

normandale

continuing education

FALL
2015



NORMANDALE
COMMUNITY COLLEGE



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**Marissa Dickinson, Physician Liaison
at Mayo Clinic Health Systems, uses
Compression Planning to work smarter
– not harder. Story on page 18.**



Tools of the Trade

Ever since the wheel was invented, we have created and used tools to enhance and advance our work, lives and communities. And given that the pace of change continues to speed up, our work and lives have never been more complex.

When we sharpen our skills and adopt new tools, we gain those strategies and techniques to keep us connected, productive and grounded. Within this schedule and on our website, you will find courses and programs that are designed to offer valuable insights and specific tools to help you reach your goals, professionally and personally.

Tools for Facilitating Change

If you're interested in improving your organizational abilities or enhancing your leadership skills, you'll find that managing change is at the core of every successful implementation. Change leaders are resourceful, adaptable and help others to think and work outside the box.

Breaking Bad Presentations	page 5
Leading Through Change	page 6
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Tools for Managing Complexity

Sometimes, it is not a matter of getting more done, but trying to wade through the chaos to get to what matters. If you are faced with this challenge, there are tools available to help you manage complexity.

Creative Problem Solving	page 2
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ScrumMaster Certification	page 16

Tools for Creating New Value

Delivering customer value has become the hallmark of competitive advantage. There are key tools to help you enhance communications, interpret customer research and maximize marketing communications.

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Customer Research Certificate	page 15
Web Design Certificate	page 26

Tools for Reflection

In our chaotic world, it is easy to forget that we need to take time for ourselves if we want to be at our best. If you struggle with this balance, there are tools available to help you reflect and regain your energy.

Holistic Nutrition Certificate	page 40
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Fall into Wellness - Free Event	page 42

Whether you are looking 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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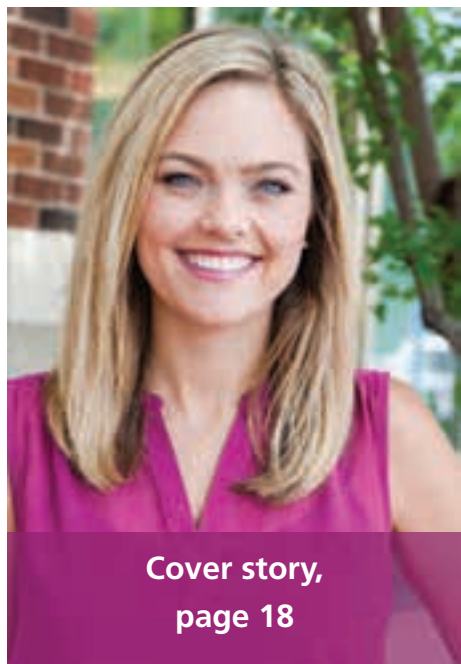
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Cover photo by
Katie Heymer



Cover story,
page 18

enrich your organization

Business Acumen

NEW Creative Problem Solving

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

ID: 41355 Online class – 10/5/15 – 10/30/15

Get Things Done

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. 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, 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 productivity, creativity and retention. 1.6 CEU, \$245, Jennifer Selke and Betsy Flanagan

ID: 41338 Online class – 9/8/15 – 10/2/15

The Asking Formula – see page 5

Negotiation: Get What You Want

Negotiation is a key skill for success in business and everyday life. 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. 1.6 CEU, \$195, Julia King Tamang

ID: 41301 Online class – 10/5/15 – 10/30/15

Change Agent Certification – see page 6

Leading Through Change – see page 6

Dump The Data, Tell The Story

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

ID: 45469 Wed, 10/28/15 12:30pm – 4:30pm RM: P1840

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



Lean and Six Sigma

NEW Lean Six Sigma

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, Scott Follett

ID: 41344 Online – 11/2/15 – 11/27/15

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

NEW Applying Lean Sigma Practices to HR Functions – see page 9

Six Sigma Green Belt Certificate

WIA Approved

This training is for anyone or any organization that is committed to leveraging the power of Six Sigma to increase customer satisfaction, improve product or service reliability and reduce costs. When you complete this certificate, you will be able to apply the concepts and tools of Six Sigma directly to your work. 6.4 CEU, \$2,850, Dale Mize

ID: 44500 Mon & Wed, 9/21/15 – 11/18/15 5:00pm – 9:00pm RM: P1810

Data Analysis

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. See website for specific course information. John Rutledge, Mary Dereshiowsky, and Jeff Kritzer

Introduction to Data Analysis

ID: 41278 Online class – 9/8/15 – 10/2/15

Intermediate Data Analysis

ID: 41238 Online class – 10/5/15 – 10/30/15

Advanced Data Analysis

ID: 41239 Online class – 11/2/15 – 11/27/15

Earn this certificate and 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.

Business Communication Skills

Certificate in Designing Webinars

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

ID: 41404 Online class – 10/5/15 – 10/30/15

Managing & Marketing Webinars

ID: 41405 Online class – 11/2/15 – 11/27/15

Webinars are a popular format for delivering information. With the right preparation and skills, they can be a powerful communication channel for your organization.

Refresh Your Grammar

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

ID: 45467

Mon, 10/19/15

8:30am – 12:30pm

RM: P1840

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, or host a webinar online. 1.6 CEU, \$195, Bridget Brady

ID: 41357 Online class – 9/8/15 – 10/2/15

Enhance your PRESENTATION Skills and Visuals

Sometimes with little notice, we are asked to give a presentation and crafting an effective and memorable message is not always easy.

Presentation coaching is designed to boost your confidence and offer you the just-in-time feedback needed to enhance your presentation skills and visuals.

Call us at 952-358-8343 to learn more about individual coaching and to set an appointment.



Business Writing

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

ID: 45468

Mon & Tue, 11/16/15 & 11/17/15 8:30am – 12:30pm

RM: P1840

Effective Copywriting – see page 11

NEW The Asking Formula®

How many times during the day - in a sales call, conducting a presentation, leading a meeting, running a project - is it vital for you to ask for something that you want in order to achieve your goals? The Asking Formula® is an exceptional training system that is simple, adaptable, accessible and drives immediate results. The course will generate a sustainable competitive advantage for leaders, project managers, technical professionals, sales people, customer service, purchasing and finance professionals. You will build your confidence by learning how to deliver clear solutions to your internal and external customers. 0.6 CEU, \$395, Karen Borre

ID: 45474

Wed, 11/4/15

9:00am – 4:00pm

RM: P0806

Certificate in Workplace Communication – see page 63

NEW Breaking Bad Presentations

You've seen it. You've lived it. Heck, you may have even caused it! What is it? Death by PowerPoint! You shoot people with bullet point after bullet point and wonder why no one remembers anything from your presentation. Ideas are only as good as the actions that follow, and the quality of your presentation is critical to inspiring action. In this engaging and interactive workshop, you will learn how to improve any slide presentation by being more productive with your time and creating engaging visual aids that make your audience remember what you want them to remember. 0.7 CEU, \$150, Art Shore

ID: 45475

Thur, 10/22/15 & 10/29/15

8:30am – 12:00pm

RM: P1810

Dump The Data, Tell The Story – see page 2

Earn a Certificate in Presentation Media:

Prezi, Photoshop and Graphic Design for Visual Presentations – see page 21

Change Management and Leadership

Change Agent Certification

Whether your organization is focused on becoming more innovative, competitive or productive, managing change is at the core of every successful implementation. This certification is designed to enhance your knowledge and skills through content-rich learning combined with skill-based practice. You will be better prepared to identify resistance, diagnose needs and recognize organizational levers that can be used to pull and drive change in your organization. You will learn to coach and engage change champions as well as to execute components of a change plan. This workshop uses interactive technology to accelerate skill development. The Change Agent Certification program is offered on an ongoing basis. Please see the website for more information and upcoming start dates. 1.6 CEU, \$1,195, Terry Smith

Who Should Attend:
project team leads,
team members,
managers and training
and development
practitioners.



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.

Leading Through Change

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

ID: 45465

Thur, 11/19/15

8:30am – 12:30pm

RM: P1840

Navigating Change – see page 9

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.



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

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



Compression Planning

Minnesota Compression Planning Institute

MN-CPI is a unique 3-day institute that will train you to design and facilitate Compression Planning sessions that will forever change the way you work. Compression Planning leverages the concepts of creative brainstorming and storyboarding into a simple, easily understood planning process.

Discounted hotel, travel information and full agenda available on our website. 2.1 CEU, \$1,995, Pat McNellis

"Compression Planning engages teams in a way that no other method can do and is faster than traditional group planning."

— Peter Hughes, Marketing,
Vice President - Business
Development
Mayo Clinic

ID: 44504

Wed, Thur 10/7/15 & 10/8/15
& Fri, 10/9/15

8:00am – 5:00pm
8:00am – 2:00pm

RM: P0806

Learn more about Compression Planning:

Come to one of our **FREE** mini Compression Planning sessions:

ID: 45459

Tue, 9/15/15

6:00pm – 7:00pm

RM: P1844

ID: 45460

Tue, 9/29/15

6:00pm – 7:00pm

RM: P1844

Normandale offers Compression Planning consultation and facilitation services. Get your group moving quickly in the right direction. Give us a call at 952-358-8343 to discuss your unique project.

Are your meetings like this? WHY NOT?

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

Who uses CP?: Mayo Clinic, MNSCU, General Mills,
Humana Insurance, ClearBrands and many more!



Supervision and Management

Supervision and Management Certificate

This certificate provides new supervisors 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. 0.4 CEU, \$125

ID: 45461 Thur, 10/22/15 8:30am – 12:30pm 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. 0.4 CEU, \$125

ID: 45462 Thur, 10/29/15 8:30am – 12:30pm RM: P1840

Module 3: Managing Performance Problems

Even the best coaches do not control how employees perform on the job. This course builds skills in the handling of chronic performance problems and misconduct. Learn how to document the problem, and explain what the employee must do to address it. Gain skills in discussing and imposing formal consequences while adhering to their organization’s disciplinary policies and procedures. 0.4 CEU, \$125

ID: 45463 Thur, 11/5/15 8:30am – 12:30pm RM: P1840

Module 4: Developing Your Leadership Style

Throughout this series, supervisors have learned and practiced tools for setting clear expectations, having difficult conversations, developing strong relationships, and holding people accountable for performance. While everyone has the same tools available to them, every supervisor will still have their own voice and style. This final class will encourage supervisors to define the style that allows them to be effective and authentic. 0.4 CEU, \$125

ID: 45464 Thur, 11/12/15 8:30am – 12:30pm RM: P1840



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



“The course helped us think about the fact that everyone has different communication styles. If you are able to mirror or adapt to someone else’s style, you can be more effective.”

- Greg Hefferan, Sebastian Joe’s Store Manager



Navigating Change

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

0.4 CEU, \$99, Julie Berg

ID: 45466

Tue, 11/17/15

8:30am – 12:30pm

RM: P1840

Leading Through Change – see page 6

Stress Management

Stress itself isn't the enemy. It is our perception of stress that fuels our anxiety. Events happen every day. How we interpret those events can set the stage for how we feel and how we react to others. Reducing stress is as easy as understanding what stress is to you, and using that knowledge to restructure your thoughts. Gain specific techniques to turn stress into a stepping stone, not a stumbling block! 1.6 CEU, \$145, Meredith Brown

ID: 41380

Online class – 11/2/15 – 11/27/15

Project Management – see page 17

Human Resources

NEW Your Workplace, Your Employees & The Law

Designed for non-lawyers, this course will provide business owners, managers, supervisors, and HR professionals with a roadmap for effectively handling complicated employee-related issues that affect today's legal-prone work environment. Learn guidelines, step-by-step compliance instructions, and practical leadership skills, methods, and techniques for successfully managing employees and for complying with state and federal workplace laws. 1.6 CEU, \$195, Lupe McElroy

ID: 45477

Online class – 9/8/15- 10/2/15

Certificate in Effective Surveys – see page 14

NEW Applying Lean Sigma Practices to HR Functions

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. After taking this course, you will have gained skills to facilitate small groups and teams using Lean Process Improvement methodologies. 1.6 CEU, \$245, Sally Schmall

ID: 41324

Online class – 10/5/15 – 10/30/15

Marketing

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, Dan Belhassen and Susan Hurrell

ID: 41350 Online class – 10/5/15 – 10/30/15

NEW Google +

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, Jeff Kart

ID: 41361 Online class – 11/2/15 – 11/27/15

Google Apps for Business – page 20

NEW Instagram for Business

Make the most of Instagram and lead your business to unending exposure. Discover ways to have your audience generate excellent content for you. Build your community while doing it. Learn how to make hashtags work for you, how to make and keep your followers happy and how a small input can cause exponential growth. We'll also explore Do's and Don'ts of Instagram to get you on the fast track to success. An android or iOS device is needed to take full advantage of the exercises in this class. 1.6 CEU, \$195, Nicole Siscaretti

ID: 41362 Online class – 9/8/15 – 10/2/15

Productivity and Performance Strengthen Your Training Plan



Research reveals that training leads to employees who are more customer-focused, productive and loyal.

Successful organizations link training plans to their business results. Normandale will work with you to design training plans and systems to meet your goals.

Training can be delivered at Normandale, at your location, or online.

Give us a call at **952-358-8343** and learn how you can strengthen your training plan to improve productivity and performance.



NEW Podcasting

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, Travis Allison

ID: 41354 Online class – 9/8/15 – 10/2/15

Effective Copywriting

Whether you are sending out a press release, communicating internally or promoting your own skills on LinkedIn, strong writing skills are the key to success. Improve your copywriting skills and avoid the common writing mistakes that can hold you back.

1.6 CEU, \$195, Kathryn Will

ID: 41303 Online class – 10/5/15 – 10/30/15

HTML/CSS – see page 27



**Graphic and
Web Design
Programs**
See page 24

eMarketing Essentials Certificate

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

ID: 41386 Online class – 9/8/15 – 10/2/15

Boosting Your Website Traffic

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

ID: 41383 Online class – 10/5/15 – 10/30/15

Online Advertising

You will see 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. You'll discover Facebook advertising and how you can determine the demographics of people you want to reach. 1.6 CEU, \$195

ID: 41389 Online class – 11/2/15 – 11/27/15

Earn this certificate when you complete all three courses.

Enroll in the eMarketing Essentials certificate for \$495 (a savings of \$90).

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. Earn this certificate for \$495 (a savings of \$90), 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, and how to use landing pages and forms to collect information and drive sales. 1.6 CEU, \$195

ID: 41390 Online class – 9/8/15 – 10/2/15

Content Marketing

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

ID: 41392 Online class – 10/5/15 – 10/30/15

Advanced Inbound Marketing

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

ID: 41391 Online class – 11/2/15 – 11/27/15

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). Rob Lee

Video Marketing

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

ID: 41396 Online class – 9/8/15 – 10/2/15

Customers who viewed product videos were 144% more likely to add the product to their cart.

Videos with good SEO have a 53% higher chance of showing up on page one of Google searches.

YouTube for Business

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

ID: 41397 Online class – 10/5/15 – 10/30/15



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 64 and begin to pursue your dream.



Social Media

Social Media Platforms Certificate

Develop your skill set for working and managing a variety of Social Media 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. 4.8 CEU, Jennifer Selke and Suzanne Kart

NEW Twitter

ID: 41400 Online class – 9/8/15 – 10/2/15 \$195

NEW Facebook for Business

ID: 41398 Online class – 10/5/15 – 10/30/15 \$245

NEW LinkedIn for Business

ID: 41399 Online class – 11/2/15 – 11/27/15 \$195

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

Social Media for Business Certificate

Your instructors, Jennifer H. Selke and Suzanne Kart will introduce you to the new principles of marketing communications. Earn this certificate for \$495 (a savings of \$90).

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

ID: 41401 Online class – 9/8/15 – 10/2/15

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

ID: 41402 Online class – 10/5/15 – 10/30/15

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

ID: 41403 Online class – 11/2/15 – 11/27/15

Introduction to WordPress – Learn to Design in a CMS

See page 24

Customer Experience

Certificate in Effective Surveys

Surveys are an increasingly common and important way to understand your audience's wants and needs. Help your organization design successful surveys to improve business and workplace effectiveness. 4.8 CEU, \$495 for certificate or \$195 each course, Jeff Kritzer and Fred Bayley

Using Surveys to Improve Business and Work Productivity

With this course, you will come away with practical information that you can use to design successful surveys throughout your career, boosting your effectiveness and that of your organization. 1.6 CEU, \$195

ID: 45480 Online class – 9/8/15 – 10/2/15

High Response Surveys

Discover new techniques for collecting information and engaging your audience. Whether you work in a for-profit or nonprofit environment, our 8 stage needs assessment model will give you a step by step proven approach to researching and selecting new services, products or activities. 1.6 CEU, \$195

ID: 45481 Online class – 10/5/15 – 10/30/15

Advanced Survey Research

Acquire information on advanced presentation tools and techniques to better present your survey results. After completing this course you will be able to use various survey tools and improve your presentation of survey results using available templates. 1.6 CEU, \$195

ID: 45482 Online class – 11/2/15 – 11/27/15

Business Research Certificate – page 65

CX: Customer Experience



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

—Mara Bain, Chief Experience Officer,
Western National Insurance

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

Normandale offers training and consulting in CX, including:

- Customer Journey Mapping
- User-Centered Design
- Customer Experience Metrics

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



Customer Service

Customer Service Certificate

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

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.

Keys to Customer Service

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

ID: 41292 Online class – 9/8/15 – 10/2/15

Extraordinary Customer Service

Transform your customer service into something extraordinary, and gain more repeat business which will improve your organization's 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, Nanette Sanders-Cobb and Fred Bayley

ID: 41291 Online class – 10/5/15 – 10/30/15

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. 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, 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, William A. Draves

ID: 41277 Online class – 9/8/15 – 10/30/15

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*.

Agile & Scrum

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.

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, Doug Shimp



ID: 41428	Tue & Wed, 8/25/15 & 8/26/15	8:30am – 4:30pm	RM: P0806
ID: 43269	Tue & Wed, 10/13/15 & 10/14/15	8:30am – 4:30pm	RM: P0806

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

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.

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, Doug Shimp



ID: 43270	Tue & Wed, 11/17/15 & 11/18/15	8:30am – 4:30pm	RM: P0806
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Earn a total of 14 PDUs for Certified ScrumMaster or Scrum Product Owner toward your PMP recertification.



NEW Scaling Scrum with Scrum

Scaling is never easy. Whether scaling your family, business or Scrum implementation, complications have a way of growing exponentially alongside your efforts. Understanding the complexities of multi-Team environments and communication is critical to the successful scaling of Scrum. This 1-day intensive training class is comprised of facilitated discussion and activities designed to explore the patterns and techniques behind successfully scaling Scrum across organizations of varying size.

Who should attend: This workshop is designed for those involved in your organization's scaling initiative, whether from a strategic, tactical, or support position. We strongly recommend ScrumMaster or Scrum Product Owner as a prerequisite. 0.75 CEU, \$395, Doug Shimp

ID: 45478	Thur, 10/15/15	8:30am – 5:00pm	RM: P1840
ID: 45479	Thur, 11/19/15	8:30am – 5:00pm	RM: P1840

Project Management

Whether you are interested in project management, in a project management field, or in any line of work, project management is one of the fastest paths to promotion by increasing your skills and credentials. 4.8 CEU, Christina Mitchell, Ronald DeCamp

Earn the certificate
in project
management
for \$495
(a savings of \$90).

Introduction to Project Management

Gain the skills, tools and templates to confidently develop and maintain a project. An overview of salaries, certification costs, education and experience requirements are provided. 1.6 CEU, \$195

ID: 41386 Online class – 9/8/15 – 10/2/15

Project Management Project Processes

Acquire a well-rounded knowledge of the five Project Management Processes relating to the Project Management Body of Knowledge (PMBOK) Guide. Come away with a solid foundation of the five processes to learn and use when any type of project occurs in your employment arena. 1.6 CEU, \$195

ID: 41383 Online class – 10/5/15 – 10/30/15

Project Management Knowledge Areas

The project management professional community monitors projects through the five Project Management Processes supported by the ten Project Management Knowledge Areas. Learn the ten knowledge areas and the five processes. 1.6 CEU, \$195

ID: 41389 Online class – 11/2/15 – 11/27/15



Compression Planning: A Smarter Way to Work

In our highly networked economy, work has changed dramatically. We are inundated with data and expected to make decisions in record time. We are often assigned to ambiguous projects that require us to juggle the demands of multiple stakeholders and priorities, all of which can be stressful and often unproductive.

While understanding the fundamental nature of this change is important, the real challenge is to help individuals, teams and organizations find those methods and tools that will cut through complex problems and offer strategies to create more actionable solutions. Allowing us to work smarter, not harder.

Compression Planning™ (CP) is such a method. It provides a framework that enhances productivity and innovation. It offers specific tools to break down barriers, untangle problems, generate new ideas and implement actionable plans – visually, collaboratively and in real-time.

ADAPTABLE, EASY-TO-USE TOOLS

Compression Planning uses a creative brainstorming and storyboarding process designed to engage and focus people on finding new ways to solve challenges.

Leaders, project managers, designers, entrepreneurs, innovators, or anyone charged with implementing creative solutions can benefit from this highly adaptable, easy-to-use method.

Whether you are designing a new business model, defining partnerships and agreements, or integrating the right resources to realize a new opportunity – you can use CP to plan any scale project.

IMMEDIATE, USEFUL RESULTS

Over the years, Pat McNellis, Compression Planning Co-founder and Facilitator, has worked on more than 500 corporate “mega problems.” He shares that in any situation “you’ll see groups move quickly from talk to action as they create solutions that have energy and a stickiness that builds commitment and momentum.”

“With Compression Planning, you can devote a few hours of your day and see light at the end of the tunnel...”

–Marissa Dickinson

According to Pat, the beauty of CP lies in its simplicity and the freedom that comes from one of his favorite mantras “an imperfect action is better than no action.”

SUCCESS STORIES

This mantra only tells part of the story. The people who use the method sing its praises because of the focus on getting things done. Clear Brands President Brian Cubarney, says “Compression Planning has been by far the single biggest personal and professional catalyst in my 22-year career.”

Peter Hughes, Regional Vice President of Business Development and Marketing for Mayo Clinic Health Systems, has used Compression Planning for many years and has integrated the process into his work. He says, “Compression Planning really levels the playing field, and one of the things people like best about the process is it spans the gap for everyone. If you’re no-nonsense, you’ll like it for that reason. If you’re creative, you’ll like it because it allows you to be very creative and open to a lot of different directions.”

Peter has also introduced a number of people at Mayo to Compression Planning, including Marissa Dickinson, Physician Liaison. Marissa is particularly impressed with how it can accelerate project development. She said, “With Compression Planning, you can devote a few hours of your day and see light at the end of the tunnel. You come away with an action plan and a communication plan. And, you’re going to see things go from start to finish in a much quicker fashion.”

GET STARTED

Normandale is proud to be the home of the Minnesota Compression Planning Institute (MN-CPI). This fall, people at all stages of their careers and from all walks of life, will gather and practice CP together. The learners from this cohort will also have an opportunity to meet other MN-CPI alumni, creating a network of resources and shared learning.

Normandale also offers CP project consulting. If you would like to learn more, see page 7 or give us a call, and see how Compression Planning offers the tools to manage today’s toughest challenges by delivering creative solutions and meaningful progress – fast.

“You’ll see groups move quickly from talk to action as they create solutions that have energy and a stickiness that builds commitment and momentum.”

–Pat McNellis



computer and technology

Basics

Keyboarding

By the end of this course, you will know how to touch-type the alphabetic, numeric, and symbol keys; create, save, and edit word processing documents; and successfully take a timed keyboarding test. **OL** 2.4 CEU, \$109, Kathy Van Pelt

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.

OL 1.6 CEU, \$195, Betsy Flanagan

ID: 45374 Online class – 9/8/15 – 10/2/15

We offer flexible learning options.
Normandale’s classes are offered online and/or face-to-face. Visit our website for a complete listing of our programs.

Business Productivity

Windows Operating System

Make the transition from helpless beginner to happy PC user and learn about computer terms, files, navigation, tips about web browsers, internet searches, flash drives, CDs, DVDs and virus protection. **OL** 2.4 CEU, \$109, Alan Simpson

Microsoft Outlook

Learn the basic features of email software, including creating, sending, saving and organizing emails, managing contacts, scheduling appointments, creating calendar entries plus much more. **OL** 2.4 CEU, \$109, Bill Mann

NEW Google Apps for Business

Google has a variety of web based applications and tools to help you become more productive. Move beyond the basic features 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. **OL** 1.6 CEU, \$195, Jennifer Selke

ID: 45380 Online class – 10/5/15 – 10/30/15

Stay Ahead

Learning Excel, Access, and SQL are smart steps to building your data analysis and computational skills.

See our website for more information.





Microsoft Word

Microsoft Word (2 Levels offered)

Introduction to Microsoft Word will teach you to edit, maneuver, store/save, design and format Word documents.

Next level Intermediate Microsoft Word will expose you to more creative, higher-level functions such as mail merge, templates, macros, desktop design and publishing. **OL** 2.4 CEU, \$109, Wallace Wang

OL – Online

New classes start monthly unless otherwise noted.

Presentation Media

Microsoft PowerPoint

Create professional-quality slide presentations with text and objects, including pictures, shapes, WordArt, SmartArt, and learn to add multimedia effects to create animated presentations and much more. **OL** 2.4 CEU, \$109, Kathy Van Pelt

Breaking Bad Presentations – see page 5

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

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. **OL** 1.6 CEU, \$195, Kimba Green

ID: 41295 Online class – 9/8/15 – 10/2/15

Photoshop for Presentations

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

ID: 41296 Online class – 10/5/15 – 10/30/15

Graphic Design for Visual Presentations

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

ID: 45362 Online class – 11/2/15 – 11/27/15

Microsoft Excel

Microsoft Excel Level 1

Microsoft Excel 2013 Level 1 introduces you to the spreadsheet, how to design formulas, charts and graphs and refreshes critical math skills needed to build effective spreadsheets. 0.7 CEU, \$175

ID: 45419	Tue, 9/15/15 - 9/22/15	5:30pm – 9:00pm	RM: P1802	Treva Bastyr
ID: 45417	Sat, 10/3/15	8:00am – 3:00pm	RM: P1802	Donna Seys
ID: 45418	Sat, 11/7/15	8:00am – 3:00pm	RM: P1802	Treva Bastyr
ID: 45420	Tue, 11/17/15 - 11/24/15	1:00pm – 4:30pm	RM: P1802	Donna Seys

Microsoft Excel Level 2

Microsoft Excel 2013 Level 2 is for students with some spreadsheet experience. You will learn spreadsheet construction, how to design more sophisticated formulas, absolute addressing, charting and graphs, formatting, multi-sheet activities plus much more. 0.7 CEU, \$175

ID: 45421	Tue, 9/29/15 - 10/6/15	5:30pm – 9:00pm	RM: P1802	Treva Bastyr
ID: 45422	Sat, 10/10/15	8:00am – 3:00pm	RM: P1802	Donna Seys
ID: 45423	Sat, 11/14/15	8:00am – 3:00pm	RM: P1802	Treva Bastyr
ID: 45424	Tue, 12/1/15 - 12/8/15	1:00pm – 4:30pm	RM: P1802	Donna Seys

Microsoft Excel Level 3

Microsoft Excel 2013 Level 3 moves you to an advanced level that will allow you to visualize, analyze and connect data elements. You will learn vertical/horizontal lookup; database analysis tools; advanced functions such as pivot tables; pivot charts; slicers; financial functions; protections; 3D formulas; file-linking formulas; and multi-sheet methods plus much more. 0.7 CEU, \$175

ID: 45425	Tue, 10/13/15 - 10/20/15	5:30pm – 9:00pm	RM: P1802	Treva Bastyr
ID: 45426	Sat, 11/21/15	8:00am – 3:00pm	RM: P1802	Treva Bastyr

Classes are also available online (**OL**), see website for details.

Bookkeeping

Bookkeeping Administration (Certification)

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

Bookkeeping Administration

Expert (Certificate)

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

Accounting and Finance for Non Financial Managers (Certificate)

See website for details. **OL** 4.8 CEU, \$495



Accounting and Finance

Foundations of Quickbooks

Learn Quickbooks 2013 simple and effective tools and techniques to set up a company, work with and process customer and vendor transactions, create invoices, process payments, work with bank accounts, create report/graphs, and pay bills. A must know for all small business entities and even home-finances. 1.4 CEU, \$350, Donna Seys

ID: 45457

Mon, 11/9/15 - 11/16/15

8:30am – 3:30pm

RM: P1802

Intermediate Quickbooks

Learn advanced features and applications of Quickbooks such as multiple company files, inventory, reimbursement, finance charges, accounts receivables, loans and much more.

OL 2.4 CEU, \$109, Scott Paxton

Accounting Fundamentals

Increase your financial awareness and gain a marketable skill. You will learn the basics of double-entry bookkeeping, how to analyze and record financial transactions and other core banking activities. **OL** 2.4 CEU, \$109, Charlene Messier

Financial Analysis and Planning for Non Financial Managers

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

ID: 41296

Online class – 11/2/15 – 11/27/15

Data Analysis Certificate



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

See page 3 or website for more information.

Microsoft Access 2013

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

Earn a **Microsoft Access Certificate** when you complete MS Access 2013 Levels 1-3.

Microsoft Access Level 1

Microsoft Access 2013 Level 1 will guide you through database design theory and development, creating and working with tables and relationships, and setting field properties. Queries, Forms and Reports using the Wizards will also be introduced. 0.7 CEU, \$175, Sheila Arnett

ID: 45427	Tue, 9/29/15 - 10/6/15	8:30am – 12:00pm	RM: P1802
ID: 45428	Tue, 12/8/15 - 12/15/15	8:30am – 12:00pm	RM: P1802

Microsoft Access Level 2

Microsoft Access 2013 Level 2 will teach you the essential database design skills, taking a deeper dive into Queries, Forms and Reports, advanced query wizards and other advanced design features. 0.7 CEU, \$175, Sheila Arnett

ID: 45429	Tue, 10/20/15 - 10/27/15	8:30am – 12:00pm	RM: P1802
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Microsoft Access Level 3

Microsoft Access 2013 Level 3 will empower you to design Access as a user-friendly tool for others. It will cover sub forms, creating form letters, importing and integration with Excel, Word and other databases and provide a comprehensive introduction to Macros, a unique method for using Visual Basic actions, without being a programmer. 0.7 CEU, \$175, Sheila Arnett

ID: 45430	Tue, 11/10/15 - 11/17/15	8:30am – 12:00pm	RM: P1802
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Microsoft Access – Advanced Queries and Calculations

This is a fast paced, information-packed course for the more knowledgeable Access user. Bring project work if you have it and experience hands-on, personalized learning. Learn techniques for basing one query upon another, effective use of Joins, Crosstab and Combo queries and how to use Functions for calculations in queries. 0.7 CEU, \$175, Sheila Arnett

ID: 45454	Tue, 11/24/15 - 12/1/15	8:30am – 12:00pm	RM: P1802
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Classes are also available online (**OL**). See website for details.



Sheila Oakes Arnett has been working in the computer industry since 1987, dedicating the last 15 years to teaching students about computer applications and developing databases primarily using Microsoft Access. Sheila has worked with over 150 companies to create, improve and customize their databases for improved business results. Sheila developed the AccessAbility Advisor, a program for college Disability Service Centers that is being used nationally and is a committed life-long learner when it comes to data and information systems.



SQL – Structured Query Language

SQL is a language (queries) used to view, add or remove data within a database. This is a powerful skill to have! Valuable textbooks included. See *website* for *prerequisites*.

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

SQL Level 1

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

ID: 45452	Thur, 10/1/15 - 10/8/15	8:30am – 12:00pm	RM: P1802
ID: 45453	Thur, 12/3/15 - 12/10/15	8:30am – 12:00pm	RM: P1802

SQL Level 2

SQL Level 2 will solidify Level 1's learnings and also address: advanced joins, subqueries, and the interpretation of statements of increasing complexity. Valuable textbook included in course. See *website* for *prerequisites*. 0.7 CEU, \$175, Sheila Arnett

ID: 45451	Thur, 10/22/15 - 10/29/15	8:30am – 12:00pm	RM: P1802
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SSRS – Introduction to SQL Server Reporting Services

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. See *website* for *prerequisites*. 0.7 CEU, \$175, Sheila Arnett

ID: 45450	Thur, 11/12/15 - 11/19/15	8:30am – 12:00pm	RM: P1802
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Crystal Reports

Crystal Reports is a business intelligence tool that allows you to develop reports against any database or structured file format, from SQL and Oracle, to flat file to text file to spreadsheets. Knowledge of Crystal Reporting is a much sought-after subject matter expertise right now, especially within the healthcare industry. **OL** 2.4 CEU, \$109, Allen Taylor

PHP & MySQL (2 Levels offered)

Learn how to create dynamic Web pages and leave with useful code templates to create your very own dynamic, Web-based, content management system. Move ahead with Intermediate PHP & MySQL to create a commercial online store complete with an online catalog of products, allowing customers to browse the catalog to select items, place them in a shopping cart, and complete an order. **OL** 2.4 CEU per class, \$109 per class, Richard Blum

Introduction to Programming – see page 30

Graphic and Web Design

The Graphic Design and Web Design Software Certificates provide skill development in high demand areas and are designed for individuals who work in design, communications, marketing and business development fields. These classes build in real-world, application-oriented opportunities for you to create or add to your own portfolio.

Earn a **Graphic Design Software Certificate** when you complete Design Basics, Adobe Photoshop I & II, Illustrator, InDesign, and Project Portfolio.

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. 0.4 CEU, \$99, Tim Daniels

ID: 45439	Wed, 9/23/15	9:00am – 1:00pm	RM: P1802
ID: 45440	Wed, 10/28/15	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. Textbook included. 0.7 CEU, \$175, Tim Daniels

ID: 45441	Wed, 11/4/15	9:00am – 4:00pm	RM: P1802
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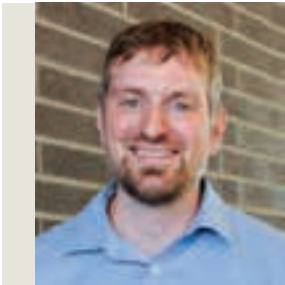
Adobe Illustrator

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. Textbook included. 0.7 CEU, \$175, Tim Daniels

ID: 45442	Wed, 10/14/15	9:00am – 4:00pm	RM: P1802
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“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.”

~ Rachel Barrett, Technology Solutions Manager



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.



Adobe Photoshop Level 1

Adobe Photoshop Level 1 will help you 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. Textbook included. 0.7 CEU, \$175, Tim Daniels

ID: 45443

Wed, 9/30/15

9:00am – 4:00pm

RM: P1802

Adobe Photoshop Level 2

Adobe Photoshop Level 2 moves you to a more professional level of design. Create artistic and real-life images using filters and other advanced techniques. Topics include masking, extraction, photo restoration and manipulation. 0.7 CEU, \$175, Tim Daniels

ID: 45444

Wed, 10/7/15

9:00am – 4:00pm

RM: P1802

Adobe Dreamweaver Level 1

Learn how to use 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. Textbook included. 0.7 CEU, \$175, Tim Daniels

ID: 45445

Wed, 11/18/15

9:00am – 4:00pm

RM: P1802

Adobe Dreamweaver Level 2

Adobe Dreamweaver Level 2 builds on your Level 1 knowledge to show you 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. 0.7 CEU, \$175, Tim Daniels

ID: 45446

Wed, 12/2/15

9:00am – 4:00pm

RM: P1802

HTML/CSS

Learn to “speak the language” of HTML (Hyper-text Markup Language) and CSS (Cascading Style Sheets) in order to effectively use web design software. Learn current web standards for designing and building web pages. You will learn to use HTML to structure content such as embedded images, text objects, headings, bullet lists, and interactive links. Key differences between xHTML & HTML5 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. Textbook included. 0.7 CEU, \$175, Tim Daniels

ID: 45447

Wed, 11/11/15

9:00am – 4:00pm

RM: P1802

Earn a **Web Design Software certificate** when you complete Design Basics, Adobe Photoshop I & II, Illustrator, Dreamweaver I & II, HTML/CSS and Project Portfolio.

Project Portfolio

Through your participation in the Graphic and/or Web Software Design 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 or Web Design Software 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. 0.35 CEU per class, \$88 per class, Tim Daniels

ID: 45448	Wed, 10/21/15	9:00am – 12:30pm	RM: P1802
ID: 45449	Wed, 12/16/15	9:00am – 12:30pm	RM: P1802

Introduction to WordPress – Learn to Design in a CMS

Learn the basics of a CMS (Content Management System) and build your own website in class. Integrate your design skills and actualize them into real publishable work. You will learn to install WordPress, manage a server, customize themes, install plugins and widgets, create posts and content and leave with a foundational understanding of how to create webpages. 0.7 CEUs \$175, Tim Daniels

ID: 45455	Wed, 12/9/15	9:00am – 4:00pm	RM: P1802
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Agile and Scrum

Learn the Latest Software Development Tools and Strategies

Originating from the software development community, Scrum training has now become a sought-after approach for new product development across business sectors.



More than 400 employees from companies of all sizes have attended Normandale's programs, including Accenture, Datacard, HealthPartners, General Mills, Target, The Nerdery, Seagate, Starkey Labs, Travelers Insurance and Wells Fargo.

See pages 16 & 17 for course information.



Digital Media

Digital media refers to audio, visual and video content. Web creative content can be created and distributed over the web to computers and mobile devices.

Flash (2 Levels offered)

Learn how to create animation, interactive movies, and mobile apps in Flash CS6 for the Internet, mobile devices, commercials, and computer games. You will develop several full-blown Flash applications and become acquainted with ActionScript, Flash's powerful programming language. **OL** 2.4 CEU, \$109, William Harrel

Google + – see page 10

Google Analytics – see page 10

Advanced Web Pages

Take your Web design skills to the next level! Whether you want to work as a freelance web designer, join a web development team, or build websites for your organization, this course will give you the advanced tools you need. **OL** 2.4 CEU, \$109, David Karlins

Presentation Media Certificate – see page 21

Creating Mobile Apps in HTML5

Learn to create mobile apps for iPhone, iPad, Android, Blackberry, and Windows. This course will help you imagine, design, build, and optimize a cross-platform mobile app using the very latest HTML5 standards and other sought-after web programs.

OL 2.4 CEU, \$109, Chris Minnick

Effective Copywriting – see page 11

Learn to Tell the Right Story for Your Brand

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 Certificate page 13

information technology

Programming

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

Introduction to Programming

Explore key programming concepts with BASIC, a free Windows programming language and create simple stand-alone applications as well as a working computer-game application. A great start point to learn programming. **OL** 2.4 CEU, \$109, Richard Blum

Ruby on Rails

Ruby on Rails is a web applications development framework and a powerful programming language. You will learn how Ruby and Rails’ work and learn the building blocks of Ruby: objects, variables, classes, modules and programs. You will learn to use the built-in classes and modules to build an application. **OL** 3.2 CEU, \$395

Ruby on Rails’ simplicity and user-friendliness make it ideal for beginning programmers.

Java (2 Levels offered)

Java is one of the most widely used computer languages in the world, and simple to learn. Write your own programs and integrate input and output, calculations, decision making, and loops with Java and BlueJ, a graphical development environment designed especially for students. **OL** 2.4 CEU, \$109, Merrill Hall

C++

C++ is an approachable way to learn to program. Used as a general purpose programming language, it is commonly used for desktop application development and systems programming. **OL** 2.4 CEU, \$109, Jeffrey Kent

Introduction to Python

Python was created to provide a way to develop code that’s easy to create and understand. This course will give you the tools to write simple scripts, full programs, or graphical user interfaces with Python. **OL** 2.4 CEU, \$109, Mike Orsega



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



JavaScript (2 Levels offered)

Build interactive features into your web pages by developing basic JavaScript and jQuery skills, which stack onto your knowledge of HTML and CSS. **OL** 2.4 CEU, \$109, Alan Simpson

Visual Basic (2 Levels offered)

Visual Basic is the most widely used programming language for creating Windows applications and is easy to learn. Develop Windows applications and richer features in this intermediate course. **OL** 2.4 CEU, \$109, Jeffrey Kent

C# (2 Levels offered)

C# incorporates the best features of Visual Basic, C++ and Java to create impressive applications. As a general purpose programming language, C# is commonly used for desktop application development and systems programming. You will build your own graphical user interface and work on real projects. **OL** 2.4 CEU, \$109, Mike Orsega

ASP.NET

Use ASP.NET to create polished and interactive web sites. ASP.NET allows you to develop powerful, interactive controls, style sheets, master pages and membership features like registration, log in, profiles and message forums. **OL** 2.4 CEU, \$109, Jeffrey Kent

Game Development

Learn the fundamentals of game development genres, platforms, and audiences as well as the tools and techniques to help you make better design decisions and achieve greater efficiencies as you develop your own games. Explore the various work roles in game development and how to pursue a career in the industry. **OL** 2.4 CEU, \$109, Edward Lavieri

Agile and Scrum

Learn the latest software development tools and strategies. See pages 16 & 17.

IT Certifications

Foundations

ITIL Foundations
CompTIA A+
CompTIA Cloud Essentials
Microsoft SharePoint

Networking & Security

CompTIA Network+
CompTIA Security+
CompTIA Advanced Security Practitioner (CASP)
Cisco Certified Network Associate (CCNA)
Cisco Certified Network Professional (CCNP)
Certified Information Systems Security Professional (CISSP)

Server & Operating Systems

CompTIA Linux+
CompTIA Server+
Microsoft Windows Server (MCSA)

To find out more about these programs, visit our website or call 952-358-8343.

Normandale Recognized as National Leader in Health Information Technology Training



Normandale selected as one of 20 national organizations to improve health and transform care through health information technology.

The U.S. Department of Health and Human Services through the Office of the National Coordinator for Health IT (ONC) recently awarded 20 federal grants to further advance healthcare reform goals, including much-needed up-skilling for healthcare workers and facilities in health IT related fields.

Up-Skilling our Healthcare Workers

In the next two years, this grant will ensure that over 6,000 healthcare workers across the country will receive training to support advanced utilization of health information technologies and data in a variety of settings, including team-based care environments, long-term care facilities, patient-centered medical homes, accountable care organizations, hospitals, and clinics.

Normandale and partner colleges and universities will develop highly targeted, practical content and learning services that will focus on the following health IT priorities: Care Coordination, Population Health Management, New Payment and Delivery Models, and Value-Based and Patient-Centered Care.

FREE HEALTH IT TRAINING FOR RURAL FACILITIES

Normandale is also a proud partner of the MENTOR Health IT program to train rural healthcare workers in health IT skills. This customized, fast-track program provides workers with a way to quickly learn new health IT skills and immediately apply them. Visit website to apply: www.MNHealthIT.com/mentor.html

Training tracks begin this fall:

- Health IT Trainer: Begins October 2015
- Health IT Analyst: Begins March 2016



Individualized Training Plans • Apprenticeships • Peer Learning Communities

In Good Company

Normandale will join these six institutions to transform healthcare through training and development:

- University of Alabama at Birmingham
- Bellevue College
- Columbia University
- Johns Hopkins University
- Oregon Health & Sciences University
- University of Texas Health Sciences

Moving to Health IT 3.0

Normandale has been heavily involved in the evolution of health IT training. The college lead the state through the initial ARRA funded Health IT Workforce training initiatives, which began in 2010 and established the Minnesota Health Information Technology (MNHIT) program. Normandale is also partnering with the Lac qui Parle Health Network to up-skill Minnesota rural healthcare workers through funding from the Department of Health and Human Services.

Sunny Ainley, Associate Dean, explains that in just five years, the need for health IT training has exploded. Normandale has trained more than 700 health professionals, in multiple work roles, designed over 600 hours of online curriculum and worked with more than 50 health care organizations. As the industry has moved through the eras of health IT 1.0 and 2.0, training has focused on implementing and effectively using electronic health records and systems. We are now challenged to leverage data, analytics and informatics to improve care design, delivery and outcomes.

“We have made great strides in the adoption and use of health IT,” said the National Coordinator for Health IT - Dr. Karen DeSalvo. “As we move beyond adoption to a learning health system where information is available when and where it matters most, it is important to ensure greater care coordination at the community level. These grants provide resources to meet this goal.”

Healthcare is now challenged to leverage data, analytics and informatics to improve care design, delivery and outcomes for patients.



The ACT Health IT (Accelerating Healthcare Transformation through Health IT) grant will begin coursework development immediately. Training is scheduled to begin July 2016 and will be open to individuals working in healthcare settings.

Be a Part of the Healthcare Transformation

We are currently looking for industry experts for a number of positions and roles – advisory boards, subject matter experts, and instructors. Contact us if you are interested in learning more about how your expertise can shape and inform health IT training and delivery.

ACT Health IT training will offer individualized training plans for each learner and will be targeted to specific occupations, additionally, training will be delivered in various formats to meet multiple learning preferences.



For more information, give us a call **952-358 8343** or visit www.MNHealthIT.com/act.html

health information technology



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

Three ways to take advantage of MNHIT training:

1. Enroll in individual classes to meet your needs
2. Complete one or more of our mini certificates
3. Earn your professional certification in Health IT

MNHIT Basic Certificate

Earn the Basic Certificate for \$725 (a savings of \$55)

WIA Approved

Overview of Health Information Technology (OHIT)

Gain a clear understanding of healthcare and public health systems in the US and the history and integration of Health IT into the culture of healthcare. 8.75 CEU, \$195

Language of Health Information Technology (LHIT)

Language and culture go hand-in-hand. Become fluent in the terminology, professionalism and customer service needed to navigate the world of healthcare, IT and Health IT. 8.75 CEU, \$195

Health Management Information Systems (HMIS)

Develop a strong foundation in information and computer science, and learn about the systems used to manage and support healthcare. 8.75 CEU, \$195

HIT Workflow Analysis & Change Management (WKFL)

Understand workflow process analysis and redesign in healthcare and how change management can be used to enhance user-centered design and evaluation, usability and effects on downstream processes. 8.75 CEU, \$195

Learning Delivery:

Classes are offered online, self-paced, and instructor facilitated.

Class Schedule:

Classes are five weeks long and start every six weeks:
9/23/15, 11/4/15,
12/16/15, 1/27/16

"Since going through the MNHIT program, my work assignments have been more enterprise-level and incorporate both IT and operational areas. The knowledge I gained in the program played a big role in that step."

—Alicia Nesvacil,
Sr. Consulting Analyst, HealthPartners





MNHIT Intermediate Certificate

WIA Approved

Earn the Intermediate Certificate for \$785 (a savings of \$55)

Leadership & Teams in Health IT (LDTM)

Understand leadership roles, principles of leadership and effective management of teams. There is an emphasis on the leadership modes and styles best suited for IT deployment and changes. 8.75 CEU, \$195

Networking & Health Information Exchange (NHIE)

Health Information Exchange (HIE) organizations, networks and initiatives at the local, regional and state levels are critical for meaningful use of health IT. 8.75 CEU, \$195

Health IT Regulations I (REGI)

Gain an understanding of HIT regulations as you learn about quality improvement, public health IT, and privacy, security and Omnibus rules. 8.75 CEU, \$195

Electronic Health Records Bootcamp - Virtual Lab (EBOT)

Learn key concepts working with electronic health records (EHR) systems with hands-on experience to accelerate your learning. Develop an understanding of various EHR software vendors and learn concepts which can be applied to any system. **Recommended prereq: WKFL.* 8.75 CEU, \$255

MNHIT Advanced Certificate

WIA Approved

Earn the Advanced Certificate for \$475 (a savings of \$35)

Health IT Project Management (HIPM)

Understand the project management tools and techniques necessary to create and follow a HIT project management plan. **Recommended prereq: WKFL.* 8.75 CEU, \$255

Electronic Health Records Blackbelt - Virtual Lab (EBLK)

Learn about installation and maintenance of health IT systems. Understand the essentials to selecting and configuring EHRs and working with software vendors. **Prerequisite: EBOT.* 8.75 CEU, \$255

MNHIT Professional Certification

WIA Approved

Complete all three of the mini certificates (or all 10 classes) and be well-prepared to sit for national certification exams such as CAHIMS, CHTS, CPEHR or CPHIT.

More information about these certifications can be found on our website www.MNHealthIT.com



medical career programs

NEW Medical Administrative Assistant with EHR

WIA Approved

This program prepares students to earn the Certified Medical Administrative Assistant (CMAA) and Certified Electronic Health Records Specialist (CEHRS) credentials. Topics studied include ezEMRx EHR software, Microsoft Office, healthcare documentation, and office procedures. Enrollment includes e-books and exam vouchers for the two national certifications. 285 Contact Hours, \$2,595

ID: 43794 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

ID: 43813 Online class – start anytime

Pharmacy Technician

WIA Approved

The Pharmacy Technician program is the only online program approved by the State of Minnesota Board of Pharmacy. The Pharmacy Technician program prepares students to earn their national certification by passing the Pharmacy Technician Certification Board (PTCB) Exam. Topics studied include pharmacology, pharmaceutical calculations, and pharmacy law, regulations, and standards, among others. During the training, students will participate in an on-site externship at a local Walgreens or CVS Pharmacy. In addition to one-on-one instructor support and personalized graduate support, students receive six textbooks and a drug reference handbook. 342 Contact Hours, \$1,995

ID: 43815 Online class – start anytime

Students who pay in full up front for the following programs are eligible for a promotional item or discount before OCTOBER 31, 2015

Free Laptop, iPad, Kindle Fire

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

OR

Free Kindle Fire

- > Medical Billing
- > Medical Administrative Assistant with EHR

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 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

ID: 43812 Online class – start anytime

ICD-10 for ICD-9 Codes

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

ID: 45473 Online class – start anytime

Medical Billing

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 or redesign, and healthcare revenue cycle projects. This program includes access to student support, technical support, and graduate support teams throughout the training.

174 Contact Hours, \$1,995

ID: 43816 Online class – start anytime

<p>Medical Career Information Session</p> <p>ID: 43200 • Wed, 10/7/15 • 6:00pm - 8:00pm RM P0808B</p> <p>To register, visit normandale.edu/CE or call (952) 358-8343</p>	<p>FREE</p>
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Professional Development and Certifications

Integrative Healing Therapies in Health Care Settings

This course will review integrative healing therapies currently being offered in health care settings. Gain the knowledge of collaboration between integrative therapies and traditional Western medicine including aromatherapy, acupressure, breath work, guided imagery and energy therapies. 2.4 Contact Hours, \$49, Sandra McGurran

ID: 43225

Tue, 10/13/15

6:30pm – 8:30pm

RM: P1844

NEW Self-Care for the Professional Caregiver

Nurturing yourself is essential to managing your own well-being. It is important to learn and implement self-care strategies to avoid compassion fatigue and burnout as professional caregivers and to strive for health and ongoing resiliency. Experience a variety of integrative healing modalities and create a wellness plan for ongoing self-care. 2.4 Contact Hours, \$49, Sandra McGurran

ID: 43800

Tue, 10/27/15

6:30pm – 8:30pm

RM: P1844

NEW Integrative Care for Vascular Disease

Peripheral Artery Disease (PAD) is a common, yet serious disease that raises the risk for heart attack and stroke. Learn to reduce your risk factors, and support preventing and controlling disease progression by implementing knowledge of Qigong, Essential Oils, Music and Massage. 3 Contact Hours, \$49, Nancy Crowell

ID: 43799

Tue, 11/10/15

6:00pm – 8:30pm

RM: P1844

NEW Aromatherapy in Healthcare

Aromatherapy is the fastest growing complementary therapy used in healthcare settings today. Use of essential oils offers a non-pharmacological option for anxiety, nausea, pain and rest. Learn from case studies of aromatherapy programs in hospitals, nursing homes and hospice, and discover the initial steps to begin an effective, safe aromatherapy program in a health care setting. 2.4 Contact Hours, \$49, Jodi Baglien

ID: 43810

Tue, 10/6/15

6:30pm – 8:30pm

RM: P1842

Introduction to Exercise for Cancer Recovery – See page 46

Spanish for Medical Professionals – See page 58

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 2015 course offerings, please visit: www.normandale.edu/CE/classes or call 952-358-8343.





Nursing & Certifications

BLS for Healthcare Provider – American Heart Association

The Basic Life Support (BLS) course is designed to provide a wide variety of healthcare professionals the ability to recognize several lifethreatening emergencies, provide CPR, use an AED, and relieve choking in a safe, timely and effective manner. Please wear comfortable clothing for active participation. 9.6 Contact Hours, \$99, Jeannine Mogan

ID: 43795 Sat, 10/31/15 8:00am – 4:00pm RM: A1570

BLS for Healthcare Provider Renewal

See website for description for this 4-hour renewal course.

4.8 Contact Hours, \$56, Jeannine Mogan

ID: 43796 Tue, 10/6/15 5:30pm – 9:30pm RM: A1570

ID: 43797 Tue, 11/17/15 5:30pm – 9:30pm RM: A1570

ID: 43798 Wed, 12/2/15 5:30pm – 9:30pm RM: A1570

Designed for:
Dental Assistants and
Hygienists, Daycare
Providers, Security
Personnel, Nursing Home
Workers, and other
Healthcare Providers

Refresher Course in Nursing (RN)

This course is designed for registered nurses (RN) who need a review and update of nursing skills to return to active status. Prearranged supervised clinical experience is included. Basic knowledge of computers is required. There will be ten class lectures plus 80 clinical hours. Course fee includes supply kit and background check fee. *See website for health status, security and textbook requirements.* 170 Contact Hours, \$1,360, Leanne Meier

ID: 41449 Sat, 9/12/15 – 11/14/15 8:00am – 1:00pm RM: S2333

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, 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, Jeannine Mogan

ID: 42163 Sat & Sun, 10/10/15 & 10/11/15 8:00am – 4:30pm RM: A1570

Emergency Medical Technician (EMT) Refresher – See website for details.

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.

integrative health and wellness

Nutrition

NEW Holistic Nutrition Certificate

The Holistic Nutrition Certificate is designed to provide you with a working knowledge of nutrition and plant-based nutrition. Gain the skills and insights needed to identify and help correct the nutritional causes of diseases. Learn to integrate the principles of holistic nutrition to enhance overall wellbeing. The book *Edible & Medicinal Wild Plants of the Midwest*, by Matthew Alfs, \$40, will be available for purchase in class. See website for course descriptions. **3.6 contact hours and \$49 per class or 18 contact hours and \$275 for the entire certificate, Matthew Alfs**

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

Class 1: Traditional Diets and the Modern-American Diet

ID: 43772 Wed, 9/23/15 6:30pm – 9:00pm RM: P1840

Class 2: Macronutrients

ID: 43773 Wed, 9/30/15 6:30pm – 9:00pm RM: P1840

Class 3: Vitamins (Part 1)

ID: 43774 Wed, 10/7/15 6:30pm – 9:00pm RM: P1840

Class 4: Vitamins (Part 2)

ID: 43775 Wed, 10/14/15 6:30pm – 9:00pm RM: P2840

Class 5: Minerals

ID: 43778 Wed, 10/21/15 6:30pm – 9:00pm RM: P1840

Class 6: Healing Applications of Nutrition

ID: 43779 Wed, 10/28/15 6:30pm – 9:00pm RM: P1840

Holistic Health Assessment - An Herbal Perspective

Learn to assess a person's overall health using holistic-evaluation techniques. This class is designed as an advanced course following the Herbalism Series. See website for complete description of content, skill development areas and diagnostic tools that will be used to assess toxicity, imbalances and overall health. *Materials: Lighted magnifier, available at class (\$10).* **6 Contact Hours, \$89, Matthew Alfs**

ID: 43211 Mon, 11/16/15 & 11/30/15 6:30pm – 9:00pm RM: P1840

Wild Plant Walk: Identification for Food & Medicine

Learn to identify and appreciate basic edible and medicinal uses of wild plants and shrubs of late summer and early autumn. Students will explore plant life in Normandale's expansive natural setting and learn how to utilize them for food and medicine. **3 Contact Hours, \$49, Matthew Alfs**

ID: 43212 Mon, 9/14/15 5:00pm – 7:30pm RM: P0844



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 \$355 for series or 3 Contact Hours and \$49 per class**

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

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

Part 1: ID: 43213	Mon, 9/21/15	6:30pm – 9:00pm	RM: P1840
Part 2: ID: 43214	Mon, 9/28/15	6:30pm – 9:00pm	RM: P1840

Class 2: The Constituents and Properties of Herbs

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

Part 1: ID: 43215	Mon, 10/5/15	6:30pm – 9:00pm	RM: P1840
Part 2: ID: 43216	Mon, 10/12/15	6:30pm – 9:00pm	RM: P1840

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

Learn how herbs influence various conditions and states of being.

ID: 43217	Mon, 10/19/15	6:30pm – 9:00pm	RM: P1840
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Class 4: Herbs for the Immune and Endocrine System

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

ID: 43218	Mon, 10/26/15	6:30pm – 9:00pm	RM: P1840
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Class 5: Herbs for Digestion and Elimination

Explore herbs that can help our digestion and elimination process.

ID: 43219	Mon, 11/2/15	6:30pm – 9:00pm	RM: P1840
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Class 6: Herbs for the Cardiovascular System

Discover herbs that support the heart and circulation.

ID: 43220	Mon, 11/9/15	6:30pm – 9:00pm	RM: P1840
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Matthew Alfs, M.H., A.H.G. is a practitioner, educator, and writer in the field of herbal therapy. He is a nationally peer-reviewed, professional member of the American Herbalists Guild, the Director of the Midwest School of Herbal Studies and has authored numerous articles on herbal therapy.



Homeopathy

NEW Homeopathy and Upper Respiratory Infections

Otitis, bronchitis, sore throats, oh my! Is there something you can do to get off the treadmill of recurrent infections and antibiotics? Yes! 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. You can take back control of your child's health. 3.6 Contact Hours, \$59, Cilla Whatcott

ID: 43232

Sat, 11/21/15

9:00am – 12:00pm

RM: P1844

NEW Homeopathy and Autism Spectrum Disorders

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. 3.6 Contact Hours, \$59, Cilla Whatcott

ID: 43231

Sat, 12/5/15

9:00am – 12:00pm

RM: P1844

NEW Homeopathic Theory and Casetaking

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: Completion of the Homeopathy certification series is required.* 4.8 Contact Hours, \$89, Cilla Whatcott

ID: 43230

Sat, 12/12/15

9:00am – 1:00pm

RM: P1844

Fall into Wellness

10 am – 1 pm

Saturday, September 12

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.

- Ayurveda
- Yoga
- Applied Kinesiology
- Homeopathy
- EFT and more!



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

ID: 43229

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

Come and find new ways
to fall into wellness!



Homeopathic Medicine Certificate

This certificate program provides 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. Classes may be taken individually or as a series.

18 Contact Hours/\$305 for series, Cilla Whatcott

Class 1: Foundations 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

ID: 43233 Sat, 9/19/15 9:00am – 4:00pm RM: P1844

Class 2: Homeopathy and Influenza

Learn about 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. Also, learn about the history and application of homeoprophylaxis. 3.6 Contact Hours, \$59

ID: 43235 Sat, 9/26/15 9:00am – 12:00pm RM: P1844

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. You will look at methods of vaccination and the safe and effective alternative solution called "homeoprophylaxis." 3.6 Contact Hours, \$59

ID: 43236 Sat, 10/17/15 9:00am – 12:00pm RM: P1844

Class 4: Homeopathic First Aid

Become familiar with effective remedies for burns, wounds, and 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. 3.6 Contact Hours, \$89

ID: 43234 Sat, 11/7/15 9:00am – 12:00pm RM: P1844

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.



Ayurveda Certificate – See page 45

Aromatherapy

Aromatherapy Foundations Certificate

This certificate course will provide you with the foundational information and skills needed to begin using essential oils in safe, practical and cost effective ways. 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, and multiple application methods. *Note: Oils and supplies are available for purchase in class, but not required.* 16.8 Contact Hours, \$275, Jodi Baglien

ID: 43203 Fri, 10/30/15 8:30am – 4:30pm
& Sat, 10/31/15 9:00am – 4:00pm RM: P1840

NEW Aromatherapy for Stress Reduction

One of the most valuable uses of essential oils is stress reduction. Most common symptoms of stress include mood and sleep imbalances, increased tension and pain, or digestive issues. Learn how you can utilize the power of essential oils to enhance wellbeing. *Prerequisite: Aromatherapy Foundations Certificate or Instructor Approval.* 9 Contact Hours, \$145

ID: 43811 Fri, 11/6/15 8:30am – 4:30pm RM: P1840

NEW Intention, Intuition and Aromatherapy

You will learn to listen to essential oils, in order to understand their emotional and energetic qualities and a technique to program healing intention into your essential oils. 3.6 Contact Hours, \$69, Jodi Baglien

ID: 43201 Tue, 9/29/15 6:00pm – 9:00pm RM: P1838

NEW Aromatherapy in Healthcare – See page 38



Jodi Baglien,
Certified Clinical
Aromatherapist,
Certified
Shiatsu Therapist,
is an experienced
instructor and
integrative health
practitioner who
works with
healthcare
organizations
and practitioners
to enhance
patient care.



Yoga and Ayurveda: NEW Balancing Your Chakra Energy Body

Chakras are energy centers in the subtle body where pranic energy is stored. The flow of this energy has physical, psychological and spiritual effects on the mind and body. Learn to assess which chakras are weak or out of balance, and address them with tools for lifelong optimal health. This 2-part class is appropriate for beginning to advanced students. 4.8 Contact Hours, \$98, Sharon Hills-Bonczyk

ID: 43770 RM: P1840
Thur, 11/5/15 & 11/12/15 6:00pm – 8:00pm



Ayurveda

Ayurveda Certificate

Introduction to Ayurveda is a prerequisite for ALL other Ayurveda classes in this series. After completing the Introduction to Ayurveda course, you may attend any of the courses individually or as a series.

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

Class 1: 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.

ID: 43205 Tue, 10/6/15 6:00pm – 8:30pm RM: P1838

Class 2: Diet & Nutrition

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

ID: 43206 Tue, 10/13/15 6:00pm – 8:30pm RM: P1838

Class 3: Constitution & Wellness

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

ID: 43207 Tue, 10/20/15 6:00pm – 8:30pm RM: P1838

Class 4: 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.

ID: 43208 Tue, 10/27/15 6:00pm – 8:30pm RM: P1838

Class 5: Health Maintenance with Seasonal Changes

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

ID: 43209 Tue, 11/10/15 6:00pm – 8:30pm RM: P1838

Class 6: Herbs & Food for Healthy Living

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

ID: 43210 Tue, 11/17/15 6:00pm – 8:30pm RM: P1838

Dr. Manvikar is a Registered Ayurveda Specialist. She completed her Master's degree in Ayurveda from the University of Pune and has been practicing Ayurveda for more than 15 years.

Healing Practices

Self-Hypnosis

Learn and experience self hypnosis in class and receive instructions for practice at home to reduce stress, improve concentration, relieve insomnia, and reduce pain. 3.6 Contact Hours, \$49, Amye Scharlau

ID: 45415 Mon, 10/26/15 6:00pm – 9:00pm RM: P1838

NEW Traditional Chinese Medicine Basics

Learn about modalities of Traditional Chinese medicine. You will learn the history, theory and medicinal purposes of several therapeutic treatments. 2.4 Contact Hours, \$49, Jennifer Winer

ID: 44496 Thur, 10/22/15 6:00pm – 8:00pm RM: P1844

Hormone Balance: The Thyroid and Beyond

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

ID: 45412 Tue, 12/1/15 6:00pm – 9:00pm RM: P1838

NEW Balance Body/Mind/Spirit with Esoteric Acupuncture

Esoteric Acupuncture combines concepts of the ancient practice of acupuncture with the modern understanding of energy fields. You will learn how to determine which chakras are out of balance, and learn acupressure patterns that can de-stress the body and mind. 2.4 Contact Hours, \$49, Reenah McGill

ID: 44495 Wed, 12/2/15 6:30pm – 8:30pm RM: P1840

Introduction to Exercise for Cancer Recovery™



Cathy Skinner, MA was the first ACSM Cancer Exercise Trainer in Minnesota, and travels nationally as a Master Teacher.

Designed for cancer survivors, caregivers, and fitness and health professionals, this program provides a safe, effective and individualized exercise program for a recovering body. This workshop provides an overview of exercise to build strength, balance, and flexibility, which can be adapted to variations in participants' health. ECR program participants describe it as a way to restore confidence and achieve wellness. 2.4 Contact Hours, \$49

ID: 43766 RM: P1844
Tue, 11/17/15 6:00pm – 8:00pm



NEW The Art of Mindfulness

Mindfulness is an easy antidote to a fast paced life. Being mindful makes it easier to savor the pleasures in life as they occur. It will help you to become more fully engaged in life. Learn about eating, movement, gratitude practices and other activities as you begin to open and develop your own mindfulness practice for a healthier life. 7.2 Contact Hours, \$65, Mike Groth

ID: 43259 Wed, 9/23/15 – 10/28/15 7:45pm – 8:45pm RM: S2330

Qi-Breathing

Breathing is an untapped resource for most people. 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. 3 Contact Hours, \$49, Deanna Reiter

ID: 43260 Thur, 11/12/15 6:00pm – 8:30pm RM: P1840

Radiant Lotus Qigong Workshop

Designed for women, Radiant Lotus Qigong helps support menstrual and menopausal symptoms, breast health, rejuvenating skin, hair and bones, and brings a sense of self-empowerment and ability to cope with stress. 1.2 Contact Hours, \$29, Linda Ebeling

ID: 44516 Sat, 10/10/15 1:00pm – 2:00pm RM: S2330

Spring Forest Qigong

Managing Stress with Spring Forest Qigong

Doctors report that stress is the #1 underlying cause of illness and disease. In this workshop, you will be provided 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, \$49, Jaci Gran

ID: 45414 Wed, 12/9/15 6:30pm – 8:30pm RM: P1840



Qi-ssage with Spring Forest Qigong

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.* 8.4 Contact Hours, \$239, Master Chunyi Lin

ID: 45413 Sat, 10/10/15 8:30am – 4:30pm RM: P0838

Chunyi Lin is a certified International Qigong Master. The founder of Spring Forest Qigong, Master Lin is also coauthor of a #1 Amazon.com bestseller, "Born a Healer."

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



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.

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, Lucille Crow

ID: 43256	Sat, 10/24/15	8:00am – 4:00pm	RM: C3061
ID: 43257	Sat, 11/14/15	8:00am – 4:00pm	RM: C3061

Reiki Energy Therapy Level 2

Learn advanced skills in Reiki Energy Therapy, increasing the power and versatility of the use of the therapy. Develop abilities to handle more complex situations and techniques to strengthen and enhance the therapy. Upon completion of this course, you are 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, Lucille Crow

ID: 43258	Sat, 12/5/15	8:00am – 4:00pm	RM: C3061
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Learning Well

on Edge Talk Radio
First Tuesday Every Month – 6 pm

September 1: Kathleen DesMaisons, author of *Potatoes Not Prozac*.

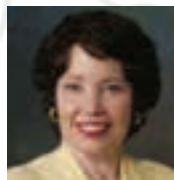
October 6: Richard Earle, Director of the Canadian Institute on Stress.



November 3: Richard Leider is a nationally recognized Executive Coach and author of nine books, including the national bestsellers *The Power of Purpose* and *Repacking Your Bags* which are considered classics in the personal development field.

Host **Elise Marquam Jahns** engages local and national thought leaders on integrative health topics. Elise is co-author of "Creating Choices" and spent 35 years with Twin Cities Public Television.

Call in at 714-364-4950 to join the conversation or listen to live/archived shows at blogtalkradio.com/edgemagazine.



Sponsored by the Integrative Health Education Center at Normandale Community College



Emotional Freedom Techniques

EFT is a self-help method that is used worldwide to help eliminate stress, fear, anger, sadness, cravings, chronic pain and much more. You will learn EFT through step-by-step instruction, demonstration, and supervised hands-on practice. These workshops are part of the required training for certification as a practitioner through EFT Universe. **19.2 Contact Hours, \$395 per certificate (Register by 9/11/15 for \$350 per certificate), Valerie Lis**

Level 1 Certificate

ID: 41446 Sat & Sun, 9/26/15 & 9/27/15 8:00am – 4:30pm RM: P1842

Level 2 Certificate

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

ID: 41447 Sat & Sun, 10/10/15 & 10/11/15 8:00am – 4:30pm RM: P1842

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)

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 Level 1 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. In Level 2, participant will have an opportunity to develop deeper assessment skills, discuss applying techniques in clinical settings, and practice healing techniques: 18 Contact Hours, \$295 per class (workbook included)

Level 1: ID: 43187 Fri, 9/18/15 8:00am – 5:00pm RM: P1842
& Sat, 9/19/15 8:00am – 4:00pm

Level 2: ID: 43188 Fri, 12/4/15 8:00am – 5:00pm RM: P1842
& Sat, 12/5/15 8:00am – 4:00pm



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

Energy Work

Energy Medicine Certificate

This 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.** Classes 4-7 will be offered in Winter/Spring 2016.

Class 1: The Holistic Process: What Is Energy Work

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

ID: 41435 Sat, 10/10/15 9:00am – 4:00pm RM: P1838

Class 2: The Tools of the Energy Trade

Just as an electrician requires a tool kit, so does an energy worker need his or her own toolbox. What's in the energy worker's toolbox? The tools of the trade are covered in this dynamic workshop.

ID: 41436 Sat, 11/14/15 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 and how to apply this information in energy work.

ID: 41437 Sat, 12/5/15 9:00am – 4:00pm RM: P1838

NEW Advanced Energy Medicine Certificate: Your Unique Intuitive Gifts

See website for more information and prerequisites, Cyndi Dale



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.

NEW Energy Management Tools

In this 3-part series based on tools originally developed by Berkeley Psychic Institute, you will learn the fundamentals of energy management. See website for course descriptions.

7.2 Contact Hours and \$129 for series or 2.4 Contact Hours and \$49 per class, Amy Laederach

Class 1: Grounding and Centering

ID: 44501 Mon, 11/2/15 6:00pm – 8:00pm RM: P0840

Class 2: Running your Energy

ID: 44502 Mon, 11/9/15 6:00pm – 8:00pm RM: P0840

Class 3: Finding your Neutrality

ID: 44503 Mon, 11/16/15 6:00pm – 8:00pm RM: P0840



Feng Shui

NEW Personal Feng Shui Certificate

Get your home in Feng Shui order with this 6-part series. You will be led through all 9 areas of the bagua, to address each element of your life, maximizing benefits and minimizing challenges. Health, career, fame, knowledge, relationship, wealth, helpful people, family, creativity and children are all covered in this foundational certificate program. *This program was designed for individuals interested in learning and applying basic Feng Shui principles. It does not certify an individual as a Feng Shui consultant.*

14.4 Contact Hours, \$349, Lisa Janusz

ID: 45410

Tue, 10/13/15 – 11/17/15

6:00pm – 8:00pm

RM: P0844

Numerology

Class 1: Your Life Path Theme

Learn the principles of numerology and begin with the first most significant number, your Life Path number. This number, determined from your birth date, describes the nature of your journey through life and career.

ID: 43805

Thur, 11/5/15

6:00pm – 8:30pm

RM: P1840

This 3-part series will guide you through the process of your personal numerology chart. 9 Contact Hours and \$129 for series or 3 Contact Hours and \$49 per class, Susan Shopek

Class 2: Exploring Your Heart's Desire Through Numerology

Your Heart's Desire number, based on your name, represents your inner wisdom. It is also known as the Soul's Desire or Motivation number. It indicates the nature of the vibration in your energy field.

ID: 43806

Thur, 11/19/15

6:00pm – 8:30pm

RM: P1840

Class 3: Your Life Cycles

Discover the nature of the opportunities, challenges, and themes you will encounter during your personal cycles and phases. This interactive class will help you identify the timing in your chart and give you knowledge to help achieve your goals.

ID: 43807

Thur, 12/3/15

6:00pm – 8:30pm

RM: P1840

Self Mastery

Clarity and certainty are attainable once the powers of the mind, body, heart and spirit are harnessed. See website for more information.

- Unleashing the Warrior in You – 12/1/15
- Expanding Awareness and Sensitivities – 12/8/15
- Developing Your Natural Abilities – 12/15/15

10.8 Contact Hours and \$129 for series or 3.6 Contact Hours and \$49 per class

Hanakia Zedek uses his 40+ years of experience in self-discovery and development to support individuals in personal excellence and self mastery through music, voice and intent.



Creativity and Personal Development

Full Voice: Unleashing the Power of Your Voice

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—to your everyday communication. 6 Contact Hours, \$145, Barbara Mathis McAfee

ID: 43262 Sat, 10/24/15 10:00am – 4:00pm RM: F2231

NEW Self-Directed Life Coaching: Living from Your Core Values

Are you ready to take the next big step in your life, but looking for support? Discover how to navigate life using your core values. 12 Contact Hours, \$299, Cheryl Hiltibran

ID: 45416 Online class – Tue, 9/22/15 – 11/10/15 12:30pm – 1:45pm

NEW Heart Based Prosperity Series

Learn to master your money beliefs. Identify and remove the blocks that prevent you from tapping into prosperity and thriving in a holistic business. Learn how to achieve your dreams and manifest abundance in all areas of your life. 7.2 Contact Hours and \$97 for series or 3.6 Contact Hours and \$59 per class. Deanna Fjelstad and Valerie Lis

Master your Money Beliefs

ID: 43783 Sat, 9/19/15 9:00am – 12:00pm RM: P1840

Removing Limitations to Prosperity

ID: 43784 Sat, 9/19/15 1:00pm – 4:00pm RM: P1840

Flourish as a Wellness Entrepreneur

Grow your business in ways that are holistic and balanced

The Healing Arts Business program is designed especially for healers, therapists, nutritionists, aromatherapists, educators, creatives, holistic entrepreneurs....YOU!

Healing Arts Business Practices

Preparing a Holistic Health Business Plan

2.4 Contact Hours, \$49, Sonja Brown

ID: 43226 Wed, 10/14/15 6:00pm – 8:00pm RM: P1844

Alternative Health Practice Laws and Business Models

2.4 Contact Hours, \$49, Deanna Reiter

ID: 43227 Wed, 10/21/15 6:00pm – 8:00pm RM: P1844

Beginning a Holistic Health Marketing Plan

2.4 Contact Hours, \$49 Sonja Brown

ID: 43228 Wed, 10/28/15 6:00pm – 8:00pm RM: P1844



NEW Peaceful Parenting

Using mindfulness, Buddhist techniques, and Nonviolent Communication, gain tools to create healthy family rituals for more peace and connection at home. 3.6 Contact Hours, \$49, Marc Anderson

ID: 43782 Tue, 10/20/15 6:00pm – 9:00pm RM: P1842

NEW Fullistic® Living

Are you ready to discover how to live a fuller, freer, more magical life? Then you'll enjoy this de-LIGHT-ful class where you'll learn the principles of Fullistics, the art and science of consciously engaging multiple dimensions of energy to make life more surprising and fun. 3.6 Contact Hours, \$49, Robin Silverman

ID: 43601 Thur, 10/1/15 6:00pm – 9:00pm RM: P1844

NEW Fullistic® Joy

Are you ready for a breakthrough to find lasting delight? Join us for a day of Fullistic® Joy, and how to use energy in multiple dimensions to make anything more joyful. 7.8 Contact Hours, \$149, Robin Silverman

ID: 43792 Sat, 10/3/15 9:30am – 5:00pm RM: P1838

NEW Climbing the Labyrinth Within

This directed labyrinth process provides a proven technology for accessing your inner teacher. The process is based on the conviction that every person has the most important answers about direction, purpose and calling within them. We will explore what we need to let go of as we truly seek what we really want. 4.2 Contact Hours, \$79, Gary Boelhower

ID: 43803 Sat, 12/12/15 9:00am – 12:30pm RM: P1840

NEW Bridging Science and Spirituality for Your Evolution

Discover your true nature by exploring leading edge discoveries in science – from quantum physics to neuroscience - to bridge the gap between science and spirituality. This series will dive into the work of Dr Joe Dispenza (neuroscience), Dr Bruce Lipton (epigenetics), Dr. Candace Pert (science of emotions), The Institute of Heart Math (mastering stress), Dr. Gregg Braden (the vibrational nature of the universe), and more. 24 Contact Hours, \$349, Justine Ruszczuk

10/22/15 – 10/24/15



Interested in knowing more about this program?
Attend the first evening for \$49,
Course ID: 45431

Body Work

Detoxing and Muscle Response Testing

Learn the proper ways 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, Shanna Shouman and Heidi Gilman

ID: 45411

Tue, 12/8/15

6:00pm – 8:30pm

RM: P0840

NEW Non-Invasive Pain Relievers Series

This 3-part series will cover multiple drug-free techniques for reducing pain which can be used by individuals or health care providers as an alternative or additional support to medication.

7.2 Contact Hours and
\$129/series or 2.4 Contact
Hours and \$49/class,
Melissa Dirtzu

Class 1: Introduction and Whole-Body Healing

This class will cover the basics of pain and the use of water, music, and massages for the whole body system.

ID: 44497

Mon, 10/5/15

6:00pm – 8:00pm

RM: P0840

Class 2: Meridians and Acute Pain

Ever wonder how to cope with pin pointed pain such as tooth aches, headaches or what feels like a pinched nerve? Do time changes and jet lag mess with your energy and sleep patterns? Do you frequently suffer from muscle cramps or spasms? Come learn the ancient Chinese knowledge now called the meridian system.

ID: 44498

Mon, 10/12/15

6:00pm – 8:00pm

RM: P0840

Class 3: Body-Systems Support

Learn hands-on methods from basic pain and stress relief techniques from the vast field of Applied Kinesiology for nervous, vascular, and lymphatic system support.

ID: 44499

Mon, 10/19/15

6:00pm – 8:00pm

RM: P0840

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 17 & 18 • 10 am – 5 pm
Minneapolis Convention Center

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



Yoga and Pilates

Restorative Yoga

Calm the mind and body with this quiet yoga practice focused on deep breathing and gentle postures designed to release physical tension. This combination of breath and gentle movement activates the relaxation response, calming the nervous system while relieving stress. Sleep better and feel more at ease in your body while gaining the benefits of more flexibility and balance in your life. 7.2 Contact Hours, \$65, Sharon Sebring

ID: 43767	Wed, 9/16/15 – 10/21/15	6:30pm – 7:30pm	RM: S2330
ID: 43768	Wed, 10/28/15 – 12/16/15	6:30pm – 7:30pm	RM: S2330

Yoga Nidra: The Gift of Deep Restoration and Healing

Yoga Nidra is a non-movement, guided meditation that takes you into “yogic sleep”. It is a wonderful and effective way to reduce stress and find optimal health. It boosts the immune system, reduces or eliminates anxiety and depression, treats sleep issues, and prevents and reverses numerous ailments and diseases. One hour of Yoga Nidra is equivalent to 3 hours of sleep. 2.4 Contact Hours, \$49, Sharon Hills-Bonczyk

ID: 43769	Thur, 10/29/15	6:00pm – 8:00pm	RM: P1840
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NEW Yoga and Ayurveda: Balancing Your Chakra Energy – See page 44

NEW Yoga for Your Back

This course offers simple yet powerful, therapeutic yoga practices carefully designed to alleviate pain and promote a healthy back with pain-free range of motion. You will leave with a daily practice to relax and strengthen your back, focusing on posture education, stress-reduction and stretching components. 2.4 Contact Hours, \$35, Sharon Sebring

ID: 43261	Sat, 10/17/15	2:00pm – 4:00pm	RM: S2330
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NEW Posture and Pilates

Change your posture, change your life! Postural alignment makes everyday activities a joy, and allows us to do things we did not think possible. You will have an individual postural analysis of the spine and joints. Find out what muscular imbalances we might have and learn corrective exercise using Pilates principles. Learn how to move correctly from your powerhouse for greater health. 9 Contact Hours, \$129, Nicole DePalma

ID: 43771	Tue, 9/22/15 – 10/6/15	6:00pm – 8:30pm	RM: A1560
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NEW Hoopdancing – Get Fit and Have Fun

Hoopdancing is a powerful form of joyful movement that integrates core strengthening, flexibility, and creative expression. 7.2 Contact Hours, \$65, Theresa Rose

ID: 42164	Mon, 9/21/15 – 10/26/15	6:00pm – 7:00pm	RM: P0806
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tai chi

Tai Chi and Qigong

NEW Longevity Qigong

Longevity Qigong will focus on two different Qigong forms: Symbols of Longevity Qigong and the Crane Frolic. Both forms enhance health, fitness, energy and longevity. 6 Contact Hours, \$65, Linda Ebeling

ID: 43267 Tue, 9/22/15 – 10/27/15 6:30pm – 7:30pm RM: S2330

NEW Shibashi Qigong

Shibashi is an easy to learn qigong set based on the movements of Yang style Tai Chi. The gentle, flowing movements improve health and energy while reducing stress. Class will begin with 12 meridian meditation, followed by the practice of Shibashi and discussion of its benefits, according to Traditional Chinese Medicine. 6 Contact Hours, \$65, Linda Ebeling

ID: 44517 Tue, 11/10/15 – 12/15/15 6:30pm – 7:30pm RM: S2330

Tai Chi Teacher Certifications

Tai Chi for Arthritis Teacher Preparation Workshop

This class is designed to teach students strategies to prepare for the Tai Chi for Arthritis Teacher Certification course. 1.2 Contact Hours, \$15, Keith Root



ID: 44514 Sat, 10/10/15 2:00pm – 3:00pm RM: A1560

Tai Chi for Arthritis - Teacher Certification 1

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. No previous tai chi experience is required. This program certifies participants to teach “Tai Chi for Arthritis,” and is endorsed by Arthritis Foundations worldwide. 16.8 Contact Hours, \$275, Linda Ebeling

ID: 44511 Sat, 11/14/15 9:00am – 5:00pm RM: S2330
& Sun, 11/15/15 9:00am – 4:00pm

FREE

OPEN HOUSE

Beginning Tai Chi for Health & Arthritis

Free introduction and practice to Tai Chi for Health. This session will introduce Dr. Lam’s Simplified Sun Style Tai Chi and is recommended as a starting point for your Tai Chi journey.

Sat, 9/12/15	12:00 – 1:00pm	RM: S2330
Sat, 10/24/15	12:30 – 1:30pm	RM: S2330

See website to register or call 952-358-8343.





Beginning	Tai Chi for Arthritis and Balance				
	ID: 45408	Mon, 9/14/15 – 10/19/15	7pm – 8pm	Root	\$65
	ID: 45409	Mon, 10/26/15 – 11/30/15	7pm – 8pm	Root	\$65
	ID: 45406	Sat, 9/19/15 – 10/24/15	11:00am – 12:00pm	Gonzales	\$65
	ID: 45407	Sat, 10/31/15 – 12/19/15	11:00am – 12:00pm	Gonzales	\$65
	Tai Chi for Diabetes				
	ID: 43790	Sat, 9/19/15 – 10/24/15	11:00am - 12:00pm	Root	\$65
	ID: 43791	Sat, 10/31/15 – 12/19/15	11:00am - 12:00pm	Root	\$65
	Shibashi Qigong				
	ID: 44517	Tue, 11/10/15 – 12/15/15	6:30pm – 7:30pm	Ebeling	\$65
	Intro to Yang Style Tai Chi				
	ID: 43265	Thu, 9/17/15 – 10/22/15	7pm – 8pm	Root	\$65
	ID: 43266	Thu, 10/29/15 – 12/10/15	7pm – 8pm	Root	\$65
	Longevity Qigong				
	ID: 43267	Tue, 9/22/15 – 10/27/15	6:30pm – 7:30pm	Ebeling	\$65
Intermediate/Advanced Tai Chi	Yi Chuan Tai Chi				
	ID: 44505	Thu, 9/17/15 – 10/22/15	7:00pm – 8:00pm	Root	\$65
	ID: 44506	Thu, 10/29/15 – 12/10/15	8:00pm – 9:00pm	Root	\$65
	Tai Chi for Energy				
	ID: 43787	Sat, 9/19/15 – 12/19/15	10:00am – 11:00am	Gonzales	\$120
	Tai Chi Pushing/Sensing Hands				
	ID: 43788	Sat, 9/19/15 – 12/19/15	8:00am – 9:00am	Root	\$120
	Intro to Tai Chi Fan				
	ID: 44508	Tue, 9/22/15 – 12/15/15	7:30pm – 8:30pm	Ebeling	\$120
	Sun Style 97 Form				
	ID: 43786	Sat, 9/19/15 – 12/19/15	9:00am – 10:00am	Gonzales	\$120
	Yang Style Short Form				
	ID: 44509	Mon, 9/14/15 – 11/30/15	8:00pm – 9:00pm	Root	\$120
	ID: 44510	Sat, 9/19/15 – 12/19/15	10:00am – 11:00am	Root	\$120
	Yang Style Long Form				
	ID: 44515	Sat, 9/19/15 – 12/19/15	9:00am - 10:00am	Root	\$120

See website or contact us for more course information.

languages and culture

Russian

Whether you are planning to travel to Russia or are interested in the Russian language and culture, this course will help you learn to communicate in Russian in a fun and interactive way. You will learn to travel to and through Russia with ease and get to know the culture beyond the stereotypes. You will further develop your Russian language skills through peer-to-peer interaction and dialogue and learn about Russian traditions and holidays, and how to survive a night out on the town. 1.2 CEU, \$99, Olga Kedrowski

Level 1: ID: 45274	Tue, 9/22/15 – 10/27/15	6:30pm – 8:30pm	RM: P2808
Level 2: ID: 45275	Tue, 11/10/15 – 12/15/15	6:30pm – 8:30pm	RM: P2808

Italian

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

Whether you are interested in art, opera, history or architecture, learning Italian will lead you to a deeper understanding of these and many other expressions of Italian culture.

Level 1: \$129 ID: 45270	Tue, 9/22/15 – 10/27/15	6:30pm – 8:30pm	RM: P1840
Level 2: \$99 ID: 45271	Tue, 11/10/15 – 12/15/15	6:30pm – 8:30pm	RM: P1840

Bonus: 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.

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. 19.2 Contact Hours, \$145, Cristina Sempé

Level 1: ID: 41317 Online class – 10/5/15 – 10/30/15

Level 2: ID: 41321 Online class – 11/2/15 – 11/27/15





Spanish

Our Beginning Spanish program is designed for beginners whose goal is to eventually become fluent. These classes help learners build a solid foundation of Spanish grammar and an extensive vocabulary to equip them for a continuing, in-depth study of the language. We offer six levels of Beginning Spanish. Visit our website to view our full schedule, or call us at 952-358-8343.

Beginning Spanish 1

This is the first course in our traditional Spanish series. 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), LeAnn Taylor

ID: 45471

Wed, 9/23/15 – 10/28/15 6:30pm – 8:30pm RM: P1844

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, LeAnn Taylor

ID: 45472

Wed, 11/4/15 – 12/9/15 6:30pm – 8:30pm RM: P1844



LeAnn Taylor has successfully taught Spanish to adults since 1994, and has been a valued instructor at Normandale since 2001. Her approach combines accelerated learning with building block language structures, ensuring that students come away with usable methods and opportunities to practice and apply their knowledge.

Why Learn French?

220 million people around the world speak French.

French is spoken in over 50 countries.

And, when you speak French, you instantly become more attractive!

Normandale offers four levels of French – see website for more information.



English

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, Claire Campbell-Tokar

ID: 45483 Thur, 9/24/15 - 11/5/15 6:30pm – 8:00pm RM: P2808

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, Jamey Guille

Level 1: ID: 44512 Wed, 9/30/15 - 11/4/15 6:00pm – 8:00pm RM: P0838

Level 2: ID: 44513 Wed, 11/11/15 – 12/16/15 6:00pm – 8:00pm RM: P1844

Textbook required for all ASL courses, see website for more information.
To obtain needed ASL text contact Harris Communications
at 952-906-1180 or TTY: 952-906-1198 or at 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.

“Jamey was an incredible instructor who kept all learners engaged. He made ASL fun and easy to learn. Classes were awesome and informative.”- ASL student





Japanese

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, Michiko Dressen

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

Level 1: ID: 45272	Tue, 9/29/15 - 11/3/15	6:00pm – 8:00pm	RM: P0830	\$125
Level 2: ID: 45397	Tue, 11/10/15 – 12/15/15	6:00pm – 8:00pm	RM: P0830	\$99

Michiko Kato Dressen is native Japanese from Oita City, Japan. She received her Master's degree in Education/Human Development from the University of Minnesota, and has taught Japanese for over 20 years.

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

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

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, Michiko Dressen

ID: 45397	Tue, 11/10/15 – 12/15/15	6:00pm – 9:00pm	RM: P0830
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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, Youmei Hou

Level 1: ID: 45400	Tue, 9/29/15 – 11/3/15	6:00pm – 8:00pm	RM: P1810
Level 2: ID: 45401	Tue, 11/10/15 – 12/15/15	6:00pm – 8:00pm	RM: P1810

expand your career

Career Development

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

Career Preparation

Learn to clarify your career options within a specific field or explore possibilities for a career change. The goal of the class is to help you learn more about careers that are a match for you. Become more confident about your career planning and strategic career moves. 1.6 CEU, \$195, Kassa Dellabough

ID: 45485 Online class - 10/5/15 – 10/30/15

Jump-Start Your Career With LinkedIn

You'll get hands-on experience with this powerful tool as you build your own career network. Learn how to create a profile that shows your professional achievements off to their best advantage, and gain techniques for deepening and expanding your business contacts. Learn about LinkedIn groups and how to incorporate LinkedIn into your overall job-search and career development strategy. 2.4 CEU, \$99, Ron Nash

Online class – start every month 9/16, 10/14, 11/18, 12/16

NEW 21st Century Strategies for Productivity and Time Management

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

ID: 45486 Online class - 10/5/15 – 10/30/15



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



Workplace Skills

Certificate in Workplace Communication

Good communication in the workplace is more important than ever, and is critical to your career advancement and success. Come get a comprehensive and intensive preparation with skills and techniques you can put to use on Monday morning.

5.6 CEU, Sally Klauss

Conflict Management

Discover a workable conflict management model, discuss case studies in conflict management, and then take away successful conflict management strategies to apply in your workplace. 2.4 CEU, \$245

ID: 41404 Online class – 9/8/15 – 10/2/15

Negotiation: Get What You Want

See page 4 for details. 1.6 CEU, \$195

ID: 41301 Online class – 10/5/15 – 10/30/15

Using Personality Profiles for Better Work Performance

Learn how to improve your communication with others, convey your ideas effectively, and improve your ability to understand what is important to those who don't share your same style. Course fee includes your own DiSC Behavioral Personality Profile assessment and review. 1.6 CEU, \$295

ID: 41405 Online class – 11/2/15 – 11/27/15

Earn the Certificate
in Workplace
Communication
for \$595
(a saving of \$140)

Mastering Computer Skills in the Workplace – page 20

Programmers and Developers

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

- Java
- Structured Query Language (SQL)
- ASP.NET
- Visual Basics
- HTML/CSS

See our website and pages 30 - 32 for more information. Or call 952-358-8343 if you are looking for specific training.



Entrepreneurship

Entrepreneurship Certificate

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).

Entrepreneur Boot Camp

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, Conrad Brian Law

ID: 41282 Online class – 9/8/15 – 10/2/15

The Business Plan

Learn to evaluate the many aspects and potential hurdles of your business and build your 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, Mary Beth Izard

ID: 41284 Online class – 10/5/15 – 10/30/15

Entrepreneurial Marketing

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, Kathy Nadlman

ID: 41283 Online class – 11/2/15 – 11/27/15

Great Leaders = Great Organizations



The Gallup Organization has studied leadership around the globe for decades. According to their research, the top reason employees leave an organization is poor supervision. Put another way, People join an Organization; People leave a Supervisor.

Normandale offers a Supervision and Management Certificate that is designed to develop the skills needed in leadership and management.

See pages 8 – 9 for more details or contact us to schedule this training on-site at your organization.



Entrepreneurship

Entrepreneurial Finance Certificate

Accounting and Finance for Non Financial Managers

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

ID: 41280 Online class – 9/8/15 – 10/2/15

Take individual courses for \$195 or earn a certificate for \$495 (a savings of \$90).

Cash is King

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, Jodie Trana

ID: 41276 Online class – 10/5/15 – 10/30/15

Enhance Key Skills

Presentation	page 4
Data Analysis	page 3
Negotiation	page 2

Funding Your Business

What does it take to have a financially feasible business? The short answer is money! But, where does this money come from? 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, Jodie Trana

ID: 41281 Online class – 11/2/15 – 11/27/15

Business Research Certificate

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. 4.8 CEU, \$495, Cathy Proffitt Boys and Mary Dereshiwsy

Introduction to Business Research

Business Statistics

Qualitative Business Research

ID: 41413 Online class – 9/8/15 – 11/27/15

Who Should Attend: This certificate is designed for business professionals, entrepreneurs and graduate students.

Educators

Human Relations for Teachers

This course is designed for in-service teachers for purposes of satisfying the human relations requirement for certification. The class includes two face to face sessions in addition to online course work. Outside homework for the class is writing-intensive. Please coordinate schedules effectively to meet course expectations. 6.0 CEU \$445, Krista Happ
ID: 45470 Hybrid class – 10/7/15 – 11/18/15

Online Courses for K-12 Teachers

These professional development courses are designed for K-12 teachers. They are designed to benefit both beginning and experienced teachers. They are \$145 each, with an optional additional \$40 paid later for graduate credit.

Students with ASD (Autism Spectrum Disorder)

ID: 41370 Online class – 10/5/15 – 10/30/15

Gender in the Classroom

ID: 41366 Online class – 10/5/15 – 10/30/15

Generational Learning Styles for K12 Teachers

ID: 41367 Online class – 11/2/15 – 11/27/15

Social Media and Online Tools for K12 Teachers

ID: 41369 Online class – 11/2/15 – 11/27/15

Substitute Teacher Preparation

ID: 45281 Online class – 10/5/15 – 10/30/15

Using Cell Phones in the Classroom

ID: 41371 Online class – 11/2/15 – 11/27/15

Innovative:

Gain new strategies to use immediately in your classroom.

Connections:

Interact with peers and experts in a virtual learning environment.

Flexible:

Learning that fits into your busy schedule.



5 Skills Everyone Needs to Have on a Resume

- | | |
|--------------------------------------|----------|
| 1. Excel | pg 22 |
| 2. Web Development (Java, HTML, SQL) | pg 27-30 |
| 3. Adobe Creative Suite | pg 29 |
| 4. Foreign Language | pg 58-61 |
| 5. Google Analytics | pg 10 |

US News & World Report, Ritika Trikh

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.

registration information

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

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

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

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

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

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

FIVE WAYS TO REGISTER!

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

Phone: 952-358-8343

Fax: 952-358-8240

Mail:
Normandale
Community College
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>



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.



**Don't wait
for opportunity,
create it.**

**"Qigong and Aromatherapy
often accelerate the healing
in my patients"**

**—Nancy Crowell
Vascular Nurse Clinician
Fairview Health Services**

Get Certified!

LEADERSHIP AND MANAGEMENT

Supervision and Management Certificate
Business Research Certificate
Change Agent Certification
Customer Service Certificate

MARKETING

eMarketing Essentials Certificate
Graphic Design Software Certificate
Social Media Certificates
Web Design Software Certificate

BUSINESS APPLICATIONS

Workplace Computer Skills Certificate
Excel Spreadsheet Certificate
Microsoft Access Certificate
SQL Design and Reporting Certificate

QUALITY AND SIX SIGMA

Six Sigma Green Belt Certificate
Six Sigma Black Belt Certificate

AGILE AND SCRUM

Certified Scrum Product Owner
Certified ScrumMaster

INFORMATION TECHNOLOGY

Microsoft Network Certifications
Cisco Certifications
Programming and Development Certifications
Health Information Technology (MNHIT)

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Refresher Course in Nursing
Pharmacy Technician
Medical Coding and Billing
Medical Transcription Editor
Medical Administrative Assistant

INTEGRATIVE HEALTH AND WELLNESS

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Herbalism Certificate
Homeopathic Medicine Certificate
Energy Medicine Certificate
Reiki Energy Therapy
Healing Touch Certifications
Qigong
Tai Chi Teacher Certifications

Learn about other professional training programs and certifications
visit our website or call 952-358-8343.



"Normandale's Health IT program prepared me for the new challenges facing healthcare. I currently work on projects to improve consumer transparency and reduce healthcare costs."

—Darin Coleman,
UAT (User Acceptance Testing) Lead,
Optum, a health services platform
for UnitedHealth Group

See more on page 34.



NORMANDALE
COMMUNITY COLLEGE

9700 France Avenue South
Bloomington, MN 55431-4399