

# normandale

continuing education



FALL  
2014

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**Dr. Joyce Ester,  
Normandale's new president,  
is committed to partnering  
with learners, businesses  
and our community.**



**NORMANDALE**  
COMMUNITY COLLEGE



## Pivotal Change

One of the hottest buzzwords in business these days is “pivot.” The term was coined by noted entrepreneur and business author Eric Ries, who uses it to describe how smart companies respond quickly to market feedback, while staying grounded. They learn to keep a foot planted in their values as they step in and test new opportunities. Pivots allow for progress while taking advantage of experience, expertise and insight.

Normandale is experiencing pivotal change too. Our new president, Dr. Joyce Ester, is stepping up and moving us forward into ever more exciting opportunities. You can read about Dr. Ester’s energy and experience on page 22.



## Shift, Develop, Grow

The art of pivoting works for individuals too. From time to time, we feel stuck or somewhat off track from our goals. Other times we are unsure as to how to take advantage of a great opportunity. In these situations, why not pivot? Within this schedule, you’ll find a variety of programs that are designed to bring new insight as you move forward in reaching your goals, one pivot at a time!

## Career Shifts

If you are in the middle of a job search or unsure about the direction of your career, you will find many classes and events designed to connect you to new opportunities and professional networks.....many are FREE

New World of Work	page 67
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## Professional Development

Professional development and employment trends mirror a changing workplace. Advances in technology continue to fuel new opportunities for individuals. Businesses are becoming ever more dependent on employees who can lead teams, facilitate change and manage innovation. Employers know that new thinking fosters growth, satisfies customers and improves overall competitiveness.

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Health Information Technology	page 36



## Personal Growth

Give yourself an opportunity to gain a new skill, move past your comfort zone or explore a new culture. Utilizing the holistic principles of energy and balance are known to enhance our health. They also cultivate greater clarity and boost contentment in all aspects of our lives.

American Sign Language	page 65
Ayurveda	page 43

Whether you want to advance your career or enrich your personal life, Normandale Continuing Education can help you achieve your goals. Call us at 952 358-8343, we’re here to help.

## Learning for Individuals, Teams and Organizations



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# enrich your organization

## Business Acumen

### Building and Leading an Effective Team

**NEW**

The days of employees working by themselves in a lonely cubicle are over. Almost all work is done in teams, and the leader who can create a high-functioning, cohesive team will be most effective. Learn how to adapt to individual strengths and preferences while creating a team that is better than its individual parts. .4 CEU, \$99, INSTR: Ellen Hinrichs

**Class ID: 36919** Thur, 11/20/14 8:30am – 12:30pm RM: P1840

### Working with Difficult People

Dealing with difficult people in the workplace can be exhausting, irritating and overwhelming. Prepare yourself with skills and strategies to cope with challenges effectively and appropriately. Create a personal plan to improve interactions and concentrate on your own performance and results. .4 CEU, \$99, INSTR: Ellen Hinrichs

**Class ID: 36917** Thur, 11/13/14 8:30am – 12:30pm RM: P1840

### Emotionally Intelligent Leadership

**NEW**

Learn the elements of emotional intelligence and how to apply them to your leadership practices. You will understand the impact of Daniel Goleman's five emotional intelligence elements on your leadership practices: Self-awareness, Self-regulation, Self-motivation, Empathy and Social skills. .4 CEU, \$99, INSTR: Ann Anderson

**Class ID: 35794** Thur, 10/23/14 1:00pm – 5:00pm RM: P1844

### Stress Management

**NEW**

Stress isn't the enemy. It is our perceptions of stress that amp our anxiety and use up all our steam. Events happen every day. How we interpret those events can set the stage for how we feel and how we react to others. Reducing stress is as easy as understanding what stress is, 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! 1.6 CEU, \$145, INSTR: Meredith Brown

**Class ID: 37005** Online class – 11/3/14 – 11/28/14



### Get Things Done

**NEW**

Research has proven that when people have the opportunity to do what they do best every day, the effect on the individual, team, and organizational performance is powerful. In this course, you will gain a strengths-based management approach which incorporates the latest research on engagement and workplace performance from the Gallup organization. Using the Clifton StrengthsFinder, you will learn how to be more successful by using the unique strengths and contributions of each team member to get more done at work and increase engagement, productivity, creativity and retention. The course fee includes a Top 5 Strengths access code to take the Clifton StrengthsFinder™. 1.6 CEU, \$245, INSTR: Jennifer Selke and Betsy Flanagan

**Class ID: 37011** Online class – 9/2/14 – 9/26/14



*Emotional Intelligence emerges as a much stronger predictor of who will be most successful, because it is how we handle ourselves in our relationships that determines how well we do once we are in a given job.*

–Daniel Goleman



## Data Analysis

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.

### Data Analysis for the Rest of Us

**NEW**

#### How to Use Data for Career Advancement

Moneyball was a hit, both because of the human interest story and the revolutionary nature of how data can be applied to predict success. Extensive employment research indicates that a fundamental knowledge of data analysis may not make you the next Billy Beane, but it will enhance your career prospects! You will gain a new perspective on how chance, human perception and memory, and data analysis affect decision making. Learn how to ask the right questions and understand how data analysis can help answer those questions. Understand how conventional wisdom, habit, and psychological factors influence our ability to make good, data-driven decisions. .8 CEU, \$150, INSTR: Dr. Steve Pine

**Class ID: 37749**

Wed, 10/29/14 – 11/19/14

2:00pm – 4:00pm

RM: P1840

### Certificate in Data Analysis

You will gain new insights into how to utilize statistics in terms of key business decision making. You'll 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. Earn the certificate when you complete all three courses for \$495, 4.8 CEUs (a savings of \$90) or \$195 per class. INSTR: John Rutledge, Mary Dereshiwsy, and Jeff Kritzer



#### Introduction to Data Analysis

**NEW**

**Class ID: 35824** Online class – 9/2/14 – 9/26/14

#### Intermediate Data Analysis

**NEW**

**Class ID: 35825** Online class – 10/6/14 – 10/31/14

#### Advanced Data Analysis

**NEW**

**Class ID: 35826** Online class – 11/3/14 – 11/28/14

## Dump the Data, Tell the Story

**see page 4**

Add a whole new skill set to your portfolio, and make a big difference in the success of your organization by acquiring data analysis skills.

See the website for specific course information.

## Business Communication Skills

If your work schedule makes it difficult for you to take a class, call us at 952-358-8343 to set up a customized or one-to-one learning session.

This workshop is ideal for executive assistants, marketing and sales professionals, project and financial managers, planners and analysts.

### Presenting without Fainting

**NEW**

Extensive research indicates that the #1 fear of most Americans is not money, snakes, or even death. It is the fear of standing up and speaking in public. It is also one of the most valuable skills for career enhancement. While nerves are a natural and important part of speaking, they can be controlled. You will practice techniques for turning nerves into power for delivering presentations that work. .4 CEU, \$99, INSTR: Gail Anderson

**Class ID: 37067** Thur, 10/2/14 8:30am – 12:30pm RM: P1844

### Creating and Delivering Presentations that Work

**NEW**

Controlling nerves is only the start of the equation for delivering effective public speaking. Learn how to analyze your audience in order to create a strategic, targeted presentation that works to create interest and buy-in. You will create and rehearse the opening, closing, and body of a presentation and receive constructive feedback and suggestions. Additional topics include: using storytelling techniques, humor, audience engagement, and answering questions with confidence. .8 CEU, \$250, INSTR: Gail Anderson

**Class ID: 37068**

Thur, 10/9/14 & 10/16/14 8:30am – 12:30pm RM: P1844

### Dump The Data, Tell The Story

**NEW**

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. .4 CEU, \$99, INSTR: Allison Broeren

**Class ID: 36916** Wed, 11/19/14 8:30am – 12:30pm RM: P1840

## Certificate in Designing Webinars

Webinars are a popular format for delivering information. With the right preparation and skills, they can be a powerful communication channel for your organization. Acquire techniques and tips that will make your webinars successful with multiple audiences. Earn the certificate for \$345 (a savings of \$45) or take individual classes for \$195. See *website for complete class descriptions*.

### Designing Successful Webinars

1.6 CEU, \$195, INSTR: William A. Draves

**Class ID: 36979** Online class – 10/6/14 – 10/31/14



### Managing & Marketing Webinars

1.6 CEU, \$195, INSTR: Suzanne Kart

**Class ID: 36980** Online class – 11/3/14 – 11/28/14





## Negotiation: Get What You Want

**NEW**

Negotiation is a key skill for success in business and everyday life. Knowing strategies to clarify what you want and prioritize needs will ensure you get more of what's essential. Work with a pro to learn how 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. Invest in these skills now and reap a lifetime of rewards. *See our website for more information.*

1.6 CEU, \$195, INSTR: Julia King Tamang

**Class ID: 36971** Online class – 10/6/14 – 10/31/14



## Powerful Presentations & Effective Speaking Techniques

Nearly every job or business includes speaking, presentations, or sales. This course will allow you to master all three and accelerate success in every aspect of your career. Learn to effectively deliver a presentation to one person across the table, in front of a small group, for a large audience, host a tele-seminar or webinar online. 1.6 CEU, \$195, INSTR: Bridget Brady

**Class ID: 37000** Online class – 9/2/14 – 9/26/14



## Certificate in Presentation Media

Whether your presentation is online or in-person, presentation media will not only enhance your message, but often makes your message more impactful and memorable.

### Prezi

Find out how to use Prezi, the new slide software that goes beyond one-dimensional, PowerPoint presentations. Learn to tap into your creative side as you produce amazing presentations. Your audience will be captivated by what you are presenting, and how you are presenting it! 1.6 CEU, \$195, INSTR: Kimba Green

**Class ID: 36936** Online class – 9/2/14 – 9/26/14



### Photoshop for Presentations

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

**Class ID: 36937** Online class – 10/6/14 – 10/31/14



### Creating Visual Presentations

Learn the graphic design techniques needed to create contemporary and professional quality presentations, including page layout, typography and basic design considerations. You'll 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, INSTR: Jenna Soard

**Class ID: 36938** Online class – 11/3/14 – 11/28/14



Take one course or earn this certificate when you complete all three courses for \$495 (a saving of \$90).



# Change Management and Leadership

Normandale is developing key partnerships with experts in change management, and supporting the development of national certification standards. Together, we have created learning tools and classes designed to meet the varied needs of today's employees, change practitioners and businesses.

## 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 that may be unpopular, there is an art and science to it. The class will begin with an explanation of the transition process and how it affects people. Strategies will then be provided for supporting your employees while holding 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! .4 CEU, \$99, INSTR: Julie Berg

**Class ID: 36915** Thur, 11/6/14 12:30pm – 4:30pm RM: P1840

## Neuroleadership: Brain-Friendly Strategies to Enhance Performance

The exploding field of neuroleadership suggests game-changing modifications to many of the practices we are accustomed to using within organizations to manage ourselves and others. In this workshop, you'll discover some of the fascinating highlights from recent neuroscience research and how it is changing how we design organizational systems and cultures. After participating in this workshop, you will be able to immediately apply your learning whether you are a formal leader or not. Some of the research topics explored include neuroplasticity, change management, giving and receiving performance feedback, collaboration, attention and focus. .4 CEU, \$99, INSTR: Erika Garms, Ph.D

**Class ID: 36918** Wed, 11/5/14 8:30am – 12:30pm RM: P1840

## Managing with the Brain in Mind

**NEW**

A sea of management advice is available online or in any bookstore. Where to turn? Which to try? Consider that the majority of management advice does not provide the reasoning behind the “Do’s” and “Don’ts”. Wouldn’t you feel more confident knowing why your actions work the way they do? Delegating, setting expectations, developing staff, handling conflict and creating momentum can all be improved – and made far more understandable - with a little knowledge of how our brains work. .4 CEU, \$99, INSTR: Erika Garms

**Class ID: 37065** Tue, 11/18/14 8:30am – 12:30pm RM: P1844

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

The Minnesota Change Management Network (MNCMN) is a rapidly growing professional association. It seeks to build a robust change management ecosystem that nurtures and develops change management talent, creates a recognized and accepted progression of change tools and skills, and ultimately powers a talent pipeline for consultants to find the right change management opportunity and for companies to find the right talent.



Each month, MNCMN offers a **Change Summit** at Normandale for its members and invites the greater community to attend as well. For information about upcoming speakers, topics and special events, visit [www.mncmn.org](http://www.mncmn.org)



## Change Agent Certification

Normandale is proud to partner with The Implementation Institute to offer this certification, which is approved by the Human Resources Certification Institute (HRCI).

The certification is earned by 1) attending the Planning Implementation Effectiveness workshop; **and** 2) completing additional project work before and after the workshop.

### Practicing Implementation Effectiveness

This workshop is designed to help partners in the change process refine their skills. Learn to identify resistance, diagnose needs, and recognize which organizational levers can be pulled to drive change. Discover how to coach “change champions” and execute the components of a change plan. It is designed for HR professionals, project team members and leaders who wish to increase their effectiveness and implement change. In addition, communication or education practitioners seeking a deeper understanding of change principles will find this course valuable. 1.6 CEU, \$895 INSTR: Terry Smith, Implementation Institute

**Class ID: 37057**

Thur & Fri, 11/20/14 & 11/21/14 8:30am – 4:30pm RM: P1844

### Change Agent Certification

Attend the Planning Implementation Effectiveness workshop, plus:

- pre-session assessment
- post-session assessment
- instructor-led coaching as you implement an actual project.

1.6 CEU, \$1.195 (price includes the Practicing Implementation Effectiveness workshop) INSTR: Terry Smith and Lisa Zweber-Smith, Implementation Institute

The **Implementation Institute™** is dedicated to increasing organizations' capabilities to manage change and effectively implement initiatives. Through the Institute, Smith and Zweber-Smith integrate experience and cutting-edge research with innovative education, coaching, mentoring and assessment to positively impact leaders and organizations worldwide.

**Lisa Zweber-Smith**, Executive Director Implementation Institute, has 25 years of OD experience. Lisa is experienced in leading change across organizational levels and platforms. She has worked as a consultant to numerous Fortune 500 companies. Lisa teaches graduate level Organization Development at universities across the country.

**H. Terry Smith**, Principal Implementation Institute, has 35 years of experience in operations, sales, and customer service. As the Director of Change Management for Best Buy, Terry was responsible for nationwide change implementation projects. He has presented internationally and is affiliated with the International OD Network and the Association of Change Management Professionals.



**Who Should Attend:** Change Agent Certification is ideal for HR professionals, training and development practitioners, and project managers.



## Agile & Scrum

Normandale is the connecting point for Agile methods and Scrum training in Minnesota.

There is a way to focus on the right things, in the right order, and at the right level of detail without sacrificing speed, quality, cost and people. The solution lies in becoming Agile. Agility results from proper focus. It's a lot like driving: you need to keep your eyes on the road, but not on every stone within it. You need to watch the turns ahead, but not the ones two states away.

The Agile Manifesto was written in 2001, and contains principles related to trust, sustainability and simplicity.



Who should attend: Managers, engineers, and anyone who needs to drive an organization to higher performance in a cost competitive economy.



You will earn a total of 14 PDUs for Certified ScrumMaster or Scrum Product Owner toward your PMP recertification.

### Fundamentals of Agile Development

Agile product development has emerged as the fastest growing area in new project management. Agile has grown out of the software development community and is now seeing a broad application in other areas. You will gain an understanding of Agile-thinking and how to enhance an effective Agile process. Learn why Agile is becoming the preferred approach to new product development and how you can start the transition. .4 CEU, \$99, INSTR: Liz Weatherhead

**Class ID: 36910** Fri, 10/24/14 8:30am – 12:30pm RM: P1844

### Certified ScrumMaster

**WIA 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 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, \$1,080, INSTR: Doug Shimp

**Class ID: 36907**

Tue & Wed, 11/4/14 & 11/5/14 8:30am – 4:30pm RM: P0806

### Certified Scrum Product Owner

**WIA Approved**

Product Owners must have the skills to navigate market pressures, solve product design issues, and channel the energy of well-formed teams to deliver results. This course is for those who have some background in Agile project work, and is intended to help experienced Agile practitioners focus on the challenges faced by product design teams. This two-day course will enhance your team leadership abilities in new ways and help you to steer your energy toward successful completion of products. *Upon completion, participants are registered as Certified Scrum Product Owners, including a two-year membership in the Scrum Alliance.* 1.4 CEU, \$1,080, INSTR: Doug Shimp

**Class ID: 36909**

Wed & Thur, 11/19/14 & 11/20/14 8:30am – 4:30pm RM: P0806

**Douglas Shimp** is founder and managing partner of 3Back Consulting. Doug 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 17 years of experience in the technology field. He is certified by the Scrum Alliance.

# Get Hacked...at the "ChangeLab"

The term "hacked" or "hacker" can be confusing. It can mean that someone broke into your computer system (bad). Or, when programmers hack a system, it shows that they have the mastery to break code and get a system to do something different, better or more innovative than the original design (good).



## Join a Hackerspace Event...It's a Good thing!

For Normandale and the new "ChangeLab," the word "hacked" is intended to communicate an opportunity for good. Organizations are invited to bring an issue or project that is currently stuck, underperforming or possibly broken.

At a Hackerspace event, change management and innovation experts (the programmers) will work with your organization to uncover "the current code" of your project. Through a process of real-time inquiry, **you'll get hacked!** The change and innovation experts will identify blockages and offer solutions designed to realign or jumpstart your project or issue.

This pilot program is a partnership between Normandale and our friends at STAR Collaborative and Virtual Coast. At this point, these events are **FREE** and tentatively scheduled once a month. For Normandale, it is an opportunity to test new ways of learning, sharing and adding value to our business community. We are only able to accept a limited number of organizations, so contact Jeff Hudson at 952-358-8705 if you would like to learn more about getting hacked!

**Learn more about Change Management Events, Workshops and Certification, page 6.**

# Supervision and Management

Research indicates that when employees leave an organization, 40% of the time it's because they were frustrated with an ineffective supervisor.

Gallup Organization



**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.

## Fundamentals of Supervision/Management Certificate

When an individual contributor is promoted to supervisor, the transition can be a difficult one. This certificate will provide the new supervisor with the foundational skills needed for the job. Register for this certificate for \$400 (a savings of \$100).

### 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. This course helps new supervisors understand how to effectively make that transition and begin the road to effective leadership. .4 CEU, \$125

**Class ID: 36911** Thur, 10/9/14 12:30pm – 4:30pm RM: P1840

### Module 2: Coaching 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. .4 CEU, \$125

**Class ID: 36912** Thur, 10/16/14 12:30pm – 4:30pm 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 or serious misconduct. Learn how to document the problem, and explain what the employee must do to address it. Learners gain skills in discussing and imposing formal consequences while adhering to their organization’s disciplinary policies and procedures. .4 CEU, \$125

**Class ID: 36913** Thur, 10/23/14 12:30pm – 4:30pm 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 potentially has the same tools available to them, every supervisor will still have his own voice and style. This final class will encourage supervisors to define the style that allows them to be effective and authentic. .4 CEU, \$125

**Class ID: 36914** Thur, 10/30/14 12:30pm – 4:30pm RM: P1840

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### Building and Leading an Effective Team

**NEW**

*See page 2 for course description.*

### Leading Through Change

**NEW**

*See page 6 for course description.*

### Get Things Done

**NEW**

*See page 2 for course description.*



# Are your meetings like this? WHY NOT?

## Compression Planning<sup>®</sup>

is a visual, interactive  
planning tool that moves  
**TEAMS** and **IDEAS** to  
**ACTION** faster!



## MN Compression Planning Institute

September 24 – 26, 2014

Normandale Community College

“I have used Compression Planning since 1986 and it is the best training I have personally attended in my entire professional career. It engages teams in ways that no other methods can do and is faster than traditional group planning.”

*Peter Hughes,  
Marketing VP – Business Development  
Mayo Clinic*

Join us for three action-packed days of learning, doing, and sharing. You will learn how to generate meaningful ideas and decisions points that are prototype-able, cost-able and actionable the very next day after the institute.

**Why does CP work?** Developed as a Visual Planning System, CP transforms the concepts of creative brainstorming and storyboarding into a simple, easy process with great tools and a methodology that drives action.

**Is it complicated?** NO! That’s why it is so effective. It is simple to use, engaging, scalable to small or large, tactical or strategic, and works for both creative and analytical challenges.

**Who is using CP?** Mayo Clinic, Humana Insurance, General Mills, Hilton Hotels, Habitat for Humanity, Lenscrafters and many more.

**Class ID: 37066, 2.1 CEU, \$1,995, RM: P0806**  
Questions? Email [ncal@normandale.edu](mailto:ncal@normandale.edu)

### FREE INFO SESSION:

**Wed, August 27**

6:00pm – 7:00pm • RM: P1840  
Class ID: 37765

**Presenter: Peter Hughes**

Marketing VP – Business  
Development, Mayo Clinic

See website for additional  
info session dates.

## Project Management

### Project Management

Courses start every month 9/17, 10/15, 11/19, 12/17

### Project Management Fundamentals

Become an indispensable member of your project team by discovering and mastering the critical concepts you need to plan, implement, control and close any type of project. Gain a variety of powerful techniques to generate project ideas, and develop all sections of a project plan. 2.4 CEU, \$99, INSTR: Tony Swaim



### Project Management Applications

Gain skills for discovering and mastering essential quantitative and qualitative project management applications. Mastering the tricks of the trade: Earned Value Performance Measurement, Gantt Charts, Network Scheduling, Work Breakdown Structure, and Cost-Volume Analysis. 2.4 CEU, \$99, INSTR: Tony Swaim



### PMP Certification Prep I and II

You will practice and prepare for the Project Management Institutes prestigious PMP® certification exam. Raise your project management IQ by discovering tips and techniques related to the content and questions you'll encounter on the PMP® exam. Gain proven learning strategies to absorb terminology, concepts, and formulas. 2.4 CEU, \$109 per class, INSTR: Tony Swaim



## Quality and Six Sigma

Utilize Lean methodologies and advance Operational Excellence in your department and organization.

### Lean Six Sigma

**NEW**

In its simplest form, Lean Six Sigma is a set of tools used to solve problems and improve processes. This course will introduce you to the world of Lean thinking. You'll see how businesses operate more efficiently by eliminating defects in products and services, as well as other forms of waste: inventory, processing, waiting, motion, transportation and overproduction. Lean Six Sigma methods are powerful, flexible and save money for private and public organizations. Gain skills that are applicable for industrial and manufacturing processes as well as service industries. *No prerequisites required!* 1.6 CEU, \$245, INSTR: Scott Follett



**Class ID: 37012** Online – Mon 11/3/14 – Fri 11/28/14

### Six Sigma Green Belt Certificate

**WIA Approved**

This certificate is for those committed to leveraging the power of Six Sigma techniques to increase customer service, product reliability, and cost reduction. However, a desire to learn is more important than analytical abilities. Earning this certificate will enhance your resume for employers who embrace continuous improvement, and will prepare you to work on Six Sigma teams supporting Black Belts on projects. 6.4 CEU, \$3,355 (or \$2,850 if registered by 9/16/14 – fee includes course reference and textbooks), INSTR: Dale Mize

**Class ID: 37061**

Mon & Tue, 9/29/14 -10/21/14 8:30am – 4:30pm RM: P1840



**Dale K. Mize**, has more than 20 years of consulting and training experience, and 21 years of technical and managerial experience. Dale is co-author of the SPC training workbook, *An Ounce of Prevention*.

## Human Resources

### Human Resource Certification Test Preparation

Would you like the freedom and convenience of learning from the comfort of your home? Our program prepares you to successfully complete the PHR or SPHR exam administered by the Human Resource Certification Institute (HRCI). The program is built upon the SHRM Learning System's six modules and delivered in a blended learning format. You will be engaging in a weekly, 1.5 hour instructor-led session, discussion board posts, on-line exercises, flashcards, and structured exercises for maximum retention. Our curriculum is officially endorsed by the Society of Human Resource Management (SHRM). 3.6 CEU, \$1,095, INSTR: Tawnya Chandler

**Class ID: 37747** Online class – 9/9/14 – 12/9/14



### Managing Generations in the Workplace

**NEW**

*See website for course description.* 1.6 CEU, \$175, INSTR: Heather Dimitt

**Class ID: 37004** Online class – 11/3/14 – 11/28/14



### Applying Lean Sigma Practices to HR Functions **NEW**

Lean offers proven methods to facilitate continuous improvement within your organization. Many businesses now use Lean principles to streamline processes in human resources such as recruiting, hiring, training, compensating and managing performance. Learn more about how Lean concepts, tools, and methods can help you to benchmark and assess problems, and lead continuous improvement efforts to resolve them. After taking this course, you will have an expanded capacity to facilitate small groups and teams using Lean Process Improvement principles and methodologies to create change within your organization. 1.6 CEU, \$245, INSTR: Sally Schmall

**Class ID: 36955** Online class – 10/6/14 – 10/31/14



## Training and Development

### Certificate in Online Teaching

Training and instructional design have become valuable skills for business professionals. Our courses and certificate programs are designed to provide you with proven techniques for designing online instruction as well as key fundamentals for effectively teaching online. \$495 for the certificate or \$195 for an individual class.

### Advanced Teaching Online

**NEW**

1.6 CEU, \$195, INSTR: William Draves

**Class ID: 36982** Online class – 9/2/14 – 9/26/14



### Designing Online Instruction

**NEW**

16 CEU, \$195, INSTR: Rita Marie Conrad

**Class ID: 36983** Online class – 10/13/14 – 10/24/14



### Fostering Online Discussion

**NEW**

1.6 CEU, \$195, INSTR: Rena Palloff and Keith Pratt

**Class ID: 36981** Online class – 11/3/14 – 11/28/14



The Society for Human Resource Management (SHRM) represents more than 250,000 members in over 40 countries.

## Entrepreneurship

Boost your chances of success in your new or small business. Identify the abilities required of successful entrepreneurs and how to acquire them. Develop and gain techniques to successfully manage and market your new business. Take individual courses for \$195 or earn the certificate for \$495 (a savings of \$90).



Scan this code with your smartphone to visit our website.

**Make the Sale!**  
See our website for Sales Training programs.

### Entrepreneurship Certificate

#### Entrepreneur Boot Camp

**NEW**

Statistics show that most businesses fail within the first five years. This course provides insight into the characteristics, knowledge and skills needed to become a successful entrepreneur. Learn to identify the abilities required of successful entrepreneurs and how to acquire them, develop goals to help establish your business, develop an outline for your plan, and take home techniques to successfully manage your new business. 1.6 CEU, \$195, INSTR: Conrad Brian Law

**Class ID: 36932** Online class – 9/2/14 – 9/26/14



#### The Business Plan

**NEW**

Whether starting a business or growing the one you have, a business plan serves as a roadmap and can help secure needed funding. In this course, you evaluate the many aspects and potential hurdles of the business and build the business plan. This practical, hands-on approach encourages you to focus on the most critical components of your business plan. It will enable you to uncover hidden risks and assess the business from a marketing, management, and financial vantage point. 1.6 CEU, \$195, INSTR: Mary Beth Izard

**Class ID: 36934** Online class – 10/6/14 – 10/31/14



#### Entrepreneurial Marketing

**NEW**

Entrepreneurs must know how to effectively market their products and services. Gain a step by step approach to attract and keep customers, all within a realistic budget. With an emphasis on customer-driven marketing decisions, you will learn how to build a strong brand and implement your marketing plan. 1.6 CEU, \$195, INSTR: Kathy Nadlman

**Class ID: 36933** Online class – 11/3/14 – 11/28/14



#### Cash is King

**NEW**

Cash is arguably the most important factor in business success. D&B reports 90% of all small business failures are due to poor cash flow—more money gets paid out than collected. Discover how to maximize cash flow. See website for more information. 1.6 CEU, \$195, INSTR: Jodie Trana

**Class ID: 35841** Online class – 10/6/14 – 10/31/14



## Turn your Healing Arts Passion into a Business

see page 63

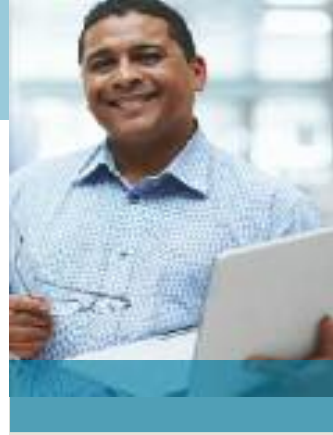


## Funding Your Business

**NEW**

What does it take to have a financially feasible business? The short answer is money! But, where does this money come from? Come explore financial feasibility in three areas—start-up or expansion, profits, and cash. You will also cover potential debt and equity sources of funds to help support these areas and create a financially successful venture. 1.6 CEU, \$195, INSTR: Jodie Trana

**Class ID: 36935** Online class – 11/3/14 – 11/28/14



## Business Research Certificate

**NEW**

Discover the specific knowledge needed to succeed in researching and utilizing the “right” data for decision making as a professional and for your organization. You will gain the skills needed to effectively communicate research results to a specific audience for maximum impact and effective decision making.

This certificate is designed for business professionals, entrepreneurs and graduate students who need information such as market potential, competitive intelligence, standard industry practice, productivity improvement, etc. 4.8 CEU, \$495, INSTR: Cathy Proffitt Boys and Mary Dereshiwsy

**Class ID: 35123** Online class



**Introduction to Business Research**

9/2/14 – 9/26/14

**Business Statistics**

10/6/14 – 1/31/14

**Qualitative Business Research**

11/3/14 – 11/28/14

## Enhance Key Skills:

Negotiation pg 5

Presentation pg 4

Data Analysis pg 3

# Pricing for Profitability

Setting prices is one of the most challenging questions small business owners face. Getting the pricing wrong can ruin your business. Price too high and you lose customers, but price too low and you lose money. Which of these pricing dilemmas do you face?

- Should you raise your prices or sell more?
- Should you match what your competitors charge or should you charge less?
- Should you give Jane a better price than Joe?
- Should you increase your prices all at once or slowly over time?

In this workshop you'll learn practical techniques for setting and getting the right price for your product or service. You'll learn: how to set profitable prices you can defend, when it does and does not make sense to cut or increase your prices, and pricing tactics to grow your business without sacrificing profits.

.4 CEU, \$179, INSTR: Chris Austin



**Class ID: 37028** Wed, 11/5/14 8:30am – 12:30pm RM: P0838

## Customer Experience

When businesses learn to do customer journey mapping, they are able to immediately enhance those key touch points that build customer loyalty and increase profits. Call Jeff Hudson 952-358-8343 to learn more about designing customer experience training for your organization.

Our workshops are designed to build the skills needed to solve specific problems, better serve customers and identify new opportunities to grow your business. Implementing customer centric practices is a team sport! Learning is enhanced when two or more from the same team learn together. Call 952-358-8343 for information on group discounts.

### Certificate in Customer Research

Your customers hold the key to your organization's success. Getting to know your customers leads to higher retention, stronger sales and increased customer satisfaction. When you learn to interact and engage your customers, you will gain invaluable feedback and strategically rich information. You'll learn low and no cost methods of customer research as you discover new techniques for collecting information that will improve your organization's products and services, promotion and marketing, and even bottom line finances. Whether you need to improve service, introduce a new product or enhance profitability, the eight stage needs assessment model will give you a step by step proven approach to meeting your goals. 3.2 CEU, \$395, INSTR: William A. Draves

**Class ID: 35842** Online class – 9/2/14 – 10/24/14



**William A. Draves** does strategic market planning, needs assessment and marketing research for a national association. He is the author of *High Response Surveys*, *The Eight Stage Needs Assessment Model*, and *The Marketing Manual*.

## Customer Engagement:

### The Secret to Life, the Customer, and Everything

Emotional Engagement is the secret to customer loyalty. Customer Engagement is formed when you solve problems and do it in a way that creates an emotional connection.

In this workshop, your employees will learn the three keys to creating great customer engagement, including the need to **Solve a Problem, Make a Connection**, and understand that **customer engagement is All About You**. Your employees will leave with an understanding of a customer's true needs, and the tools to form better connections with customers. This is the most-requested workshop that Jim Tincher facilitates, particularly for B2C companies.

### Custom Training Workshop

Call Jeff Hudson at 952-358-8705 to learn how customer engagement training can increase productivity and profitability for your business.



"A great customer experience begins with a solid understanding of your customers. It also requires that your employees use those insights to build programs that your competitors cannot duplicate." Jim Tincher

# Customer Service

## Customer Service Certificate

Customer service is now 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).

### Keys to Customer Service

You will understand the value of long-term loyal customers—and the cost of losing them. Subjects include how to listen to customers, the qualities of web-based customer service, customer turn-off and managing customer expectations. You can help translate good intentions into a workable plan for great service. 1.6 CEU, \$145, INSTR: Nanette Sanders-Cobb

**Class ID: 36928** Online class – 9/2/14 – 9/26/14



### Extraordinary Customer Service

Transform your customer service into something extraordinary, and gain more repeat business which will improve your bottom line. This course will focus on the few essential elements that yield big results—understanding your customer, setting expectations, developing processes and improving the customer's experience. You will take away a plan that will help you focus on your pathway to extraordinary customer service. 1.6 CEU, \$145, INSTR: Nanette Sanders-Cobb and Fred Bayley

**Class ID: 36929** Online class – 10/6/14 – 10/31/14



## Inbound Marketing Certificate

Inbound marketing is built on content that offers real value. It is a process of using your website in a way that attracts visitors naturally through search engines, the blogosphere, and social media. INSTR: Suzanne Kart, 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, how to use landing pages and forms to collect information, and how to implement campaigns that result in sales. 1.6 CEU, \$195

**Class ID: 36990** Online class – 9/2/14 – 9/26/14



### Content Marketing

Discover ways to identify and define your ideal audience, and create content that is purposeful. Find out what you want to say, how and where to say it. In one month, you will be better equipped to create your own content marketing strategy. 1.6 CEU, \$195

**Class ID: 36991** Online class – 10/6/14 – 10/31/14



### Advanced Inbound Marketing

Learn to manage the results of your inbound marketing activities at an advanced level. Focus on the data that matters most and how it is influenced by user engagement. Gain deeper insights into user behavior, measure visitor engagement and use landing pages and forms more effectively. 1.6 CEU, \$195

**Class ID: 36989** Online class – 11/3/14 – 11/28/14



The Bureau of Labor Statistics projects that employment for customer service professionals will grow 15.5 percent between 2010 and 2020, which is faster than the average for all other occupations.

\$495 for the certificate or \$195 for an individual class.

## Marketing

### Enhance Your Online Presence:

#### Tales of a Google Insider

**NEW**

What separates the most successful organizations is their ability to create a strategic online presence that drives interest and visibility. Before forming SKOL Marketing, Ben Theis worked for Google, helping organizations use these powerful business development tools. Join Ben as he helps you optimize your web presence through an understanding of Google, social media and internet marketing. .4 CEU, \$99, INSTR: Ben Theis

**Class ID: 37064** Fri, 11/14/14 1:30pm – 4:30pm RM: P1802

#### Google Analytics

If you are not reviewing your website statistics, then you are missing several key opportunities to profit from your website traffic. 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 find out how to get more conversions and sales from your website visitors. 1.6 CEU, \$195, INSTR: Dan Belhassen and Susan Hurrell

**Class ID: 36988** Online class – 10/6/14 – 10/31/14



#### Google +

**NEW**

Discover the best ways to use this popular and emerging social media platform to raise your online profile, and connect with current and potential new contacts. You'll learn the advantages of using Google+, how it can help your organization to engage existing users and grow your base, and techniques for using the platform to create relationships, and expand your reach. 1.6 CEU, \$195, INSTR: Jeff Kart

**Class ID: 36968** Online class – 11/3/14 – 11/28/14



#### Effective Copywriting

Whether you are sending out a press release, communicating internally with a memo or promoting your own skills on LinkedIn, strong writing skills are the key to success. Come away with the tools and techniques you need to improve your copywriting skills and learn how to avoid the common writing mistakes that can hold you back. 1.6 CEU, \$195, INSTR: Kathryn Will

**Class ID: 36930** Online class – 10/6/14 – 10/31/14



#### Certificate in Customer Research

See page 16 for course description.

### Graphic and Web Design Programs page 30

See our website for more eMarketing Courses and Certificates

### Tell the right story for your brand

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 Platforms Management Certificate page 21





## Podcasting

**NEW**

With an average of 2.9 mobile devices per person, it's no wonder that podcasting is experiencing a rebirth. The intimate nature of the audio medium allows potential clients to get to know who you are and better understand your business. This step-by-step class will take you from start to finish and cover the required elements needed to get your show online. Come to class with your idea and end with your show online for all to hear. 1.6 CEU, \$245, INSTR: Travis Allison

**Class ID: 37014** Online class – 9/2/14 – 9/26/14



## 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). INSTR: Erin Huggins and Jennifer Selke

### Video Marketing

**NEW**

Discover how to use simple online video to bond with your viewer, drive traffic to your website, and build brand awareness. Learn to use Google and YouTube with your video to market your business 24/7. 1.6 CEU, \$245

**Class ID: 36996** Online class – 9/2/14 – 9/26/14



### YouTube for Business

**NEW**

Increase your business with YouTube. You'll learn what types of video work best, how other business organizations use YouTube, how to create your own YouTube channel, and the techniques of adding captions, annotations and other extra features. 1.6 CEU, \$245

**Class ID: 36995** Online class – 10/6/14 – 10/31/14



Customers who viewed product videos were 144% more likely to add the product to their cart. Video with good SEO has a 53% higher chance of showing up on page one of Google searches.



## What's holding you back?

*Maybe you have a degree but your work experience is limited.*

*Or you have strong work experience but are unsure as to what credentials may help you advance in your career.*

Rewarding and challenging jobs today look for evidence of specific skills and knowledge.

Most certification courses are offered as non-degree classes through continuing education, a path outside of traditional curriculum and admissions requirements. The programs are designed to support your skill development in areas that employers value.

Gain the credentials needed to move forward in your career.

For additional information, give us a call 952-358-8343.

## eMarketing Essentials Certificate

Earn this certificate when you complete all three courses. Enroll in the eMarketing Essentials certificate for \$495 (a savings of \$90). INSTR: Dan Belhassen and Susan Hurrell

### Improving Email Promotions

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

**Class ID: 36993** Online class – 9/2/14 – 9/26/14



### Boosting Your Website Traffic

Acquire the basic skills to boost your website traffic, including how to analyze your visitor traffic, use search engine optimization and gain greater exposure in Google searches. No experience is necessary. 1.6 CEU, \$195

**Class ID: 36994** Online class – 10/6/14 – 10/31/14



### Online Advertising

Learn how and when to use pay-per-click advertising with Google AdWords, how to test low budget AdWord campaigns as well as how to target local audiences. Learn to determine the demographics and numbers of people you want to reach. 1.6 CEU, \$195

**Class ID: 36992** Online class – 11/3/14 – 11/28/14



### Media Buying Strategies

**NEW**

Discover how to delineate the relationship between marketing and media-buying decisions. Marketing functions are examined through case analysis to successfully integrate all elements of the media-buying process. Come away with knowledge of media buying strategies to promote your organization and boost sales and profits. 1.6 CEUs, \$195, INSTR: Erin Parnell

**Class ID: 35846** Online class – 10/6/14 – 10/31/14



## Media Sales is a fast growing field

### Preparing to Work in Media Sales

**NEW**

Gain the skills to start a career in media sales. In each session, your instructor will simulate a sales meeting. You'll gain the practical coaching needed to develop key skills, such as understanding your product, knowing how to make a good match, and using your own natural style to get that all-important first meeting. In addition, you will hear from employers who will provide insights into this exciting and dynamic field. 1.8 CEU, \$350, INSTR: Norma Cox

**Class ID: 37060**

Thur, 11/6/14 – 12/18/14 1:00pm – 4:00pm RM: P1844

**Norma Cox** is an accomplished and highly respected media sales executive in the Twin Cities and beyond. She has led sales teams in all different media types, including her most recent experience as director of national sales for American Public Media. Norma is currently working with the Center for Investigative Reporting to develop a market strategy for a new national program called "Reveal Radio."



Media  
Sales

## Social Media for Business Certificate

Your instructors, Jennifer H. Selke and Suzanne Kart will introduce you to the new principles of marketing communications.

### Introduction to Social Media

Learn what social networks are and their role in your business. Become familiar with the top sites and how to use them for communication, customer retention, branding, marketing, market research, needs assessment and customer service. 1.6 CEU, \$195

**Class ID: 36976** Online class – 9/2/14 – 9/26/14



### Marketing Using Social Media

Develop a two-way communication and marketing strategy for your organization using social networks. Learn quick and easy ways to engage your customers and keep them interested in your business.

1.6 CEU, \$195

**Class ID: 36977** Online class – 10/6/14 – 10/31/14



### Integrating Social Media in Your Organization

Create your own private social network using Ning, work socially using Google Docs and calendars, and move your web site to an interactive Web 2.0 site. Your instructor will help you develop a social networking strategy for your organization. 1.6 CEU, \$195

**Class ID: 36978** Online class – 11/3/14 – 11/28/14



## SM Platforms Management Certificate **NEW**

Develop your skill set for working and managing a variety of Social Media (SM) platforms. 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. You will get a firm foundation in Twitter, LinkedIn, and Facebook platforms. Come away with both an understanding of these social networks and practical, how-to techniques to maximize social networks into your organization or business. 4.8 CEU, Instructors: Jennifer Selke and Suzanne Kart



### Twitter

**Class ID: 36973** Online class – 9/2/14 – 10/26/14

### Facebook for Business

**Class ID: 36974** Online class – 10/6/14 – 10/31/14

### LinkedIn for Business

**Class ID: 36975** Online class – 11/3/14 – 11/28/14

Earn the Social Media for Business certificate when you complete all three courses; just \$495 (a savings of \$90).

Each course can be taken independently for \$195, or register for all three and earn the certificate for \$495 (a savings of \$90). See website for complete course descriptions.



## Entrepreneurship

The Kauffman Foundation reports that “new-business creation by Americans age 55 to 64 were responsible for nearly 25 percent of all business starts last year.” 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 14 and begin to pursue your dream.



## Introducing Normandale's New President, Dr. Joyce Ester

After a comprehensive national search, Dr. Joyce Ester was selected from an impressive group of candidates. On August second, she officially started her tenure as Normandale Community College's fifth president. President Ester brings extensive experience in higher education administration with a demonstrated track record of results-driven leadership.

### The Importance of Applied Learning

Dr. Ester has a long-standing connection with continuing education programs, serving as an American Sign Language instructor early in her career, and presiding over numerous business partnerships.

When asked about the importance of the college's connection with the business community, she said, "We hear and read so much about employers who struggle to find qualified applicants for their open positions. Many of those who do hire applicants see a mismatch between job requirements and new employee skill levels, and that has led to some great frustration from all sides.

Rather than have a polarizing conversation, however, I am looking forward to developing positive relationships with our business community that can help everyone succeed. At the end of the day, we might be using some different words, but I truly believe we all share the same priorities.

For example, many employers talk about what is missing: problem solving, flexibility, decision-making, communication, the ability to navigate an increasingly complex workplace. These are all hallmarks of a strong liberal arts education, and Normandale has an excellent reputation in this area. So, why does this perception persist? I believe there is a bridge that needs to be built between learning and doing, and we can definitely help build it."



Dr. Joyce Ester is Normandale's fifth president, following Dr. Joe Opatz (pictured) who recently retired.



## Learning in New Ways

Over her career as an educator and administrator in several different states, Dr. Ester has seen never-ending changes in higher education, especially recently. When asked about some of the biggest challenges, she said, “Our world is changing at an unprecedented rate, and higher education is certainly not immune to that trend. For Normandale to be successful at helping learners and organizations manage change, we need to be adjusting our notion of what it means to learn.

For example, we are challenging the notion that all learning has to happen in a formal class environment. I’m not just talking here about online learning, which is important but primarily represents a different vehicle for accessing the same product. Especially given the way our organizations have changed, collaboration and real-time learning are critical. Although I am just arriving, I am excited to learn about several innovative initiatives at Normandale, and I look forward to continuing that trend.”

## The Role of the President

The president plays many roles every day, and one of the roles that Dr. Ester particularly enjoys is reaching out to the community. She says, “I truly look forward to meeting all of our business partners, including those who we currently work with and those we have not yet met. I view my role as a relationship builder and conversation starter. For me to do my job effectively, I need to directly hear how we can best provide the services that will help grow our region and state through effective and innovative workforce development.

We work best when we partner together. As Aboriginal leader Lilia Watson said, ‘If you have come here to help me, you are wasting our time. But if you have come because your liberation is bound up with mine, then let us work together.’”

**“Together, we will continue to provide new pathways to student success and collaborate with business partners and the community to meet community, industry, and workforce demands.”**

—President  
Joyce Ester



If you are interested in developing or continuing a partnership with the college and would like to meet with President Ester, please contact our Continuing Education and Customized Training office at 952-358-8343 or [ncal@normandale.edu](mailto:ncal@normandale.edu)

# computer and technology




Whether you are looking to update your professional skill set or earn an employment-oriented credential, Normandale offers valuable courses and certificates geared for today's work environments. We offer certifications for those interested in software applications focused on accounting, project management, SQL, programming, networking, security, voice technologies and other in-demand IT fields.

Ensuring that your computer and technical skills are up-to-date is critical in today's workplace. Up to 90 percent of new jobs require a moderate to high level of digital skills.

## Basic Skills

### Keyboarding

If you want to learn or improve your typing skills, this is a great course. You'll learn how to create, edit, and save documents while increasing your typing speed and accuracy. See website for more information. 2.4 CEU, \$99, INSTR: Kathy Van Pelt

**Online class** Starts every month (9/17, 10/15, 11/19, 12/17) 

### 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. With MS Outlook, you'll enhance your skills with email and calendar features. You'll master the basics so that you can work faster and more efficiently. 1.6 CEU, \$195, INSTR: Betsy Flanagan

**Class ID: 36958** Online class – 9/2/14 – 9/26/14 

## Computer Applications Certificates

	Microsoft Office Essentials	Intermediate Microsoft Office Skills	Microsoft Excel Spreadsheet	Access Database Management	SQL Design & Reporting
MS Word Level 1	x				
MS Word Level 2		x			
MS Excel Level 1	x		x		
MS Excel Level 2	E	x	x		
MS Excel Level 3			x		
Introduction to QuickBooks			E	E	
Introduction to MS Project			E		
MS Access Level 1	x			x	x
MS Access Level 2	E	x		x	
MS Access Level 3				x	
Introduction to SQL		E			x
Intermediate SQL		E			x
MS PowerPoint Level 1	x				
MS PowerPoint Level 2	E	x			
Introduction to SSRS					x
Access Advanced Topics				x	

X = Required Course for Certificate E = Elective Course Recommended



## Organization And Efficiency Tools

### Foundations of Microsoft Visio

Visio is a drawing and diagramming tool that can help transform business and technical concepts into visual diagrams. Diagrams created in Visio enable you to communicate information clearly and with more impact than with text and numbers alone. Learn to use visual tools to represent the message, thereby eliminating confusion. Business processes, work flows, engineering diagrams, system layouts, and floor plans can be created. .7 CEU, \$175, INSTR: Donna Seys

**Class ID: 37025** Mon, 11/17/14 9:00am – 4:00pm RM: P1802

### Foundations of Microsoft OneNote

OneNote 2010 is a collaboration and organization tool that is the best kept secret in the standard Microsoft Office Suite. Learn to use templates, organize content, search for information, see how OneNote works with other Microsoft applications, and share your notes with others using SharePoint and other platforms. Make OneNote your final destination. .7 CEU, \$175, INSTR: Donna Seys

**Class ID: 37027** Mon, 10/27/14 9:00am – 4:00pm RM: P1802

### Google Apps for Business

**NEW**

Google has a variety of web based applications and tools to help you become more productive. Move beyond the basic features you figured out on your own. Be able to use them to work collaboratively and increase productivity. Learn how to run online meetings and webinars. Learn the ins and outs of all the tools Google has to help you become more productive and improve your work communication skills. You will learn time saving tips and strategies to get more done in your work and personal life. 1.6 CEU, \$195, INSTR: Travis Allison

**Class ID: 37013** Online class – 10/6/14 – 10/31/14



## Microsoft Project

### Foundations of Microsoft Project

This course will introduce the tools and techniques to create a project plan file, outline tasks, identify deliverables, set constraints, assign resources, view the critical path, set a baseline, and display project summary information. 1.4 CEU, \$350, INSTR: Donna Seys

**Class ID: 37026**

Mon, 12/1/14 & 12/8/14

9:00am – 4:00pm

RM: P1802

Diagrams created in Visio enable you to communicate information clearly and with more impact than with text and numbers alone.

“According to a 2013 study from Brother Corporation, the average US worker loses 76 hours per year as a result of disorganization and inefficiency. This equates to an estimated \$177 billion loss to organizations.”

## Microsoft Word

**Donna Seys** has over 10,000 hours of classroom training experience on Microsoft, Adobe, and a variety of other products. Her specific talents include explaining technical and high-level concepts in an easy to learn way.

### Microsoft Word Level 1

This class is designed for those who are new to Word, self-taught, or need to brush-up on tips and techniques. Topics include: shortcuts/tips, editing, formatting, and using templates, tabs, and clipart. .7 CEU, \$175, INSTR: Donna Seys

**Class ID: 37023**

Mon & Thur, 10/6/14 & 10/9/14 1:00pm – 4:30pm RM: P1802

### Microsoft Word Level 2

Topics include tables, writing tools, newsletters, document sections, headers/footers, mail merge, creating templates, fill-in forms, charting, tracking/commenting, combine/compare, creating styles, macros, reports, and table of figures. *Prerequisite: MS Word Level 1 or equivalent knowledge.* .7 CEU, \$175, INSTR: Donna Seys

**Class ID: 37024**

Mon & Thur, 10/13/14 & 10/16/14 1:00pm – 4:30pm RM: P1802

## Microsoft PowerPoint

### Microsoft PowerPoint Level 1

This course is designed for individuals who need to create dynamic presentations employing a variety of visual and multimedia effects. Topics include: choosing a slide layout, charts, clipart, drawing, color and backgrounds, slide show techniques, and working with masters. .7 CEU, \$175, INSTR:Treva Bastyr

**Class ID: 37054**

Thur, 10/23/14 & 10/30/14 5:30pm – 9:00pm RM: P1802

### Microsoft PowerPoint Level 2

This course is a continuation of the beginning PowerPoint class. Additional topics include: template creation, integration with Word, Excel, creating custom shows, additional slide and slide show techniques, animation, sounds, movies and PowerPoint tools. *Prerequisite: Introduction to Microsoft PowerPoint 2010 or equivalent knowledge.* .7 CEU, \$175, INSTR:Treva Bastyr

**Class ID: 37053**

Thur, 11/13/14 & 11/20/14 5:30pm – 9:00pm RM: P1802

### Prezi

See page 5 for course description and dates.

*“Treva Bastyr was very personable – great pace for learning.”*

## Accounting and Finance for Non Financial Managers

Gain a foundational understanding the seven steps of the accounting cycle, and use financial information in decision making. Come away with the knowledge needed for analyzing resource allocation and evaluating financial performance. 1.6 CEU, \$195, INSTR: Sharon deFonteny

**Class ID: 37766** Online class, 9/2/14 – 9/26/14



# Microsoft Excel

## Microsoft Excel Level 1

If you have struggled with constructing formulas and would like to refresh math skills needed for Excel, this course is for you. This course will reinforce spreadsheet construction with formulas. The goal of this course is to increase confidence with math as it applies to Excel. .7 CEU, \$175

**Class ID: 37045** INSTR: Treva Bastyr  
Sat, 10/4/14 8:00am – 3:00pm RM: P1802

**Class ID: 37018** INSTR: Donna Seys  
Tue & Thur, 10/28/14 & 10/30/14 1:00pm – 4:30pm RM: P1802

## Microsoft Excel Level 2

This course is designed for students with some spreadsheet experience. Spreadsheet construction, formula building, absolute addressing, charting, efficient tips and techniques, and formatting will be introduced. .7 CEU, \$175

**Class ID: 37046** INSTR: Treva Bastyr  
Sat, 10/11/14 8:00am – 3:00pm RM: P1802

**Class ID: 37019** INSTR: Donna Seys  
Thur, 11/6/14 & 11/13/14 1:00pm – 4:30pm RM: P1802

## Microsoft Excel Level 3

Topics include: vertical/horizontal lookup; database analysis tools including subtotals, data extraction, consolidation; Excel tables; pivot tables; pivot charts; slicers; additional functions including financial functions; protection; 3D formulas; file-linking formulas; multi-sheet methods; and efficient tips and techniques. .7 CEU, \$175

**Class ID: 37047** INSTR: Treva Bastyr  
Sat, 10/18/14 8:00am – 3:00pm RM: P1804

**Class ID: 37022** INSTR: Donna Seys  
Tue & Thur, 11/18/14 & 11/20/14 1:00pm – 4:30pm RM: P1802

# QuickBooks

## Foundations of QuickBooks 2013

Learn techniques of setting up a company, working with customer and vendor transactions, creating invoices, processing payments, working with bank accounts, reports/graphs, and paying bills. You will build on that foundation with instruction in sales tax transactions, managing inventory, and using balance sheet accounts. This course will also cover creating estimates, job costing, time tracking, payroll, general journal, and customizing QuickBooks. 1.4 CEU, \$350, INSTR: Donna Seys

**Class ID: 37059**  
Mon, 11/3/14 & 11/10/14 9:00am – 4:00pm RM: P1802



**Treva Bastyr** is an experienced technical trainer who also works with e-learning solutions and project implementation. She uses that experience to truly understand how adults want and need to use technology in the workplace.

# Advance Your Career

Earning a Microsoft office certificate is a credible means of documenting training experience and the formal development of employable skills.

See page 24



## Microsoft Access

Recent research from the Department of Employment and Economic Development (DEED) indicates that those with even a foundational knowledge of data and database tools are in demand for a growing variety of well-paying jobs. Learning Microsoft Access and database management can really pay off, both in your current and future marketability.

### Data Analysis

see page 3

Our Access Database Management certificate incorporates advanced electives and a project component. We are also introducing a new SQL Design and Reporting certificate designed to help those who use programs other than Access to create and manage queries.

#### Microsoft Access Level I - Introduction to Database Design

This hands-on workshop guides you through the exact steps needed to create a database. Time is reserved for assistance on your specific needs and projects. You are introduced to the features of Access so that you can start to feel comfortable in the program. Learn how to set up databases, create relationships, create basic Queries, Forms and Reports using the Wizards. .7 CEU, \$175, INSTR: Sheila Arnett

**Class ID: 36920**

Tue & Thur, 10/7/14 & 10/9/14 8:30am – 12:00pm RM: P1802

#### Microsoft Access Level II – Essential Database Design Skills

Learn to master the essential skills needed for designing Queries, Forms and Reports. Query tasks include using And/Or, using comparison operators, creating a calculated field, and using advanced query wizards. Form and Report tasks include using the new features in 2007/2010 to quickly create forms and reports, using the Design View editing tools and advanced design features. With the information from Level I and Level II at your fingertips you will feel confident designing and modifying your Access database. .7 CEU, \$175, INSTR: Sheila Arnett

**Class ID: 36924**

Tue & Thur, 10/14/14 & 10/16/14 8:30am – 12:00pm RM: P1802

#### Microsoft Access Level III - Program Development Using MS Access

Take your database “to the next level” and make it into a program where other people can use it without knowing Access. You will learn more advanced features including using sub forms, creating form letters, importing and integrating Access with Excel, Word and other databases. This course also includes a comprehensive introduction to Macros, a unique method for using Visual Basic actions, without being a programmer. .7 CEU, \$175, INSTR: Sheila Arnett

**Class ID: 36925**

Thur, 11/6/14 & 11/13/14 8:30am – 12:00pm RM: P1802

### Access User's Group

**FREE**

Because learning happens in many ways, we want to provide you with multiple opportunities to apply your learning. We are pleased to introduce you to the Access Users Group through meetup.com. Led by our database instructor, Sheila Oakes Arnett, the September and October programs will be hosted at Normandale.

September 25 5:30pm – 7:00pm Access and Excel: You CAN Use Them Together

October 30 5:30pm – 7:00pm Using Access with Office 365 and Web Apps

To register for these FREE programs, go to [www.meetup.com/AccessUsersGroup](http://www.meetup.com/AccessUsersGroup).



# Microsoft Access - Advanced Topics

## Complex Queries and Calculations with Access

This is a fast paced, information-packed course for the more knowledgeable Access user. Tasks include techniques for basing one query upon another, effective use of Joins, Crosstab Queries, and queries for Combo Boxes. This course also includes a comprehensive look at using Functions for calculations in queries. The functions discussed include date functions, text functions and the IIF function which allows management in data based on conditions. Examples from your work can be integrated into the class and ample time is reserved for assistance on your specific needs. .7 CEU, \$175, INSTR: Sheila Arnett

**Class ID: 36926**

Tue & Thur, 12/2/14 & 12/4/14 8:30am – 12:00pm RM: P1802

## SQL – Structured Query Language

### SQL Level 1

This class focuses not only on the basics of Structured Query Language, but also on database design theory. These concepts can be applied to all software using SQL: SQL Server, MySQL, Oracle, Access, and others. Learn to analyze tables to understand how they can be used together and create essential SQL statements that get the answers you need from your data. .7 CEU, \$175, INSTR: Sheila Arnett

**Class ID: 37055**

Tue & Thur, 10/21/14 & 10/23/14 8:30am – 12:00pm RM: P1802

### SQL Level 2

We dive deeper into designing the SQL statements needed to expertly analyze data. Emphasis is on hands-on examples using SQL Server 2014. Topics covered include: creating calculations, using multiple tables, subqueries, data manipulation, union queries, and working with Views. .7 CEU, \$175, INSTR: Sheila Arnett

**Class ID: 37056**

Tue & Thur, 10/28/14 & 10/30/14 8:30am – 12:00pm RM: P1802

### Introduction to SQL Server Reporting Services (SSRS)

Learn the basics of SQL Server's Reporting Services to create easy to understand reports that are packed full of valuable information. Emphasis is on hands-on examples using SQL Server 2014. SSRS tasks include: creating a report with the Wizard and modifying it, creating a dataset, project and report from scratch, configuring parameters, adding groups and subtotals, creating a matrix report, adding charts and deploying reports. .7 CEU, \$175, INSTR: Sheila Arnett

**Class ID: 36927**

Tue & Thur, 11/18/14 & 11/20/14 8:30am – 12:00pm RM: P1802

**Sheila Oakes Arnett** has been working in the computer industry since 1987. She has spent the last 15 years teaching computer applications and developing databases primarily using Microsoft Access. Sheila has worked with over 150 companies to create and modify custom databases. Sheila also developed AccessAbility Advisor, a program for Disability Service Centers. It is being used by colleges and universities across the US.



See page 24 for information related to our new certificate programs.

**Applied Learning:** Certificates feature a project component designed to give you immediate feedback and practice on your skill development.



## Graphic and Web Design

The Graphic Design and Web Design Software Certificates provide skill development in high demand areas. These popular certificates are designed for those looking for jobs in communications, marketing design and business development fields. Both of these certificates offer a unique “portfolio” component. Built into each of these classes are real-world, application-oriented opportunities for you to build or add to your own portfolio.



Scan this code  
with your  
smartphone to  
visit our website.

### Design Basics

This class is 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. .4 CEU, \$99

**Class ID: 37029** Wed, 9/24/14 9:00am – 1:00pm RM: P1802

**Class ID: 37030** Fri, 10/17/14 9:00am – 1:00pm RM: P1802

### Adobe InDesign

InDesign improves the productivity of creative professionals. It allows you to closely integrate the applications that you use the most. You’ll see how design layouts are enhanced, especially when sophisticated graphics and typography are involved in the design of everything from single page ads to multipage layouts like newsletters, catalogs and books. You will work on projects that focus on importing graphics, text boxes, packaging, printing and saving. .7 CEU, \$175

**Class ID: 37033** Wed, 10/29/14 9:00am – 4:00pm RM: P1802

**Class ID: 37034** Fri, 11/21/14 9:00am – 4:00pm RM: P1802

## Graphic and Web Design Software Certificates

	Graphic Design Software	Web Design
Design Basics	x	x
Adobe Photoshop I	x	x
Adobe Photoshop II	x	
Adobe Illustrator	x	x
Adobe InDesign	x	
HTML/CSS		x
Adobe Dreamweaver I		x
Adobe Dreamweaver II		x
Project Portfolio	x	x
Enhance Your Online Presence		E

X = Required Course for Certificate  
E = Elective Course Recommended



## Adobe Photoshop I

Learn to enhance the look and image of reports, presentations, brochures and web pages. Topics range from opening photos with PictureBridge to image correction, distortion, restoration, design and exportation. Learn the main photo editing tools. Topics related to image resolution, size, printing and web production will also be discussed. Exercises will emphasize technique and aesthetics for both web and non-web applications. .7 CEU, \$175

**Class ID: 37048** Wed, 10/1/14 9:00am – 4:00pm RM: P1802

**Class ID: 37049** Fri, 10/24/14 9:00am – 4:00pm RM: P1802

## Adobe Photoshop II

Learn to utilize Photoshop to enhance your ability to create professional and exciting designs and publications. Create artistic and real-life images using filters and other advanced techniques. Topics include masking, extraction, photo restoration and manipulation. .7 CEU, \$175

**Class ID: 37050** Wed, 10/8/14 9:00am – 4:00pm RM: P1802

**Class ID: 37051** Fri, 10/31/14 9:00am – 4:00pm RM: P1802

## Adobe Illustrator

Gain new creative freedom with Illustrator. Create custom designs, logos and images with intuitive software tools. Learn to convert bitmaps to vector artwork and save time with intelligent palettes and optimized workspaces. Class exercises will introduce you to paths, text, and color to create stunning graphics in web and print production. .7 CEU, \$175

**Class ID: 37031** Wed, 10/15/14 9:00am – 4:00pm RM: P1802

**Class ID: 37032** Fri, 11/7/14 9:00am – 4:00pm RM: P1802

**Tim Daniels** has over 10 years of experience in customized software training and web design. He holds a B.S. Degree in Graphic Arts and has also worked on a professional level with several area non-profits, custom designing brochures and websites. As our lead graphic and web design instructor, Tim brings the perfect mix of competence, patience, and real world experience to his classes.

“As always, Tim was wonderful! He’s so knowledgeable and his teaching style works really well for our group. We learned more than we expected to, and it is going to be extremely useful for servicing our clients. Please pass along to him a huge ‘thank you’ from metroConnections.”

Rachel Barrett,  
Technology  
Solutions Manager



All Adobe classes will be taught in a lab with computers that use both Windows and Mac operating systems.



## Adobe Dreamweaver I

Learn to utilize Dreamweaver CS6 to create and modify websites. You will learn how to plan and define a website, create pages and format text, define structural elements, create and apply CSS style rules, insert and modify tables, images and links, test and manage website files, and publish a site. .7 CEU, \$175

**Class ID: 37037** Wed, 11/12/14 9:00am – 4:00pm RM: P1802

**Class ID: 37038** Fri, 12/12/14 9:00am – 4:00pm RM: P1802

## Adobe Dreamweaver II

Build on your knowledge of Dreamweaver CS6 by learning how to add interactive functions that result in a true multi-media site including search functions by keyword, developing functional forms, and imbedding audio/video files. .7 CEU, \$175

**Class ID: 37039** Wed, 11/19/14 9:00am – 4:00pm RM: P1802

**Class ID: 37040** Fri, 12/19/14 9:00am – 4:00pm RM: P1802

## HTML/CSS

Learn how to “speak the language” of HTML (Hyper-text Markup Language) and CSS (Cascading Style Sheets) in order to more effectively use web design software. Learn current web standards for designing and building basic web pages. You will learn how to use HTML to structure content such as embedded images, text objects, headings, bullet lists, and interactive links. Key differences between xHTML & HTML 5 will be discussed along with current browser concerns. CSS will be used to add style to this structure and provide the layout for your new web pages. .7 CEU, \$175, INSTR: Tim Daniels

**Class ID: 37035** Wed, 11/5/14 9:00am – 4:00pm RM: P1802

**Class ID: 37036** Fri, 12/5/14 9:00am – 4:00pm RM: P1802

## Project Portfolio

Through your participation in the certificate series, you will have learned basic design concepts in a variety of software programs. The Project Portfolio class offers you an opportunity to apply those concepts to a realistic final project. In order to complete the Graphic Design Software or Web Design certificate, you must attend TWO Project Portfolio classes. Plan to attend one session somewhere in the middle of your certificate, and a second session after you have completed all classes and your project. In the first session, you will present your project idea and get feedback. In the second session, you will present your completed project. .35 CEU, \$88, INSTR: Tim Daniels

**Class ID: 37041** Wed, 10/22/14 9:00am – 12:30pm RM: P1802

**Class ID: 37042** Fri, 11/14/14 9:00am – 12:30pm RM: P1802

**Class ID: 37043** Wed, 12/10/14 9:00am – 12:30pm RM: P1802

**Class ID: 37044** Fri, 1/23/15 9:00am – 12:30pm RM: P1802

## Marketing on Image Driven Platforms

**NEW**

*See website for course description.* 1.6 CEU, \$195, INSTR: Nicole Siscaretti

**Class ID: 36984** Online class – 10/6/14 – 10/31/14



**Enhance  
Your Online  
Presence**  
page 18





## Learn When You Want, Where You Want

Normandale Continuing Education offers hundreds of **online courses and certificate programs** that are designed to meet a wide variety of learning interests and goals.

**Computers and Technology** — Creating Web Pages, Search Engine Optimization, ASP.NET, Java Programming, PC Troubleshooting, Crystal Reports 10

**Business and Professional** — Accounting Fundamentals, Designing Webinars, Business Analysis, Supervision and Management

**Healthcare** — Medical Terminology, Pharmacy Technician, Medical Coding and Billing, Medical Administrative Assistant, Certificate in Gerontology,

**Integrative Health and Wellness** — Nutrition for Optimal Health, Certificate in End of Life Care, Become a Physical Therapy Aide, Healing Through Hypnosis

**Writing and Languages** — A to Z Grant Writing, Effective Business Writing, Grammar Refresher, Speed Spanish, Instant Italian, Grammar for ESL

**Personal Interest** – GRE Preparation, Math Refresher, Genealogy, Digital Photography and MORE!

Online learning  
anytime,  
anywhere ...  
just a click away!

- Knowledgeable and patient instructors
- In-demand job skills
- Interactive learning
- Flexible schedule – classes start frequently!

**Courses start  
as low as \$99**

### Start whenever you're ready!

Our online courses and certificate programs offer the convenience to fit with your schedule.

# information technology

Whether you are a job seeker or recruiter, you know that demand for IT professionals in the metro area is extremely high. At the same time, well-paying jobs are going unfilled as employers struggle to find the right people. We partner with the best to provide IT training and certification courses in a variety of high-demand areas.

## IT Foundations

IT classes are held in a state of the art facility, located in Eagan, and taught by instructors who have real-life experience and a talent for teaching.

SQL classes on page 29

ITIL Foundations is the most widely adopted certification for IT service management. This fall you'll find several options for these and other IT Foundations training programs.

<b>ITIL Foundations</b> <b>Class ID: 37758</b> Wed – Fri, 9/17/14 – 9/19/14	25.5 Contact Hours, \$1,495 8:30am – 5:00pm
<b>Network +</b> <b>Class ID: 37759</b> Mon & Wed, 10/13/14 – 11/12/14	40 Contact Hours, \$1,495 6:00pm – 10:00pm
<b>A+ Exam Prep</b> <b>Class ID: 37760</b> Mon & Wed, 9/8/14 – 10/8/14	40 Contact Hours, \$1,495 6:00pm – 10:00pm

## Programmers and Developers

Employers are desperate for candidates with in-demand programming and development skills. Programmers and developers are needed to design many types of software, including, mobile applications, business applications, database systems, computer systems, and interactive websites. Individuals with these skills often work in customer support, testing, programming, product development and entrepreneurial technology startups. A sample of training areas includes:

- Java
- Structure Query Language (SQL)
- .NET
- Visual Basics

See our website for more information. Or, give us a call 952 358-8343 if you are looking for training on a particular topic or platform.





## Microsoft Network Certifications

IT professionals and administrators who are responsible for the day-to-day management of an IT infrastructure demonstrate their expertise by obtaining a Microsoft Network Certification..

### Windows Server 2008

#### Administrator

32 Contact Hours, \$1,799

Class ID: 37756 Tue, 10/14/14 – 12/2/14

6:00pm – 10:00pm

### Windows 7 Desktop Support

32 Contact Hours, \$1,799

Class ID: 37757 Thur, 9/11/14 – 10/30/14

6:00pm – 10:00pm

Class sizes are kept small to offer personalized attention and enhance skill development.

## Cisco Certifications

Cisco Certifications bring valuable and measurable rewards to network professionals, their managers and the organizations that employ them.

### CCNA Exam Prep

72 Contact Hours, \$3,195

Class ID: 37761 Tue & Thur, 9/2/14 – 10/23/14

5:30pm – 9:30pm

### TSHOOT – Troubleshooting and Maintaining

#### Cisco IP Networks

40 Contact Hours, \$3,395

Class ID: 37764

Mon - Fri, 9/22/14 – 9/26/14

9:00am – 5:00pm

See our website for MANY Cisco Certification training programs and for course descriptions.

## Gain the IT Edge

Information Technology is everywhere. Almost every business, job and career requires a foundational understanding of computer hardware, software and digital literacy.

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

In just 3 months, earn the CompTIA A+ Certification and step into the information technology industry.

See our website for upcoming class dates and course information.

# healthcare and medical

## Health Information Technology



Industry Credibility  
& Affordability



Connections  
& Networking



Leadership  
Opportunities



Job Security  
& Confidence

MN Health IT (MNHIT) training will help you become part of the rapidly growing and dynamic industry of Health IT. Learn how to effectively use and analyze the technology systems which support healthcare. Take one or two courses to meet your needs, or become certified as a Health IT professional with one of our certificates. **All classes are WIA Approved**

### Overview of Health IT

**NEW**

Understanding healthcare systems, drivers, issues and culture is critical for anyone working in health IT to provide context and insight to the work they do. This course provides an overview of healthcare and public health in the US; how services are delivered, the history of health IT, healthcare reform and professional and ethical issues. 8.75 CEU, \$195

**Class ID: 35822**

Online class, 9/10/14 – 10/15/14



### Language of Health IT

**NEW**

Learn the common language and terms used in health IT, including healthcare and public health terminology and information technology. Includes a refresher on anatomy and physiology and useful tools for communicating across healthcare and IT departments to create effective communication throughout an organization. 8.75 CEU, \$195

**Class ID: 35820**

Online class, 9/10/14 – 10/15/14



### Health Management Information Systems

**NEW**

This course provides a foundational understanding of the common hardware and software used in healthcare and will introduce students to programming languages, data structure, networking, architecture and health information exchange concepts. An explanation of the various information systems in a healthcare setting and what they are used for is also included. 8.75 CEU, \$195

**Class ID: 35819**

Online class, 10/22/14 – 11/26/14



**"I went from working my day-to-day job with no possibilities of rising much higher, to endless opportunities to learn and excel in my career."**



Jennifer Ortiz  
MNHIT Alumni  
Application Analyst II  
Park Nicollet Health Services



100%  
online



### Health IT Regulations Level I

**NEW**

This course provides an introduction to privacy & security, licensing, HIPAA, Meaningful Use (MU), quality, clinical decision support and patient safety. 8.75 CEU, \$195

**Class ID: 35817** Online class, 10/22/14 – 11/26/14



### Networking & Health Information Exchange

**NEW**

Learn the content and purpose of networking components and structure. Protocols, processes and tools throughout the ISO Open Systems Interconnection (OSI) layer are explained. Learn how data flows through the network and is transmitted and received by end devices. 8.75 CEU, \$195

**Class ID: 35821** Online class, 9/10/14 – 10/15/14



### Health IT Workflow Analysis & Change Management

**NEW**

Understand health workflow process analysis and redesign as necessary components of complete practice automation. Process validation and change management are key concepts covered. Understand rapid prototyping, user-centered design and evaluation, usability, and the effects of new technology and workflow on downstream processes. 8.75 CEU, \$195

**Class ID: 35818** Online class, 12/3/14 – 1/7/15



### Electronic Health Records Bootcamp – Lab

**NEW**

Work with simulated systems and de-identified data to gain hands-on experience using an electronic health records (EHR) system. Learn what happens “under the hood” as you play the role of various practitioners using the systems. You will experience threats to security and how to address standards, usability and errors. Gain an overview of the most popular vendor systems highlighting the similarities and differences between them. 8.75 CEU, \$255

**Class ID: 35840** Online class, 12/3/14 – 1/7/15



**FREE**  
**Info Sessions.**  
See website  
for dates and  
details.

**Coming  
Soon!**

Leadership &  
Teams in Health IT

Health IT Project  
Management

EHR Blackbelt –  
Lab

**MNHIT Certificates** prepare individuals to work  
with organizations on comprehensive Health IT initiatives.

Visit [www.MNHealthIT.com](http://www.MNHealthIT.com), to learn more about our certificate options.

**85% of MNHIT graduates are working in HIT-related fields.**

**Application Analysts** **Medical Software Sales Project Managers** **Clinical Document Control Help Desk Specialists**  
**Clinical Software Trainers** **EHR Implementation Specialists** **Health Systems Integration Professionals**  
**Practice Management and Consulting** **Practice Workflow Analysts** **Application Development** **Network Engineers**  
**Programmers** **Developers** **Data Professionals** **System Administrators** **Infomaticists** **AND MORE!**



## Medical Career Programs



### Medical Administrative Assistant

**WIA Approved**

Students learn how to effectively manage front desk reception, patient scheduling, insurance and billing, practice finances, and more. Upon graduation, students will be prepared to enter the workforce and pass the Certified Medical Administrative Assistant exam (CMAA) offered by the National Healthcareer Association. The online learning platform provides 24/7 access to the curriculum and interactive learning tools. 240 Contact Hours, \$1,995

**Class ID: 35799** Online class – start anytime



### Medical Transcription Editor

**WIA 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 textbooks, a transcription foot pedal, an AHDI membership, and online reference library access. 768 Contact Hours, \$2,995

**Class ID: 35801** Online class – start anytime



### Pharmacy Technician

**WIA Approved**

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 textbooks and a drug reference handbook. 342 Contact Hours, \$1,995

**Class ID: 35804** Online class – start anytime



Students who pay in full up front for the following programs are eligible for a promotional item or discount before December 31, 2014

### Free Laptop, iPad, Kindle Fire or \$300 off

- > Professional Medical Coding & Billing
- > Medical Transcription Editor
- > Pharmacy Technician

**OR**

### Free Kindle Fire or \$125 off

- > Medical Billing
- > Medical Administrative Assistant



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



### Professional Medical Coding & Billing

**WIA Approved**

Medical Coding and Billing Training Program is a comprehensive independent study 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. 678 Contact Hours, \$2,995

**Class ID: 35803** Online class – start anytime



Valuable textbooks included in course fee. (approx. \$300 value)

### ICD-10 FastTrack for Medical Coders

**NEW**

**WIA Approved**

This course is designed to help ICD- 9 coders gain the additional skills they need to code in ICD-10. It will cover both the ICD-10 code set, and the biomedical science knowledge to use it effectively. The course assumes that you already have the basic skills of a medical coder, including familiarity with how the industry works, medical terminology, pharmacology, and basic anatomy and pathophysiology. This course is not designed for those who have never completed medical coding training. 169.2 Contact Hours, \$695

**Class ID: 35805** Online class – start anytime



*Healthcare facilities must transition to the new ICD-10 codes on October 1, 2015*

### Medical Billing

**NEW**

**WIA 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/redesign, and healthcare payment/revenue cycle projects. This program includes access to student support, technical support, and graduate support teams throughout the training. 174 Contact Hours, \$1,995

**Class ID: 35808** Online class – start anytime



### FREE Medical Career Information Sessions

Class ID: 35586	Wed, 9/17/14	RM P1844
Class ID: 35587	Thur, 10/16/14	RM P0840
Class ID: 35588	Thur, 11/6/14	RM P1844
Class ID: 35589	Thur, 12/4/14	RM P1844
All sessions are from 6:00pm - 8:00pm		

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

## Nursing & Certification



### Dental Health Professionals

Normandale offers courses for the dental hygienist and dental assistant to help keep skills sharp and to fulfill continuing education requirements.

For our Fall 2014 course offerings, please visit: [normandale.edu/CE](http://normandale.edu/CE) or call 952-358-8343.

#### Refresher Course in Nursing

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. Basic knowledge of computers is required. There will be ten class lectures plus 80 hours clinical. Course fee includes supply kit and background check fee. *See website for health status, security and textbook requirements.* 170 Contact Hours, \$1,360, INSTR: Leanne Meier & Evelie Bakken

**Class ID: 35147**

Sat, 9/6/2014 - 11/8/2014

8:00am – 1:00pm

RM: S2333

#### Healthcare Provider CPR - American Heart Association

Demonstrate and practice CPR and obstructed airway techniques for adults, children, and infants using American Heart Association guidelines. This 8-hour, Level “C” course meets requirements for healthcare professionals and students. Wear comfortable clothing for active participation. *Course includes AED training.* 9.6 Contact Hours, \$99, INSTR: Jeannine Mogan

**Class ID: 35814**

Sat, 10/11/14

8:00am – 4:00pm

RM: A1570

#### Healthcare Provider CPR - Renewal

This 4-hour course is a review of the skills and knowledge covered in the American Heart Association’s (AHA) CPR for the Professional Rescuer course. Skills include Adult, Child and Infant CPR. Upon successful completion of the course, an American Heart Assoc. Healthcare Provider course completion card will be issued. 4.8 Contact Hours, \$56, INSTR: Jeannine Mogan

**Class ID: 35795**

Tue, 9/23/14

5:30pm – 9:30pm

RM: A1570

**Class ID: 35796**

Sat, 11/15/14

8:00am – 12:00pm

RM: A1570

**Class ID: 35797**

Sat, 12/6/14

8:00am – 12:00pm

RM: A1570

#### Emergency Medical Responder Refresher

This 16-hour course enables the currently certified or recently expired First Responder or EMR (Emergency Medical Responder) to renew certification. Upon successful completion of the course, the participant will be re-certified as a First Responder or EMR by the State of MN EMS Regulatory Board. National Registration of the First Responders or EMR is available to participants. 19.2 Contact Hours, \$145, INSTR: Jeannine Mogan

**Class ID: 35813**

Sat & Sun, 11/15/14 & 11/16/14 8:00am – 4:30pm

RM: A1570

### 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.

## Professional Development

### Certificate in End of Life Care

**NEW**

This certificate represents a specialization in the field of caring for those who are experiencing a terminal illness by providing a multidisciplinary educational experience. This certificate is relevant to all healthcare providers, administrators, psychologists, personal care assistants, volunteers, chiropractors, clergy, and adult children of aging parents. 18 Contact Hours, \$209

**Class ID: 36305** Online class – 10/15/14 – 12/05/14



### Dementia Care

**NEW**

Increase your understanding of neurological diseases and the practical application of skills for supporting persons with dementia. Nearly all disciplines benefit from the expertise of a Dementia Care Specialist, as do families of persons with dementia. Expertise in this growing area of human services also enhances your resume. 32 Contact Hours, \$495, INSTR: Pamela K. Atwood

**Class ID: 36943** Online class – 9/2/14 – 10/24/14



### Creating a Strengths Based Life: An Introductory Webinar

**NEW**

Research shows that knowing and using your character strengths can help you increase your happiness at home and at work, improve your relationships, and achieve your life goals. This two-session online introduction includes a free VIA Me! Pathways Assessment, and an optional half hour 1-on-1 Skype consultation. 2.4 Contact Hours, \$100, INSTR: Ryan Niemiec

**Class ID: 35830**



Online class – Tue, 9/16/14 & 9/23/14

2:00pm – 3:00pm

**Class ID: 35831**

Online class – Wed, 10/29/14 & 11/5/14

2:00pm – 3:00pm

### Character Strengths at Work: Using Strengths to Engage Employees, Clients and Students

**NEW**

Designed for counselors, coaches, managers, and consultants, this program will cover spotting strengths, using strengths in goal setting, “hot buttons,” and more. Participants will be placed in Skype groups to discuss and apply exercises in a peer environment. 8.4 Contact Hours, \$500, INSTR: Ryan Niemiec

**Class ID: 35829**



Online class – Wed, 9/24/14 & 11/5/14

9:00am – 10:00am

## 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. Gain an understanding of the culture, and know how to ask the questions that are vital to quality healthcare. 19.2 Contact Hours, \$145, INSTR: Cristina Sempé

**Level 1: Class ID: 36946** Online class – 10/6/14 – 10/31/14

**Level 2: Class ID: 36947** Online class – 11/3/14 – 11/28/14



American Psychology Association and IFC CEU's available for Strengths courses.



## Aromatherapy



**Note:** Oils and supplies are available for purchase in class, but not required.

### Aromatherapy Foundations Certificate

This certificate course in Aromatherapy provides the foundational information and skills you need to understand how and why essential oils work. Learn how essential oils heal simultaneously in the physical body, and emotional and energetic levels.

Explore the therapeutic benefits, chemistry, safety, olfactory system and receive insider tips on the field of aromatherapy. Hands on learning in class includes learning about 7 essential oils, assessment skills, how to use diffusers and sprays, and make inhalers and topical treatments that are safe and cost effective. 15.6 Contact Hours, \$275

**Class ID: 35129** Fri, 10/17/14 8:30am – 4:30pm  
& Sat, 10/18/14 9:00am – 4:00pm RM: P1840

Recommended textbook for Certificates: *The Complete Guide to Aromatherapy* 2004 (2nd edition) by Salvatore Battaglia. Available at major textbook retailers, or in class, from instructor.

### Essential Oil Therapies

**NEW**

Learn to use essential oils for aches and pains. This course is taught from a holistic approach and is easily applied to many care environments or for home use. Aromatherapy is perfect for nurses, massage and shiatsu therapists, mental health care providers, acupuncturists, hospice and palliative care - but everyone can benefit from these simple and easy to use techniques for self, family and clients. 8.4 Contact Hours, \$159

**Class ID: 35784** Sat, 12/13/14 8:30am – 4:30pm RM: P1840

### Aromatherapy and Acupressure

This introductory class will teach you two powerful stress reducing techniques that you can use right away for overall healing, tension and stress relief. By pairing aromatherapy and acupressure points, you can profoundly enhance your well-being routine and add a new rich dimension to your holistic practice with essential oils.

**Special Bonus!** Take home your energetically aligned essential oil used in class. 3.6 Contact Hours, \$69

**Class ID: 35563** Tue, 9/16/14 6:00pm – 9:00pm RM: P1840

**Jodi Baglien, CA, CST**, is an experienced holistic practitioner and instructor. Founder of "Jodi Baglien well being + wisdom studio" in Osseo, MN, she combines her years of training and experience in clinical aromatherapy and shiatsu therapy with her passion for awakening and mastering our inherent intuitive gifts.



### Dream Therapies

**NEW**

Learn 19 therapies to resolve internal conflicts in dreams using a combination of touch and essential oils. You will also learn to clear blockages and interpret body symptoms. 3 Contact Hours, \$49, INSTR: SchaOn Blodgett

**Class ID: 35561** Thur, 10/9/14 6:30pm – 9:00pm RM: P1838





## Ayurveda Certificate

Ayurveda is the 5,000 year-old holistic medical system from India that emphasizes prevention and encourages health through Ayurvedic principles of right thinking, food choices, life style changes, and the use of herbs to create balance in energies responsible for body-mind functions.

### Introduction to Ayurveda

This foundational course covers the history, science and purpose of Ayurveda, the five elements and the Dosha, one of the three vital bioenergies.

**Class ID: 35543** Tue, 9/23/14 6:00pm – 8:30pm RM: P1838

### Class 1: Diet & Nutrition

Learn the concepts of Agni, Ama (toxins), the six tastes and some basic rules for eating food and unhealthy food combinations.

**Class ID: 35544** Tue, 9/30/14 6:00pm – 8:30pm RM: P1838

### Class 2: Constitution & Wellness

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

**Class ID: 35545** Tue, 10/7/14 6:00pm – 8:30pm RM: P1838

### Class 3: Daily Routine & Harmony with Nature

Tune into nature's patterns and rhythms and learn a general routine, your Dosha specific routine, to support your practice.

**Class ID: 35546** Tue, 10/14/14 6:00pm – 8:30pm RM: P1838

### Class 4: Health Maintenance with Seasonal Changes

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

**Class ID: 35547** Tue, 10/21/14 6:00pm – 8:30pm RM: P1838

### Class 5: Herbs & Food for Healthy Living

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

**Class ID: 35548** Tue, 10/28/14 6:00pm – 8:30pm RM: P1838

Physicians learn how to integrate Ayurvedic principles and healing techniques with traditional medicine at the Center for Mind/Body Medicine (CA), founded by Deepak Chopra M.D.

**18 Contact Hours and \$249/series or 3 Contact Hours and \$49/class, INSTR: Asavari Manvikar**

Introduction to Ayurveda is a prerequisite for ALL other Ayurveda classes in this series.

After completing Introduction to Ayurveda, you may attend any of the courses individually or as a series.



# Herbalism



## Herbalism Certificate

Herbal therapy is the oldest and most widespread form of healing on planet 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. **24 Contact Hours and \$310 for series or 3 Contact Hours and \$45 per class**

**NEW!** This series has been extended to 8 classes to expand on the depth of materials and deeper exploration of the history and development of Herbal Therapy.

**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.



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

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

#### Part 1:

**Class ID: 35551** Mon, 9/22/14 6:30pm – 9:00pm RM: P1844

#### Part 2:

**Class ID: 35552** Mon, 9/29/14 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:

**Class ID: 35553** Mon, 10/6/14 6:30pm – 9:00pm RM: P1844

#### Part 2:

**Class ID: 35554** Mon, 10/13/14 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.

**Class ID: 35555** Mon, 10/20/14 6:30pm – 9:00pm RM: P0840

### Class 4: Herbs for the Immune and Endocrine System

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

**Class ID: 35556** Mon, 10/27/14 6:30pm – 9:00pm RM: P0840

### Class 5: Herbs for Digestion and Elimination

Explore herbs that can help our digestion and elimination process.

**Class ID: 35557** Mon, 11/3/14 6:30pm – 9:00pm RM: P0840

### Class 6: Herbs for the Cardiovascular System

Discover herbs that support the heart and circulation.

**Class ID: 35558** Mon, 11/10/14 6:30pm – 9:00pm RM: P0840

## Wild Plant Walk: Identification for Food & Medicine

Learn to identify and appreciate basic edible and medicinal uses of wild plants and shrubs of fall. Explore plant life in Normandale's expansive natural setting and learn how to utilize them for food and medicine. 3 Contact Hours, \$49, INSTR: Matthew Alf

**Class ID: 35542** Mon, 9/15/14 5:00pm – 7:30pm RM: P0842

## Holistic Health Assessment - An Herbal Perspective

Learn to assess a person's overall health using holistic-evaluation techniques. This class will expand upon the Herbalism Series to determine the health of an individual, energetic imbalances; the strength of his/her vital force, blood quality, and digestion; and the level of his or her toxicity. Skills covered will include tongue analysis, pulse analysis, muscle testing, facial analysis (physiognomy), skin analysis, symptom analysis and laboratory tests that can be ordered directly by one's self without the need for a physician's order. Materials: Lighted magnifier, available at class (\$10). *Prerequisite: Successful completion of the complete Herbalism Series.* 9 Contact Hours, \$135, INSTR: Matthew Alf

**Class ID: 35550**

Mon, 11/17/14 - 12/8/14

6:30pm – 9:00pm RM: P0840



"Matthew is amazing! He is a walking tome of herbs."  
– Herbalism student

# Fall into Wellness

9 am – 1 pm

Saturday, September 13



Come and find new ways to **fall into wellness!**

## FREE COMMUNITY EVENT

Come and explore new opportunities and ways to enhance your well-being as you sample some of our most popular programs.

You will experience educational seminars, demonstrations, and activities.

- Spring Forest Qigong
- Belly Dance
- Applied Kinesiology
- Homeopathy
- EFT and more!



**Bring family and friends to this fun and free event**

**Class ID: 35770**

Normandale offers many programs and services designed to support greater health and well-being!



INTEGRATIVE HEALTH  
EDUCATION CENTER  
at Normandale Community College

# Homeopathy

## Homeopathic Medicine Certificate

This certificate program prepares you with practical skills that can be applied immediately, including; the basic laws of homeopathy, how remedies are made, and applications for infectious disease and acute conditions. Individual courses will introduce you to more in-depth treatment options for influenza, natural immunization information, and first aid applications. Classes may be taken individually or as a series. **18 Contact Hours/\$279 for series.**

### Class 1: Foundations of Homeopathic Medicine

This course provides an overview of the art and science of homeopathic medicine. You will learn the basics of homeopathy to treat yourself and others using the 3 basic laws of homeopathy and simple cell salts. Learn how to engage the body's natural defenses to maintain more vibrant health. **7.2 Contact Hours, \$149**

**Class ID: 35576** Sat, 9/20/14 9:00am – 4:00pm RM: P0842

### Class 2: Homeopathy and Influenza

This class will familiarize you with the natural methods to deal with influenza and other viral illnesses, examine conventional flu vaccines for ingredients and efficacy and the historic and current practical application of homeopathy for acute infectious, contagious disease. You will also learn about the history and application of homeoprophylaxis. **3.6 Contact Hours, \$49**

**Class ID: 35577** Sat, 9/27/14 9:00am – 12:00pm RM: P0842

### Class 3: Immunization from a Homeopathic Perspective

This course is designed for parents questioning the best way to protect their children as well as health professionals looking for answers to the complex issues surrounding the increased vaccine recommendations. This class will look at methods of vaccination and the safe and effective alternative solution called "homeoprophylaxis." **3.6 Contact Hours, \$49**

**Class ID: 35578** Sat, 10/4/14 9:00am – 12:00pm RM: P0842

### Class 4: Homeopathic First Aid

Learn the basics of using homeopathy to treat minor acute injuries and illnesses and to engage the body's natural defenses to maintain more vibrant health. You will become familiar with effective remedies for burns, wounds, ear infections, learn the main characteristics of an illness and how to match them to a remedy choice as well as how to dose a remedy safely and when to stop dosing. Each participant will go home with 30c. of arnica. *Prerequisite: Foundations of Homeopathic Medicine.* **3.6 Contact Hours, \$89**

**Class ID: 35579** Sat, 10/11/14 9:00am – 12:00pm RM: P0842

**Cilla Whatcott, H.D., RHom, CCH** is a graduate of Arizona State University and Northwestern Academy of Homeopathy. She is nationally certified as a classical homeopath and an international speaker on homeopathy. Cilla is a Research Faculty member at American College of Medicine, AZ and a published author of homeopathic books and articles.

All natural, over-the-counter, homeopathic remedies are FDA regulated and safe for children, adults and the elderly.





### Homeopathic Theory and Casetaking

**NEW**

This class is a deep dive into the precepts of constitutional prescribing and introduces the material medica of selected plant, animal and mineral remedies. *Prerequisite: Homeopathic Medicine Certificate.* 4.8 Contact Hours, \$89, INSTR: Cilla Whatcott

**Class ID: 35592** Sat, 11/1/14 9:00am – 1:00pm RM: P0842

### Homeopathy and Upper Respiratory Infections

**NEW**

Otitis, bronchitis, sore throats, oh my! Homeopathy offers a reasonable and effective solution to a growing problem, whether it's recurring sinusitis, or chronic fluid in the ears. Learn practical tips and recommendations for remedies you can purchase from your local health food store. 4.2 Contact Hours, \$59, INSTR: Cilla Whatcott

**Class ID: 35590** Sat, 11/22/14 9:00am – 12:30pm RM: P1810

### Homeopathy and Autism Spectrum Disorders

**NEW**

Is there anything homeopathy can do for children “on the spectrum”? Learn about Tinus Smits, MD and his effective method of removing obstacles to cure and eliminate autism expression. See actual case studies including how Amy Lansky, PhD treated her child's autism using homeopathy. 4.2 Contact Hours, \$59, INSTR: Cilla Whatcott

**Class ID: 35591** Sat, 12/6/14 9:00am – 12:30pm RM: P0842



## Nutrition, Fitness, and Longevity - It's all here!

Find the resources to **LOOK Your Best, FEEL Your Best and BE Your Best, and design YOUR Healthy LIFE!**

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



**October 18 & 19**  
**10 am – 5 pm**  
**Minneapolis Convention Center**

**Register and get a FREE Admission ticket** at [normandale.edu/ce/classes](http://normandale.edu/ce/classes)  
(click on Browse Classes/For Your Interest/Free Events)



## Reiki Energy Therapy

Reiki Energy Therapy is a simple, natural and safe method of therapy that uses life force energy transmitted through a practitioner's hands, which offers physical pain reduction and profound relaxation. Reiki Energy Therapy sessions are a hands-on, fully clothed touch therapy. These courses are taught using the Traditional Usui Reiki form.



**Lucille Crow, RN, RM, CHT** is a speaker and educator, R.N., Reiki Master and Certified Hypnotherapist bringing a powerful perspective to her work.

### 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 including the theory and principles, the historic origins, the ethics and the skills and abilities to administer Reiki Energy Therapy. Please bring a bag lunch and pillows, towels, and/or mat. 8.4 Contact Hours, \$150, INSTR: Lucille Crow

**Class ID: 35118** Sat, 10/25/14 8:00am – 4:00pm RM: C3061

**Class ID: 35120** Sat, 11/15/14 8:00am – 4:00pm RM: C3061

### Reiki Energy Therapy Level 2

This class provides advanced skills in Reiki Energy Therapy, increasing the power and versatility of the use of the therapy. The practitioner develops abilities to handle more complex situations and techniques to strengthen and enhance the therapy. Upon completion of this course, the student is certified as an Advanced Practitioner with greater capabilities and ability to transmit the Reiki life force. *Prerequisite: Certification in Reiki Energy Therapy 1.* 8.4 Contact Hours, \$150, INSTR: Lucille Crow

**Class ID: 35119** Sat, 12/13/14 8:00am – 4:00pm RM: C3061

## Healing Touch

Healing Touch is an international educational program in energy based medicine therapy. As a professionally accredited program, the curriculum encompasses increasing levels of practice and techniques, standards of care, code of ethics and scope of practice.

Healing Touch is endorsed by the American Holistic Nurses Association.



### Healing Touch International (HTI) Level 1

Healing Touch is relaxing, nurturing energy therapy which uses gentle, heart-centered touch to assist in balancing physical, mental, emotional and spiritual well-being and enhances the body's natural ability to heal. The class is open to anyone who desires to study energy therapy with a commitment to help others. Healing touch works in complement with standard medical care and other health care systems and is safe for all ages. 18 Contact Hours, \$295 (workbook included), INSTR: Barb Schommer

**Class ID: 35109** Fri, 11/7/14 8:00 am – 5:00pm RM: P1810  
& Sat, 11/8/14 8:00 am – 4:00pm

**Barb Schommer, RN, MS, CHTP, CHTI**, draws on her 45 year career as a public health nurse, combining standard medical care with energy therapy. As a Certified Healing Touch Instructor, Barb is gentle and loving in her approach of allowing participants to unfold in their own life healing journey as they learn Healing Touch.

## Emotional Freedom Techniques

Emotional Freedom Techniques (EFT) is a powerful self-tool to release unhealthy thoughts and emotional stress, reduce pain, and quickly manifest positive change.

### EFT: Level 1 & 2 Certificates

These hands-on workshops are part of the required training for certification as a practitioner through EFT Universe. You will learn the core concepts of EFT through step-by-step instruction, demonstration, and supervised hands-on practice. The workshops are designed to build your skills and confidence and are also intended for those who simply want to learn about and become more proficient with EFT in a supervised environment. 19.2 Contact Hours, \$395 per certificate

#### Level 1 Certificate:

**Class ID: 35137**

Sat & Sun, 9/27/14 & 9/28/14 8:00am – 4:30pm RM: P1842

#### Level 2 Certificate:

*Prerequisite: EFT Level 1 or prior approval by the instructor.*

**Class ID: 35574**

Sat & Sun, 10/4/14 & 10/5/14 8:00am – 4:30pm RM: P1842

**Valerie Lis, EFT, MA, EFT Expert Practitioner 2 & EFT Universe Certified Trainer**, is a national holistic health practitioner and trainer, educating college students, business and health professionals with self-empowering tools that produce positive change in just minutes.



These classes are required to become a Certified EFT Practitioner. For additional information on certification, visit [www.eftuniverse.com](http://www.eftuniverse.com).

## Hypnosis

### Self Hypnosis – Part 1

Self Hypnosis is an easy to learn and an extremely powerful tool for self improvement and healing. This introductory and experiential workshop will teach you what hypnosis is, some history, the mechanics of self hypnosis and how to use it for a variety of reasons. You will experience self hypnosis in class and be given detailed instructions for practice at home to get the results you want such as improving self-esteem, reducing stress, improving concentration, quitting smoking, releasing excess weight, relieving insomnia, enhancing creativity and reducing pain. 3.6 Contact Hours, \$49, INSTR: Cindy Locher

**Class ID: 35571** Thur, 9/25/14 6:00pm – 9:00pm RM: P1838

### Self Hypnosis – Part 2

This class focuses on the components of the self hypnosis session, including inductions, deepeners, writing effective suggestions and trance termination. Extra time is dedicated to practice of self hypnosis and writing suggestions. 3.6 Contact Hours, \$49, INSTR: Cindy Locher

**Class ID: 35572** Thur, 10/23/14 6:00pm – 9:00pm RM: P1838

The average person enters a state of hypnosis at least three times a day.

## Energy Medicine Certificate



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

**Journeying for Transformation,**  
page 62



The **Energy Medicine Certificate** introduces the philosophies and descriptions of energy anatomy and energy healing. To earn the certificate, you must take all seven classes. However, you can also choose to enroll in individual classes. **58.8 Contact Hours and \$875 for the entire series or 8.4 Contact Hours and \$145 per class**

### Class 1: The Holistic Process: What Is Energy Work

Explore the exciting fundamentals of energy, both physical and subtle. Learn about the major energetic systems, as well as the leading-edge research substantiating their existence and functions. We will analyze the various diseases, conditions, and lifestyle issues best addressed by which modalities before we get down to business and practice moving energy. Start filling your toolbox with necessary energy mastery techniques.

**Class ID: 35152** Sat, 10/25/14 9:00am – 4:00pm RM: P1838

### Class 2: The Tools of the Energy Trade

The energy worker's toolbox includes intuition, boundaries, ethics, intention, protection, prayer, grace and your own version of the Hippocratic Oath. We will also review the nature of energetic interference, energetic bindings, and techniques to access safe spiritual sources, in addition to the importance of beliefs and feelings. You'll leave this class with a clear sense of your most important energy medicine tools and ways to apply them, all covered in this dynamic workshop.

**Class ID: 35153** Sat, 11/15/14 9:00am – 4:00pm RM: P1838

### Class 3: Energy Anatomy: Channels

In this class, we'll explain 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 in energy work.

**Class ID: 35154** Sat, 12/13/14 9:00am – 4:00pm RM: P1838

**Classes 4-7 will be offered in Winter/Spring 2015**  
**See website for course descriptions**

### Energy Medicine Mentorship -

#### A Practicum Experience

**NEW**

In this true mentorship process, you'll be supported in developing your own unique abilities and gifts, as practicing in a supportive environment will build confidence in your intuition and skills. This practicum is all about interaction and advanced teaching, using participants' questions, interests, and issues as the focus of both. *Prerequisite: Previous energy medicine classes or approval by instructor.* 12 Contact Hours and \$225 for series or 3 Contact Hours and \$65 per session, INSTR: Cindy Dale

**Class ID: 35148** Sat, 9/20/14 9:00am – 12:00pm RM: P0840

**Class ID: 35149** Sat, 10/4/14 9:00am – 12:00pm RM: P0840

**Class ID: 35150** Sat, 11/8/14 9:00am – 12:00pm RM: P0840

**Class ID: 35151** Sat, 12/6/14 9:00am – 12:00pm RM: P0840

# Sound Healing

## Introduction to Sound Healing Basics

Discover how sound healing is emerging as a highly respected and invaluable treatment method. Learn to use basic sound healing tools to clear mental, physical and emotional roadblocks. Experience an introduction to multiple sound healing tools and instruments to create a circle of healing sound. 2.4 Contact Hours, \$49, INSTR: Kay Grace

**Class ID: 35779** Wed, 9/17/14 6:00pm – 8:00pm RM: P0806

## Tibetan Singing Bowls -

**NEW**

### Sound Healing Tools for Peace & Calming

Learn how to use Tibetan Bowls, metal chimes & Ting-shas to balance the energy centers, and entrain a person into a state of peace and calming. These amazing metal singing bowls can also be used to discover blocks and clear in the energy system. Discover how they work, and practice self-care and ways to work with others to balance and harmonize the physical, mental, emotional and spiritual bodies. 7.2 Contact Hours, \$149, INSTR: Kay Grace

**Class ID: 35778** Sat, 9/20/14 9:00am – 4:00pm RM: P0844

## Tuning Forks - Sound Healing Tools for Relieving Pain and Restoring Well-Being

**NEW**

Tuning Forks have a powerful, focused effect on the nervous system. The sounds and vibrations help the cells, tissues, fluids and energy field to remember their original “blueprint” for well-being, moving the whole system into greater harmony and coherence. They are also known to help relieve acute physical pain, especially swelling and inflammation. You’ll learn how this works, and a couple of simple protocols to use tuning forks both on the body at acupuncture points, as well as off the body, in the energy field, depending on the desired outcome. 7.2 Contact Hours, \$149, INSTR: Kay Grace

**Class ID: 35776** Sat, 11/1/14 9:00am – 4:00pm RM: P0844



Students are encouraged to take Intro to Sound prior to the Tibetan Singing Bowls or Tuning Forks workshops.



## Learning Well

on Edge Talk Radio

First Tuesday of the Month – 6 pm

Host **Elise Marquam Jahns** engages local and national thought leaders on topics including integrative health, meditation and mindfulness, and spiritual development.

Elise is co-author of “Creating Choices” and spent 35 years with Twin Cities Public Television.

Listen to live and archived shows at [blogtalkradio.com/edgemagazine](http://blogtalkradio.com/edgemagazine) or call in at 714-364-4950.



INTEGRATIVE HEALTH EDUCATION CENTER  
at Normandale Community College

## Spring Forest Qigong



Chunyi Lin is a certified International Qigong Master and coauthor of a #1 Amazon.com bestseller, "Born a Healer."



### Managing Stress with Spring Forest Qigong

Doctors report that stress is the #1 underlying cause of illness and disease. In this workshop, Master Lin will provide you with simple, energy-based techniques you can use at any time to relieve and release stress, return your mind and body to a relaxed and balanced state, and help you live a healthier, happier life. 2.4 Contact Hours, \$59, INSTR: Chunyi Lin

**Class ID: 35759** Thur, 10/23/14 6:30pm – 8:30pm RM: P1840

### Qi-ssage with Spring Forest Qigong

**NEW**

Qi-ssage is a technique for opening the twelve major energy channels in your body, balancing the flow of your body's energy. Like massage, Qi-ssage involves touching and physical stimulation of the body. This workshop will prepare you to use qi-ssage for yourself and others. *Participants will receive a Qi-ssage manual, DVD and audio file.* 7.2 Contact Hours, \$239, INSTR: Chunyi Lin

**Class ID: 35593** Sat, 12/6/14 8:30am - 4:30pm RM: P1840

*"a healer in every family and a world without pain."*

## Qigong Movement Forms

### 5 Animal Frolics Qigong

**NEW**

The Tai Chi Five Animal Frolics are an ancient set of exercises based upon the movements of animals. The forms include the Crane which increases balance and agility, the Bear develops power, the Monkey enhances flexibility, the Deer promotes grace, and the Tiger which builds muscular strength. Animal Frolics can be an introduction to Tai Chi or an enhancement of your current practice. 7.2 Contact Hours, \$65, INSTR: Linda Ebeling

**Class ID: 35139**

Wed, 10/29/14 – 12/10/14 6:30pm – 7:30pm RM: S2330

### Radiant Lotus Qigong

This Qigong form is designed for women and focuses on optimizing health and healing to bring peace, grace and strength to women 15 to 95. 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. This course is for women only. 7.2 Contact Hours, \$65, INSTR: Linda Ebeling

**Class ID: 35174**

Wed, 9/17/14 – 10/22/14 6:30pm – 7:30pm RM: S2330

**FREE**

## TAI CHI OPEN HOUSE

Free tai chi introduction and practice. A great starting point for your Tai Chi journey, this course introduces our two main families of Tai Chi: Dr. Lam's Simplified Sun Style Tai Chi and Yang Style in a safe and supportive environment.

**Class ID: 35145** Sat, 9/6/14 10:30am – 11:30am RM: S2330

**Class ID: 35146** Sat, 10/18/14 12:30pm – 1:30pm RM: S2330





# Yoga

## Yoga Sampler Series

This immensely popular series will strengthen your body, open your heart, and quiet your mind. This four-part series will introduce you to the eight-limbed path of yoga. Bring a mat, blanket, water, and wear comfortable clothing. **9.6 Contact Hours, \$139 for series or 2.4 Contact Hours and \$49 per class**

### Class 1: The Eight-Limbed Path of Yoga

Learn the eight-limbed path of yoga which allows you to sample Pranayama (breathing), Pratyahara (sense withdrawal), Dharana (concentration), Dhyana (meditation), and Asana (postures). You will feel the power and love of a deep yogic experience as you come home to your body and quiet the thought-waves of your mind.

**Class ID: 35531** Thur, 10/9/14 6:00pm – 8:00pm RM: S2330

### Class 2: Pranayama and Yoga Nidra

Pranayama is the art and science of yogic breathing techniques. The benefits include clarity of mind, physical well-being, purpose, intention, inner and outer health and fulfillment, lightness of heart, and even weight loss. Yoga Nidra is like nothing you have experienced before. This practice completely relaxes the nervous system, releasing physical, emotional and mental tension.

**Class ID: 35532** Thur, 10/16/14 6:00pm – 8:00pm RM: S2330

### Class 3: Mudras, Mantras, and Meditation

Ancient yogic placement of the body (mudras), repetition of words or sounds (mantras), and techniques to quiet the thought-waves of the mind (meditation) allow you to live with increased clarity, grace and ease. You will have an opportunity to try out mudras, mantras, and eight different kinds of meditation.

**Class ID: 35533** Thur, 10/23/14 6:00pm – 8:00pm RM: S2330

### Class 4: Bhakti Yoga of Devotion

Bhakti yoga is that of devotion. It is the yoga of selfless love, compassion, humility, purity, and the desire and serious intention to merge with God. This class will include Kirtan music and chanting, allowing you to experience the profound effects that this meditative path can have on your life.

**Class ID: 35534** Thur, 10/30/14 6:00pm – 8:00pm RM: S2330

## Chair Yoga

**NEW**

Gain strength and flexibility with chair yoga: a gentle practice which is done while sitting in a chair or standing, using a chair for balance. The results are similar to traditional yoga: relieving stress in joints and muscles and increasing balance and coordination. No matter what your age or mobility level, this class will improve your health and well-being. **7.2 Contact Hours, \$65, INSTR: Sharon Sebring**

**Class ID: 35538**

Tue, 9/9/14 – 10/21/14 5:45pm – 6:45pm RM: P0844

**Class ID: 35539**

Tue, 10/28/14 – 12/9/14 5:45pm – 6:45pm RM: P0844



*"This series of yoga classes deepened my understanding and helps to keep me on my journey."*

One hour of Yoga Nidra is equivalent to three hours of sleep.

**Sharon (Shar) Hills-Bonczyk, MPH, RYT-500**, has been a yoga practitioner for over 30 years. She is a certified Kripalu Yoga Teacher at the advanced level (RYT 500), registered with Yoga Alliance, experienced in Kripalu and Iyengar yoga, meditation, and ayurveda.



## Tai Chi Workshops



### Crane Frolic Workshop

**NEW**

Keep summer going with the Crane set of movements, associated with summer and the Fire Element in Traditional Chinese Medicine. The Crane is considered one of most fundamental sets in the Five Animal Frolics Qigong, increasing flexibility, especially in the spine. 2.4 Contact Hours, \$29, INSTR: Linda Ebeling

**Class ID: 35144** Sat, 9/27/14 1:30pm – 3:30pm RM: S2330

### Yi Chuan Workshop

**NEW**

Yi Chuan is a solid, down to earth martial arts style from China. The method provides a framework to discover and cultivate whole-body or "Hunyuan" strength as the foundation for improving health, strength, energy and self-defense capacity. This is an intermediate/advanced class but needs no prerequisite as the training is simple to understand. 2.4 Contact Hours, \$29, INSTR: Keith Root

**Class ID: 35180** Sat, 11/8/14 2:00pm – 4:00pm RM: A1560

### Depth of Fan Workshop

**NEW**

This workshop will review the Moving Stillness Fan form. 2.4 Contact Hours, \$29, INSTR: Linda Ebeling

**Class ID: 35181** Sat, 10/11/14 1:30pm – 3:30pm RM: S2330

**Class ID: 35182** Sat, 12/6/14 1:30pm – 3:30pm RM: S2330

### Sun Style Workshop

**NEW**

Review of entire Sun 41 and warm ups. Revisions and enhancements offered according to skill level. Discussion of some tai chi principles highlighting balance and weight transfer. History and evolution of Taijichuan with emphasis on Yin/Yang theory in all aspects of Taijichuan will be introduced in the afternoon session. 3.6 Contact Hours, \$45 per session or \$75 for entire day, INSTR: Linda Ebeling, Keith Root

**Class ID: 35812** Sun, 10/5/14 9:00am – 12:00pm RM: A1560

**Class ID: 35828** Sun, 10/5/14 1:00pm – 4:00pm RM: A1560

## Tai Chi for Arthritis Teacher Certification

The Tai Chi Certified Teacher Training Programs are designed for certified exercise instructors, tai chi practitioners, and healthcare professionals to develop or enhance wellness programs. This twelve movement Sun Style tai chi form increases heart/lung activity, aligns posture, improves balance and integrates mind and body. No previous tai chi experience is required. See website for discounts.

### Tai Chi for Arthritis 1

18 Contact Hours, \$275

**Class ID: 35157**

Sat, 11/15/14 &

9:00am – 5:00pm

RM: S2330

Sun, 11/16/14

9:00am – 4:00pm

### Tai Chi for Arthritis 1 UPDATE

9 Contact Hours, \$95

**Class ID: 35158** Sat, 11/15/14 9:00am – 5:00pm RM: S2330

### Tai Chi for Arthritis 2

7.8 Contact Hours, \$145

**Class ID: 35159** Sun, 11/16/14 9:00am – 4:00pm RM: S2330



Note: An instructional DVD will be sent prior to the workshop for TCA 1 & 2.

# Tai Chi & Qigong Courses

## Beginning

<b>Beg Tai Chi for Health and Arthritis</b>				
Class ID: 35142	Mon, 9/15/14 – 10/20/14	7pm – 8pm	Root	\$65
Class ID: 35143	Mon, 10/27/14 – 12/1/14	7pm – 8pm	Root	\$65
Class ID: 35140	Sat, 9/13/14 – 10/18/14	10:30am – 11:30am	Gonzales	\$65
Class ID: 35141	Sat, 10/25/14 – 12/13/14	10:30am – 11:30am	Gonzales	\$65
<b>Tai Chi for Diabetes</b>				
Class ID: 35178	Sat, 9/13/14 – 10/18/14	11:00am - 12:00pm	Root	\$65
Class ID: 35179	Sat, 10/25/14 – 12/13/14	11:00am - 12:00pm	Root	\$65
<b>Intro to Yang Style Tai Chi</b>				
Class ID: 35170	Thu, 9/11/14 – 10/16/14	7pm – 8pm	Root	\$65
Class ID: 35171	Thu, 10/23/14 – 12/4/14	7pm – 8pm	Root	\$65
Class ID: 35172	Tue, 9/9/14 – 10/14/14	10am – 11am	Root	\$65
Class ID: 35173	Tue, 10/21/14 – 12/9/14	10am – 11am	Root	\$65
<b>Intro to Tai Chi Fan</b>				
Class ID: 35175	Tue, 9/16/14 – 10/21/14	7:30pm – 8:30pm	Ebeling	\$65
Class ID: 35176	Tue, 10/28/14 – 12/9/14	7:30pm – 8:30pm	Ebeling	\$65
<b>5 Animal Frolics Qigong</b>				
Class ID: 35139	Wed, 10/29/14 – 12/10/14	6:30pm – 7:30pm	Ebeling	\$65
<b>Radiant Lotus Qigong</b>				
Class ID: 35174	Wed, 9/17/14 – 10/22/14	6:30pm – 7:30pm	Ebeling	\$65

## Intermediate/Advanced

<b>Tai Chi for Energy</b>				
Class ID: 35550	Tue, 9/16/14 – 12/9/14	6:30pm – 7:30pm	Ebeling	\$120
<b>Tai Chi Pushing/Sensing Hands</b>				
Class ID: 35823	Sat, 9/13/14 – 12/13/14	8:00pm – 9:00pm	Root	\$120
<b>Sun Style 73 Form</b>				
Class ID: 35177	Wed, 9/17/14 – 12/10/14	7:30pm – 8:30pm	Ebeling	\$120
<b>Sun Style 97 Form</b>				
Class ID: 35168	Sat, 9/13/14 – 12/13/14	9:00am – 10:00am	Gonzales	\$120
<b>Yang Short Form</b>				
Class ID: 35166	Mon, 9/8/14 – 12/1/14	8:00pm – 9:00pm	Root	\$120
Class ID: 35167	Sat, 9/13/14 – 12/13/14	10:00am – 11:00am	Root	\$120
<b>Yang Long Form</b>				
Class ID: 35161	Sat, 9/13/14 – 12/13/14	9:00am-10:00am	Root	\$120
<b>Yang Style Saber</b>				
Class ID: 35811	Thu, 9/11/14 – 12/4/14	8:00pm – 9:00pm	Root	\$120

\* check website for specific dates and rooms



Esogetics is a healing modality using sound, light and smell to promote healing. **9 Contact Hours and \$129 for series or 3 contact hours and \$49 per class.**

## Class 1: Overview of Esogetics

Esogetics' unique model aligns over 200 holistic healing modalities. Participants will be introduced to the 7 principles of the human system, experience a color sound therapy, and leave with a self-care regiment for the body molecule.

**Class ID: 35559** Thur, 10/2/14 6:30pm – 9:00pm RM: P1838

## Class 2: Dream Therapies

Learn 19 therapies to resolve internal conflicts in dreams. Discover how to interpret body symptoms. You will learn to clear blockages using a combination of touch and a special blend of essential oils. (price does not include oil fee)

**Class ID: 35561** Thur, 10/9/14 6:30pm – 9:00pm RM: P1838

## Class 3: Body I-Ching

Learn to promote wellness of all aspects of your life through this combination of I-Ching symbols and acupressure points. Drawing the 64 I-Ching symbols on specific locations stimulates healing and balance.

**Class ID: 35560** Thur, 10/16/14 6:30pm – 9:00pm RM: P1838

**SchaOn Blodgett** is a Holistic Health Professional of Esogetics specializing in a broad range of holistic therapies.

# Movement and Body Work

## Qi-Breathing

**NEW**

When expanded, your breath can reduce your stress, increase your energy and help you to focus and learn. Qi Breathing is a modern day twist on ancient breathing practices and eastern principles. Come experience the power of the breath. **3 Contact Hours, \$49, INSTR: Deanna Reiter**

**Class ID: 35540** Tue, 11/18/14 6:00pm – 8:30pm RM: P1840

## Belly Dance for Every Body

**NEW**

Belly dancing is extraordinarily beneficial for improving flexibility, core strength, endurance, musculature awareness, and posture improvement. You will be introduced to the foundation moves of Middle Eastern dancing. All ages and body types are encouraged. **7.2 Contact Hours, \$59, INSTR: Shannon Townsend**

**Class ID: 35536**

Wed, 9/17/14 – 10/22/14 7:00pm – 8:00pm RM: A1560

**Class ID: 35537**

Wed, 10/29/14 – 12/10/14 7:00pm – 8:00pm RM: A1560

## Introduction to Foot Reflexology

**NEW**

This course focuses upon the relationship between the reflexology zones and maps of the feet and body systems/organs. It includes demonstration and practice of pressure point location and thumb/finger walking which stimulates the innate self-healing of the body. **3.6 Contact Hours, \$59, INSTR: Denise Tonkinson**

**Class ID: 35535** Thur, 10/2/14 6:00pm – 9:00pm RM: P0806B

The Foot Reflexology class requires students to bring materials to class, please see online description for details

## Body Systems

### Putting Insomnia to Rest

**NEW**

This course addresses scientific to sacred qualities of sleep. You will experience an in-depth look at the biology and social influences on sleep, methods of addressing insomnia, and lifestyle changes you can make to promote deep, restful sleep. 3.6 Contact Hours, \$49, INSTR: Michael DeSanctis

**Class ID: 35549** Thur, 10/30/14 6:00pm – 9:00pm RM: P1838

### Touch for Health Level 1: Applied Kinesiology

**NEW**

Touch for Health is a comprehensive model of Applied Kinesiology. Learn the art of Muscle Testing, how to perform a 14 muscle “fix as you go” meridian balance, as well as a variety of simple pain techniques for self and others care. This course offers a balanced mix of formal and hands-on instruction with the purpose of building the confidence to immediately put your knowledge into practice. 15.6 Contact Hours, \$350, INSTR: Melissa Dirtzu

**Class ID: 35802**

Fri & Sat, 11/21/14 & 11/22/14 9:00am – 4:30pm RM: P1840

### Detoxing and Muscle Response Testing

**NEW**

Learn about the toxins you are exposed to everyday in our environment, their affects, and how to protect oneself and help to heal from toxic exposure. We will discuss the proper way to detoxify our bodies using foods and supplements. You will discover how to use muscle response self-testing to avoid toxins, and find the foods, supplements and products that are compatible with your body. 3 Contact Hours, \$49, INSTR: Thomas Miller, Shanna Shouman, Heidi Gilman

**Class ID: 35774** Tue, 12/2/14 6:00pm – 8:30pm RM: P1840

### Hormone Balance: The Thyroid and Beyond

**NEW**

Hormones make life happen. They activate energy, stress, weight gain, reproduction, and sleep. This class will discuss how the major hormones interact and influence each other while providing practical strategies to improve hormone function for energy, weight and sleep improvements. 3.6 Contact Hours, \$49, INSTR: Paul Ratté

**Class ID: 35775** Mon, 9/15/14 6:00pm – 9:00pm RM: P1840

### Mind Body Techniques for Anxiety Reduction

This class teaches several mind/body techniques that naturally and effectively stop anxiety at its source, without the side effects of medication. You will learn the causes of anxiety, how to recognize and control your own reactions quickly and naturally, and learn tools to prevent anxiety from reoccurring. 3.6 Contact Hours, \$49, INSTR: Cindy Locher

**Class ID: 35573** Thur, 12/4/14 6:00pm – 9:00pm RM: P0806B

### Managing Stress with Spring Forest Qigong

See page 52 for course description.

### Ayurveda Certificate

See page 43 for course description.



Applied Kinesiology is a method by which muscle strength or weakness indicate illness or possible treatment options.

The thyroid is the Master metabolism gland and can regulate body temperature, aid in digestion and enhance cognitive ability.



# Self-Mastery



## Self Mastery Certificate

When you master the self you master the world. Clarity and certainty are attainable once the powers of the mind, body, heart and spirit are harnessed. **10.8 Contact Hours and \$129 for series or 3.6 Contact Hours and \$49 per class**

### Class 1: Unleashing the Warrior in You

Warrior ship is a way of life, a constant choice, a sculpting of mind, body, heart and spirit.

**Class ID: 35767**

Wed, 10/15/14 – 11/19/14      6:00pm – 9:00pm      RM: P1844

### Class 2: Expanding Awareness and Sensitivities

Awareness is the deepest form of knowing, one of the intuitive gifts, and can provide us with a direct link to the universal silent knowledge.

**Class ID: 35768**

Wed, 10/22/14 – 11/19/14      6:00pm – 9:00pm      RM: P1844

### Class 3: Developing Your Natural Abilities

Focusing on your strengths allows you to ride through the ups and downs of life in a more fluid manner, thriving rather than just surviving.

**Class ID: 35769**

Wed, 10/29/14 – 11/19/14      6:00pm – 9:00pm      RM: P1844

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## Awakening the Archetypes

Archetypes surround us, in our fiction, television, movies and stories from history. Discovering the archetypes that resonant with us, we can deliberately choose to tap into their power. This turns our life into a Hero's Journey of increased our fluidity, freedom and fun. **10.8 Contact Hours and \$129 or 3.6 Contact Hours and \$49**

**Class 1: The Hero's Journey**

**Class 2: From Ordinary to Extraordinary**

**Class 3: Becoming the Master**

Wed, 11/5/14 – 11/19/14      6:00pm – 9:00pm      RM: P1844

## The Philosophy of Nothing: Accessing the Essence of Self and Universe

This course offers the opportunity to access, understand and utilize the everyday application of ancient knowledge and wisdom. It explains why the universe is at the heart of so many systems of understanding. Gain information about other belief systems and learn what is common and unique to your own values and life experience. **3.6 Contact Hours, \$59, INSTR: Hanakia Zedek**

**Class ID: 35136** Wed, 10/8/14      6:00pm – 9:00pm      RM: P1844



**Hanakia Zedek** is a well known and respected Public Speaker, Shaman, Mystic, and Musician. He has 40+ years of hands on experience in the Metaphysical, Psycho~Spiritual, Magical, Esoteric, Healing and Martial Arts. Hanakia is the author of "TaoZen Verses."

# Feng Shui Personal Program

Feng Shui is the Chinese art of placement for ideal movement of Chi in the environment for health and well-being.

## Class 1: Discovery Feng Shui: A Personal Journey

Learn how to apply the principles of Feng Shui to your own home to maximize benefits and minimize challenges so that you can create a space that is in harmony with your life-goals. This course provides an excellent foundation for your continued Feng Shui Journey. 3.6 Contact Hours, \$69, INSTR: Lisa Janusz

**Class ID: 35569** Sat, 9/27/14 9:00am – 12:00pm RM: P0844

## Class 2: Attracting Wealth & Prosperity with Feng Shui

2.4 Contact Hours, \$49, INSTR: Michelle Skally Doilney

**Class ID: 35566** Tue, 10/7/14 6:00pm – 8:00pm RM: P1840

## Class 3: Creating Healing Environments with Feng Shui

2.4 Contact Hours, \$49, INSTR: Ellen Schultz

**Class ID: 35568** Tue, 10/14/14 6:00pm – 8:00pm RM: P1840

## Class 4: Clearing Clutter with Feng Shui

2.4 Contact Hours, \$49, INSTR: Jessica Hoelzel

**Class ID: 35567** Tue, 10/21/14 6:00pm – 8:00pm RM: P1840



These courses are taught by instructors who are certified or approved by the Wind & Water School of Feng Shui.



# Explore Numerology

**NEW**

Whether looking universally at your life purpose and desires, or specifically at your plans for the upcoming year, this numerology series will provide insights to carry you forward. **9 Contact Hours and \$129 for series or 3 Contact Hours and \$49 per class**

## Class 1: Your Life Path Theme

Are you seeking a deeper understanding of your life path and goals? This class will uncover your Life Path number and describes the nature of your journey through life and career, and is one of the core numbers in your Numerology Profile.

**Class ID: 35780** Tue, 11/4/14 6:00pm – 8:30pm RM: P1838

## Class 2: Exploring Your Heart's Desire Through Numerology

Your Heart's Desire number is not always obvious to self or others. It indicates the nature of the vibration in your energy field that seeks to express more fully in your life and the outside world.

**Class ID: 35781** Tue, 11/18/14 6:00pm – 8:30pm RM: P1838

## Class 3: Your Personal New Year

Learn about the significance of the Personal Year and the qualities, gifts and challenges of your personal number for 2015. This fun and interactive class will give you newfound knowledge to drive and support your goals.

**Class ID: 35782** Tue, 12/2/14 6:00pm – 8:30pm RM: P1838

**Susan Shopek** has more than 25 years of experience as a student, consultant and instructor of numerology. She has also served as a columnist, featured radio guest, and an adjunct faculty member at Sancta Sophia Seminary.

## Stress Reduction and Meditation

### Finding the Best Stress Reduction Techniques for You

**NEW**

There are many stress reduction techniques. How can you find what works best for you? Using an assessment tool from the Canadian Institute of Stress, you will learn about your unique patterns of stress, and the techniques that are most likely to provide relief. 4.8 Contact Hours, \$75, INSTR: Elise Marquam Jahns

**Class ID: 35134** Sat, 11/8/14 8:00am - 12:00pm RM: P0842

### Taoist Healing & Transformation Meditation

Learn The Inner Smile, MicroCosmic Orbit and the Healing Sounds meditations; the foundation of the Universal Tao System. These techniques teach you how to transform stress into vitality and create internal harmony. Learn how to relieve chronic pain, detoxify your system, increase your energy and enjoy better health. 2.4 Contact Hours, \$49, INSTR: Bryan Bertsch

**Class ID: 35541** Mon, 9/29/14 6:30pm – 8:30pm RM: P1840

### How to Be a Happier Person

**NEW**

Increasing our levels of happiness correlates with long term health improvements, lower stress, stronger immune systems, and better relationships. This class will provide an overview of the research in the field, and practical steps you can take to increase your happiness. 9.6 Contact Hours, \$159, INSTR: Elise Marquam Jahns

**Class ID: 35758**

Mon, 10/6/14 – 10/27/14 6:00pm – 8:00pm RM: P1840

## Renewing Life

Designed by Pathways.

**Renewing Life** is a comprehensive 9-week series designed by Pathways to support people experiencing challenging life events with emotional support and educational content, helping them move forward.



**Class ID: 35597** Tue, 9/23/14 – 11/25/14 6:00pm – 8:30pm RM: P1810

27 Contact Hours, \$365, INSTR: Betsy Knapp & Debra Safyre

### Want to become a certified Renewing Life Facilitator?

Upon completion of this program, you are eligible to begin the facilitator training, coming Spring 2015.

For more information, contact Amanda at 952-358-9182  
or [amanda.gustafson@normandale.edu](mailto:amanda.gustafson@normandale.edu)

# Creativity and Personal Development

## Freeing the Feminine

**NEW**

This three-part series for women will use expressive arts to release old stories, experience self-compassion, and reclaim feminine wisdom. From collage to crayons, stories to meditations, you will be guided into greater trust of your inner knowing. Learn to honor the wisdom in your body, and live authentically. **10.8 Contact Hours and \$129 for the series or 3.6 Contact Hours and \$49 per class, INSTR: Connie Cohen**

### Class 1: Clearing Shadows and Claiming Strengths

Learn to clear internalized judgments, and replace them with compassion and kindness.

**Class ID: 35761**    Thur, 11/6/14    6:00pm – 9:00pm    RM: P1838

### Class 2: Transforming Feminine Archetypes

Class activities will take us through the cocoon of transformation into greater trust in our inner knowing.

**Class ID: 35762**    Thur, 11/13/14    6:00pm – 9:00pm    RM: P1838

### Class 3: Goddess Wisdom Emerging

Collage and clay will be tools in this class to access our wisdom and receive gifts from deep within.

**Class ID: 35763**    Thur, 11/20/14    6:00pm – 9:00pm    RM: P1838

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## Storytelling for Health

**NEW**

Stories can be used to empower the tellers and listeners through crisis, processing, and relating. You will learn storytelling techniques to aid in empowerment of experience, and how to use stories in the healing process. **3.6 Contact Hours, \$49, INSTR: Allison Broeren**

**Class ID: 35575**    Mon, 9/22/14    6:00pm – 9:00pm    RM: P1838

## Introduction to Psychodrama

**NEW**

This experiential workshop introduces students to the basic foundations of psychodrama and sociometry through organic movement, intuition, role play, and improvisation. The workshop invites you to release old patterns/conflicts, embody your authentic self and truth, and connect to your flow. **3.6 Contact Hours, \$49, INSTR: Roxanne Sadovsky**

**Class ID: 35757**    Thur, 9/18/14    6:00pm – 9:00pm    RM: P0806

## SoulCollage®

**NEW**

This four-part class explores the soul-tending practice of creating a unique deck of cards that will help you in your quest for inner self-discovery. Receive an overview of the SoulCollage® process and the four suits. You'll treasure each one of your cards because each one is a reflection of your multi-faceted self! No artistic experience is necessary; all you need is a willingness to go within. **9.6 Contact Hours, \$155, INSTR: Cheri Bunker**

**Class ID: 35756**

Wed, 10/8/14 – 10/29/14    6:00pm – 8:00pm    RM: P1840



Storytelling allows you to genuinely express and relate while actively engaging others.

## Creativity & Personal Development



See pg 50 for more  
Cyndi Dale courses.

Barbara McAfee is a  
#1 Amazon  
bestseller and has  
produced seven  
music CDs.

### Full Moon Meditation

**NEW**

The class will explore the mystery of the influences of the moon, and its phases, from New Moon to Full Moon. We will do a Full Moon meditation, accessing the guiding forces of saints, sages, teachers, and celestial forces, who are closer and easier to experience at this time of the month. The Full Moon ritual is a cyclic and celestial way to be in harmony with the plan for humanity, and for inner peace and clarity. 2.4 Contact Hours, \$49, INSTR: Barbara Everett

**Class ID: 35760** Mon, 9/8/14 6:00pm – 8:00pm RM: P0842

### Journeying for Transformation

**NEW**

From ancient to modern times, individuals dedicated to their own or others' spiritual journey have traversed the "time-space" continuum—the subject of this intensive and experiential week-end. We will draw on Newtonian and quantum physics, as well as cross-cultural healing laws, to travel into the following areas: soul planes, parallel realities, ages and the divine realms. You will gain insight into your own spiritual journey, and learn how to assist others with their own evolution. 12 Contact Hours, \$325, INSTR: Cyndi Dale

**Class ID: 35155**

Fri & Sat, 9/26/14 & 9/27/14 10:00am - 4:00pm RM: P1844

### Your Personal Archetype

**NEW**

Empower yourself through knowledge of your personality traits: Catalyst, Torchbearer, Pathfinder or Pragmatist. The Alpha Elements Model describes temperament, types of vitality. Learn to build on your strengths in your personal and professional life by recognizing your orientation to time and energy. 3.6 Contact Hours, \$59, INSTR: Marit Solheim Witt

**Class ID: 35755** Sat, 10/11/14 9:00am - 12:00pm RM: P1844

### Full Voice:

**NEW**

#### Unleashing the Power of Your Voice for Deeper Relationships, Purposeful Work and Joyful Aliveness

Opening the full potential in your voice brings you alive in your whole self, makes you a more congruent communicator, and offers a clearer channel for you to bring your gifts into the world. Learn and apply the Five Elements—Earth, Air, Water, Metal and Fire—voice to your everyday communication. 6 Contact Hours, \$145, INSTR: Barbara Mathis McAfee

**Class ID: 35570** Sat, 10/25/14 10:00am – 4:00pm RM: F2331

### Face Reading: Introduction to Physiognomy

**NEW**

Physiognomy is the ancient process of interpreting facial structure to learn about the inner person. Our facial structure is our "soul print." Every face is perfect, and reveals in its shape both our gifts and our challenges. This information will empower the participant in situations where we often feel less than powerful – relationships, sitting on either side of the interview table, in team meetings and the dating game. 3 Contact Hours, \$49, INSTR: Ralph Dehner

**Class ID: 35135** Sat, 11/15/14 6:30pm – 9:00pm RM: P1840



## Healing Arts Business Practices

### Turning Your Healing Skills into a Business

**NEW**

Whether you want to make your passion your career, or are just curious about what it takes to have a personal practice, this series will help you decide your first steps. **7.2 Contact Hours and \$129 for the series or 2.4 Contact Hours and \$49 per class**

#### Class 1: Making a Difference and Making an Income

In this class, you will explore how to receive value in return for your time and skills. INSTR: Sonja Brown

**Class ID: 35594** Wed, 9/17/14 6:00pm – 8:00pm RM: P1840

#### Class 2: Alternative Health Practice Laws and Business Models

This course will cover the business models from free agent, contract, solo, partnership, LLC and franchise. Learn how to create safety for yourself and your clients with the Minnesota law regulating Alternative Health practice, and insurance options. INSTR: Deanna Reiter

**Class ID: 35595** Wed, 9/24/14 6:00pm – 8:00pm RM: P2808

#### Class 3: Your Unique Value to Clients

By becoming clear on your unique services, you will be able to tell a story that attracts your ideal clients. INSTR: Sonja Brown

**Class ID: 35596** Wed, 10/1/14 6:00pm – 8:00pm RM: P1840

## Holistic Health Business Strategies

**NEW**

Experience successful ways to tell your story, define your products and services, and make the most out of opportunities. This series will help you boost your sales, your networking opportunities, and your positioning, with creative marketing and effective referral programs specifically matched to today's world of holistic health. **7.2 Contact Hours and \$129 for the series or 2.4 Contact Hours and \$49 per class.** INSTR: Deanna Reiter

#### Class 1: Creating Your Ideal Message

This course will help you clearly define your niche in the holistic field and teach you how to become a recognized expert in your area.

**Class ID: 35771** Wed, 11/5/14 6:00pm – 8:00pm RM: P1840

#### Class 2: Selling Your Products and Services


Learn effective listening, sales and marketing skills that will prove effective, easy and fun.

**Class ID: 35772** Wed, 11/12/14 6:00pm – 8:00pm RM: P1840

#### Class 3: Increasing Your Client Base and Income Flow

Learn how to develop products, workshops, retreats, classes and come up with creative and fun solutions to increasing your bottom line and letting your business work for you.

**Class ID: 35773** Wed, 11/19/14 6:00pm – 8:00pm RM: P1840



MN was recently ranked #4 nationally as one of the best states for female entrepreneurship.

This series is intended to build on the series above.

**Deanna Reiter, MA,** is an expert author, yoga instructor, Breathworker, Reiki Practitioner and public speaker. She teaches workshops nationwide for the National Exercise Trainers Association.

# explore languages

## Spanish

### Beginning Spanish 1

This is the first course in our traditional Spanish series. Beginning Spanish 1 is for students who have little or no experience with the language. Learn commonly used questions and answers for engaging in simple conversations, communicating numbers, dates and times, and basic vocabulary related to everyday language. By the end of the class, you will also be familiar with some regular and irregular present tense verbs. 1.2 CEU, \$129 (includes textbook for Beginning Spanish 1 - 4), INSTR: LeAnn Taylor

**Class ID: 36902**

Wed, 9/24/14 – 10/29/14

6:30pm – 8:30pm

RM: P0806A

### Beginning Spanish 2

This is the second of four courses in the Beginning Spanish sequence. You'll practice basic conversational skills using reflexive verbs and some verbs in the perfect and imperfect tenses. Direct and indirect object nouns will be introduced, as you add to your vocabulary and conversational skills. 1.2 CEU, \$99, INSTR: LeAnn Taylor

**Class ID: 36903**

Wed, 11/5/14 – 12/17/14

6:30pm – 8:30pm

RM: P1810

## Spanish for Healthcare Professionals,

page 41

## Italian

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.

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 comprehensive skills. Textbook is included in Level 1 and will be used for Levels 1 - 4. 1.2 CEU, INSTR: Paola Foresti Faul

**Level 1: Class ID: 36923**

\$129

Tue, 9/9/14 – 10/14/14

6:30pm – 8:30pm

RM: P0808B

**Level 2: Class ID: 37063**

\$99

Tue, 10/28/14 – 12/2/14

6:30pm – 8:30pm

RM: P0808B

## 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. You will also be given worksheets and activities for "at home" practice. 1.2 CEU, \$99, INSTR: Rose Mingo-Holtz

**Level 1: Class ID: 35832**

Mon, 9/8/14 – 10/13/14

7:00pm – 9:00pm

RM: P1810

**Level 2: Class ID: 35833**

Mon, 10/20/14 – 11/24/14

7:00pm – 9:00pm

RM: P1810

**Rose Mingo-Holtz** is from Haiti and a native French and Creole speaker and has been teaching for Normandale for more than 10 years.





See website for our advance language courses

## American Sign Language

Learn skills for conversing in American Sign Language from basic to advanced level in a fun and non-threatening learning experience. You will also learn to apply correct facial grammar and gain an appreciation and deeper understanding of Deaf culture. These classes emphasize a non-spoken classroom to help you achieve a mastery and confidence in your skills. 1.2 CEU, \$99/each class, INSTR: Jamey Guille

**Level 1: Class ID: 35581**

Wed, 10/1/14 – 11/5/14      6:00pm – 8:00pm      RM: P0806A

**Level 2: Class ID: 35582**

Wed, 11/12/14 - 12/17/14      6:00pm – 8:00pm      RM: P0806A

Textbook required for all ASL courses:

See website for specific required course materials.

To obtain needed ASL text contact Harris Communications at 952-906-1180 or TTY: 952-906-1198 or at [www.harriscomm.com](http://www.harriscomm.com)

Jamey Guille has a Masters Degree in Deaf Education and American Sign Language. He lost his hearing at age two, and brings an authentic and caring perspective to his classes.



## English Speaking

**English Made Easier**

**FREE**

**An Introduction to Accent Reduction**

Reduce the frustration of job-hunting by improving your language skills. 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, INSTR: Claire Campbell-Tokar  
**Class ID: 35791**    Mon, 9/15/14    6:00pm – 8:00pm    RM: P2808

Since 2006, students from more than 45 countries have participated in our accent reduction classes!

**Enhance Your English Speaking Skills, All Dialects**

Learn to accurately pronounce all English vowel and consonant sounds. Retrain your “ear”, lips, and tongue. Imitate sounds and self - correct by watching your mouth positions in a mirror. Translate and identify difficult sounds using the International Phonetic Alphabet (IPA). Practice specific sounds with word lists, drills, and sentences. Clear speech and pronunciation can be applied to reading, conversation, and the speaking requirements of your job. 1.2 CEU, \$129, INSTR: Claire Campbell-Tokar

**Class ID: 35789**

Mon, 9/29/14 – 11/3/14      6:00pm – 8:00pm      RM: P2808

## Japanese

Textbook, *Japanese for Busy People* is included in Level 1 and will be used for Levels 1 - 4.

Learn the practical communicative and essential language patterns used in everyday life. Hiragana, the first phonetic alphabet of Japanese will be also introduced in Level 1, and Katakana, the second phonetic alphabet in Level 2. Japanese culture will also be discussed as you build a firm foundation for more advanced study. 1.2 CEU, INSTR: Michiko Dressen

<b>Level 1: Class ID: 36921</b>		\$125
Tue, 9/9/14 – 10/21/14	6:00pm – 8:00pm	RM: P1810
<b>Level 2: Class ID: 35810</b>		\$99
Tue, 11/18/14 – 12/23/14	6:00pm – 8:00pm	RM: P1810

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

**NEW**

The Japanese Language Proficiency Test (JLPT) is a globally recognized certification which can open doors both academically and professionally.

This course will prepare students of all JLPT levels (N5-N1) who have sufficient Japanese language experience to meet the requirements of the examination at their chosen level. The course is comprised of instructor supported self-directed learning with participation in comprehensive exercises and proficiency tests at students' target levels. Special emphasis will be given to examination technique, contextual knowledge of characters, as well as vocabulary, grammar, and reading and listening comprehension. 1.2 CEU, \$135, INSTR: Michiko Dressen

<b>Class ID: 36922</b>		
Wed, 11/12/14 – 12/3/14	6:00pm – 9:00pm	RM: P0806B

## Chinese

Mandarin Chinese is the most widely spoken language in the world (based on the number of native-language speakers) with 873 million native speakers. In this course, students 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, \$99, INSTR: Youmei Hou

<b>Level 1: Class ID: 37069</b>		
Tue, 9/16/14 – 10/21/14	6:00pm – 8:00pm	RM: P1844
<b>Level 2: Class ID: 37070</b>		
Tue, 10/28/14 – 12/9/14	6:00pm – 8:00pm	RM: P1844

## 5 Skills Everyone Needs to Have on a Resume

1. Excel *pg 27*
2. Web Development (Java, HTML, SQL) *pg 34*
3. Adobe Creative Suite *pg 30*
4. Foreign Language *pg 64*
5. Google Analytics *pg 18*

*US News & World Report, Ritika Trikha*



# The New World of Work

## Connecting People, Insights and Skills

The new world of work is shifting the way we think about work, jobs and careers. More than ever, we need to understand our own unique abilities, transferable skills, values and goals. We also need to learn to become fluent in our efforts to self-promote and to find those opportunities that are “a match for us” whether they come in the form of a job, contract or self-generated income streams.

### Career Transitions

Normandale is connected to this new world of work. We work with counselors, career experts, talent recruiters and employers. We have developed a new partnership with SHiFT, a not-for-profit organization committed to supporting people through midlife transitions.

We understand that making a career transition can be stressful and that searching for a job is challenging. It is our goal to provide you with straightforward and relevant resources. On our website and throughout this schedule, you'll find career assessments, classes and workshops designed to help you put your best foot forward.



<b>Life Reimagined: Real Possibilities</b>	10/25/14 or 11/6/14	FREE
<b>Life Reimagined: A Deeper Dive</b>	11/13/14	\$99
<b>Shifting In and Out of Neutral</b>	10/8/14	\$39
<b>Power up Your Personal Brand</b>	11/13/14 and 11/20/14	\$169
<b>Job-Loss Recovery Program</b>	10/31/2014	\$69

### Professional Development and Career Advancement

Depending on your specific career goals, we offer programs that are designed to build key skills and offer in-demand credentials that transfer across industries.

<b>Supervision and Management</b> . . .page 10	<b>Data Analysis</b> . . . . .page 3
<b>Health IT</b> . . . . .page 36	<b>Six Sigma</b> . . . . .page 12
<b>ScrumMaster</b> . . . . .page 8	<b>Compression Planning</b> . . . .page 11

**Gain the tools, techniques and, most importantly, camaraderie with people who truly understand what it takes to make a career change. Visit our website or give us a call 952-358-8343, we're here to help!**



# 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: <http://normandale.augusoft.net>

**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.

Visit [www.normandale.edu](http://www.normandale.edu)  
For maps, directions, and parking information

## FIVE WAYS TO REGISTER!

**Online:** Available 24/7  
Use your Visa/MC/Discover  
[normandale.edu](http://normandale.edu)

**Phone:** 952-358-8343

**Fax:** 952-358-8240

**Mail:**  
Normandale  
Community College  
Business Office  
9700 France Avenue S  
Bloomington, MN 55431

**In Person**  
Partnership Center, RM P1820  
Mon – Fri,  
8am – 4:30pm



# 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.augusoft.net>**



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*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.*



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Career Training and Employment Certifications Inside

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