.

NEW 30-Day Happiness Practice

A powerful experience for those who want to shift from stressed out and burned out to happy and productive. You will start by taking the Burnout & Happiness assessment; learn the links between happiness and performance; understand the toll unmanaged stress has on well-being; discover how to measure the impact of happiness; and move through the simple, yet powerful and proven, Happiness Practice in 30 days. 0.5 CEU, \$150, Nancy O'Brien and Linda Saggau, co-founders of Experience Happiness

ID: 59134

Wed, 11/7/18 & 11/28/18

6:00pm – 7:30pm

RM: P1840

Wed, 11/14/18 & 11/21/18

6:00pm – 7:30pm

Virtual Sessions

Leading Through Change

The frontline manager is in an unenviable position when it comes to leading change. Often faced with rallying the troops to accept and embrace change, there is an art and science to it. Gain proven strategies for establishing your role as a leader while learning to support your employees and hold them accountable for accepting change. This workshop will give you ample time to apply concepts to your own situation, so bring your issues with you and leave with a strategic action plan! 0.4 CEU, \$99, Julie Berg

ID: 59063

Wed, 11/7/18

8:30am – 12:30pm

RM: P1840

Navigating Change

Change leadership is a two-way street. While formal leaders have an obligation to communicate clearly and create an environment where change can flourish, every individual also shares in the responsibility to be adaptable and flexible. You will learn the difference between change and transition, while also developing tools for communicating and managing the stress often related to change. 0.4 CEU, \$99, Julie Berg

ID: 59064

Wed, 11/7/18

1:00pm – 5:00pm

RM: P1840

Normandale is proud to be home to the Minnesota Change Management Network (MNCMN).

Each month, MNCMN offers a **Change Summit** at Normandale. For information about upcoming speakers, topics and special events, visit www.mncmn.org.



Want to check it out? Normandale offers free guest passes each month. Give us a call at 952-358-8343 and attend an upcoming Change Summit (guest attendance is limited).



NEW ToP Facilitation Methods

Advance your facilitation skills in ways that will drive commitment to results. Technology of Participation (ToP) is a unique visual facilitation program that enhances idea creation, consensus and action. Normandale is proud to partner with HueLife, the premier provider of ToP™ Facilitator Methods. You will learn to guide groups through new idea creation and solutions as well as engage them in the development of actionable plans with ownership, timelines and measurements. The program is particularly ideal for those who lead projects or change management initiatives. Fee: a sliding scale is used to improve access to underserved communities, see website.

ToP Facilitation:
October 22-23
or
December 4-5

Register online at
www.hue.life/TFM

NEW Change Management Skills

Learn how to successfully plan, implement, communicate, create employee involvement and commitment and add value during change. 1.6 CEU, \$195, Sally Schmall

ID: 58888 Online – 9/4/18 - 9/28/18

NEW Change in the Workplace

Gain strategies on how to deal with changes in your work environment and how to introduce changes to enhance your workplace culture. 1.6 CEU, \$195, Brenton Rolle

ID: 58889 Online – 10/1/18 - 10/26/18

Project Management

Project Management Certificate

Whether you are interested in project management or are already doing it, you can gain in-demand skills, tools and templates to confidently manage a project. Christina Mitchell and Andy Stanhope

Introduction to Project Management

ID: 58881 Online – 9/4/18 - 9/28/18

Project Management Processes

ID: 58882 Online – 10/1/18 - 10/26/18

Project Management Knowledge Areas

ID: 58883 Online – 11/5/18 - 11/30/18

Earn the
**Project Management
Certificate** when you
complete all three courses
for \$495 and 4.8 CEU, or
take individual courses for
\$195 and 1.6 CEU.
See website for
course descriptions.

Data Analysis

Introduction to SSRS and Power BI Tools for Excel

Learn the fundamentals of SQL Server Reporting Services' Report Builder and Excel's Power BI tools to create easy to understand reports and data visualizations that are packed full of valuable information. Special emphasis on active learning using SQL Server 2014 and public data available on the internet. *Prerequisite: SQL Level 1 or equivalent experience.* 0.7 CEU, \$175, Sheila Arnett

ID: 58943	Mon, 10/29/18	9:00am – 4:00pm	RM: P1802
ID: 58944	Mon, 12/3/18 & 12/10/18	8:30am – 12:00pm	RM: P1802

SQL – Structured Query Language – see page 27

Data Analytics Professional – a Primer

Becoming data savvy is a top priority for today's employers. Developing your core data skills will provide you with career advancement and growth opportunities.

This series will introduce you to the critical concepts needed to transform data into valuable knowledge. You will apply your new found knowledge to real-life case studies using common software tools like "R" and Advanced Excel. In Level 2, you will advance your skills with statistical model creation, testing applications and critical thinking exercises using data, software and your mind.

Today's organizations need individuals who understand and can provide business intelligence (BI) - for marketing insight, business strategy, quality improvement, sales growth, technology support and so much more.



Advance your skills in
Data Analytics
and Applications

NEW Level 1: Foundations of Data Analytics

Experience hands-on instruction to strengthen your data analytics knowledge and skills and begin to work with the tools and techniques needed to move data to insight. 0.7 CEU, \$175, Mark Ahrens

ID: 58956	Fri, 11/2/18 & 11/9/18	8:30am – 12:00pm	RM: P1802
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NEW Level 2: Working with Data for Insight

This workshop is designed to be a "lab like learning experience." You will build on what you know, apply newly learned data concepts by using common software applications and real-life scenarios. *Prerequisite: Experience with data analytics or attendance in the Level 1: Foundations of Data Analytics.* 0.7 CEU, \$175, Mark Ahrens

ID: 58957	Fri, 12/7/18 & 12/14/18	8:30am – 12:00pm	RM: P1802
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Infographics

Learn to transform data into eye-grabbing and memorable infographics. Data can be powerful when it is used to illustrate a story. You will learn the basic techniques for data visualization. You will gain the tools and background needed to design your own infographics. This course is designed to complement the skills of those who work in marketing, design, sales, operations, accounting, education, or fundraising. *See website for complete course description.* 1.6 CEU, \$195, Jeff Kritzer

ID: 58867

Online – 9/4/18 - 9/28/18

Dump The Data, Tell The Story

Every day it seems as though we sift and sort through data. The challenge is to convert and condense data into meaningful information that is compelling, illustrative, understandable and targeted to the needs of your audience. Learn the skills of synthesizing information into main points, and translating those points into stories that create meaning and produce results. You will see that data stories can be told through narratives, metaphors and visuals. You can bring your own data or work with in-class data sets. 0.4 CEU, \$99, Allison Broeren

ID: 59072

Thur, 11/8/18

8:30am – 12:30pm

RM: P1844

Healthcare Data Analytics Certificate – see page 35

Certificate in Data Analysis

Whether your business is home-based or you work for a large corporation, you will gain new insights into how to utilize statistics in terms of key business decision making. Learn to perform inquiries that will be useful to your business or organization, and develop the skills necessary to communicate these results through illustrative and understandable graphs and text. *See website for specific course information.* Earn the certificate when you complete all three courses for \$495, 4.8 CEUs (a savings of \$90) or \$195 per class.

John Rutledge, Mary Dereshiwsky, and Jeff Kritzer

Introduction to Data Analysis

ID: 58843

Online – 9/4/18 - 9/28/18

Intermediate Data Analysis

ID: 58844

Online – 10/1/18 - 10/26/18

Advanced Data Analysis

ID: 58845

Online – 11/5/18 - 11/30/18

Earn this certificate and add a whole new skill set to your portfolio. Make a big difference in the success of your organization by acquiring data analysis skills.

This certificate is also designed for self-study, see website for details.

Agile and Scrum

NEW Demystifying Agile

Are you contemplating using Agile project management in your project or organization? How do you decide if it's the right fit? How do you decide what type of Agile methodology to use? As the Agile movement continues to grow beyond IT to the whole organization, understanding the basics will help alleviate common issues. This course attempts to demystify Agile by breaking down the philosophy, principles and methodologies into easy relatable chunks, no matter your area of focus or industry. 0.35 CEU, \$99, Rebecca Sanchez

ID: 59131

Thur, 11/15/18

8:30am – 12:00pm

RM: P0806

NEW Advanced Certified ScrumMaster

This certified educational offering is on the Path to Certified Scrum Product Owner, providing professionals with a set of techniques and skills that go beyond the basics and mechanics of Scrum, expanding into interaction, facilitation, coaching, and team dynamics. The course is built upon shared experience and exercises that provide concrete practice to build deeper understanding of and skill with the topics covered. Working with your peers you will develop significantly greater depth in your Scrum Master practice. *Prerequisite: Certified ScrumMasters with minimum of one year of experience in the role. Upon course completion, you will be certified as an Advanced ScrumMaster from Scrum Alliance.*

1.4 CEU, \$1,280, Jan Beaver

ID: 59135

Thur & Fri, 11/1/18 & 11/2/18

8:30am – 4:30pm

RM: P0806

Why be Agile?

“For anyone who isn’t familiar with agile, here’s a short review. Agile teams are best suited to innovation—that is, the profitable application of creativity to improve products and services, processes, or business models.

They are small and multidisciplinary. Confronted with a large, complex problem, they break it into modules, develop solutions to each component through rapid prototyping and tight feedback loops, and integrate the solutions into a coherent whole. They place more value on adapting to change than on sticking to a plan, and they hold themselves accountable for outcomes (such as growth, profitability, and customer loyalty), not outputs (such as lines of code or number of new products).

Agile teams work differently from chain-of-command bureaucracies. Teams work closely with customers, both external and internal. Ideally, this puts responsibility for innovation in the hands of those who are

closest to customers. It reduces layers of control and approval, thereby speeding up work and increasing the teams’ motivation.

Agile methods caught on first in IT departments and are widely used in software development. And, now functions such as product development, marketing, and HR utilize agile approaches, tools and techniques.”

Excerpt from article “Agile at Scale,” Darrell K. Rigby, Jeff Sutherland, Andy Noble, Harvard Business Review, May-June 2018, pages 88-96



Get Started. Normandale is experienced in working with organizations who are looking to adopt agile practices. Give us a call 952-358-8343 to learn more or get started.



Certified ScrumMaster

WIOA Approved



If you have experience on development teams, or you're facing complex product/project development efforts, this class might be right for you. It is recommended that you have some familiarity with Agile. This interactive course is designed to leverage your knowledge, skills and experiences so that you can learn the practice of Scrum in the context of your organization and the work that you do. *Course fee includes the Scrum Study Guide (a \$50 value)*

and a two-year membership in the Scrum Alliance. Upon course completion and passing the online test, you will be listed on the Scrum Alliance website as a Certified ScrumMaster. 1.4 CEU, \$980, Doug Shimp and Jan Beaver

ID: 57925	Tue & Wed, 8/28/18 & 8/29/18	8:30am – 4:30pm	RM: P0806
ID: 58367	Tue & Wed, 10/30/18 & 10/31/18	8:30am – 4:30pm	RM: P0806

Certified Scrum Product Owner



Product Owners must have the skills to navigate market pressures, product design issues, and channel the energy of well-formed teams to deliver results.

This course is for people who have some background in Agile, and is intended to help experienced practitioners focus on the challenges faced by product design teams. This two-day Certified Scrum Product Owner course will put you on the path to becoming a great leader of teams that

focus their energy toward successful completion of projects with real value.

Upon completion, you will be registered as a Certified Scrum Product Owner, which includes a two-year membership in the Scrum Alliance. 1.4 CEU, \$980, Doug Shimp and Jan Beaver

ID: 58368	Tue & Wed, 11/13/18 & 11/14/18	8:30am – 4:30pm	RM: P0806
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Earn a total of 14 PDUs for Certified ScrumMaster or Scrum Product Owner toward your PMP recertification.



Certified by the Scrum Alliance, **Doug Shimp** is a founder and managing partner of 3Back Consulting. 3Back partners with Normandale to deliver training that is designed to “make teams better.” He is a Certified ScrumMaster Trainer, Use Case, and Agile Process expert with more than 20 years of experience in the technology field.

With twenty-five years of software experience, **Jan Beaver's** resume covers the gamut of management, development, QA, and technical writing. Jan's first encounter with Scrum was a dramatic eye-opening team experience, validating the concept that teamwork is a vital component of product development.



Lean and Six Sigma

Foundations of Supply Chain Management

Supply Chain Management is on the radar for C-Level executives as both a competitive threat and opportunity. Do you have a strategy for your supply chain? Is it aligned? Do you know and understand the decisions and tradeoffs you have to make? Upon completion of this course you will not only understand the above, you will have a completed plan created for your own supply chain. 1.6 CEU, \$245, Chuck Nemer

ID: 58856

Online – 10/1/18 - 10/26/18

Artificial Intelligence (AI), Internet of Things (IoT) and blockchain are driving new competitive opportunities for supply chains.

Lean Six Sigma

Lean Six Sigma is a set of tools used to solve problems and improve processes. You'll see how businesses operate more efficiently by eliminating defects in products and services, and other forms of waste. *No prerequisites required!* 1.6 CEU, \$245, Scott Follett

ID: 58884

Online – 11/5/18 - 11/30/18

NEW Applying Lean Sigma Practices to HR Functions

See website for more Human Resources courses and programs. 1.6 CEU, \$245, Sally Schmall

ID: 58876

Online – 10/1/18 - 10/26/18



Metric of Urgency: A Lean Six Sigma Bootcamp

Looking for greater insight, progress or commitment on critical projects?

Metric of Urgency (MoU) is a highly interactive workshop. You will learn to combine business strategy, data analysis, financial metrics with Lean Six Sigma tools to solve problems and implement projects.

You will learn to collect process data and develop process maps, identify key metrics through lagging/leading indicators, eliminate waste and defects as well as communicate with executives using the Executive Decision Tree. You will be coached by a Lean Six Sigma Master Black Belt Coach to learn the 16 unique MoU tools.

Instructor: Edwin Boon, lead instructor with MiPRO, is an expert in customer experience and business process transformation/re-design.

Who should attend: A basic understanding of Lean Six Sigma is recommended or experience leading improvement projects.

The cost per person is \$2,495. **Register 3 or more** and receive a \$500 discount per registration. Registration includes materials, lunch and certification as well as **coaching for 2-3 months as you work to implement and advance your project.**

ID: 59497

Mon – Fri, 9/17/18 - 9/21/18

For more information, contact Jeff Hudson at 952-358-8705 or jeff.hudson@normandale.edu.



Six Sigma Green Belt Certificate

WIOA Approved

This training is for anyone or any organization that is committed to leveraging the power of Six Sigma to increase customer satisfaction, improve product or service reliability, reduce costs, while increasing profit margins.

This certificate provides relevant learning application. **This is not a test prep program.** See *website for course descriptions*. 6.4 CEU, courses can be taken individually or earn the certificate for \$2,950, call 952-358-8343 for dislocated worker and employer discounts. RM: P1844

Introduction to Six Sigma

ID: 59466 Thur, 10/11/18 8:30am – 4:30pm

Basic Problem Solving Tools

ID: 59467 Fri, 10/12/18 8:30am – 4:30pm

Basic Statistics

ID: 59468 Fri, 10/19/18 8:30am – 4:30pm

Statistical Process Control

ID: 59469 Thur, 10/25/18 8:30am – 4:30pm
& Fri, 10/26/18 8:30am – 12:30pm

Failure Modes and Effects Analysis

ID: 59470 Fri, 10/26/18 1:00pm – 4:30pm

Data Analysis Techniques

ID: 59471 Fri, 11/9/18 8:30am – 4:30pm

Design of Experiments

ID: 59472 Fri, 11/16/18 8:30am – 4:30pm

Process Control

ID: 59473 Fri, 11/30/18 8:30am – 4:30pm

CZox?ZmodadZY

Earning this credential demonstrates that you possess the knowledge and competencies to be recognized as a Six Sigma Green Belt.

Normandale also offers Yellow and Black Belt Six Sigma programs. To schedule specific training programs at your company, call us at 952-358-8343.

Gain techniques and tools that can be utilized across industries, from **Manufacturing to Healthcare** and everything in between.

Dale K. Mize (lead instructor), has more than 25 years of consulting and training experience. He holds a bachelor's degree in Quality Management from the University of Minnesota. Dale is co-author of the SPC training workbook, *An Ounce of Prevention*. He is a senior member of the American Society of Quality, A Certified Quality Engineer and Certified Quality Auditor.

Communication Skills

Avoiding the Horror of a Bad PowerPoint

You've seen it. You've lived it. Heck, you may have even caused it! What is it? Death by PowerPoint! You shoot people with bullet point after bullet point and wonder why no one remembers anything from your presentation. In this interactive workshop, learn how to improve any presentation by being more productive with your time and creating engaging visual aids that make your audience remember what you want them to remember. 0.4 CEU, \$99, Art Shore

ID: 59071

Thur, 11/1/18

8:30am – 12:30pm

RM: P1840

"I had no idea just how stale and boring the presentations we deliver at large customer events had become until I attended this course. My team and I are now updating all of our presentations."

–Tom Woods, President,
ReSound North America

Refresh Your Grammar

We all know that proper grammar is essential for good writing and credibility, but who has time to give it the attention it deserves? We can all use a refresher to remind us of grammatical rules and what has changed. Improve your communication skills by reviewing and practicing grammar basics, eliminating common spelling errors, and understanding the use of punctuation. More importantly, you will develop strategies for writing effective sentences. This course utilizes real-life examples for the development of practical writing skills that are necessary in professional, technical, and business environments. 0.4 CEU, \$99, Jeannette Grace

ID: 59057

Tue, 10/16/18

8:30am – 12:30pm

RM: P1840

Business Writing

Writing poorly in business can reflect negatively on the company you work for, and on you. It can also result in lost business. Effective business writing means knowing how to analyze your audience, getting organized, and practicing your skills. In this class you will learn these skills, as well as learning how to get your point across using appropriate tone, formatting, and language. 0.8 CEU, \$150, Jeannette Grace

ID: 59058

Tue, 10/23/18 & 10/30/18

8:30am – 12:30pm

RM: P1840

Facilitation Skills for the Occasional Trainer

Being able to perform a job is completely different than being able to teach others to do that same job. You may never aspire to be a full-time trainer, but adding this supplemental skill set can make you more valuable to your organization and open up new career opportunities. In this workshop, you will learn how to effectively convey information in a way that appeals to adult learners, handle challenging situations and create an enjoyable learning environment. 0.4 CEU, \$99, Julie Berg

ID: 59067

Wed, 11/14/18 8:30am – 12:30pm RM: P1844



When you become an effective presenter, you widen your capabilities and stand out as a professional.



NEW Interpersonal Communication

Misunderstandings. Tension. Frustration. These are all happening in the workplace and can be resolved if we become better communicators. The best part is, once you become a better communicator others naturally follow. Discover your communication preferences and learn to adapt what and how you communicate for better interactions. The book *People Styles at Work: Making Bad Relationships Good and Good Relationships Better* by Robert Bolton and Dorothy Grover Bolton is included. 0.7 CEU, \$219, Jeanette Grace

ID: 59068

Thur, 11/8/18

8:30am – 4:00pm

RM: P1840

Creative Problem Solving – see page 15

Dealing with Difficult People in the Workplace

Gain skills to be an effective team member and leader by taking control of the conversation, managing your reactions, and navigating problematic interactions with ease. These skills will guide you to find your voice and communicate effectively, making day-to-day interactions run smoothly. 1.6 CEU, \$245, Kate Webster

ID: 58891

Online – 9/4/18 - 9/28/18

Collaborative Management

In our team-based, project-oriented work environments, collaborative management skills are essential to maximize contributions, diffuse conflict and get people moving in the same direction. Learn to apply specific collaborative management skills to enhance your leadership, communication and change management skills. 1.6 CEU, \$245, Joyce Odidison

ID: 58886

Online – 10/1/18 - 10/26/18

Presentation Skills Certificate

Presentations. Whenever people hear that word they have an emotional response. You will learn how to effectively deliver a presentation to one person across the table, in front of a small group in a boardroom, from on-stage for a large audience, and host webinars online. You'll learn the top ten things you must do and key ideas that will maximize your presentation for all learning styles.

NEW Powerful Presentations & Effective Speaking Techniques

ID: 58908

Online – 9/4/18 - 9/28/18

NEW Presentation Skills

ID: 58909

Online – 10/1/18 - 10/26/18

NEW Effective Electronic Presentations

ID: 58910

Online – 11/5/18 - 11/30/18

Take individual courses for \$195 and 1.6 CEU or earn this certificate when you complete all three courses for \$495 and 4.8 CEU.

Customer Service & Sales

Certificate in Sales

NEW Strategic Selling with Social Media

Social media sales solutions can help you save time, save money and make money throughout the sales cycle from prospecting to referrals to closing sales. 1.6 CEU, \$195

ID: 58849

Online – 9/4/18 - 9/28/18

NEW Getting Started in Sales

Finding new clients can be challenging. Reaching out to clients and actually making a sale is something else entirely. Save time, money and effort with these proven sales techniques. 1.6 CEU, \$195

ID: 58850

Online – 10/1/18 - 10/26/18

NEW Power Selling

Gain key strategies to help you become a top-producing salesperson. Learn new skills in relationship management, prospecting, customer management, and delivering a compelling sales presentation. 1.6 CEU, \$195

ID: 58851

Online – 11/5/18 - 11/30/18

NEW Presentation Skills Certificate – see page 13

Whether you are new to the sales process or a seasoned professional who loves selling, this certificate will strengthen and stretch your skills.

Earn this certificate for \$495 (a savings of \$90).
Tim Street, Maria Coons

CX: Customer Experience



“When you identify, measure, and improve upon key customer interactions, everyone in the company becomes more confident in their abilities to deliver meaningful customer experiences that generate real growth.”

—Mara Bain, Chief Experience Officer,
Western National Insurance

Customer Experience differs from traditional customer service. It represents every touchpoint a customer has with an organization, from the website to personal interactions.

Normandale offers training and consulting in CX, including:

- Customer Journey Mapping
- User-Centered Design
- CX 101
- Research Techniques
- Data Analysis
- UX and Responsive Web Design
- Digital Marketing Certificate
- Inbound Marketing Certificate

Call us at **952-358-8343** if you would like to bring CX to your organization.



Customer Service Certificate

Customer service is essential for all organizations. Whether it relates to retaining customers or turning inquiries from potential customers into sales, stellar customer service is now one of the central factors in business growth and success. Earn this certificate for \$245 (a savings of \$45).

Customer service is a rapidly evolving field. Career opportunities exist in every industry. Those who stand out often add technical, communication or creative skills to their resumes.

Keys to Customer Service

Learning to build your customer service skills will have a powerful impact on your career success and other areas of your life. Discover the direct relationship between service skills and career achievement. You'll become skilled at being an exceptional service provider. The payoff is enormous. 1.6 CEU, \$145, Nanette Sanders-Cobb

ID: 58865 Online – 9/4/18 - 9/28/18

Extraordinary Customer Service

Transform your customer service into something extraordinary and gain more repeat business. This course focuses on the essential elements that yield big results—understanding your customer, setting expectations, developing processes and improving the customer's experience. Take away a plan that will guide you on your path to extraordinary customer service. 1.6 CEU, \$145, Fred Bayley

ID: 58866 Online – 10/1/18 - 10/26/18

NEW Creative Problem Solving

The ability to solve problems quickly and effectively is a critical interpersonal skill well worth developing. Interpersonal and business relationships fail because of poor problem solving. Using the problem solving model in this course will enable you to be more successful. Find out how to recognize problems and deal with them appropriately. You will develop techniques relevant to any organization or group context, which can also be easily adapted to work at an individual level. 1.6 CEU, \$195, Cathy Niven

ID: 58893 Online – 11/5/18 - 11/30/18

Interpersonal Communication – see page 13

NEW Customer Service Leadership

In this course, you will discover the keys to creating team-oriented, customer service strategies. As a leader, you will gain new insights and review important factors when selecting employees as well as how to coach your team to deliver great service. This course also offers best practices for enhancing operations so that you can increase your bottom line and develop lifelong customers. 1.6 CEU, \$195, Fred Bayley

ID: 58873 Online – 10/1/18 - 10/26/18

Marketing

NEW Instagram for Business

Make the most of Instagram and lead your business to greater exposure. Discover ways to have your audience generate excellent content for you. We'll also explore Do's and Don'ts of Instagram to get you on the fast track to success. An android or iOS device is needed to take full advantage of the exercises in this class. 1.6 CEU, \$195, Nicole Siscaretti

ID: 58911

Online – 9/4/18 - 9/28/18

NEW Introduction to Internet Writing Markets

You'll learn the secrets of how to be successful in publishing online. That includes things like search skills, website traffic evaluation, identifying your own expertise and gathering it into a curriculum vitae, research strategies, RSS feeds, online interview tips, crowdfunding large projects and more. 2.4 CEU, \$115, Linda Aksomitis

Online – start every month (9/12, 10/17, 11/14, 12/12)

Infographics – see page 7

NEW Podcasting

The intimate nature of audio allows potential clients to get to know who you are and better understand your business. Learn step-by-step the required elements needed to get your show online. 1.6 CEU, \$245, Travis Allison

ID: 58905

Online – 9/4/18 - 9/28/18

Certificate in Business Writing

Earn this certificate when you complete all three courses for \$495 and 4.8 CEU, or take individual courses for \$195 and 1.6 CEU. *See website for course descriptions.*

Dionne Felix, Kathryn Will, and Jeff Kart

Business Writing

ID: 58862

Online – 9/4/18 - 9/28/18

Effective Copywriting

ID: 58863

Online – 10/1/18 - 10/26/18

Writing News and Press Releases

ID: 58864

Online – 11/5/18 - 11/30/18

Gain the skills and insights needed to be a successful technical writer whether you are writing a report, memo, letter or publicity notice.



FOUU!bRO!ZSQRb!abXZe!PXZ!eXcZ!LZ

Learn to develop a results-driven social media strategy personalized to each major social media platform. When telling your brand story, you'll learn to use the right context to make it relevant, powerful and memorable.

Social Media Platform Certificate, page 19

Video Marketing Certificate, page 18



Certificate in Google Tools

Google Analytics

Learn all the key techniques for how to use Google Analytics, a free online tool. You'll understand your visitor traffic better. Learn how to calculate return on investment (ROI) for your online advertising, and how to get more conversions and sales from your website visitors. 1.6 CEU, \$195, Dan Belhassen and Susan Hurrell

ID: 58894 Online – 9/4/18 - 9/28/18

Google Apps for Business

Google has a variety of web based applications and tools to help you become more productive. Move beyond the basic features and see how you can easily work more collaboratively and efficiently. 1.6 CEU, \$195, Jennifer Selke

ID: 58895 Online – 10/1/18 - 10/26/18

Courses may be taken individually or earn the certificate for \$495 (a savings of \$90)

Google +

Discover the best ways to use this popular and emerging social media platform and connect with current and potential new contacts. You'll learn the advantages of using Google+, and techniques for using the platform to create relationships, and expand your reach. 1.6 CEU, \$195, Jeff Kart

ID: 58896 Online – 11/5/18 - 11/30/18

Inbound Marketing Certificate

Inbound marketing is built on content that offers real value. It is the process of using your website in a way that attracts visitors naturally through search engines, the blogosphere, and social media. Earn this certificate for \$495 (a savings of \$90), Michael Weiss, Susan Hurrell and Dan Belhassen.

Introduction to Inbound Marketing

Discover how to attract customers to your site, what kind of content to share, and how to use landing pages and forms to collect information and drive sales. 1.6 CEU, \$195

ID: 58930 Online – 9/4/18 - 9/28/18

Content Marketing

Discover ways to identify and define your ideal audience, and create content that is purposeful. 1.6 CEU, \$195

ID: 58931 Online – 10/1/18 - 10/26/18

Advanced Inbound Marketing

Learn to manage the results of your inbound marketing at an advanced level. Focus on the data that matters most, and how it is influenced by user engagement. 1.6 CEU, \$195

ID: 58932 Online – 11/5/18 - 11/30/18

Mastering Video Marketing Certificate

When done correctly, video can tell stories which connect people through emotional “triggers” that are not easily communicated through plain text.

Earn this certificate by completing both courses for \$395 (a savings of \$95)

Video Marketing

Learn to use online video to drive traffic to your website, and build brand awareness, as well as Google and YouTube to market your business 24/7. 1.6 CEU, \$245, Rob Lee

ID: 58900 Online – 9/4/18 - 9/28/18

YouTube for Business

Learn how business organizations use YouTube. Gain skill to create your own YouTube channel, and the techniques of adding captions, annotations and other extra features.

1.6 CEU, \$245, Rob Lee

ID: 58901 Online – 10/1/18 - 10/26/18



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Mobile Marketing Certificate

Gain skills and knowledge to implement a mobile marketing plan for your organization. Courses may be taken independently, or you can register for all three and earn a certificate for \$595 (a savings of \$90).

Introduction to Mobile Marketing

Discover location-based marketing, QR codes, applications, mobile payment, coupons and social networks. 1.6 CEU, \$195, Simon Salt

ID: 58902 Online – 9/4/18 - 9/28/18

Creating Cell Phone Apps for your Business

Discover how to build smartphone applications for your businesses. 1.6 CEU, \$245, Dan Belhassen and Susan Hurrell

ID: 58903 Online – 10/1/18 - 10/26/18

Advanced Mobile Marketing

Learn how to implement a mobile marketing plan for your organization. Find proximity marketing, mobile marketing metrics, and developing a mobile marketing strategy.

1.6 CEU, \$245, Simon Salt

ID: 58904 Online – 11/5/18 - 11/30/18



Entrepreneurship

The Kauffman Foundation reports that “new-business creation by Americans age 55 to 64 is responsible for nearly 25 percent of all business starts.” If you are one of those individuals interested in using your talents to build your own business or work as a micro-preneur, see page 64-65 and begin to pursue your dream.



Digital Marketing Certificate

Improving Email Promotions

Discover new ways to improve your email promotions and how to test email copy. Learn to analyze your email response rates, including benchmarks for open and click-through rates. 1.6 CEU, \$195

ID: 58897 Online – 9/4/18 - 9/28/18

Boosting Your Website Traffic

Learn to analyze your visitor traffic, use search engine optimization and gain greater exposure in Google searches. No experience is necessary. 1.6 CEU, \$195

ID: 58898 Online – 10/1/18 - 10/26/18

Online Advertising

Learn when to use pay-per-click advertising with Google AdWords, how to test Adword campaigns and target local audiences. Discover Facebook advertising and how you can determine the demographics of people you want to reach. 1.6 CEU, \$195

ID: 58899 Online – 11/5/18 - 11/30/18

Social Media Platforms Certificate

Different social networks have distinct characteristics and features. They offer unique opportunities to develop a two-way communication and marketing strategy for your organization. Find out what you can do to strategically position your message or brand on each platform to enhance effectiveness. *See website for course descriptions.* 4.8 CEU for certificate or 1.6 CEU per class, Nicole Siscaretti and Jennifer Selke

Twitter

ID: 58912 Online – 9/4/18 - 9/28/18 \$195

Facebook for Business

ID: 58913 Online – 10/1/18 - 10/26/18 \$245

LinkedIn for Business

ID: 58914 Online – 11/5/18 - 11/30/18 \$195

Earn this certificate when you complete all three courses for \$495 (a savings of \$90).
Susan Hurrell and
Dan Belhassen

Courses may be taken independently, or you can register for all three and earn a certificate for \$495 (a savings of \$140).

Become a Better Designer, Assistant, Marketer, Teacher, Entrepreneur.

LEARN CODE.

See page 33



the business case for happiness

It's time to talk about the elephant in the room that's holding your team and your organization back. It's not lack of resources, time, or talent.

It's burnout.

Employers across the Twin Cities have discovered that to be successful in the long-term, they need to optimize their people, not just their processes.



Linda Saggau and
Nancy O'Brien,
Co-founders of
Experience Happiness

Pictured Top:
Sheila Moroney,
Sr Director, Patient
Experience Officer,
Hennepin Healthcare

Pictured Cover:
Alexx Smith, Property Manager,
Zeller Realty Group

Burnout: You Can't Give What You Don't Have

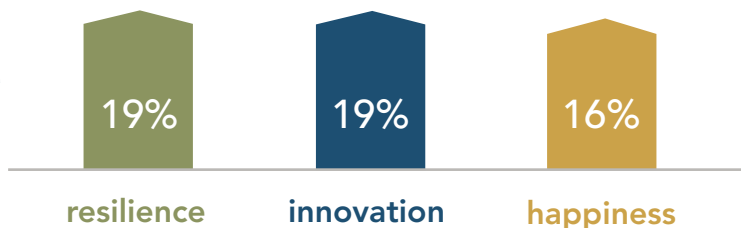
Regardless of your role, you cannot give what you do not have. As an employee or a leader, you face pressure from multiple angles. If you're a younger worker, you may be burdened with student debt. If you're mid-career, you may be taking care of a young family and an aging parent. Or perhaps you're working several jobs to make ends meet.

Meanwhile, the boundary between work life and personal life has become more fluid. For most people, it's no longer possible to leave work at work. And as stress piles on at work and at home, burnout begins.

People experiencing burnout feel exhausted and find themselves becoming cynical. Most dread the idea of being responsible for just one more thing. At work, burnout bleeds into productivity, engagement, and attitude, affecting relationships with colleagues and by extension, the customer experience.

To keep their teams productive, engaged, and at work, leaders are investing in happiness.

Hennepin Healthcare Happiness Metrics



The Health of Your Business Strategy

Sheila Moroney, Patient Experience Officer, and Sara Rose, Director of Acute Care Services at Hennepin Healthcare, are working to transform the patient experience in the emergency department. Early on, they realized that to improve the patient experience, they needed to focus on their employees. Sheila shared: “Employee burnout was negatively affecting the patient experience. Our employees reported feeling stressed out and physically and emotionally exhausted.”

Sheila and Sara implemented a program, The Happiness Practice (THP), to provide employees with a set of skills to build resiliency and manage the demands of their work. THP became a measured initiative for Hennepin Healthcare. “By focusing on employee burnout and making happiness a priority,” Sara says, “leaders and staff were equipped to deliver a better patient experience.”

THP is a program that is being used by many organizations. Designed by the founders of Experience Happiness, Linda Saggau and Nancy O’Brien have created assessments, tools, and programs to reduce burnout and cultivate sustainable happiness. Normandale is proud to partner with Experience Happiness to create custom programs designed to match a client’s business strategy or change management initiative.

Happiness as a Competitive Advantage

For Alexx Smith, Property Manager at Fifth Street Towers in Minneapolis, it meant making happiness the core of her business strategy. “It’s not work-life balance anymore,” Alexx explains. “It’s LIFE. How do we make Fifth Street Towers the place to be?” For her, happiness is an essential element in attracting and retaining employees and tenants, which ultimately increases profitability. As Alexx shares, “it is embedded in the entire experience design – the space, the amenities, the service – it is all about creating community, decreasing stress, and increasing happiness.”

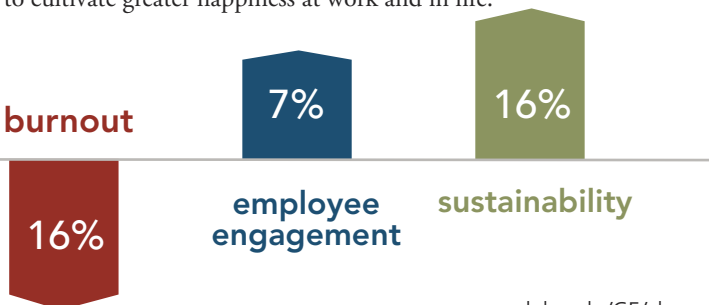
Cultivating Happiness Starts with a Conversation

So, how can you start cultivating happiness? If you’re a leader in your organization, carve out the time for conversations about stress and burnout with your employees. Remember that leaders who invest in the wellbeing of their employees have an easier time attracting, retaining, and optimizing top talent.

If you are looking to move beyond a conversation, Normandale can connect you to experts and help you create training and coaching specific to your goals. We also offer classes and workshops (see page 4) to cultivate greater happiness at work and in life.

“On a professional level, happiness improves your productivity and ability to innovate and collaborate with colleagues. On an organizational level, happiness improves key performance measures, such as customer satisfaction, employee engagement and retention.”

Linda Saggau,
Experience Happiness



See website for full article

Source: Experience Happiness Case Study, August 2017

computers and technology

Basics

Keyboarding

Learn how to touch-type the alphabetic, numeric, and symbol keys; create, save, and edit word processing documents; and successfully take a timed keyboarding test.

2.4 CEU, \$109, Kathy Van Pelt

Online – starts every month (9/12, 10/17, 11/14, 12/12)

Mastering Computer Skills for the Workplace

The Microsoft Office Suite is the most used software tool in the world. Gain those “must-have” skills needed to succeed in the workplace. Learn to create, edit and manage documents, presentations and spreadsheets. You’ll master the basics so that you can work faster and more efficiently. 1.6 CEU, \$195, Betsy Flanagan

ID: 58920

Online – 9/4/18 - 9/28/18

We offer flexible learning options.

Normandale’s classes are offered online and/or face-to-face.

Visit our website for a complete listing of our programs.

Business Productivity

Microsoft PowerPoint

Create professional-quality slide presentations with text and objects, including pictures, shapes, WordArt, SmartArt, and learn to add multimedia effects to create animated presentations and much more. 2.4 CEU, \$129, Kathy Van Pelt

Online – starts every month (9/12, 10/17, 11/14, 12/12)

Microsoft Outlook

Learn the basic features of email software, including creating, sending, saving and organizing emails, managing contacts, scheduling appointments, creating calendar entries and much more. 2.4 CEU, \$115, Bill Mann

Online – starts every month (9/12, 10/17, 11/14, 12/12)

Microsoft Word (2 Levels offered)

Introduction to Microsoft Word will teach you to edit, maneuver, store/save, design and format Word documents. Next level Intermediate Microsoft Word will expose you to more creative, higher-level functions such as mail merge, templates, macros, desktop design and publishing. 2.4 CEU, \$129, Wallace Wang

Online – starts every month (9/12, 10/17, 11/14, 12/12)

NEW Productivity eTools

See website for course description. 1.6 CEU, \$245, Jennifer Selke

ID: 58858

Online – 10/1/18 - 10/26/18

Data Analysis Certificate

Data Analysis is quickly becoming one of the most sought-after skills in the workplace. Companies have vast amounts of data, but they need individuals who have the ability to analyze that data to see trends and make predictions.

See page 7 or website for more information.





Presentation Media

Certificate in Presentation Media

Whether your presentation is online or in-person, utilizing presentation media will make your message more impactful.

Earn this
certificate for \$495
(a savings of \$90)

Infographics

See page 7 or website for more information. 1.6 CEU, \$195, Jeff Kritzer

ID: 58867

Online – 9/4/18 - 9/28/18

Photoshop for Presentations

Learn what the pros know and acquire the skills to navigate an extensive list of Photoshop features. Practice the most commonly used techniques for managing text, working with layers and image file properties. Learn the purpose of each photo-editing tool and walk away with the skills needed to use them. 1.6 CEU, \$195, Dan Hood

ID: 58868

Online – 10/1/18 - 10/26/18

Graphic Design for Visual Presentations

Learn the graphic design techniques needed to create contemporary and professional quality presentations, including page layout, typography and basic design considerations. Acquire the skills needed to work with any presentation software program. Ensure that your visual presentations and materials effectively communicate your message. 1.6 CEU, \$195, Rob Lee

ID: 58869

Online – 11/5/18 - 11/30/18

Avoiding the Horror of a Bad PowerPoint – see page 12

Interpersonal Communication – see page 13

Enhance Your Visual Design Skills

The Graphic Design and Web Design Certificates provide skill development for individuals who work in design, communications, marketing and business development fields.

See pages 28 - 31



"Every course in the Graphic Design certificate was so valuable." Katie Goodwin, Regis Corporation

Accounting and Finance

Introduction to Quickbooks 2018

Learn to manage the financial aspects of your small business quickly and efficiently with this powerful accounting software program. Gain hands-on experience as you master the tools you need to set up a chart of accounts; reconcile your checking account; create and print invoices, receipts, and statements; track your payables, inventory and receivables; create estimates; and generate reports. 2.4 CEU, \$119, Scott Paxton

Online – starts every month (9/12, 10/17, 11/14, 12/12)

Intermediate Quickbooks 2018

Learn advanced features and applications of Quickbooks such as multiple company files, inventory, reimbursement, finance charges, accounts receivables, loans and much more. 2.4 CEU, \$119, Scott Paxton

Online – starts every month (9/12, 10/17, 11/14, 12/12)

Accounting Fundamentals

Increase your financial awareness and gain a marketable skill. You will learn the basics of double-entry bookkeeping, how to analyze and record financial transactions and other core banking activities. 2.4 CEU, \$115, Charlene Messier

Online – starts every month (9/12, 10/17, 11/14, 12/12)

Financial Analysis and Planning for Non Financial Managers

Designed for non-financial managers, business owners, entrepreneurs, and other decision-makers, this course will take the mystery out of money matters. Learn to make smart decisions when it comes to budgeting, setting goals, and assessing performance within your own area of influence. This course is part of the Accounting and Finance for Non-Financial Managers certificate. *See website for more information.* 1.6 CEU, \$195, Jodie Trana

ID: 58842

Online – 11/5/18 - 11/30/18

Keys to Successful Money Management – see website



Bookkeeping

Bookkeeping Administration (Certification)

Certification is through the American Institute of Professional Bookkeepers (AIPB). Program includes textbooks and exam fee. 28 CEU, \$2,725

Bookkeeping Administration

Expert (Certificate)

See website for class details. 48 CEU, \$3,965

Accounting and Finance for Non Financial Managers (Certificate)

See website for details. 4.8 CEU, \$495



Microsoft Excel

Microsoft Excel Level 1

Microsoft Excel 2016 Level 1 introduces you to the spreadsheet, how to design formulas, charts and graphs and refreshes critical math skills needed to build effective spreadsheets. 0.7 CEU, \$175, Christy Leach and Sheila Arnett

Earn a **Microsoft Excel Spreadsheet Certificate** when you complete MS Excel Levels 1-3.

ID: 58945	Thur, 9/13/18	9:00am – 4:00pm	RM: P1802	S. Arnett
ID: 58946	Sat, 10/13/18	9:00am – 4:00pm	RM: P1802	C. Leach
ID: 58947	Tue, 10/16/18 & 10/23/18	8:30am – 12:00pm	RM: P1802	C. Leach
ID: 58948	Tue, 11/20/18	9:00am – 4:00pm	RM: P1802	S. Arnett
ID: 58949	Tue, 12/11/18	9:00am – 4:00pm	RM: P1802	C. Leach

Microsoft Excel Level 2

This course is for students with some spreadsheet experience. You will learn spreadsheet construction, how to design more sophisticated formulas, absolute addressing, charting graphs, formatting, and multi-sheet activities plus much more. *Prerequisite: Excel Level 1 or equivalent knowledge.* 0.7 CEU, \$175, Sheila Arnett and Christy Leach

ID: 58950	Thur, 9/27/18	9:00am – 4:00pm	RM: P1802	S. Arnett
ID: 58951	Sat, 10/27/18	9:00am – 4:00pm	RM: P1802	C. Leach
ID: 58952	Tue, 10/30/18 & 11/6/18	8:30am – 12:00pm	RM: P1802	C. Leach
ID: 58953	Tue, 12/4/18	9:00am – 4:00pm	RM: P1802	C. Leach

Microsoft Excel Level 3

This course moves you to an advanced level that will allow you to visualize, analyze and connect data elements. You will learn vertical/horizontal lookup; database analysis tools; advanced functions such as pivot tables; pivot charts; slicers; financial functions; protections; 3D formulas; file-linking formulas; and multi-sheet methods plus much more. *Prerequisite: Excel Level 2 or equivalent knowledge.* 0.7 CEU, \$175, Sheila Arnett

ID: 58954	Thur, 10/11/18	9:00am – 4:00pm	RM: P1802	S. Arnett
ID: 58955	Sat, 12/1/18	9:00am – 4:00pm	RM: P1802	S. Arnett

Introduction to Crystal Reports

Crystal Reports is a business intelligence tool that allows you to develop reports against any database or structured file format, from SQL and Oracle, to flat file to text file to spreadsheets. Knowledge of crystal reporting is a much sought-after subject matter expertise right now, especially within the healthcare industry. 2.4 CEU, \$115, Allen Taylor
Online – starts every month (9/12, 10/17, 11/14, 12/12)

Data Analysis Certificate – see page 7

Microsoft Access

Earn a **Microsoft Access Certificate** when you complete MS Access Levels 1-3.

These instructor-led programs will allow for interactive learning and personalized attention. In each course, you will receive valuable, customized materials.

Microsoft Access Level 1

Microsoft Access 2016 Level 1 will guide you through database design theory and development, creating and working with tables and relationships, and setting field properties. Queries, forms and reports using the wizards will also be introduced.

0.7 CEU, \$175, Sheila Arnett

ID: 58933	Thur, 9/20/18	9:00am – 4:00pm	RM: P1802
ID: 58934	Mon, 11/26/18	9:00am – 4:00pm	RM: P1802

Microsoft Access Level 2

This course will teach you the essential database design skills, taking a deeper dive into queries, forms and reports, advanced query wizards and other advanced design features.

0.7 CEU, \$175, Sheila Arnett

ID: 58935	Thur, 10/4/18	9:00am – 4:00pm	RM: P1802
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Microsoft Access Level 3

This course will empower you to design Access as a user-friendly tool for others. It will cover sub forms, creating form letters, importing and integration with Excel, Word and other databases and provide a comprehensive introduction to Macros, a unique method for using Visual Basic actions, without being a programmer. 0.7 CEU, \$175, Sheila Arnett

“These classes were fantastic! Sheila was extremely knowledgeable and helpful.”
~MS Access student

ID: 58936	Mon, 11/5/18	9:00am – 4:00pm	RM: P1802
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PHP & MySQL (2 Levels offered)

Learn how to create dynamic Web pages and leave with useful code templates to create your very own dynamic, Web-based, content management system. See website for more information. 2.4 CEU per class, \$115 per class, Richard Blum

Online – starts every month (9/12, 10/17, 11/14, 12/12)

Data Analytics Professional – a Primer – see page 6



Sheila Oakes Arnett has been working in the computer industry since 1987. Sheila has worked with over 150 companies to create and modify custom databases and developed AccessAbility Advisor, a program for Disability Service Centers for colleges and universities across the US. She is committed to bringing students industry-relevant knowledge and up-to-date techniques.



SQL – Structured Query Language

SQL is a language (queries) used to view, add or remove data within a database. This is a powerful and in-demand skill to have! Valuable textbooks included.

Earn an **SQL Design and Reporting Certificate** when you complete SQL Levels 1-2, MS Access Level 1 and Intro to SSRS.

SQL Level 1

SQL is the industry's top database querying language. Learn to read and write simple and complex SQL statements and apply advanced data analysis techniques through hands-on activities. 0.7 CEU, \$175, Sheila Arnett

ID: 58937	Mon, 9/10/18 & 9/17/18	8:30am – 12:00pm	RM: P1802
ID: 58938	Thur, 11/1/18 & 11/8/18	8:30am – 12:00pm	RM: P1802

SQL Level 2

SQL Level 2 will solidify Level 1's learnings and also address: advanced joins, calculations, functions, and data manipulation. *Prerequisite: SQL Level 1 or equivalent experience.* 0.7 CEU, \$175, Sheila Arnett

ID: 58939	Mon, 9/24/18 & 10/1/18	8:30am – 12:00pm	RM: P1802
ID: 58940	Thur, 11/15/18 & 11/29/18	8:30am – 12:00pm	RM: P1802

SQL Level 3

SQL Level 3 will review and expand upon the knowledge from Levels 1 and 2 and also address: subqueries, stored procedures and the interpretation of statements of increasing complexity. 0.7 CEU, \$175, Sheila Arnett

ID: 58941	Mon, 10/8/18 & 10/15/18	8:30am – 12:00pm	RM: P1802
ID: 58942	Thur, 12/6/18 & 12/13/18	8:30am – 12:00pm	RM: P1802

Introduction to Coding – see page 33

Introduction to SSRS and Power BI Tools for Excel

Learn the fundamentals of SQL Server Reporting Services' Report Builder and Excel's Power BI tools to create easy to understand reports and data visualizations that are packed full of valuable information. Special emphasis on active learning using SQL Server 2014 and public data available on the internet. *Prerequisite: SQL Level 1 or equivalent experience.* 0.7 CEU, \$175, Sheila Arnett

ID: 58943	Mon, 10/29/18	9:00am – 4:00pm	RM: P1802
ID: 58944	Mon, 12/3/18 & 12/10/18	8:30am – 12:00pm	RM: P1802

Programming for Non-Programmers Certificate – see page 66

Graphic Design

You will be introduced to the tools and elements needed to express ideas and concepts in visually aesthetic ways. These classes build in real-world, application-oriented opportunities for you to create or add to your own portfolio.

Introduction to Design Concepts

Designed to support those who are expected to utilize visual communication skills to update websites and produce image oriented reports, presentations and marketing materials. You will be introduced to the design elements and principles related to layout, typography, color and digital file formats. Planning begins here if you will be working on a certificate capstone project. 0.7 CEU, \$175

ID: 58959

Wed, 9/12/18	9:00am – 4:00pm	RM: P1802
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ID: 58960

Wed, 11/28/18	9:00am – 4:00pm	RM: P1802
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Foundations of Adobe Photoshop

Discover the power of Photoshop and explore topics from basic photo editing and composite image effects to creating believable website mockups and developing an efficient workflow. Learn the main photo editing tools and more related to image resolution, size, printing and web production. Exercises will emphasize techniques and aesthetics for both web and non-web applications. Textbook included. 0.7 CEU, \$175

ID: 58961	Wed, 9/19/18	9:00am – 4:00pm	RM: P1802
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ID: 58962	Wed, 12/5/18	9:00am – 4:00pm	RM: P1802
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Graphic Design Software Certificate

Earn this certificate when you complete the following courses:

- Intro to Design Concepts
- Foundations of Photoshop
- Advanced Photoshop
- Foundations of Illustrator
- InDesign
- Certificate Capstone

Add 3 more classes and Earn the **Web Design Certificate** too!

- User Experience (UX) and Accessibility
- HTML/CSS
- WordPress and CMS

See page 31.

Graphic and Web Design Certificates



“I knew that I wanted to improve my technical skills as a designer. And, I was also interested in exploring how design connects to areas like UX (user experience.) The Web Design certificate offered that real world perspective for how the work of designers is changing.”

Melanie Schumacher, Designer, artist and entrepreneur

Gain In-Demand Skills.

Taught by design professionals, learn to utilize Adobe software and the latest industry techniques.

Benefit from 1:1 Coaching.

Each class offers an interactive learning experience and opportunities to receive personalized feedback to hone your skills and improve your project.

Enhance Your Portfolio.

Create a final design project to use in your professional portfolio.

Get Certified!



Adobe InDesign

Adobe InDesign is an incredible tool for print-focused designers. Not only is it essential to larger graphic design projects such as books and pamphlets, InDesign houses a suite of tools that will help your work look great on screen and paper. Exercises will focus on real-world examples and practical techniques. Textbook included. 0.7 CEU, \$175

ID: 58965 Wed, 10/3/18 9:00am – 4:00pm RM: P1802

Foundations of Adobe Illustrator

Learn how to work effectively within Adobe Illustrator. This application is essential to branding, working with vector-based file types and creating print-ready layouts. Exercises will focus on best practices and practical techniques. 0.7 CEU, \$175

ID: 58963 Wed, 9/26/18 9:00am – 4:00pm RM: P1802

ID: 58964 Wed, 12/12/18 9:00am – 4:00pm RM: P1802

NEW Advanced Adobe Illustrator - Branding

You will expand on skills that you learned in “Foundations of Adobe Illustrator.” Learn how to create professional quality graphic design materials frequently needed by businesses. Work with vector files and learn techniques and workflows common in graphic design. Exercises will focus on proficiency and real world applications of techniques. 0.7 CEU, \$175

ID: 58971 Wed, 10/10/18 9:00am – 4:00pm RM: P1802

Advanced Adobe Photoshop - for Photography

Expanding on skills learned in “Foundations of Adobe Photoshop” you will focus on the skills specific to the level of an amateur or professional photographer. This class walks through photo retouching, working with .raw file types, advanced masking techniques and batch processing. 0.7 CEU, \$175

ID: 58966 Wed, 10/17/18 9:00am – 4:00pm RM: P1802

Certificate Capstone

Through your participation in the certificate series, you will have learned basic graphic design concepts in a variety of software programs. This capstone class offers you an opportunity to apply those concepts to a realistic final project. Final project discussions will be introduced in the “Introduction to Design Concepts” course. 0.7 CEU, \$175

ID: 58970 Wed, 11/14/18 9:00am – 4:00pm RM: P1802



Grant Chandler, a Twin Cities based digital marketing professional, offers a broad range of knowledge to enhance practical skills needed in today's workplace. With a formal education in graphic design, Grant actively engages in web development, user experience and digital marketing in a wide range of professional settings.

Game Design

Mobile games are the fastest-growing segment of the video game market as more and more people play casual game. This certificate provides you with a general introduction to what goes into the design and development of both video and analog games, with a particular focus on the use of games outside of consumer entertainment.

Earn the
**Certificate in
Basic Game Design**
for \$395
(a savings of \$95).

Introduction to Game Design

You will discover resources for developing game design, identify the mechanics and verbs used in different games. Take the first steps into understanding game design, and how it can be applied in your field. 1.6 CEU, \$245, Moses Wolfenstein

ID: 58860

Online – 9/4/18 - 9/28/18

Intermediate Video Game Design

You will learn the basics of video game design process, learn about the main video game genres, and use a game development application to begin your journey of making games. 1.6 CEU, \$245, Jean Haefner

ID: 58861

Online – 10/1/18 - 10/26/18

Programming for Non-Programmers Certificate – see page 66

NEW Coding Certificate – see page 33

WordPress Certificate

WordPress is by far the most popular content management system (CMS) for website and blog design. This certificate will teach you how to build and maintain a WordPress website or blog and customize your WordPress site by hand-coding HTML, CSS, and PHP. You'll learn how to apply SEO techniques and website back-up options. Web development is a valuable skill to have in today's digital world. 4.5 CEU, \$495, Andy Helmi
ID: 59070

Website Setup

Online – 9/4/18 - 9/28/18

WordPress Fundamentals

Online – 10/1/18 - 10/26/18

Advanced WordPress

Online – 11/5/18 - 11/30/18





Web Design

These web design classes provide skill development in high demand areas and are geared for individuals who work in design, communications, marketing and business development fields.

User Experience (UX) and Accessibility

Learn to speak the language of the web designer. This course is geared towards the skills and techniques needed to understand how websites are designed, how to increase engagement on various platforms and how to apply customer feedback to your work. User Experience (UX) and Accessibility practices are a hot topic in today's digital workplace and can make the difference between a fun website and one that is impossible to use. Exercises will focus on best practices, real-world examples and practical techniques. 0.7 CEU, \$175, Grant Chandler

ID: 58967

Wed, 10/24/18 9:00am – 4:00pm RM: P1802

HTML/CSS

Learn to “speak the language” of HTML (Hyper-text Markup Language) and CSS (Cascading Style Sheets) in order to effectively use web design software. HTML and CSS are a common requirement in many roles, and although the syntax is simple, the theory can be overwhelming. Key differences between HTML versions will be discussed along with current browser concerns. CSS will be used to add style to this structure and provide the layout for your web pages. Textbook included. 0.7 CEU, \$175, Grant Chandler

ID: 58969

Wed, 10/31/18

9:00am – 4:00pm

RM: P1802

WordPress & Content Management Systems

Learn the basics of CMS (Content Management Systems.) Learn how you can Integrate your design skills and the theory behind various systems and how each of them can make a different business impact. You will learn basic authoring techniques in Wordpress and leave with a foundational understanding of how to create functional websites in several systems. 0.7 CEU, \$175, Grant Chandler

ID: 58968

Wed, 11/7/18

9:00am – 4:00pm

RM: P1802

Certificate Capstone

See page 29 for course description. 0.7 CEU, \$175, Grant Chandler

ID: 58970

Wed, 11/14/18

9:00am – 4:00pm

RM: P1802

Web Design Software Certificate

Earn this certificate when you complete the following courses:

- Intro to Design Concepts
- Foundations of Photoshop
- Foundations of Illustrator
- User Experience (UX) and Accessibility
- HTML/CSS
- WordPress and CMS
- Certificate Capstone

Add 2 more classes and Earn the **Graphic Design Certificate** too!

- Advanced Photoshop
- InDesign

See pages 28 and 29.

information technology

Programming

Classes are available online and start monthly.

C#

Learn concepts of Object-oriented programming using C# and .NET programming while creating C# practical applications. 3.2 CEU, \$395

Java (2 Levels offered)

Write your own programs and integrate input and output, calculations, decision making, and loops with Java and BlueJ. 2.4 CEU, \$115, Brian Hall

C++

C++ is a general purpose programming language, it is commonly used for desktop application development and systems programming. 2.4 CEU, \$115, Jeffrey Kent

Introduction to Python 3

Gain the tools to write simple scripts, full programs, or graphical user interfaces with Python. 2.4 CEU, \$115, Mike Orsega

Visual Basic (2 Levels offered)

Visual Basic is a widely used programming language for and is easy to learn. 2.4 CEU, \$115, Jeffrey Kent

Creating Mobile Apps with HTML5

Learn to use HTML5, CSS3, JavaScript, jQuery, and Web APIs to create cross-platform mobile apps and mashups. 2.4 CEU, \$115, Chris Minnick

JavaScript (2 Levels offered)

Build interactive features into your web pages by developing basic JavaScript and jQuery skills, which stack onto your knowledge of HTML and CSS. 2.4 CEU, \$115, Alan Simpson

ASP.NET

ASP.NET allows you to develop powerful, interactive controls, style sheets, master pages and membership features. 2.4 CEU, \$115, Jeffrey Kent

IT Certifications

Foundations

ITIL Foundations

CompTIA A+

CompTIA Cloud Essentials

Microsoft SharePoint

Networking & Security

CompTIA Network+

CompTIA Security+

CompTIA Advanced Security Practitioner (CASP)

Cisco Certified Network Associate (CCNA)

Cisco Certified Network Professional (CCNP)

Certified Information Systems Security Professional (CISSP)

Server & Operating Systems

CompTIA Linux+

CompTIA Server+

Microsoft Windows Server (MCSA)



Gain the IT Edge

Whether you are looking to break into an IT career or deepen your technology competency as a stackable skill, our **Computer Technician Certificate** will help you accomplish your goals.

In just 3 months, earn the **CompTIA A+ Certification**. See website for more information.

Enroll today for \$1,999 and get a laptop plus FREE eBook textbooks!

WIOA Approved



Coding Certificate

Coding is a skill that will bolster your ability to add new value to your organization. The highest demand is for programming languages with broad applicability. Earn the certificate for \$595 (a savings of \$90) or take individual courses.

NEW Introduction to Coding

Get introduced to the basics of computer programming and various programming languages. New technologies allow people outside of the computer science field to be able to create their own web pages using code. Learn the basics of HTML, CSS, Java Script and the practical uses for each. 1.6 CEU, \$195, Jeff Kritzer

ID: 58919 Online – 9/4/18 - 9/28/18

NEW HTML and CSS Fundamentals

Learn the relationship between these two industry-standard web page coding languages and the step by step process of hand coding and building web pages. Topics include creating and formatting web page content, styling and layouts. 1.6 CEU \$245, Andy Helmi

ID: 59461 Online – 10/1/18 - 10/26/18

NEW Advanced CSS

Learn advanced features of CSS to precisely layout web pages, position page elements and style them to your taste. Topics include advanced web typography, working with grids, creating responsive web pages, and working with CSS3 styles. 1.6 CEU \$245, Andy Helmi

ID: 59462 Online – 11/5/18 - 11/30/18

Web, digital media, software design and development, data analytics, and business intelligence all require at least an entry level understanding of programming, languages and concepts.



Programming activity:	Try one of these:	Really want to stand out? Then add this:
Front-end, Client-side	HTML, CSS, JavaScript	CX (customer experience) knowledge
Back-end, Server-side	Python, PHP, Java .Net, C#	Graphic design skills
Mobile/Apps	Objective-C or Java, HTML/CSS	Server-side programming knowledge
3D/Game	C/C++, OpenGL, Animation, C#	Artistic/design skills
High-Performance	C/C++, Java	Math and quantitative analysis skills

health information technology

Professional Series

Health IT professionals are the go-to people who ensure technology is used in a way that improves patient care, quality, safety and is cost-effective. Normandale's MNHIT program offers high-demand, technical and leadership skills needed in this growing field.



MNHIT Level 1 Certificate

Level 1 will equip you with foundational health IT concepts, language and systems. 7 CEU and \$195 per course or \$555 for the certificate (a savings of \$30).

1. **Overview of Health Information Technology (OHIT)**
2. **Language of Health Information Technology (LHIT)**
3. **Health Management Information Systems (HMIS)**

Classes are online, self-paced, instructor supported and begin every five weeks.

MNHIT Level 2 Certificate

Level 2 dives into core health IT activities, uses, and change management concepts. 7 CEU and \$195 per course or \$555 for the certificate (a savings of \$30).

1. **HIT Workflow Analysis and Change Management (WKFL)**
2. **Leadership and Teams in Health IT (LDTM)**
3. **Networking and Health Information Exchange (NHIE)**

MNHIT Level 3 Certificate

Level 3 exposes you to the EHR and builds business and management skills to succeed in health IT. 7 CEU per course, \$195 for the first course, \$255 for the second or third course or \$665 for the certificate (a savings of \$40).

1. **Business of Health IT (BHIT)**
2. **Health IT Project Management (HIPM)**
3. **Electronic Health Records Bootcamp - Virtual Lab**

Health IT Professional Certificate

Complete all three of the mini certificates
(or all 9 classes) and you will earn the

Health IT Professional Certificate and be well-prepared to sit for national certification exams such as CAHIMS, CPEHR or CPHIT. More information about these certifications can be found on our website www.MNHealthIT.com.





Transformational Series

These practical certificates will develop skills and insight to empower you to work in and support healthcare transformation. The series will help you understand what transformation means, and how it is changing the way we leverage technology, improve care delivery and focus on quality. Earn a certificate or take individual courses, \$145 per course.

Classes are online, self-paced, instructor supported and begin every three weeks.

Value-Based Care Certificate

This certificate covers key concepts related to value-based care (VBC) and healthcare reform. Gain the skills and training needs to manage day-to-day work including care delivery, quality measurement and improvement as well as satisfaction.

1. **The Business of Value-Based Care** (0.825 CEU)
2. **Applications of Value-Based Care** (0.675 CEU)
3. **Negotiating Contracts for Value-Based Care** (0.2 CEU)

Healthcare Data Analytics Certificate

The role of data is critical to healthcare. This 2-course certificate will teach you the core fundamentals of data analysis through the lens of healthcare, including practical exercises and relevant scenarios of how data is used to support, manage, and improve care delivery, quality measures, population health, finances, and much more.

1. **Understanding Healthcare Data Analytics** (0.8 CEU)
2. **Clinical Data Analytics and the Learning Health System** (0.95 CEU)

Population Health Certificate

Population health shifts the focus from the individual patient to the population, allowing providers and health organizations to improve the healthcare experience and business models by leveraging population-level data.

1. **Population Health Policy** (0.6 CEU)
2. **Population Health Data Analytics** (0.75 CEU)
3. **Population Health Interventions** (0.9 CEU)

Together, Johns Hopkins University
School of Medicine and
Normandale are developing
leaders in healthcare.



medical career programs

Pharmacy Technician

WIOA Approved

The Pharmacy Technician program is the only online program approved by the State of Minnesota Board of Pharmacy. The Pharmacy Technician program prepares students to earn their national certification by passing the Pharmacy Technician Certification Board (PTCB) Exam. Topics studied include pharmacology, pharmaceutical calculations, and pharmacy law, regulations and standards, among others. During the training, students will participate in an on-site externship at a local Walgreens or CVS Pharmacy. In addition to one-on-one instructor support and personalized graduate support, students receive six e-textbooks and a drug reference handbook. 292 Contact Hours, \$1,999

ID: 58371

Online – start anytime

NEW Medical Assistant with Clinical

WIOA Approved

Medical assisting is becoming a must-have skill set for anyone interested in working in the healthcare industry – whether you want to become a care giver or work in an operational or administrative role. Learning the required skills and knowledge will open doors to many career opportunities and demonstrate an understanding of health care delivery and operations. A Medical Assistant provides general patient care in healthcare facilities such as physicians' offices, hospitals, and clinics. This course offers the flexibility of online learning AND also includes a 220 hour in-person clinical experience – a must have for on-the-job success. A complete ebook library, one-on-one help from instructors and technical support team, and a CCMA exam voucher are also included. *See website for more details.* 640 Contact Hours, \$3,999

ID: 59053

Online – start anytime

NEW Medical Administrative Assistant with EHR

WIOA Approved

This program prepares students to earn the Certified Medical Administrative Assistant (CMAA) and Certified Electronic Health Records Specialist (CEHRS) credentials. Topics studied include ezEMRx EHR software, Microsoft Office, healthcare documentation, and office procedures. Enrollment includes e-books and exam vouchers for the two national certifications. 285 Contact Hours, \$3,199

ID: 59054

Online – start anytime

Students who pay in full for the following programs are eligible for a promotional item or discount before October 31, 2018



Free Laptop or iPad Air

- > Professional Medical Coding & Billing
- > Medical Transcription Editor
- > Pharmacy Technician
- > Medical Billing
- > Medical Assistant (MA)
- > Medical Administrative Assistant with EHR

Payment plans available. Students using payment plans are not eligible for promotions.



Professional Medical Coding & Billing

WIOA Approved

Medical Coding and Billing Training Program is a comprehensive online program designed by industry experts for individuals who would like to work in the healthcare coding and billing industry. Mastering medical terminology, documentation, confidentiality, ethics, healthcare structure, pharmacology, disease processes, diagnostic coding and healthcare reimbursement are just a few of the subjects covered. This program prepares students to sit for the CCA (AHIMA) and/or CPC (AAPC) certification exams. 640 Contact Hours, \$3,699

ID: 58375

Online – start anytime

Medical Transcription Editor

WIOA Approved

Approved by the Association for Healthcare Documentation Integrity (AHDI), the Medical Transcription Editor program prepares students for medical transcription and editing careers. Topics studied include documentation, biomedical sciences, and editing theory, among others. The program emphasizes practical experience. Enrollment includes ten e-textbooks, a transcription foot pedal, an AHDI membership, and online reference library access. 640 Contact Hours, \$3,199

ID: 59055

Online – start anytime

Medical Billing

WIOA Approved

Developed by industry experts, this program includes real-world practical experience and is designed to help you gain the knowledge and skills needed to follow insurance claims all the way through to payment. You'll be prepared to work with industry-specific forms such as the CMS-1500 and UB-40. You will also gain a valuable body of knowledge to employ when working on process and health information system implementation or redesign, and healthcare revenue cycle projects. This program includes access to student support, technical support, and graduate support teams throughout the training. 180 Contact Hours, \$2,999

ID: 59056

Online – start anytime

Medical Career Information Session

ID: 58958 • Thur, 9/27/18 • 6:00pm - 8:00pm
RM P1844

To register, visit normandale.edu/CE
or call (952) 358-8343

FREE

Minnesota Board of Nursing Continuing Education Requirements

The Minnesota Board of Nursing is the source of specific information regarding individual registration requirements. All programs are designed to meet Minnesota Board of Nursing requirements for registered nurses and licensed practical nurses. It is up to the individual licensee to decide if the content enhances his or her ability to practice nursing.

Stress Management

Stress itself isn't the enemy. It is our perception of stress that fuels our anxiety. Events happen every day. How we interpret those events can set the stage for how we feel and react to others. Reducing stress is as easy as understanding what stress is to you, and using that knowledge to restructure your thoughts. Gain specific techniques to turn stress into a stepping stone, not a stumbling block! 16 Contact Hours, \$145, Meredith Brown

ID: 58890

Online – 11/5/18 - 11/30/18

Certificate in Brain Health

Gain insights into the amazing brain and explore how to support health and happiness through lifestyle choices that impact this remarkable organ. This course is ideal for healthcare professionals and nurses or anyone who wants to better understand how supporting brain health can foster health, happiness and well-being. 10 Contact Hours, \$109, Cyndi Koopsen and Caroline Young

Online - starting every month (9/12, 10/17, 11/14, 12/12)

Business Bootcamp for Holistic Practitioners – see page 50

Emergency Medical Technician (EMT)



This program is designed for individuals who are interested in becoming an Emergency Medical Technician or gaining EMT skills and practical experience.

Training includes patient assessment, airway management, AHA basic life support for health professionals, trauma management, medical emergencies management, mass casualty and bio-terrorism response, critical thinking and decision-making.

Successful completion of this course and the National Registry Examination lead to certification as an Emergency Medical Technician at the Basic level. This program is a blend of in-class learning and outside online and independent coursework. *See website for full program details and prerequisites.* 80 Hours, \$2,195, Hennepin County Medical Center (HCMC) Faculty

ID: 59051

Tue & Thur, 9/11/18 – 11/15/18

12:30pm – 4:30pm

RM: P0806



Professional Development

Refresher Course in Nursing (RN)

This course is designed for registered nurses (RN) who need a review and update of nursing skills to return to active status. Prearranged supervised clinical experience is included. *See website for full course description.* 170 Contact Hours, \$1,395, Leanne Meier

ID: 58835

Sat, 9/8/18 - 11/10/18

8:00am – 1:00pm

RM: S2333

BLS for Healthcare Provider - American Heart Association

The Basic Life Support (BLS) course is designed to provide a wide variety of healthcare professionals the ability to recognize several life-threatening emergencies, provide CPR, use an AED, and relieve choking in a safe and effective manner.

7 Contact Hours, \$109, Cindy Carow-Schiebe

ID: 59048

Sat, 10/13/18

8:00am – 3:00pm

RM: A1570

BLS for Healthcare Provider Renewal

This course is a review of the skills and knowledge covered in the BLS for Healthcare Provider (AHA) course. *See website for course description.* 4 Contact Hours, \$56, Cindy Carow-Schiebe

ID: 59049

Wed, 9/19/18

5:30pm – 9:30pm

RM: A1570

ID: 59050

Wed, 11/14/18

5:30pm – 9:30pm

RM: A1570

The Basic Life Support (BLS) courses are designed for:
Dental Professionals,
Daycare Providers,
Security Personnel,
Nursing Home Workers,
and other Healthcare Providers.

NEW Certificate in Infectious Diseases and Infection Control

Learn the basic techniques and procedures for preventing the transmission of infectious disease and some of the most common and dangerous infectious diseases: influenza, pneumonia, tuberculosis, hepatitis, HIV/AIDs, zoonoses and tickborne diseases. *See website for more details.* 13 Contact Hours, \$119, Cyndie Koopsen and Caroline Young

Online – start every month (9/12, 10/17, 11/14, 12/12)

Spanish for Medical Professionals



Designed specifically for healthcare professionals, you will practice the basic, practical language skills needed to communicate with your Spanish-speaking patients and their families. 32 Contact Hours, \$290, Cristina Sempé

ID: 58875

Online – 9/4/18 - 10/26/18

integrative health and wellness

Reiki Energy Therapy

Reiki Energy Therapy is a simple, natural and safe method of healing that offers stress reduction and profound relaxation. Reiki Energy Therapy sessions are a hands-on, fully clothed touch therapy using the Traditional Usui Reiki form.

Reiki Energy Therapy Level 1

This course prepares you to become a Certified Reiki Energy Therapy practitioner with the skills and abilities to fully utilize Reiki Energy Therapy. Learn the theory and principles, the historic origins, ethics, skills and abilities to administer Reiki Energy Therapy. *Please bring a bag lunch and pillows, towels, and/or mat.* 7 Contact Hours, \$150, Lucille Crow

ID: 59019 Sat, 10/13/18 8:00am – 4:00pm RM: P1838

ID: 59021 Sat, 11/3/18 8:00am – 4:00pm RM: P1838

Lucille Crow, RN, RM, CHT is a speaker and educator, Reiki Master and Certified Hypnotherapist. She brings a wealth of experience, knowledge and wisdom to provide a powerful perspective to her work.

Reiki Energy Therapy Level 2

Advance your skills by increasing the power and versatility of use of Reiki Energy Therapy. Upon completion of this course, you are certified as an Advanced Practitioner. *See website for complete course description. Prerequisite: Certification in Reiki Energy Therapy Level 1.* 7 Contact Hours, \$150, Lucille Crow

ID: 59020 Sat, 12/1/18 8:00am – 4:00pm RM: P1838



Fall into Wellness

10 am – 1 pm
Saturday, September 22
Partnership Center

FREE EVENT

Come and explore new ways to enhance your well-being as you sample some of our most popular programs in conjunction with Normandale's 50th anniversary.

Experience topics such as:

- Healing Touch
- Numerology
- Ayurveda
- Spring Forest Qigong
- Tai Chi
- Emotional Freedom Techniques
- and more!

Bring family and friends to this fun and free event

ID: 59089 (Register online at www.normandale.edu/ce/classes)



Introduction to Natural Health and Healing

Gain a knowledge of using the power of the mind for healing the body, herbal healing, aromatherapy, therapeutic touch, natural remedies for common emergencies, and much more. 24 Contact Hours, \$109, Theresa Snyder
Online – starts every month (9/12, 10/17, 11/7, 12/12)

Understanding Empaths

This class will help you understand characteristics, abilities, gifts and challenges that Empaths (perhaps yourself?) experience. Topics such as healing, energetic boundaries, intuition, and specific techniques and mantras will be discussed to weave into everyday life. 6 Contact Hours, \$149, Beth Jacobson
ID: 59100 Thur, 10/4/18 - 10/18/18 6:00pm – 8:00pm RM: P1810

Healing Touch

Healing Touch uses gentle, heartcentered touch to assist in balancing physical, emotional, mental and spiritual well-being. It enhances the body's natural ability to heal through the human energy centers and energy bio field.

This continuing education program has been approved and endorsed by the American Holistic Nurses Association.

Class 1: Foundations of Healing Touch

Explore theoretical concepts that underlie holistic healthcare practices along with how they relate to the core values – guiding the practice of Healing Touch. *See website for course description.* 16 Contact Hours, \$335 (workbook included), Sheila Judd and Barb Schommer

ID: 59029	Fri, 9/7/18	8:00am – 5:00pm	RM: P1838
	& Sat, 9/8/18	8:00am – 4:00pm	
ID: 59030	Fri, 11/30/18	8:00am – 5:00pm	RM: P1840
	& Sat, 12/1/18	8:00am – 4:00pm	

Class 2: Energetic Patterning & Clinical Application

Learn to conduct an intake interview and integrate techniques from the Foundations class with new techniques to assist the patient in expanding their heart energy. *Prerequisite: completion of Healing Touch Class 1: Foundations of Healing Touch.* 16 Contact Hours, \$295, Barb Schommer

ID: 59031	Fri, 10/12/18	8:00am – 5:00pm	RM: P0806
	& Sat, 10/13/18	8:00am – 4:00pm	



Barb Schommer, RN, MS, CHTP, CHTI, is a Certified Healing Touch Instructor. She draws on her 45-year career as a public health nurse, combining standard medical care with energy therapy.

Ayurveda

Spice up Your Life with the Ancient Science of Ayurveda

Explore about 10 commonly used spices and their healing effects. Learn the amazing facts about these enticing spices and take home effective spice blends that you can use in various recipes. 2.5 Contact Hours, \$59, Asavari Manvikar

ID: 59038

Tue, 11/13/18

6:00pm – 8:30pm

RM: P1840

Ayurveda: Healthy Recipes

When diet is wrong, medicine is of no use. When diet is correct, medicine is of no need. Explore various heart-healthy recipes to combine foods with optimum amounts of nutrition. 2.5 Contact Hours, \$59, Asavari Manvikar

ID: 59039

Tue, 11/20/18

6:00pm – 8:30pm

RM: S2326

Ayurveda: Yoga for Your Dosha

Yoga, Meditation and Ayurveda are the triad of healthy living. When integrating the techniques of yoga and meditation with principles of Ayurveda, you can experience immense benefits to your health. Explore the concept of dosha, and learn about how to adjust your asana, pranayama and meditation practice to balance each dosha. 2.5 Contact Hours, \$59, Asavari Manvikar

ID: 59040

Tue, 11/27/18

6:00pm – 8:30pm

RM: P1840

Ayurveda: Healing with Simple Home Remedies

Learn simple home remedies for common health problems such as cold, flu, and headaches through diet, herbs, essential oils, exercise and yoga. These home remedies, used to correct imbalances and restore the body to the natural order, are based on the principles of Ayurveda. 2.5 Contact Hours, \$59, Asavari Manvikar

ID: 59041

Tue, 12/4/18

6:00pm – 8:30pm

RM: P1840

Wild Plant Walk: Identification for Food and Medicine – see page 44

NEW Embracing Life and Navigating Change with Essential Oils Workshop

With essential oils as the foundational tool, this two-session course will address how aromatherapy can support mindset, emotions and life transitions. Explore life changes (career, divorce, empty nester syndrome, health, injury, unemployment) in a holistic manner and learn empowerment processes to help you impact an overall positive life outlook—meeting your best self while doing so. 5 Contact Hours, \$89, Marita Rahlenbeck

ID: 59454

RM: P0838

Wed, 10/3/18 & 10/10/18

6:00pm – 8:30PM





Ayurveda

Ayurveda Certificate

Introduction to Ayurveda is a prerequisite for ALL other Ayurveda classes in this series. After completing the Introduction to Ayurveda course, you may attend any of the courses individually or as a series. See website for complete course description. **15 Contact Hours and \$249 for series or 2.5 Contact Hours and \$49 per class,**
Asavari Manvikar

Dr. Manvikar is a Registered Ayurveda Specialist. She completed her Master's degree in Ayurveda from the University of Pune and has been practicing Ayurveda for more than 16 years.

Class 1: Introduction to Ayurveda

This foundational course covers the history, science and purpose of Ayurveda, the five elements and the concept of dosha.

ID: 59032 Tue, 10/2/18 6:00pm – 8:30pm RM: P1840

Class 2: Diet & Nutrition

Learn the concepts of Agni (digestive fire), Ama (toxins), the six tastes and basic rules for making conscious decisions about food combinations.

ID: 59033 Tue, 10/9/18 6:00pm – 8:30pm RM: P1840

Class 3: Constitution & Wellness

Discover characteristics of Ayurveda's Vata, Pitta and Kapha doshas, individualized for your own body and system.

ID: 59034 Tue, 10/16/18 6:00pm – 8:30pm RM: P1840

Class 4: Daily Routine & Harmony with Nature

Tune into nature's patterns and rhythms by learning a general daily routine and your dosha-specific routine to support your practice.

ID: 59035 Tue, 10/23/18 6:00pm – 8:30pm RM: P1840

Class 5: Health Maintenance with Seasonal Changes

Learn about seasonal changes to the body, health and emotional levels, different stages of body imbalance and detox techniques.

ID: 59036 Tue, 10/30/18 6:00pm – 8:30pm RM: P1840

Class 6: Herbs & Food for Healthy Living

Bring balance to your individual constitution through the use of specific foods, herbs and spices to boost your immune system.

ID: 59037 Tue, 11/6/18 6:00pm – 8:30pm RM: P1840

Herbalism

Herbalism Certificate

Herbal therapy is the oldest and most widespread form of healing on earth, generally regarded as safer and just as effective (if not more) as orthodox medicine and easily learned and used by the lay person. Learn to apply herbal therapy through the use of tinctures, glycerites, teas, capsules, poultices, compresses, and salves to support the constitution referencing an array of conditions and in close consideration of guidelines to indications, dosage, and contraindications. **20 Contact Hours and \$355 for series or 2.5 Contact Hours and \$49 per class, Matthew Alfis**

See website for complete course description and textbook information.

Class 1: The Development, Forms and Energetics of Herbal Therapy

This 2-part class introduces the major herbal systems of the world.

Part 1: ID: 59009	Wed, 9/12/18	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 59010	Wed, 9/19/18	6:30pm – 9:00pm	RM: P1844

Class 2: The Constituents and Properties of Herbs

This 2-part class covers the chemical properties of herbs in detail.

Part 1: ID: 59011	Wed, 9/26/18	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 59012	Wed, 10/3/18	6:30pm – 9:00pm	RM: P1844

Class 3: Herbs for the Mind, Spirit, Emotions and Neuromuscular Systems

Learn how herbs influence various conditions and states of being.

ID: 59013	Wed, 10/10/18	6:30pm – 9:00pm	RM: P1844
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Class 4: Herbs for the Immune and Endocrine System

Learn the effects of herbs on the immune and endocrine system.

ID: 59014	Wed, 10/17/18	6:30pm – 9:00pm	RM: P1844
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Class 5: Herbs for Digestion and Elimination

Explore herbs that can help our digestion and elimination process.

ID: 59015	Wed, 10/24/18	6:30pm – 9:00pm	RM: P1844
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Class 6: Herbs for the Cardiovascular System

Discover herbs that support the heart and circulation.

ID: 59017	Wed, 11/7/18	6:30pm – 9:00pm	RM: P1844
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Holistic Health Assessment - An Herbal Perspective

See page 51 for course description. 2.5 Contact Hours, \$49, Matthew Alfis



Wild Plant Walk:

Identification for Food & Medicine

Learn to identify and appreciate basic edible and medicinal uses of wild plants and shrubs of late summer and early autumn. You will explore plant life in Normandale's expansive natural setting and learn how to utilize them for food and medicine. 2.5 Contact Hours, \$49, Matthew Alfis

ID: 59090	Tue, 9/11/18	5:00pm – 7:30pm	RM: P1844
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Nutrition

Holistic Nutrition Certificate

This certificate focuses on real nutrition: how to nourish the body, mind, and spirit. It answers questions such as: Which foods are highest in particular nutrients and how do these nutrients function in the body? What are the seven most deficient nutrients in the American diet? How does the nutrient value of wild foods compare to that of marketed foods? When do nutritional supplements become advisable? Which nutrients support a good mood, nervous calm, immunity, bone density, sound sleep, and endocrine function? See website for course descriptions. **20 Contact Hours and \$355 for the entire certificate or 2.5 Contact Hours and \$49 per class, Matthew Alfs**

When you learn to apply natural nutritional practices, you can create diet and lifestyle programs that are targeted to your specific health and wellness goals.

Class 1: Traditional Diets and the Modern-American Diet

Part 1: ID: 59001	Mon, 9/10/18	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 59002	Mon, 9/17/18	6:30pm – 9:00pm	RM: P1844

Class 2: Macronutrients

Part 1: ID: 59003	Mon, 9/24/18	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 59004	Mon, 10/1/18	6:30pm – 9:00pm	RM: P1844

Class 3: Vitamins (Part 1)

ID: 59005	Mon, 10/15/18	6:30pm – 9:00pm	RM: P1844
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Class 4: Vitamins (Part 2)

ID: 59006	Mon, 10/22/18	6:30pm – 9:00pm	RM: P1844
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Class 5: Minerals

ID: 59007	Mon, 10/29/18	6:30pm – 9:00pm	RM: P1844
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Class 6: Healing Applications of Nutrition

ID: 59008	Mon, 11/5/18	6:30pm – 9:00pm	RM: P1844
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Matthew Alfs, M.H., A.H.G. is a practitioner, educator, and writer in the field of herbal therapy. He is a nationally peer-reviewed, professional member of the American Herbalists Guild, the Director of the Midwest School of Herbal Studies and has authored numerous articles on herbal therapy.



Mind-Body Connection

NEW Relaxation Training: Re-energize, Refocus, Reduce Stress

Experience how relaxation techniques can help you manage challenges, stress, health, relationships, finances and distractions to feel more focused and at ease each day. This course is almost completely experiential—you will spend approximately 45 minutes in a guided relaxation session including breathing, muscle relaxation, guided imagery, and meditation, and the rest of the time will include discussion on relaxation and stress management. If you have ever struggled with relaxing, this guidance will help you maintain focus and enter a deeply relaxed state. 5 Contact Hours, \$89, Beth Freschi

ID: 59123 Mon, 10/1/18 - 10/29/18 6:30pm – 7:30pm RM: P0806B

Self-Hypnosis

Learn and experience self hypnosis in class and receive instructions for practice at home to reduce stress, improve concentration, relieve insomnia, and reduce pain. 3 Contact Hours, \$49, Amye Scharlau

ID: 59106 Thur, 11/29/18 6:00pm – 9:00pm RM: P0806A

NEW OMNI Hypnosis Fundamentals Certificate

Founded in 1979 by Gerry Kein, OMNI is a scientific hypnosis training program. It is the only ISO 9001 certified hypnosis training in the world. OMNI centers span the globe, including locations in Switzerland, Germany, Brazil, China, and Russia. And now you can experience OMNI training right here in Minneapolis. This one-day workshop will provide you with skills you can put to immediate use, enabling you to add hypnosis techniques seamlessly to any healing modality. 7 Contact Hours, \$190 Amye Scharlau

ID: 59133 Sat, 10/20/18 8:30am – 4:00pm RM: P1840



FREE Happiness 101

We seek happiness all of our lives, yet struggle to understand what it is and how to cultivate it. In this workshop, you'll explore the impact stress and happiness have on physical, emotional and behavioral wellbeing. Come and see how you can cultivate authentic happiness in your own life. Nancy O'Brien and Linda Saggau, co-founders of Experience Happiness

ID: 59132 RM: P0806

Wed, 10/10/18 6:00pm – 8:00pm

NEW 30-Day Happiness Practice

A powerful experience for those who want to shift from stressed out and burned out to happy and productive. You will start by taking the Burnout & Happiness assessment; learn the links between happiness and performance; understand the toll unmanaged stress has on well-being; discover how to measure the impact of happiness; and move through the simple, yet powerful and proven Happiness Practice in 30 days. 5 Contact Hours, \$150, Nancy O'Brien and Linda Saggau, co-founders of Experience Happiness

ID: 59134 Wed, 11/7/18 & 11/28/18 6:00pm – 7:30pm RM: P1840
Wed, 11/14/18 & 11/21/18 6:00pm – 7:00pm Virtual Sessions



Mindfulness

The Art of Mindfulness

Mindfulness is an easy antidote to a fast-paced life. Being mindful makes it easier to savor the pleasures in life, as they occur, and for you to become more fully engaged in life. Learn about eating, movement, gratitude practices and other activities as you begin to open and develop your own mindfulness practice for a healthier life. 6 Contact Hours, \$65, Mike Groth

ID: 59099 Wed, 10/3/18 - 10/24/18 6:00pm – 7:30pm RM: P1840

NEW Sleep Deprivation Effects on the Mind and Brain

Learn the fundamental nature of our inner clock/circadian rhythms and how these processes play out in our waking lives and nocturnal sleep habits. Examine the nature of sleep, its evolutionary and biological purpose, and how sleep deficits adversely impact our attention, memory, mood, behavior and interpersonal relationships. 1.5 Contact Hours, \$39, Michael DeSanctis

ID: 59125 Thur, 12/6/18 6:00pm – 7:30pm RM: P1840

NEW Identifying and Managing Sleep and Circadian Disorders

This workshop covers the range of sleep and circadian disorders as well as the available technology, screening tools and other metrics used to map these disorders. Explore how to manage sleep disorders through personal wellness strategies, traditional Western interventions, and alternative and complementary approaches for sleep care. 3 Contact Hours, \$69, Michael DeSanctis

ID: 59126 Thur, 12/13/18 6:00pm – 9:00pm RM: P1840

NEW Mindfulness Qigong

You will learn how to use Qigong to enhance your awareness and transform unbalanced energy into something beautiful through meditation and movement. Experience how this practice will lead to improved life energy, a calm mind and mindful living by applying Spring Forest Qigong techniques to enhance health and develop mindful awareness of oneself. All levels of experience are welcome. 5.5 Contact Hours, \$129, Gadu Schmitz

ID: 59124 Sat, 11/3/18 9:00am – 3:00pm RM: P1840



Master Gadu Schmitz (Katsushi F. Schmitz) was awarded Qigong Master in 2017 by Spring Forest Qigong's creator and founder, Qigong Master Chunyi Lin. Gadu currently works at Spring Forest Qigong Healing Center as a staff healer and teacher for various levels of courses, certifications, and workshops.

Emotional Freedom Techniques

Over 100 research peer-reviewed studies and millions of users have documented the health benefits and effectiveness of EFT Tapping. This certificate demonstrates documented training and expertise in EFT Tapping for individuals in private practice and for those working in hospitals, clinics, and long-term care facilities.

Simplified EFT Tapping™ Foundations Certificate

Each session will show you how to tap to resolve health and wellness challenges (including chronic pain, phobias, trauma and weight issues) and for improved relationships and finances – core areas of a person's overall wellness. Sessions are designed to provide ample opportunity for practical learning and hands-on application. 12 Contact Hours, \$345, Valerie Lis

ID: 59042

Tue, 10/23/18 - 11/13/18

6:00pm – 9:00pm

RM: P0838

This certificate is recommended if you want to learn how to use this self-help tool to resolve your own personal issues; work with clients or patients in private practice or healthcare; or want to become an EFT Practitioner.



Valerie Lis, EFT, MA, a.k.a. "The Tapping Teacher," and founder of Simplified EFT Tapping™, has conducted hundreds of workshops and supported thousands of clients to obtain consistent, lasting results with EFT.



Learning Well

on Edge Talk Radio

First Tuesday Every Month – 6 pm (CST)

September 4 **Cells Are the New Cure** – Dr. Robin Smith

October 2 **The Other Brain** – Dr. Douglas Fields

November 6 **Slow Medicine: Hope and Healing for Chronic Illness** –
Dr. Michael Finkelstein

December 4 **The Other Side of Impossible** – Susannah Meadows



Host **Elise Marquam Jahns** engages local and national thought leaders on integrative health topics. Elise is co-author of *Creating Choices: How Adult Children can turn Today's Dreams into Tomorrow's Reality*, and spent 35 years with Twin Cities Public Television.

Call in at **714-364-4750** to join the conversation or listen to live/archived shows at blogtalkradio.com/edgemagazine.

Sponsored by the Integrative Health Education Center at Normandale Community College



Energy Medicine

Energy Medicine Certificate

This program offers seven individual classes defining energy medicine, presenting ethical standards for energy workers, as well as scientific and cross-cultural descriptions of the major human energy channels, centers and fields. 49 Contact Hours and \$875 for the certificate or 7 Contact Hours and \$145 per class.

**Classes 4-7 and Advanced Energy Medicine
will be offered in Winter/Spring 2019.**

See website for complete course description and dates.

Class 1: The Holistic Process: What Is Energy Work

Learn the exciting fundamentals of energy and major energetic systems, how they work, as well as the leading-edge research substantiating their existence and functions. Discover what diseases, conditions, and lifestyle issues are best addressed by which modalities.

ID: 59022 Sat, 10/13/18 9:00am – 4:00pm RM: P1840

Class 2: The Tools of the Energy Trade

There are many tools in the energy worker's toolbox: intuition, boundaries, ethics, intention, protection, prayer, grace, etc. Leave this class with a clear sense of your most important energy medicine tools and ways to apply them.

ID: 59023 Sat, 11/17/18 9:00am – 4:00pm RM: P1840

Class 3: Energy Anatomy: Channels

Explore the two main energy channels, the meridians and the nadis, that support and determine our physical, mental, emotional, and spiritual wellbeing. Learn the historical and scientific evidence of these carriers of healing and thought as you learn ways to apply this information into energy work.

ID: 59024 Sat, 12/15/18 9:00am – 4:00pm RM: P1840

NEW Energetic Boundaries

Have you ever felt like a human sponge? Unable to differentiate between others' aches, pains, feelings, perceptions, and needs versus your own? We ARE our boundaries—specifically energetic boundaries. Learn the six types of energetic syndromes, the four types of needed boundaries, and techniques for assessing and establishing parameters. 7 Contact Hours, \$145, Cindy Dale

ID: 59127 Sat, 11/3/18 9:00am – 4:00pm RM: P1840



Cyndi Dale is the president of Life Systems Services Corporation and an internationally recognized author of dozens of books on spiritual development, personal growth and energy healing.

Healing Practices

The Art of Muscle Testing Certificate

Muscle testing can be used to test for food and substance sensitivities, emotional imbalances and general pain relief for yourself and others.

8 Contact Hours and
\$169 for series or
2 Contact Hours and
\$49/class, Melissa Dirtzu

Class 1: The Art of Muscle Testing 101

In this hands on course, you will learn how to test four different muscles to ensure that testing can be done with most situations (infants, elderly, injured, medically challenged). The uses of muscle testing is vast, from food sensitivities and general pain relief, to detecting specific areas of self that needs support.

ID: 59044

Thur, 11/1/18

6:00pm – 8:00pm

RM: P1840

Class 2: Food and Substance Muscle Testing

Experience the basic technique and procedures for muscle testing yourself and others for substance specific sensitivities. Learn which foods/substances strengthen or cause stress to your body. Bring in food, vitamins and essential oils for practicing muscle testing in class.

ID: 59045

Thur, 11/8/18

6:00pm – 8:00pm

RM: P1840

Class 3: Emotional Balance – Part 1

Learn how color and gentle acupressure can relieve past or present pain and trauma, and even future performance anxiety. Emotional stress can be greatly reduced using techniques as well as general body pain and stress. We will use basic muscle testing to determine where to begin our work and to help determine when our work is complete.

ID: 59046

Thur, 11/15/18

6:00pm – 8:00pm

RM: P1840

Class 4: Emotional Balance – Part 2

Learn and experience how sound and the use of metaphors (deep spiritual questions) can relieve past or present pain and trauma and even future performance anxiety.

ID: 59047

Thur, 11/29/18

6:00pm – 8:00pm

RM: P1840

Business Bootcamp for Holistic Practitioners

Are you a holistic practitioner ready to start your own business or maybe just considering what it would be like to have your own business?

Join us for this business bootcamp to discover the big picture to becoming an entrepreneur as well as to work out the fine details of owning a business. This course will cover a step-by-step process on starting a business: business types, laws, taxes, insurance, marketing, financing and business strategies. Taking the right steps now will let you concentrate on the fun part - helping improve your clients' health and wellness. 3 Contact Hours, \$89, Deanna Reiter

Wed, 10/24/18 • 6:00pm – 9:00pm
ID: 59043 • RM: P0806





Holistic Health Assessment - An Herbal Perspective

Learn to assess a person's overall health using holistic-evaluation techniques. This class is designed as an advanced course following the Herbalism Series. See website for complete description of content, skill development areas and diagnostic tools that will be used to assess toxicity, imbalances and overall health. *Materials: Lighted magnifier, available at class (\$10).* 2.5 Contact Hours, \$49, Matthew Alfs

ID: 59018

Wed, 11/14/18

6:30pm – 9:00pm

RM: P1844

Understanding Empaths – see page 41

Certificate in Healing Environments for Body, Mind, and Spirit

In this innovative certificate program, you'll examine how Optimal Healing Environments (OHEs) impact the health of individuals and communities on a physical, social, psychological, and spiritual level. 16 Contact Hours, \$109, Cyndie Koopsen

Online - starting every month (9/12, 10/17, 11/14, 12/12)

Certificate in Brain Health – see page 38

NEW Certificate in Pain Assessment and Management

By providing an educational experience that examines key issues related to pain assessment and management, this course will give you the relevant and practical information you'll need to improve your practice and provide the most effective care to your patients. 12 Contact Hours, \$99, Cyndie Koopsen

Online - starting every month (9/12, 10/17, 11/14, 12/12)

NEW Introduction to The Feldenkrais Method

The Feldenkrais Method® is a form of somatic education that uses gentle movement and directed attention to improve movement and enhance well-being and daily functioning. This class is for anyone who wants to learn to reconnect with your natural abilities to move, think and feel. (Participants must be able to move independently to and from the floor.) 3 Contact Hours, \$69, Sharon O'Connor

ID: 59102

Wed, 10/10/18 - 10/24/18

5:30pm – 6:30pm

RM: A1570

Normandale's integrative health and wellness courses are intended for educational purposes only and are not a replacement for any medical treatment or therapy by a physician or other licensed health care provider. Any application of course instruction or course materials is at the student's discretion, sole responsibility, and is not a substitute for licensed medical care.

Creativity and Personal Development

NEW Discover the Wisdom of Your Body

In this introductory workshop, get a “taste” of InterPlay. Learn and play with the basic forms of movement, sound, words and fun. 1.5 Contact Hours, \$29, Spruce Krause

ID: 59477 Tue, 9/25/18 6:00pm – 7:30pm RM: P1840

NEW Playful Tools for an Embodied Life

Dive deeper into the InterPlay experience in this four-week series and learn additional forms of movement, sound, words and fun. *See website for more information and prerequisites.* 6 Contact Hours, \$89, Spruce Krause

ID: 59478 Wed, 10/17/18 - 11/14/18 6:30pm – 8:00pm RM: P0842

NEW Numerology Series

Numerology is a practical and spiritual tool that can empower your path in countless ways. Through the lens of numerology, numbers represent symbols for energies/vibrations that describe characteristics and themes. In this series, you will learn about your Personal Numerology Chart (derived from your birth date and given name) that will reveal the timing of temporary cycles in your life. You will deepen your self-understanding, examine opportunities and potentials, confirm your talents, better understand the people in your life, enhance spiritual wisdom, or determine your next steps in any situation. 6 Contact Hours, \$89, Susan Shopek

ID: 59103 Wed, 10/10/18 - 10/24/18 6:30pm – 8:30pm RM: P1810

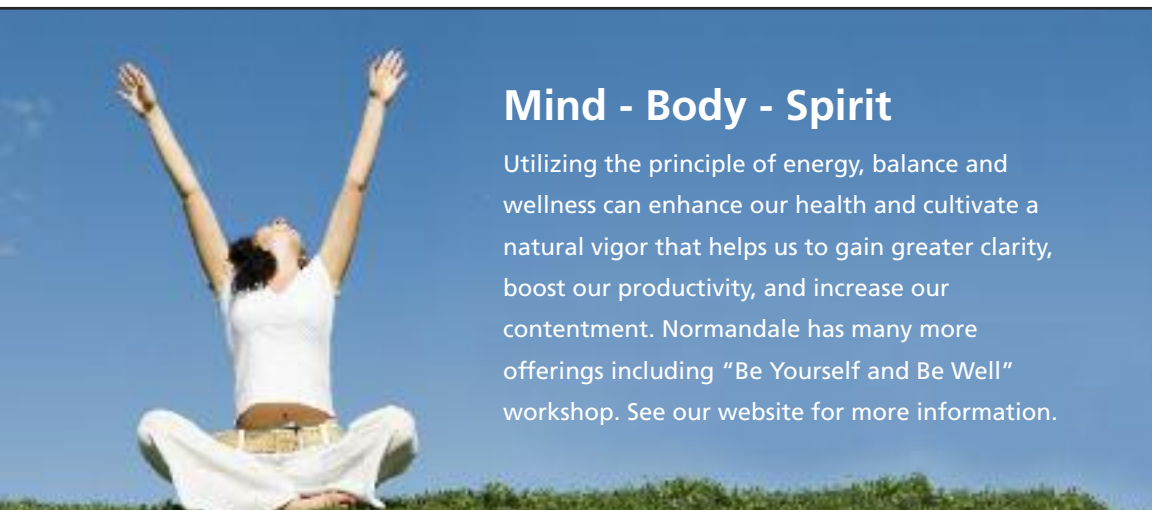
NEW WE Move: A Wellness and Empowerment Workshop for Women

This nurturing workshop, designed for women, will relax the body, calm the mind, and spark your energy as you experience a new way to move. In this safe environment, we tap into our natural healer and feminine power through various mind-body experiences. Bring a friend and make new ones! 2.5 Contact Hours, \$69, Margo O'Dell

ID: 59104 Tue, 10/23/18 6:00pm – 8:30pm RM: A1560

InterPlay promotes spontaneity—a greater ability to think on your feet and go with the flow.

This active, creative approach teaches how to improvise with the five languages of the body: movement, voice, words, contact, and stillness.



Mind - Body - Spirit

Utilizing the principle of energy, balance and wellness can enhance our health and cultivate a natural vigor that helps us to gain greater clarity, boost our productivity, and increase our contentment. Normandale has many more offerings including “Be Yourself and Be Well” workshop. See our website for more information.



NEW Radiant Lotus Rises

See page 55 for details. 6 Contact Hours, \$65, Linda Ebeling

ID: 59456

Wed, 9/12/18 - 10/24/18

6:30pm – 7:30pm

RM: S2330

NEW Introduction to Practical Self-Defense

The Minnesota Kali Group (MKG) Self-Defense method is unlike any other self-defense training. There are no fancy moves. Only straight forward, effective techniques and daily skills that will keep you safe. 7.5 Contact Hours, \$195, Nakita Shedd

ID: 54798

Tue, 9/11/18 - 10/16/18

6:15pm – 7:30pm

RM: A1560

NEW Protect Yourself from Control Dramas

Learn about common control drama patterns and how to negate them. Understand and respond to attempts made to gain influence at your expense. Awareness of these dramas can lead to understanding and forgiveness, as awareness alone often equals change. The more you understand someone, the easier you can forgive them. 3 Contact Hours, \$49, Jody Jonati

ID: 59455

Wed, 12/5/18

6:00pm – 9:00pm

RM: P1810

The Art of Muscle Testing – see page 50

LOOK, FEEL and BE Healthy!

Visit the Normandale booth to enter our free drawing, see what's new, meet our staff and explore our cutting-edge programs.

November 17 & 18

10:00am – 5:00pm

Minneapolis

Convention Center



Register and get a FREE Admission ticket at normandale.edu/CE/classes (click on Browse Classes/For Your Interest/Free Events)

tai chi

Beginning	ABC of Tai Chi - Intro to Yang Style				
	ID: 59097	Mon, 9/10/18 - 10/15/18	7:00pm – 8:00pm	Soderberg	\$65
	ID: 59098	Mon, 10/22/18 - 12/3/18	7:00pm – 8:00pm	Soderberg	\$65
	Five Animal Frolics Qigong				
	ID: 59077	Tue, 9/11/18 - 10/23/18	6:30pm – 7:30pm	Ebeling	\$65
	Shibashi Qigong				
	ID: 59074	Sat, 9/8/18 - 10/13/18	10:00am – 11:00am	Gonzales	\$65
	ID: 59494	Wed, 11/7/18 - 12/19/18	6:30pm – 7:30pm	Ebeling	\$65
	Tai Chi for Arthritis - Part 1				
	ID: 59080	Thur, 9/13/18 - 10/18/18	6:30pm – 7:30pm	Gonzales	\$65
	ID: 59081	Thur, 10/25/18 - 12/6/18	6:30pm – 7:30pm	Gonzales	\$65
	Shiba Luohan - Level 1				
	ID: 59079	Tue, 11/13/18 - 12/18/18	6:30pm – 7:30pm	Ebeling	\$65
	Tai Chi for Diabetes				
	ID: 59085	Sat, 10/20/18 - 12/15/18	10:00am – 11:00am	Gonzales	\$65
	Tai Chi for Health				
	ID: 59087	Sat, 9/8/18 - 10/13/18	11:00am - 12:00pm	Gonzales	\$65
	ID: 59088	Sat, 10/20/18 - 12/15/18	11:00am - 12:00pm	Gonzales	\$65
	Tai Chi for Arthritis - Part 2				
	ID: 59082	Thur, 9/13/18 - 10/18/18	7:30pm - 8:30pm	Gonzales	\$65
	ID: 59083	Thur, 10/25/18 - 12/6/18	7:30pm - 8:30pm	Gonzales	\$65
Intermediate/Advanced Tai Chi	Advanced Sun Style Tai Chi				
	ID: 59495	Sat, 9/8/18 - 12/15/18	9:00am - 10:00am	Gonzales	\$120
	Sword - Part 1				
	ID: 59474	Thur, 9/13/18 - 12/6/18	7:00pm - 8:00pm	Soderberg	\$120
	Tai Chi for Energy				
	ID: 59086	Wed, 9/12/18 - 12/19/18	7:30pm - 8:30pm	Ebeling	\$120
	Two Person Work				
	ID: 59496	Sat, 9/8/18 - 12/8/18	11:00am - 12:00pm	Soderberg	\$120
	Yang 24				
	ID: 59096	Tue, 9/11/18 - 12/11/18	7:30pm – 8:30pm	Ebeling	\$120
	Yang Style Short Form				
	ID: 59075	Sat, 9/8/18 - 12/8/18	10:00am – 11:00am	Soderberg	\$120
	ID: 59094	Mon, 9/10/18 - 12/3/18	8:00pm – 9:00pm	Soderberg	\$120
	Yang Style Long Form				
	ID: 59076	Sat, 9/8/18 - 12/8/18	9:00am – 10:00am	Soderberg	\$120
	ID: 59095	Thur, 9/13/18 - 12/6/18	8:00pm – 9:00pm	Soderberg	\$120



Instructor Certifications

NEW Tai Chi for Arthritis Instructor Certification Part 2

Designed for certified exercise instructors, tai chi practitioners, and healthcare professionals to develop or enhance wellness programs.

You will prepare for the class with a DVD of the form. This program certifies participants to teach “Tai Chi for Arthritis,” and is endorsed by Arthritis Foundations worldwide. *An instructional DVD TCA Part II is required prior to the workshop, see website for more information.* 7 Contact Hours, \$185, Linda Ebeling

ID: 59084 Sat, 11/3/18 8:30am – 4:30pm RM: S2330



NEW Tai Chi for Arthritis Instructor Certification Part 2 UPDATE

This program will update and refresh the Tai Chi for Arthritis Part 2 Instructor Certification. *See website for more details.* 7 Contact Hours, \$125, Linda Ebeling

ID: 59460 Sat, 11/3/18 8:30am – 4:30pm RM: S2330

Tai Chi for Rehabilitation Instructor Certification Update

Designed for physical therapists and those who teach participants with chronic conditions or limited mobility. It consists of three different tai chi styles, Chen, Yang, and Sun style.

You will enjoy learning this short but beautiful set of tai chi and it's healing energy. *See website for additional information and prerequisites.* 7 Contact Hours, \$125, Linda Ebeling

ID: 59459 Sun, 11/4/18 8:00am – 4:00pm RM: S2330

Tai Chi Workshops

Depth of Fan Workshop

This workshop will review the Moving Stillness Fan form, refine technique, and add depth for students who have previously learned the complete form. 1.5 Contact Hours, \$49, Linda Ebeling

ID: 59073 Tue, 9/4/18 7:30pm – 9:00pm RM: S2330

Introduction to Radiant Lotus Women's Qigong

Designed for women, Radiant Lotus Qigong helps support menstrual and menopausal symptoms, breast health, rejuvenating skin, hair and bones, and brings a sense of self-empowerment and ability to cope with stress. 1.5 Contact Hours, \$49, Linda Ebeling

ID: 59078 Tue, 12/18/18 7:30pm – 9:00pm RM: S2330

NEW Radiant Lotus Rises

Learn the flowing 16 movements added to enhance the concepts and healing of Radiant Lotus Qigong. Connect with your empowered feminine nature in this powerful qigong created by Daisy Lee. No prerequisite to attend this series. All women welcome.

6 Contact Hours, \$65, Linda Ebeling

ID: 59456 Wed, 9/12/18 - 10/24/18 6:30pm – 7:30pm RM: S2330

languages and culture

Russian

Whether you are planning to travel to Russia or are interested in the language and culture, this course will help you learn to communicate in a fun and interactive way. You will develop your Russian language skills through peer-to-peer interaction and dialogue and learn about Russian traditions and holidays, and everyday life situations. 1.2 CEU, \$109, Olga Kedrowski

Level 1: ID: 58986	Tue, 9/18/18 - 10/23/18	6:30pm – 8:30pm	RM: P2808
Level 2: ID: 58987	Tue, 11/6/18 - 12/11/18	6:30pm – 8:30pm	RM: P2808

Italian

Your instructor will provide a fun learning environment with many opportunities to interact and practice all four modes of communication. Through the use of audio, video, simple readings and written exercises you will learn everyday expressions and develop your speaking and comprehension skills. Textbook is included in Level 1 and will be used for Levels 1 - 4. 1.2 CEU, Paola Foresti Faul

Each Italian course has a bonus online classroom (at Sophia.org) where your instructor will post recaps of each week's lesson. Access code will be provided on the first day of classes.

Level 1: \$135 ID: 58981	Mon, 9/10/18 - 10/15/18	7:00pm – 9:00pm	RM: P1810
Level 2: \$109 ID: 58982	Mon, 10/29/18 - 12/10/18	7:00pm – 9:00pm	RM: P1810

French

Learn French phrases that are commonly used in airports, hotels, restaurants, and among your French colleagues. You will practice French vocabulary with the instructor and fellow classmates. Increase your ability to speak, understand, read and write idiomatic French correctly. Included in level 2 is a further study of regular and irregular verbs, new tenses, and other grammatical forms all presented in the context of a communicative situation that simultaneously expands your vocabulary. You will also be given worksheets and activities for “at home” practice. 1.2 CEU, \$109, Rose Mingo-Holtz

Level 1: ID: 58989	Mon, 9/24/18 - 10/29/18	6:30pm – 8:30pm	RM: P1840
Level 2: ID: 58990	Mon, 11/5/18 - 12/17/18	6:30pm – 8:30pm	RM: P1840



Rose Mingo-Holtz is a native French and Creole speaker from Haiti. She speaks four different languages: French, Creole, English and Spanish. She has been teaching for many years in different school districts and at Normandale for more than 15 years.



Spanish

Beginning Spanish

Learn commonly used questions and answers for engaging in simple conversations, communicating numbers, dates and times, and basic vocabulary related to everyday language. 1.2 CEU, LeAnn Taylor and Paulino Brener

Level 1: \$135 (includes textbook for Beginning Spanish Level 1-3)

ID: 58972	Thur, 9/13/18 - 10/25/18	6:30pm – 8:30pm	RM: P1840
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Level 2: \$109

ID: 58973	Thur, 11/8/18 - 12/20/18	6:30pm – 8:30pm	RM: P0808A
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Level 3: \$109

ID: 58993	Tue, 9/18/18 - 10/23/18	6:30pm – 8:30pm	RM: P0808A
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Level 4: \$135 (including textbook)

ID: 58994	Tue, 11/6/18 - 12/11/18	6:30pm – 8:30pm	RM: P0808A
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Guided Spanish Practice Group

Designed for students with mixed levels of proficiency to practice speaking with each other and continue to improve their Spanish language skills. The instructor will provide topics, news, and stories to guide the conversation. Grammar explanation will be provided as necessary. *Prerequisite: Must have completed at least Spanish Level 4.* 1.2 CEU, \$109, Paulino Brener

ID: 58974	Mon, 10/22/18 - 12/3/18	6:30pm – 8:30pm	RM: P0806A
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Spanish for Medical Professionals – see page 39

English

FREE English Made Easier - Introduction to Accent Reduction

You will learn secrets to make consonants less difficult to pronounce in the English language. All dialects (Spanish, Asian, East Indian and others) are welcome. FREE, Claire Campbell-Norman

ID: 58975	Thur, 9/13/18	6:00pm – 8:00pm	RM: P2808
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Enhance Your English Speaking Skills, All Dialects

Whatever your level of proficiency, you will learn valuable tools for continuing to improve your English. Learn to accurately pronounce all English vowel and consonant sounds. Retrain your “ear”, lips, and tongue. Translate and identify difficult sounds using the International Phonetic Alphabet (IPA). Clear speech and pronunciation can be applied to reading, conversation, and the speaking requirements of your job. 1.2 CEU, \$135, Claire Campbell-Norman

ID: 58976	Thur, 9/20/18 - 10/25/18	6:00pm – 8:00pm	RM: P2808
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American Sign Language

Gain an appreciation and understanding of Deaf Culture and Community as well as the critical skills necessary to communicate in ASL using effective in-class learning strategies. Learn basic vocabulary, grammar and expressive practice for everyday communication. Instructor emphasizes a non-spoken classroom to help you achieve a mastery and confidence in your skills. *See website for more course offerings.* 1.2 CEU, \$109, Mary Zielund

Textbook required
"Signing Naturally Unit 1-6
Student Set." To obtain
textbook contact
Harris Communications at
952-906-1180 or
TTY: 952-906-1198 or at
www.harriscomm.com.

Level 1: ID: 58995 Tue, 9/25/18 - 10/30/18 5:00pm – 7:00pm RM: P1844

NEW American Sign Language Advanced Practice Group

The sessions will be led by a deaf facilitator. Practice your advanced skills among hard of hearing and hearing signers to increase your ASL fluency and understanding of the Deaf Culture. *Prerequisite: ASL Level 2 for practice group 2-3 and Level 4 for practice group 4-6 or equivalent knowledge.* 1.2 CEU, \$109, Melissa Schroeder

ASL Level 2 - 3 Practice Group

ID: 58996 Tue, 9/18/18 - 10/23/18 5:30pm – 7:30pm RM: P0806A

ASL Level 4 - 6 Practice Group

ID: 58997 Thur, 9/20/18 - 10/25/18 5:30pm – 7:30pm RM: P0806A



Free
Community
Event

Japanese Garden Festival "Nihon Teien Matsuri"

**Saturday, September 22, 2018
11:00am - 5:30pm**

Gift Boutique

Japanese Martial Arts & Archery Groups

Ikebana Japanese Dancers

Flute, Koto & Taiko Drum Performances

Twin City Sister City Organizations

Tour the Garden

And more.

Join in all the FUN with your Friends and Family



Normandale's Japanese Garden named one of the "11 Most Relaxing Places" - Kare 11

Japanese

Beginning Japanese

Learn the Japanese language patterns used in everyday life through practical and real conversations. Explore history, culture and the difference between English and Japanese. All four courses will introduced 20 Kanji characters. *See website for complete course description.* 1.2 CEU, Michiko Dressen

Level 1: \$135 (includes textbook that will be used for Level 1-4)
ID: 58979 Thur, 10/4/18 - 11/8/18 6:30pm – 8:30pm RM: P1844

Level 2: \$109
ID: 58980 Thur, 11/15/18 - 12/20/18 6:30pm – 9:00pm RM: P1844

NEW Hiragana and Katakana Learning

Learn how to read and write the most essential Japanese phonetic alphabet, Hiragana and Katakana, for your comprehensive skills before starting JLPT. 1.2 CEU, \$135, Michiko Dressen

ID: 59475 Wed, 10/3/18 - 10/31/18 6:30pm – 9:00pm RM: P0830

NEW Daichi - Part 1

Learn key sentence structures, topic related vocabulary, language and culture information as well as useful and daily expressions. *Prerequisite: Hiragana and Katakana Learning. See website for details.* 1.2 CEU, \$109, Michiko Dressen

ID: 59476 Wed, 11/7/18 - 12/19/18 6:30pm – 8:30pm RM: P0830

Japanese Language Proficiency Test (JLPT) Preparatory Course (N5-N1)

The course is comprised of instructor-supported self-directed learning to accommodate students who have sufficient Japanese language experience to meet the requirements of the examination at their chosen level. Special emphasis will be given to examination technique, contextual knowledge of characters, vocabulary, grammar, and reading and listening comprehension. *See website for textbook requirement.* 1.5 CEU, \$155, Michiko Dressen

ID: 58978 Mon, 10/1/18 - 11/5/18 6:30pm – 9:00pm RM: P2808



Michiko Kato Dressen is native Japanese. She received her Master's degree from the University of Minnesota, and has taught Japanese for over 20 years.

Chinese

You will acquire basic conversational skills and become acquainted with the civilizations, culture and business environment of China. Also included are Chinese etiquette and ethical guidelines for business. 1.2 CEU, \$109, Youmei Hou

Level 1: ID: 58983 Tue, 9/18/18 - 10/23/18 6:30pm – 8:30pm RM: P1810

Level 2: ID: 58984 Thur, 9/20/18 - 10/25/18 6:30pm – 8:30pm RM: P1838

Level 2: ID: 58985 Thur, 11/1/18 - 12/13/18 6:30pm – 8:30pm RM: P1810



New career path?

ABSOLUTELY POSSIBLE!

Today's job market is full of opportunities! Unemployment levels have never been lower allowing people to consider and make job changes at record levels. In 2017, 27 percent of private sector employees made a switch, which is the highest level ever according to the ADP Research Institute.

Whether you are looking for a new job, a promotion or an entrepreneurial venture, now might be the time to try a different path! That thought might come with a bit of trepidation. With careful planning, new tools and a positive mindset about exploring the possibilities, you could be well on your way to the job of your dreams.

"For people who are struggling to find a new job... establish a mindset of being curious, you never know what you might discover."

—Velvet Walker,
Normandale's Director
of Adult Learning and
Workforce Partnerships

Job searches can feel overwhelming and impersonal.

Anyone who has embarked on a recent job search knows that the process can feel intimidating and overwhelming. Businesses today rely upon the utilization of online application tools to collect information on applicants. These tools have made the process of applying to jobs very convenient. But these same tools also make it harder for applicants to stand out from the online crowd. Applicants complain that they never hear back from employers. Businesses complain there are not enough qualified applicants. This cycle plays out every day, widening the gap in the job market. Even so, there are great strategies to help job seekers stay positive and move forward to explore new paths of employment.

Turn obstacles into opportunities.

The good news, you are in the driver's seat. You get to navigate the course of your career. Sure, the road may be long and windy. Take time to calibrate your compass. Even if you detour, keep moving forward. Step by step, you'll learn valuable lessons about how to remain resourceful and resilient along the journey—which are the keys to your success—clearly differentiating yourself from others and demonstrating succinctly what you can bring to the position you seek.

It's never too late to start, but you must take the first step.

In every small decision you make each day, you can choose a path of being curious. Overtly seek out new ways to challenge yourself to explore things you don't know. Talk to people who are not yet friends. Learn things that today seem unknowable. And don't forget to ask for help along the way. There are people you know and people you don't know who would happily provide bits of encouragement and information, but you have to be willing to ask.

Here are some tangible steps you can begin today:

Build your personal brand – Study the top people in the field you want to move into. What do they have in common? What do they do that makes them successful? Then consider the inventory of your own skills, talents and abilities. Practice telling others about what makes you *you*. Show others what difference you can make and how you can contribute.

Collect your people – Develop a personal network of individuals who can help you see your strengths and weaknesses and encourage you to take healthy risks. Your network can include people of all ages, professions and walks of life. What they should have in common is a willingness to support your growth and next steps.

Embrace technology – Figure out what tools are relevant to the work you want to do. Then dive in. Whether you do the work yourself or collaborate with others, the more you understand the technology involved, the more you will contribute.

Pursue what you don't know – Accept and embrace that you will need to willingly learn, practice and develop new skills. Listen to a podcast on a topic of interest, watch a popular TED program, or find a free lecture in your own neighborhood. You never know where inspiration might find you.

Move closer to the tomorrow you are seeking.

Normandale Community College offers dozens of options for you to consider. Whether you are thinking about an encore career, squeezing coursework in between work and family obligations or just getting started, it's always the right time to learn something new.

We offer credit and non-credit based learning opportunities that you can complete online, in person, during the evenings, on the weekends or at your own pace. Check out our website at www.normandale.edu/ce/classes for more information on class listings. Or give us a call at 952-398-8343 to talk with someone who can provide ideas for next steps.



Human Services Pathway

In June 2018, 22 adult learners decided it was time for a change. Together, they overcame many challenges to complete essential workplace skills training and earned college credits. Today, many of them are working as human services representatives for Hennepin County. Another cohort will start this fall. Call for more information.

expand your career

Career Development

Individual Excellence

Master twelve career enhancing skills including goal setting, time management, and personal organization. Learn to improve your creative abilities, gain confidence with financial matters, and minimize conflict in your life. Develop a fulfilling career plan and improve relationships with co-workers, friends, and family. 2.4 CEU, \$115, Becky and Tony Swaim

Online - starts every month (9/12, 10/17, 11/14, 12/12)

The new world of work is shifting the way we think about work, jobs and careers. At Normandale, you will find many programs and courses designed to support career transitions and professional development.

21st Century Strategies for Productivity and Time Management

Time is even more valuable in this century than in the last. How effectively you manage your time and productivity can affect your business and personal life in so many ways. Learn tips and techniques you won't get anywhere else for managing time and increasing productivity. Whether you are managing your own time, or others' time, come away with proven tips to put into practice on Monday morning. 1.6 CEU, \$195, William Draves

ID: 59069

Online – 9/4/18 - 9/28/18

Data Analysis Certificate – see page 7

NEW Twelve Steps to a Successful Job Search

Gain step-by-step instructions on how to get that job, regardless of your level of expertise. Learn how to build rapport with interviewers, both verbally and nonverbally, while mastering the six phases of a successful job interview. 2.4 CEU, \$109, Todd Belmont

Online - starts every month (9/12, 10/17, 11/14, 12/12)



GET A JUMP START ON YOUR CAREER DREAMS from Dreaming to Doing

Whether you're starting a business, becoming an artist, or trying to figure out who you want to be when you grow up, this interactive course will take you from dreaming to experimenting to progressing on a plan of action that will transform your career day-dreams into the daily business of your life. Meeting weekly with your cohort and instructor is like having your own coach and accountability team to support you. You'll create a visualization journal, develop and share a prototype, and create and commit to daily habits to turn your dreams into a tangible goal. 0.8 CEU, \$190

ID: 59101

Sat, 10/6/18 - 10/27/18

9:00am – 11:00am

RM: P1810

Cherie Anderson has over 20 years of experience as a leader, consultant and trainer in both non-profit and business environments.



Certificate in Workplace Communication

Courses may be taken individually, or take all three for \$595 (a savings of \$140).

Conflict Management

Discover a workable conflict management model, discuss case studies and learn strategies to apply in your workplace. 2.4 CEU, \$245, Sally Klauss

ID: 58870 Online – 9/4/18 - 9/28/18

Negotiation: Get What You Want

See page 2 for details. 1.6 CEU, \$195, Sally Klauss

ID: 58871 Online – 10/1/18 - 10/26/18

Using Personality Profiles for Better Work Performance

Learn to improve your communication skills, convey your ideas effectively, and improve your ability to understand what is important to those who don't share your same style.

Fee includes DiSC assessment and review. 1.6 CEU, \$295, Sally Klauss

ID: 58872 Online – 11/5/18 - 11/30/18

The average manager spends 20 percent of each day reacting to conflict situations.

Management Certificate

Discover the keys for effectively managing your employees. Expand your collaborative and management skills for success of your team and organization.

Management Bootcamp

ID: 58870 Online – 9/4/18 - 9/28/18

Collaborative Management

ID: 58886 Online – 10/1/18 - 10/26/18

Managing Generations in the Workplace

ID: 58887 Online – 11/5/18 - 11/30/18

Take individual courses for \$295 and 1.6 CEU or earn this certificate when you complete all three courses for \$595 and 4.8 CEU.



5 Skills Everyone Needs to Have on a Resume

1. Excel *page 25*
2. Web Development (Java, HTML, SQL) *pages 27-33*
3. Adobe Creative Suite *pages 28-29*
4. Foreign Languages *pages 56-59*
5. Google Analytics *page 17*

US News & World Report, Ritika Trikha

Entrepreneurship

Social Media for Business Certificate

Learn what social networks are and develop a two-way communication and marketing strategy for your organization. Your instructor will help you develop a social networking strategy for your organization. See *website for course descriptions*. Jennifer Selke

Introduction to Social Media

ID: 58915 Online – 9/4/18 - 9/28/18

Marketing Using Social Media

ID: 58916 Online – 10/1/18 - 10/26/18

Integrating Social Media in Your Organization

ID: 58917 Online – 11/5/18 - 11/30/18

Entrepreneurs utilize Social Media to grow their business. Earn this certificate for \$495 (a savings of \$90) or take individual courses for \$195.

NEW Start Your Own Online Business

Learn a step-by-step approach to build a simplified strategy for branding your business. You'll dive into details of creating a product, building and launching your website. Learn how to use tools and resources to engage with prospects and customers online to drive fresh leads to your business. 2.4 CEU, \$115, Brad Semp

Online - starts every month (9/13, 10/18, 11/8, 12/13)

Growing Your Business with Self Publishing

A book can often do more to promote your business than any other form of advertising. See *website for course description*. 1.6 CEU, \$195, William Draves and Gale Hughes

ID: 58874 Online – 10/1/18 - 10/26/18

Certificate in Sales

NEW Strategic Selling with Social Media

Social media sales solutions can help you save time, save money and make money throughout the sales cycle from prospecting to referrals to closing sales. 1.6 CEU, \$195

ID: 58849 Online – 9/4/18 - 9/28/18

NEW Getting Started in Sales

Finding new clients can be challenging. Reaching out to clients and actually making a sale is something else entirely. Save time, money and effort with these proven sales techniques. 1.6 CEU, \$195

ID: 58850 Online – 10/1/18 - 10/26/18

NEW Power Selling

Gain key strategies to help you become a top-producing salesperson. Learn new skills in relationship management, prospecting, customer management, and delivering a compelling sales presentation. 1.6 CEU, \$195

ID: 58851 Online – 11/5/18 - 11/30/18

Whether you are new to the sales process or a seasoned professional who loves selling, this certificate will strengthen and stretch your skills.

Earn this certificate for \$495 (a savings of \$90).
Tim Street, Maria Coons



Entrepreneurship Certificate

Boost your chances of success for your new or small business and reduce your risks.

Entrepreneur Boot Camp

Gain insights into the characteristics, abilities and techniques needed to develop and successfully manage your new business.

1.6 CEU, \$195, Conrad Brian Law

ID: 58853

Online – 9/4/18 - 9/28/18

The Business Plan

Learn to evaluate the many aspects of your business, and develop your business plan. Identify potential hurdles and hidden risks. View your business from multiple vantage points, including marketing, finances, and management structure.

1.6 CEU, \$195, Mary Beth Izard

ID: 58854

Online – 10/1/18 - 10/26/18

Entrepreneurial Marketing

Gain fresh insight and learn new techniques for marketing your small business. 1.6 CEU, \$195, Kathy Nadlman

ID: 58855

Online – 11/5/18 - 11/30/18

NEW Mobile Marketing Certificate – see page 18

Entrepreneurial Finance Certificate

Finances are a key to entrepreneurial success, and a lack of financial knowledge is one of the leading causes of failure for entrepreneurial ventures. *See website for course descriptions.* Register for this certificate for \$495 (a savings of \$90).

Finance Analysis and Planning for Non Financial Managers

1.6 CEU, \$195, Sharon deFonteny

ID: 58842

Online – 9/4/18 - 9/28/18

Cash is King

1.6 CEU, \$195, Jodie Trana

ID: 58841

Online – 10/1/18 - 10/26/18

Funding Your Business

1.6 CEU, \$195, Jodie Trana

ID: 58852

Online – 11/5/18 - 11/30/18

Take individual entrepreneurship courses for \$195 or earn each certificate for \$495 (a savings of \$90). See website for additional dates.

Enhance Key Skills

Presentation page 13

Data Analysis page 6

Negotiation page 2

Programming for Non-Programmers Certificate

With virtually every organization now involved or even dependent on programming, managing or working with programmers is now an important part of your toolkit. If you wish to communicate technically with programming teams or wish to code a bit yourself, this certificate is for you. Tonya D. Wright and Marcus Lander

NEW How Programming Works

This course will give you a basic understanding as a non-programmer on how programming works, the programming process, project timelines and ways you can help your techie or tech team in project success.

ID: 59463 Online – 9/4/18 - 9/28/18

Earn this certificate when you complete all three courses for \$495 and 4.8 CEU, or take individual courses for \$245 and 1.6 CEU.

NEW Basic Programming Concepts

A lot of programming languages are very similar, and knowing what's common between all languages will help non-programmers communicate more efficiently with programmers, help aspiring programmers get started or transition into any programming language.

ID: 59464 Online – 10/1/18 - 10/26/18

NEW Communicating with Programmers

Discover win-win tips on communicating with programmers to make your project go more smoothly and efficiently. Every occupation has some unique characteristics, terms, approaches, and ways of thinking and professional motivations.

ID: 59465 Online – 11/5/18 - 11/30/18

Certified ScrumMaster – see page 9



Programmers and Developers

Employers are desperate for candidates with in-demand programming and development skills. A sample of training areas include:

- Coding
- Java
- Structured Query Language (SQL)
- ASP.NET
- Programming for Non-Programmers
- Visual Basics
- HTML/CSS

See our website and pages 27 - 33 for more information. Or call 952-358-8343 if you are looking for specific training.

HONORING OUR PAST, CELEBRATING OUR FUTURE



Normandale is hosting events across the campus and the community as we celebrate this momentous year.

Jubilee Events	
September 14, 2018	Bloomington Heritage Days Parade
September 22, 2018	Jubilee Open House
	Retiree & Sports Luncheon
	Japanese Garden Festival
	Fall Into Wellness Open House
September 24, 2018	Student Jubilee
	Trivia Contest
September 28, 2018	Writing Festival
October 15 & 30, 2018	Film Festival



NORMANDALE
COMMUNITY COLLEGE

1968 - 2018

**It's going to be an exciting year.
We hope to see you,
your family and friends!**

See Normandale.edu/celebrate50
for complete list of events.

registration information

Advanced registration is encouraged for all programs and must be accompanied by payment or charge authorization. In most cases, enrollment is limited, so participants are encouraged to register early. *If you are traveling a long distance, you are encouraged to register with Normandale before you make travel arrangements to guarantee a space in the class/workshop.*

Advertised discounts may not be available for online registrations. To register for a class which is eligible for a discount, call 952-358-8343.

Email Confirmations and Receipts are sent immediately when you register online.

Refund Policies may vary according to class type. Our general policy requires that we be notified at least 4 days prior to the class start date in order to qualify for a refund. Refund policies for other classes and programs may be found on our website: www.normandale.edu/CE/classes

Class changes or cancellations will be communicated by email and/or telephone. The college reserves the right to cancel classes with insufficient enrollment. A 100% refund of your registration fee will be issued if a class or workshop is cancelled by Normandale Community College.

FIVE WAYS TO REGISTER!

Online: Available 24/7
Use your Visa/MC/Discover
normandale.edu

Phone: 952-358-8343

Fax: 952-358-8240

Mail:
Normandale
Community College
Continuing Education
9700 France Avenue S
Bloomington, MN 55431

In Person
Partnership Center, RM P1820
Monday – Friday,
8am – 4:30pm

Visit www.normandale.edu
**For maps, directions, and
parking information**

registration form

Name _____ Birthdate _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

WHEN REGISTERING PLEASE INCLUDE:

CLASS TITLE	CLASS ID	BEGIN DATE	TIME	FEE
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
TOTAL FEES				_____

___ Enclosed is a check or money order payable to Normandale Community College.

Normandale accepts MasterCard, VISA and Discover cards. To register with a credit card, call 952-358-8343 or go online at <http://normandale.edu/CE/classes>



MINNESOTA STATE

*Normandale Community College,
a member of Minnesota State*

If you need a reasonable accommodation for a disability (e.g., wheelchair accessibility, interpreter, Braille or large print materials), such an accommodation can be available upon request. Normandale is an affirmative action, equal opportunity educator and employer. The contents of this brochure and other college publications are subject to change without notice. The information in this brochure is available in alternate formats.



WORKPLACE LEARNING

Normandale works with businesses (large and small) to deliver targeted workplace learning solutions.

Whether your company is facing an organizational transformation, looking for training to support a new initiative, or wanting to offer a greater array of learning options, consider one of these approaches:

On-demand

If you are looking for a quality **menu** of learning programs, this affordable strategy provides you with a myriad of programs – **data analytics, problem solving, supervision, customer service, six sigma, scrum, cultural competence, web design, UX**, etc. – ranging from short courses to certificate programs, as well as a variety of delivery formats including online, hybrid and face to face. This is an **“easy button”** if you are looking to expand your training resources.

Customized

When you have limited time or resources, we can design training that addresses specific business needs and skill gaps. We have a network of teaching and learning experts (trainers, instructional designers, SMEs, technologists) who can create learning solutions to build employee **competencies** and organizational **momentum**.

Strategic

For organizations pursuing significant learning investments, we provide assessment, research and possibly the funding (grants) needed to stage and align workplace learning to **career paths, performance plans** and **corporate strategy**. Every day, we work with corporations to deliver comprehensive solutions in areas like **continuous improvement, change management, health IT, CX** and **innovation**.



Our goal is to deliver the right solutions, in the right way, in order to enhance learning at work. Give us a call 952-358-8343!



NORMANDALE
COMMUNITY COLLEGE

1968 - 2018

YOUR COLLEGE. YOUR COMMUNITY.

Normandale Celebrates 50 Years!

Join us as we honor our past
and celebrate our future.

See page 67 for a list of Jubilee events.



NORMANDALE
COMMUNITY COLLEGE

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Bloomington, MN 55431-4399

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