

normandale

continuing education



FALL
2016

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NORMANDALE
COMMUNITY COLLEGE

**Dr. Kevin Larsen, CMS,
champions new skill
development for
healthcare workforce.**

Story on page 34.



Fall into Learning

As the days become shorter and the leaves more colorful, Normandale offers up a bounty of programs, workshops and special events, all focused on one magnificent goal: helping you develop personally and professionally.

Whether you're a recent college grad committed to learning new skills, a midcareer professional seeking to advance your career or an industry veteran eager to discover what's next, flip through the pages of this schedule to find what's right for you. If you don't see what you are looking for, check out our website, as we offer many programs and certificates online.



Rake in Career Opportunities

If you're looking to turn over a new leaf or simply re-energize your career, you'll find piles of classes and events designed to support your goals while also expanding your network.

Change Summit	page 8
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Entrepreneurship Certificate	page 65

Harvest New Skills

When we invest in developing our skills and knowledge, we not only yield greater productivity but confidence as well. Businesses are becoming ever more dependent on employees who can lead teams, facilitate change and manage innovation. Employers know that new thinking fosters growth, satisfies customers and improves overall competitiveness.



Certificate in Data Analysis	page 3
Change Agent Certification	page 8
Certified ScrumMaster	page 13
Web Design Certificate	page 30
Health Information Technology	page 36

Gather Wellness

Give yourself the gift of greater wellness. Meditation, yoga and time in the great outdoors are just a few of the ways we can nourish our inner spirits and boost greater creativity, contentment and wellbeing in all aspects of our lives.



Mindfulness	page 49
Tai Chi	page 58
Wild Plant Walk	page 42

If 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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Front and back cover photos
by Katie Heymer

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 appropriately. You will develop techniques relevant to any organization or group context, which can also be easily adapted to work at an individual level. 1.6 CEU, \$195, Cathy Niven

ID: 51091 Online class – 10/3/16 – 10/28/16

Negotiation: Get What You Want

Negotiation is a key skill for success in business and everyday life. You'll 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, Layne Harpine

ID: 51092 Online class – 10/3/16 – 10/28/16

Stress Management – see page 56

NEW Collaborative Management

In our team-based, project-oriented work environments, collaborative management skills are essential to maximize contributions, diffuse conflict and get people moving in the same direction. When you learn to apply specific collaborative management skills, you will enhance your leadership, communication and change management skills. These are the skills that you will leverage time and time again as you implement critical projects for your organization. 1.6 CEU, \$245, Joyce Odidison

ID: 51093 Online class – 9/6/16 – 9/30/16

Certified ScrumMaster – see page 13

Project Management

Project Management Certificate

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

Introduction to Project Management

ID: 51144 Online class – 9/6/16 – 9/30/16

Project Management Processes

ID: 51145 Online class – 10/3/16 – 10/28/16

Project Management Knowledge Areas

ID: 51146 Online class – 11/7/16 – 12/2/16

4.8 CEU and \$495
for certificate or
1.6 CEU and \$195 per class
See website for
course descriptions.



Data Analysis

Certificate in Data Analysis

Whether your business is home-based or you work for a large corporation, you will gain new insights into how to utilize statistics in terms of key business decision making. Learn to perform inquiries that will be useful to your business or organization, and develop the skills necessary to communicate these results through illustrative and understandable graphs and text. 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 Dereshiwsy, and Jeff Kritzer

Introduction to Data Analysis

ID: 49918 Online class – 9/6/16 – 9/30/16

Intermediate Data Analysis

ID: 49919 Online class – 10/3/16 – 10/28/16

Advanced Data Analysis

ID: 49920 Online class – 11/7/16 – 12/2/16

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

NEW Data Analysis Techniques for Six Sigma

With the prevalence of spreadsheet programs such as Microsoft Excel, data analysis has become simple and routine. You'll learn the basic statistical skills to become adept with the Data Analysis, Charting, and Function Wizard aspects of Excel. The techniques taught are fundamental methods for Six Sigma Quality Improvement Programs. 0.7 CEU, \$495, Dale Mize

ID: 51314

Thur, 11/17/16

8:30am – 4:30pm

RM: P2842

Business Intelligence (BI) Tools for Data Insight with Excel – see page 25

NEW Infographics

Learn to transform data into eye-grabbing and memorable infographics. Data can be powerful when it is used to illustrate a story. In this course, you will learn the basic techniques for data visualization. You will gain the tools and background needed to design your own infographics. See website for complete course description. 1.6 CEU, \$195, Jeff Kritzer

ID: 51096 Online class – 11/7/16 – 12/2/16

Who should attend: This course is designed to complement the skills of those who work in marketing, design, sales, operations, accounting, education, fundraising – *anyone who knows that a picture is worth a thousand words!*

SQL Design and Reporting Certificate – see page 27

Business Communication Skills

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: 51081

Tue, 11/15/16

8:30am – 12:30pm

RM: P1844

Business Writing

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

ID: 51082

Mon & Tue, 12/5/16 & 12/6/16

8:30am – 12:30pm

RM: P1840

Avoiding the Horror of Bad PowerPoint



“ I had no idea just how stale and boring the presentations we deliver at large customer events had become until I attended this course. It was very eye-opening to see how Art Shore changed one of our core presentations in just a few minutes. My team and I are now looking at updating and improving all of our presentations, as well as future presentations. ”

Tom Woods, Vice President of Sales,
ReSound North America

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: 51083

Wed, 11/9/16 & 11/16/16

8:30am – 12:00pm

RM: P1840



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: 51097 Online class – 10/3/16 – 10/28/16

Certificate in Presentation Media – see page 23

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 while hosting a webinar online. 1.6 CEU, \$195, Bridget Brady

ID: 51098 Online class – 9/6/16 – 9/30/16

Certificate in Workplace Communication – see page 7

NEW Dealing with Difficult People in the Workplace

Dealing with difficult personalities and broaching challenging subjects is a workplace necessity and takes skill, tact, and confidence. Gain skills to be an effective team member and leader in the workplace by taking control of the conversation, managing your reactions, and navigating problematic interactions with ease. These skills will guide you to find your voice and communicate effectively in the workplace, making day-to-day interactions run smoothly. 1.6 CEU, \$245, Kate Webster

ID: 51332 Online class – 9/6/16 – 9/30/16

Infographics – see page 3

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: 51084

Wed, 10/26/16

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.

Supervision and Management

Supervision and Management Certificate

This certificate provides new supervisors with the foundational skills needed for the job. Take the full series 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: 51085 Thur, 10/20/16 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: 51086 Thur, 10/27/16 8:30am – 12:30pm RM: P1840

Module 3: Managing Performance Problems

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

ID: 51087 Thur, 11/3/16 8:30am – 12:30pm RM: P1840

Module 4: Developing Your Leadership Style

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

ID: 51088 Thur, 11/10/16 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



NEW Leading Virtual Teams Certificate

Leading a team is a challenge in any environment, but what happens when your team works in different locations? Virtual teams have increased dramatically as organizations have benefited from the flexibility, but leaders have a unique challenge to keep these teams moving in a unified direction. **In-person sessions occur on the first class day only.** Register for individual classes for \$145 or the full certificate for \$495 (a savings of \$85). Amy Jauman

“Connective technologies make it easier than ever to work, share ideas and be productive despite physical separation. But the virtual work environment also demands a new set of competencies.”
– Future Work Skills 2020, IFTF

Class 1: Onboarding Virtual Employees

ID: 51345 Blended class – Tue, 10/11/16 – 10/25/16 6:00pm – 9:00pm

Class 2: Coaching Virtual Employees

ID: 51346 Blended class – Tue, 10/25/16 – 11/8/16 6:00pm – 9:00pm

Class 3: Time Management for Virtual Employees and Leaders

ID: 51347 Blended class – Tue, 11/15/16 – 11/29/16 6:00pm – 9:00pm

Class 4: Designing, Delivering & Participating in Effective Virtual Meetings

ID: 51348 Blended class – Tue, 11/29/16 – 12/13/16 6:00pm – 9:00pm

Certificate in Workplace Communication

Good communication in the workplace is more important than ever, and is critical to your career advancement and success. Classes may be taken individually, or take all three for \$595 (a savings of \$140) to earn the Certificate.

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: 51099 Online class – 9/6/16 – 9/30/16

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

Negotiation: Get What You Want

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

ID: 51092 Online class – 10/3/16 – 10/28/16

Using Personality Profiles for Better Work Performance

Learn 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. Fee includes DiSC Behavioral Personality Profile assessment and review. 1.6 CEU, \$295

ID: 51100 Online class – 11/7/16 – 12/2/16

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 blends content and practice through a sophisticated simulation and on-the-job application. The Change Agent Certification program is offered on an ongoing basis through two different options. If you are interested in achieving the certification as an individual, contact us for upcoming dates. If you are managing a change initiative for your organization, we can offer a custom session designed to enhance your results. Give us a call at 952-358-8343 or see our website for more information. 1.6 CEU, \$1,195, Terry Smith



H. Terry Smith, Principal of the 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.

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: 51090 Thur, 11/17/16 8:30am – 12:30pm RM: P1840

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: 51089 Tue, 11/15/16 8:30am – 12:30pm RM: P1840

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

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



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



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: 51304	Wed, Thur, 11/16/16 & 11/17/16 & Fri, 11/18/16	8:00am – 5:00pm 8:00am – 2:00pm	RM: P0806
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Learn more about Compression Planning:

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

ID: 51307	Wed, 9/28/16	11:30am – 1:00pm	RM: P1844
ID: 51308	Wed, 10/26/16	11:30am – 1:00pm	RM: P1844

Normandale offers Compression Planning consultation and facilitation services. Get your group moving quickly in the right direction. Call us at 952-358-8343 to learn more.

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, General Mills, ReSound
Humana Insurance, ClearBrands and many more!

Lean and Six Sigma

NEW Applying Lean Sigma Practices to HR Functions

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 the skills to facilitate small groups and teams using Lean Process Improvement methodologies. For more Human Resources courses and certification programs, see website. 1.6 CEU, \$245, Sally Schmall

ID: 51101 Online class – 10/3/16 – 10/28/16

Lean Six Sigma

Lean Six Sigma is a set of tools used to solve problems and improve processes. You will learn 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. 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: 51102 Online class – 11/7/16 – 12/2/16

Performance Excellence and Continuous Improvement

At Normandale, we work to identify the **expertise, content and approach** that will meet the needs of our learners. Normandale is now partnering with **Performance Excellence Network (PEN)**. PEN is Minnesota's foremost network in the areas of performance excellence and continuous improvement. This fall, we are offering a series of workshops, taught by national experts.

September 30 From Great to World Class – Bryan Williams, formerly of Ritz-Carlton

Focus on five essential aspects of strengthening and sustaining a strong service culture.

October 4 The Principles of Performance Excellence: Baldrige 101 – PEN leaders

The Baldrige framework provides a systems perspective for continuous improvement and advancing performance excellence.

December 6 Self Defeating Habits of Otherwise Brilliant People™ – Anna Maravales of TheraRising

Equip your staff, managers, and HR professionals with the skills and insights they need to build resilient, robust cultures.

PEN is offering membership and group discounts when you register for these Normandale workshops (fees include lunch and materials).

All workshops will be offered at Normandale's Partnership Center.

Visit the PEN website for more information or to register:

www.performanceexcellencenetwork.org



Performance • Excellence • Network

A Catalyst for Success for 25 Years



Six Sigma Green Belt Certificate

WIOA Approved

This training is for anyone or any organization that is committed to leveraging the power of Six Sigma to increase customer satisfaction, improve product or service reliability and reduce costs. See website for course descriptions. 6.4 CEU, courses can be taken individually or earn the certificate for \$3,180 (a savings of \$795), Dale Mize (lead instructor)

Class 1: Introduction to Six Sigma

ID: 51309 Thur, 10/6/16 8:30am – 4:30pm \$495

Class 2: Basic Problem Solving Tools

ID: 51310 Thur, 10/13/16 8:30am – 4:30pm \$495

Class 3: Basic Statistics

ID: 51311 Thur, 10/20/16 8:30am – 4:30pm \$495

Class 4: Statistical Process Control

ID: 51312 Thur, 10/27/16 8:30am – 4:30pm \$755
& Thur, 11/3/16 8:30am – 12:30pm

Class 5: Failure Modes and Effects Analysis

ID: 51313 Thur, 11/10/16 8:30am – 12:30pm \$250

Class 6: Data Analysis Techniques

ID: 51314 Thur, 11/17/16 8:30am – 4:30pm \$495

Class 7: Design of Experiments

ID: 51315 Thur, 12/1/16 8:30am – 4:30pm \$495

Class 8: Process Control

ID: 51316 Thur, 12/8/16 8:30am – 4:30pm \$495

Get Certified

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

Normandale also offers Six Sigma Yellow Belt and Black Belt Certificate training programs.

To schedule specific training, courses or certificate programs at your company, call us at 952-358-8343.

Dale K. Mize, has more than 25 years of consulting and training experience, and 26 years of technical and managerial experience comprised of customer service, product management, engineering, and manufacturing as a quality engineer, quality manager, and corporate director of quality assurance. Dale is co-author of the SPC training workbook, *An Ounce of Prevention*.



USER EXPERIENCE: What a Concept!

It makes logical sense that an organization should focus its efforts on their customers or users, but it doesn't always happen that way. Organizations often start out with great intentions but, as they grow, lose sight of users' changing desires and needs.

The growing field of User Experience (UX) is tied to three key core beliefs.

1. Only design products or services if you are solving a problem or creating more value for a user.
2. Never assume that you know what the user wants or needs.
3. Never assume that what a user wants or needs today will be the same tomorrow.

The term "user" can be a little confusing. It can refer to a customer, but it can also be a citizen, taxpayer, patient, student, your customer's customer or anyone who interacts and benefits from the product or service that you are designing.

Whether designing a crayon or complex software, the principles and tools associated with UX are now being integrated into design and improvement processes across all industries and all over the world. A strong UX process makes a bottom line impact, because it requires the organization to keep a continual finger on the pulse of user needs. In fact, Forrester research estimates that companies with a strong UX process outperform the S & P index average by more than 3 times.

Through a grant project, Normandale has had the great opportunity to partner with **The Nerdery** to develop a UX learning program.

The program includes training topics such as:

- design thinking
- research techniques
- data analysis
- personas
- prototyping
- and more

This training program is just a start to the UX journey, one that never ends. This program can help your organization build a strong foundation that allows you to weave UX into everything your organization does!



Want to learn how your organization can benefit from UX training? Contact Jeff Hudson at jeff.hudson@normandale.edu or 952-358-8705.

"You've got to start with the customer experience and work backwards toward the technology – not the other way around."
Steve Jobs

DESIGNING THE **PRODUCT** VS DESIGNING THE **EXPERIENCE**



Agile & Scrum

Certified ScrumMaster

WIOA Approved

If you have experience on development teams, or you're facing complex product/project development efforts, this class might be right for you. (It is recommended that you have some familiarity with Agile.) This interactive course is designed to leverage your knowledge, skills and experiences so that you can learn the practice of Scrum in the context of 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: 49636	Wed & Thur, 9/7/16 & 9/8/16	8:30am – 4:30pm	RM: P0806
ID: 51103	Tue & Wed, 11/8/16 & 11/9/16	8:30am – 4:30pm	RM: P0806

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

Certified by the Scrum Alliance, **Doug Shimp** is a 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 more than 17 years of experience in the technology field.

Certified Scrum Product Owner

WIOA 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. Designed for those who have some background in Agile project work to help Agile practitioners focus on the challenges faced by product design teams. Enhance your leadership abilities and steer your energy toward successful completion of products. *Upon completion, you will be registered as a Certified Scrum Product Owner including a two-year membership in the Scrum Alliance.* 1.4 CEU, \$1,080, Doug Shimp and Jan Beaver



ID: 51104	Tue & Wed, 11/1/16 & 11/2/16	8:30am – 4:30pm	RM: P1840
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Normandale is the connecting point for Scrum training in Minnesota.

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

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. Jeff Kritzer and Fred Bayley

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

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, boosting your effectiveness and that of your organization.

1.6 CEU, \$195

ID: 51124 Online class – 9/6/16 – 9/30/16

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 proven step-by-step approach to researching and selecting new services, products or activities. 1.6 CEU, \$195

ID: 51125 Online class – 10/3/16 – 10/28/16

Advanced Survey Research

Acquire knowledge of 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: 51126 Online class – 11/7/16 – 12/2/16

User Experience (UX) – see page 12

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 Experience (UX)
- 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: 51162 Online class – 9/6/16 – 9/30/16

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, Fred Bayley

ID: 51161 Online class – 10/3/16 – 10/28/16



Productivity and Performance Strengthen Your Training Plan

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.

Marketing

NEW Instagram for Business

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

ID: 51186 Online class – 9/6/16 – 9/30/16

Effective Copywriting – see page 5

NEW Podcasting

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

ID: 51183 Online class – 9/6/16 – 9/30/16

Inbound Marketing Certificate

Inbound marketing is built on content that offers real value. It is the process of using your website in a way that attracts visitors naturally through search engines, the blogosphere, and social media. Earn this certificate for \$495 (a savings of \$90), 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: 51133 Online class – 9/6/16 - 9/30/16

Content Marketing

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

ID: 51134 Online class – 10/3/16 - 10/28/16

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: 51135 Online class – 11/7/16 - 12/2/16



Tell the right story for your brand

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

Social Media Platforms Certificate, see page 19



eMarketing Essentials Certificate

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

Improving Email Promotions

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

ID: 51178 Online class – 9/6/16 – 9/30/16

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: 51179 Online class – 10/3/16 – 10/28/16

Online Advertising

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

ID: 51180 Online class – 11/7/16 – 12/2/16

Certificate in Google Tools

Google Analytics

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

ID: 51155 Online class – 9/6/16 – 9/30/16

Google Apps for Business

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

ID: 51177 Online class – 10/3/16 – 10/28/16

Google +

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

ID: 51176 Online class – 11/7/16 – 12/2/16

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

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

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

Video Marketing

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

ID: 51185 Online class – 9/6/16 – 9/30/16

YouTube for Business

Learn how 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: 51184 Online class – 10/3/16 – 10/28/16

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: 50997 Online class – 9/6/16 – 9/30/16

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: 50998 Online class – 10/3/16 – 10/28/16

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: 51190 Online class – 11/7/16 – 12/2/16



Entrepreneurship

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



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. See website for course descriptions. 4.8 CEU, Jennifer Selke and Suzanne Kart

Twitter

ID: 51187 Online class – 9/6/16 – 9/30/16 \$195

Facebook for Business

ID: 51188 Online class – 10/3/16 – 10/28/16 \$245

LinkedIn for Business

ID: 51189 Online class – 11/7/16 – 12/2/16 \$195

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

Mobile Marketing Certificate

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

Mobile Marketing

Discover location-based marketing, QR codes, applications, mobile payment, coupons and social networks. Gain knowledge of the mobile experience and leverage your capabilities to retain current customers and gain new ones. 1.6 CEU, \$195, Simon Salt

ID: 51181 Online class – 9/6/16 – 9/30/16

Creating Cell Phone Apps for your Business

You'll gain step-by-step instructions for non-technical users to build, deploy and market smartphone applications across Android and iPhone platforms. Discover how to build smartphone applications for your businesses. 1.6 CEU, \$245, Dan Belhassen and Susan Hurrell

ID: 51245 Online class – 10/3/16 – 10/28/16

Advanced Mobile Marketing

Learn how to implement a mobile marketing plan for your organization. Find proximity marketing, mobile marketing metrics, and developing a mobile marketing campaign. Take away a blueprint for creating guidelines and standards for your mobile marketing effort, and how to measure its success. 1.6 CEU, \$245, Simon Salt

ID: 51182 Online class – 11/7/16 – 12/2/16



Data Analysis for the Rest of Us

It is no secret that information is increasing exponentially. A recent IDC Digital World study predicts that the amount of data available to us will grow by 50 times in the next 10 years alone. But the sheer volume of data alone isn't the only thing you have to worry about. Equally challenging is the question of what to do with the data once we have it. This challenge has given birth to one of the fastest-growing employment fields: data science. While the in-depth expertise of true data scientists is clearly in high demand, there is another, even larger audience that needs data skills: the rest of us!

“These skills are applicable in almost any field imaginable, giving students options and opportunities. Employers are looking for these people today and in the foreseeable future.”

–Jim Polzin

Employers demand data skills

Go to any online job-posting site, and you'll see how in-demand “data analysis” skills are, no matter the position or industry. Technological advancements have driven changes in how we do our work, and big data has created a world that requires everyone to have a working knowledge of good data practices. Put simply, data analysis has become too important to leave to just data scientists.

Every day, Normandale hears from employers who are struggling to find individuals with the skills needed to utilize data across their organizations. Equally pressing is their need for individuals who can assess and translate data into actionable and strategic information.

Enhance your foundational skills

Converting data into meaningful information often starts with building technical skills. Becoming proficient with applications like Excel, Access and Structured Query Language (SQL) is a great starting point. An excellent next step is Normandale's Data Analysis Certificate. Jeff Hudson, Continuing Education Director, shares that “this certificate is designed for those who want to boost their abilities to work with statistics, see trends and identify those key insights that are often hiding in the data.”

Digging deeper into creating data-focused employment opportunities, the college's STEM division is now working on a major grant-funded project that will lead to a suite of specific certificates and a broad-based associate's degree in Data Analytics. Jim Polzin, Computer Science professor and Normandale project lead, says "This is an exciting project. These skills are applicable in almost any field imaginable, giving students options and opportunities. Employers are looking for these people today and in the foreseeable future."

Stand out with cross-over skills

Those who can use data to untangle complexities or help others to understand implications and opportunities are today's go-to people. Additionally, as technology and data continue to morph, new fields and credentials are emerging, such as user experience (UX), customer experience (CX) and Health IT. Adding these kinds of data-oriented, hybrid skills to your own expertise will provide you with new ways to "see opportunities" and "speak the language" of other disciplines – an invaluable skill.

Tatyana Leyderman is a great example of someone who has benefited from layering expertise with new skills and knowledge. Coming from Quality and Analytics with no medical background, she is now a Health Care Quality Analyst at Hennepin County Medical Center (HCMC). Tatyana explains how Normandale's Health IT program (MNHIT) "filled in the critical learning gaps so that I could make the transition to Healthcare Informatics." She specifically credits the program's focus on data analysis for helping to prepare her for her position today. She adds, "in my work, we use data to identify specific opportunities or key insights that allow us to make actionable improvements. It is very rewarding because you can see how your work is tied to improving care."

Whether you are just entering the workplace or looking to supplement years of experience, you—and your career—will be well served by developing skills in the area of data analysis. Normandale offers a number of affordable options. Give us a call at 952-358-8343. We look forward to helping you multiply your success.

"We use data to identify specific opportunities or key insights that allow us to make actionable improvements."

—Tatyana Leyderman

Pictured left:
Tatyana Leyderman
Pictured right:
Jim Polzin
Photography below
by Katie Heymer



computers and technology

Basics

Keyboarding

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

2.4 CEU, \$109, Kathy Van Pelt

Online class – starting every month (9/14, 10/12, 11/9, 12/14)

Mastering Computer Skills for the Workplace

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

ID: 51195 Online class – 9/6/16 - 9/30/16

We offer flexible learning options.

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

Visit our website for a complete listing of our programs.

Business Productivity

Microsoft PowerPoint

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

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

Microsoft Outlook

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

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

Microsoft Word (2 Levels offered)

Introduction to Microsoft Word will teach you to edit, maneuver, store/save, design and format Word documents. Next level Intermediate Microsoft Word will expose you to more creative, higher-level functions such as mail merge, templates, macros, desktop design and publishing. 2.4 CEU, \$109, Wallace Wang

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

Business Intelligence (BI) Tool for Data Insight with Excel – see page 25

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.





Presentation Media

Certificate in Presentation Media

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

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. 1.6 CEU, \$195, Kimba Green

ID: 51163 Online class – 9/6/16 – 9/30/16

Photoshop for Presentations

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

ID: 51165 Online class – 10/3/16 – 10/28/16

Graphic Design for Visual Presentations

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

ID: 51164 Online class – 11/7/16 – 12/2/16

Avoiding the Horror of Bad PowerPoint – see page 4

Powerful Presentations & Effective Speaking Techniques – see page 5

NEW Infographics – see page 3

Enhance Your Visual Design Skills

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

See pages 28-31



Accounting and Finance

Introduction to Quickbooks

Learn to manage the financial aspects of your small business quickly and efficiently with this powerful accounting software program. Gain hands-on experience as you master the tools you need set up a chart of accounts; reconcile your checking account; create and print invoices, receipts, and statements; track your payables, inventory, and receivables; create estimates; and generate reports. 2.4 CEU, \$109, Scott Paxton

Online class – starting every month (9/14, 10/12, 11/9, 12/14)

Intermediate Quickbooks

Learn advanced features and applications of Quickbooks such as multiple company files, inventory, reimbursement, finance charges, accounts receivables, loans and much more. 2.4 CEU, \$109, Scott Paxton

Online class – starting every month (9/14, 10/12, 11/9, 12/14)

Accounting Fundamentals

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

Online class – starting every month (9/14, 10/12, 11/9, 12/14)

Financial Analysis and Planning for Non Financial Managers

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

ID: 51122 Online class – 11/7/16 – 12/2/16

Data Analysis Certificate – see page 3



Bookkeeping

Bookkeeping Administration (Certification)

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

Bookkeeping Administration

Expert (Certificate)

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

Accounting and Finance for Non Financial Managers (Certificate)

See website for details. 4.8 CEU, \$495



Microsoft Excel

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

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, Donna Seys

ID: 51285	Fri, 9/23/16	9:00am – 4:00pm	RM: P1802
ID: 51281	Mon, 10/10/16 & 10/17/16	1:00pm – 4:30pm	RM: P1802
ID: 51282	Tue, 11/22/16	9:00am – 4:00pm	RM: P1802
ID: 51283	Sat, 12/10/16	8:00am – 3:00pm	RM: P1802

Microsoft Excel Level 2

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

ID: 51272	Thur, 8/25/16 & 9/1/16	1:00pm – 4:30pm	RM: P1802
ID: 51273	Sat, 10/1/16	8:00am – 3:00pm	RM: P1802
ID: 51274	Mon, 11/7/16 & 11/14/16	1:00pm – 4:30pm	RM: P1802
ID: 51275	Tue, 12/6/16	9:00am – 4:00pm	RM: P1802

Microsoft Excel Level 3

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

ID: 51276	Tue, 9/6/16	9:00am – 4:00pm	RM: P1802
ID: 51278	Sat, 10/15/16	8:00am – 3:00pm	RM: P1802
ID: 51279	Fri, 11/18/16	9:00am – 4:00pm	RM: P1802
ID: 51280	Thur, 12/15/16	9:00am – 4:00pm	RM: P1802

NEW Business Intelligence (BI) Tools for Data Insight with Excel

Explore Excel's flexible yet powerful BI (business intelligence) tools to shape, model, analyze and visualize data in a meaningful way while enjoying familiar features of Excel such as pivot tables, slicers, charts and formulas. Learn how to build appealing and visual dashboards to track key performance indicators or activity trends. Explore custom calculated fields, geospatial mapping and sophisticated data modeling – all within Excel. *Prerequisite: Excel Level 2 or equivalent experience.* 0.7 CEU, \$175, Donna Seys

ID: 51284	Tue, 11/29/16	9:00am – 4:00pm	RM: P1802
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Microsoft Access

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 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: 51263	Tue, 9/13/16 & 9/20/16	8:30am – 12:00pm	RM: P1802
ID: 51264	Sat, 9/24/16	8:00am – 3:00pm	RM: P1802
ID: 51265	Thur, 11/10/16 & 11/17/16	8:30am – 12:00pm	RM: P1802

Microsoft Access Level 2

This course will teach you the essential database design skills, taking a deeper dive into Queries, Forms and Reports, advanced query wizards and other advanced design features.

0.7 CEU, \$175, Sheila Arnett

ID: 51266	Tue, 10/4/16 & 10/11/16	8:30am – 12:00pm	RM: P1802
ID: 51267	Sat, 11/5/16	8:00am – 3:00pm	RM: P1802

Microsoft Access Level 3

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

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

ID: 51268	Tue, 10/25/16 & 11/1/16	8:30am – 12:00pm	RM: P1802
ID: 51271	Sat, 12/17/16	8:00am – 3:00pm	RM: P1802

Introduction to Crystal Reports

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

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



Sheila Oakes Arnett has been working in the computer industry since 1987. Sheila has worked with over 150 companies to create and modify custom databases and developed AccessAbility Advisor, a program for Disability Service Centers for colleges and universities across the US.



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.

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

SQL Level 1

SQL is the industry's top database 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: 51259	Thur, 9/8/16 & 9/15/16	8:30am – 12:00pm	RM: P1802
ID: 51260	Tue, 11/8/16 & 11/15/16	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. *Prerequisite: SQL Level 1 or equivalent experience.* 0.7 CEU, \$175, Sheila Arnett

ID: 51261	Thur, 9/29/16 & 10/6/16	8:30am – 12:00pm	RM: P1802
ID: 51262	Thur, 12/1/16 & 12/8/16	8:30am – 12:00pm	RM: P1802

NEW Introduction to SSRS and Power BI Tools for Excel

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

"Very useful and informative for new world applications. Everything I learned will be used in my outward job!"
~SQL student

ID: 51269	Thur, 10/27/16 & 11/3/16	8:30am – 12:00pm	RM: P1802
ID: 51270	Tue, 12/13/16 & 12/20/16	8:30am – 12:00pm	RM: P1802

Introduction to Programming – see page 32

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. 2.4 CEU per class, \$109 per class, Richard Blum
Online class – starting every month (9/14, 10/12, 11/9, 12/14)

Graphic Design

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

Intro to Design Concepts

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. Planning begins here if you will be working on a certificate capstone project. 0.7 CEU, \$175

ID: 51291

Wed, 9/28/16 9:00am – 4:00pm RM: P1802

Foundations of Adobe Photoshop

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

ID: 51292

Wed, 10/5/16

9:00am – 4:00pm

RM: P1802

ID: 51344

Wed, 11/23/16

9:00am – 4:00pm

RM: P1802

Graphic Design Software Certificate

Earn this certificate when you complete the following courses:

- Intro to Design Concepts
- Foundations of Photoshop
- Advanced Photoshop
- Illustrator
- InDesign
- Graphic Design Capstone
- Open Lab Practice (Optional)

Add 4 more classes and Earn the **Web Design Certificate** too!

- UX and Responsive Web Design
- HTML/CSS
- WordPress and CMS
- Web Design Capstone

See pages 30 and 31.



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 27 - 33 for more information. Or call 952-358-8343 if you are looking for specific training.



Advanced Adobe Photoshop - for Photography

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

ID: 51294 Wed, 10/12/16 9:00am – 4:00pm RM: P1802

Adobe Illustrator

Learn how to create professional quality graphic design materials with Illustrator. This application is essential to logo design, working with vector-based file types and creating print-ready layouts. Exercises will focus on best practices and practical techniques. Textbook included. 0.7 CEU, \$175

ID: 51295 Wed, 10/19/16 9:00am – 4:00pm RM: P1802

Adobe InDesign

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

ID: 51296 Wed, 10/26/16 9:00am – 4:00pm RM: P1802

NEW Graphic Design Capstone

Through your participation in the certificate series, you will have learned basic graphic design concepts in a variety of software programs. This “Project Portfolio” class offers you an opportunity to apply those concepts to a realistic final project. Final project discussions will be introduced in the “Intro to Design Concepts” course. 0.7 CEU, \$99

ID: 51298 Wed, 12/14/16 9:00am – 12:00pm RM: P1802



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

Open Lab Practice

Attend this session and bring in your projects, questions or areas that you would like help troubleshooting.

Take advantage of 1:1 coaching. Scheduled at certificate midpoints, learners often review progress on their capstone project or seek the support needed to reach a specific design goal. Even though this session is popular with our Graphic and Web Design Certificate students, it is open to all learners. 0.35 CEU, \$79

ID: 51305 Wed, 11/9/16 9:00am – 12:30pm RM: P1802

Web Design

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

NEW UX and Responsive Web Design

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

0.7 CEU, \$175, Grant Chandler

ID: 51306

Wed, 11/2/16 9:00am – 4:00pm RM: P1802

Web Design Software Certificate

Earn this certificate when you complete the following courses:

- Intro to Design Concepts
- Foundations of Photoshop
- Illustrator
- UX and Responsive Web Design
- HTML/CSS
- WordPress and CMS
- Web Design Capstone
- Open Lab Practice (Optional)

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

- Advanced Photoshop
- InDesign
- Graphic Design Capstone

See pages 28 and 29.

Graphic and Web Design Certificates



"After I finished the Web Design Certificate, I felt more confident taking on other online and social media ventures and clients."

Karla Mae,
Artist, Writer & Publisher

Gain in-Demand Skills.

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

Benefit from 1:1 Coaching.

Each class offers an interactive learning experience and the Open Lab Practice session offers personalized feedback to hone your skills and project.

Enhance Your Portfolio.

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

Get Certified!



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

ID: 51300

Wed, 11/16/16

9:00am – 4:00pm

RM: P1802

NEW Web Design Capstone

Through your participation in the certificate series, you will have learned basic web design concepts in a variety of software programs. This “Project Portfolio” class offers you an opportunity to apply those concepts to a realistic web-focused final project. Final project discussions will be introduced in the “Intro to Design Concepts” course. 0.7 CEU, \$99

ID: 51303

Wed, 12/14/16

1:00pm – 4:00pm

RM: P1802

WordPress & Content Management Systems

Learn the basics of 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 functional websites. 0.7 CEU, \$175, Grant Chandler

ID: 51302

Wed, 11/30/16

9:00am – 4:00pm

RM: P1802

Game Design

NEW Introduction to Game Design

Get an overview to what goes into the design and development of both video and analog games, with a particular focus on the use of games outside of consumer entertainment. Take the first steps into understanding game design, and how it can be applied in your field. 1.6 CEU, \$245, Moses Wolfenstein

ID: 51193 Online class – 9/6/16 – 9/30/16

Mobile games are the fastest-growing segment of the video game market as more and more people play casual games. By 2019 Price Warehouse predicts social and casual game sales will exceed traditional game sales.

NEW Intermediate Video Game Design

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

ID: 51173 Online class – 10/3/16 – 10/28/16

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. 2.4 CEU, \$109, Richard Blum

Ruby for Rails

Ruby for 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. 3.2 CEU, \$395

Ruby for 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. 2.4 CEU, \$109, Brian 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. 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. 2.4 CEU, \$109, Mike Orsega

GET STARTED HERE



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. 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. 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. 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. 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. 2.4 CEU, \$109, Edward Lavieri

Creating Mobile Apps in HTML5

This course will help you imagine, design, build, and optimize a cross-platform mobile app using the very latest HTML5 standards. 2.4 CEU, \$109, Chris Minnick

Agile and Scrum – see page 13

User Experience (UX) – see page 12

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.



The Rx for Healthcare Careers

FROM PAIN TO GAIN

If you work in healthcare or a related field, you know the Affordable Care Act (ACA) has ushered in a new era of rigorous regulations and ambitious quality improvement goals. If you haven't felt the impact yet, you will—thanks to increased patient care demands, greater workloads, more documentation, and new tools and technology.

You are now at a crossroads. Do you persist in the pain or push towards the gain? Normandale makes the latter option easier thanks to a new national training program that's being offered for free. Yes, you read it correctly....the program is free.

Maximize Gain & Alleviate Pain

- Design your own learning track
- Earn CEUs, CMEs & Certificates
- Preview training modules
- Empower your employees

CAREER-ENHANCING, FREE TRAINING

Designed for everyone who works in a healthcare environment—including doctors, nurses, home health aides, claims coders, x-ray techs, pharmaceutical sales reps, and top leaders—the ACT Health IT program provides career-enhancing training.

We've taken what we know about healthcare reform and value-based care, and translated it into practical learning to help people work in better, more productive ways," says Sunny Ainley, principal investigator for the \$996,000 grant Normandale received to develop the program in conjunction with Columbia University, Johns Hopkins University, the University of Texas Health Sciences and three other leading institutions.

The program is offered entirely online in bite-sized modules that can be taken where and when it's convenient for you. Many courses can be completed in just four hours. You choose the courses and learning tracks that are right for you based on your role, your career goals and your organization's needs. Course content ranges from introductory-level to more advanced topics and will address critical areas such as healthcare data analytics, population health management, care management and interoperability, and more. All designed to be applied to your day-to-day responsibilities.

YOUR CAREER DESERVES CARE, TOO

“Our focus in healthcare has moved from treating sick people to helping people become healthier,” says Dr. Kevin Larsen, Enterprise Lean and Performance Improvement Lead, The Centers for Medicare and Medicaid Services (CMS). To be successful, we know that providers and their staff need training, coaching and tools. Workers who choose to “lean in” will thrive in this growing value-driven industry—and Normandale is here to help.”

“As a leader in the evolution of training for healthcare workers, Normandale is one of a handful of higher ed organizations that has kept up with industry’s rapid pace of change,” says Larsen, who came to know Normandale well when serving as the Medical Director for Meaningful Use with the Office of the National Coordinator for Health IT (ONC).

Mindy Hangsleben, Lean Entrepreneur Fellow at The Centers for Medicare and Medicaid Services and a member of Normandale’s ACT Health IT Program Advisory Board, agrees.

“It’s no longer just about electronic health records,” says Hangsleben. “Instead, the focus is now on helping healthcare workers really use systems and tools in meaningful ways. Normandale is in one of the best positions in Minnesota to provide this level of education. The ACT Health IT training is an incredible opportunity for healthcare workers to level up their skills, expertise and stand out.

To register for the program or learn more, visit MNHealthIT.com, to preview courses and CME offerings. Questions? Contact Tracy Mastel, ACT Health IT program director at 952-358-8035.

ORGANIZATIONS MATTER, TOO

If you need to move your healthcare organization toward practice transformation and quality improvement, check out our groundbreaking Practice Facilitation (Coaching) Certificate Program developed by the MN Consortium for Practice Facilitation (MNCPPF), see page 40 or visit MNHealthIT.com.

“The ACT training is an incredible opportunity for healthcare workers to level up their skills, expertise and stand out.”

—Mindy Hangsleben

Pictured opposite page:
Mindy Hangsleben
Photography by
Katie Heymer

“To be successful, we know that providers and their staff need training, coaching and tools. Workers who choose to “lean in” will thrive in this growing value-driven industry...”

—Dr. Kevin Larsen



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 is cost-effective. Normandale's MNHIT program offers high-demand, technical and leadership skills needed in this growing field.

MNHIT Level 1 Certificate

Earn the Level 1 Certificate for \$555 (a savings of \$30)

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

WIOA Approved

Learning Delivery:

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

Class Schedule:

Classes are five weeks long and start every six weeks:
8/24/16, 10/5/16,
11/16/16, 12/28/16

NEW ACT Health IT Training

Disruptive change in the healthcare industry presents new opportunities for healthcare workers.

Funded by a federal grant, Normandale is able to provide **FREE** training to current healthcare professionals starting in fall 2016 through the ACT program. Courses are available in the following areas:

- Understanding Healthcare Data Analytics
- Clinical Data Analytics & the Learning Health System
- Healthcare Transformation: What value-based care really means
- Population Health in Health IT
- Care Management
- and more!

Courses will start in October.

See article on page 34. Preview these sessions at tinyurl.com/ACTHealthIT

ACT
HealthIT



MNHIT Level 2 Certificate

WIOA Approved

Earn the Level 2 Certificate for \$555 (a savings of \$30)

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

Learn
about our
Practice Facilitation
certificate program

See page 40.

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

MNHIT Level 3 Certificate

WIOA Approved

Earn the Level 3 Certificate for \$665 (a savings of \$40)

Business of Health IT (BHIT)

Gain an understanding of HIT regulations as you learn about quality improvement, public health IT, privacy and security. 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 prerequisite: WKFL.* 8.75 CEU, \$255

Health IT Project Management (HIPM)

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

Health IT Professional Certificate

WIOA Approved

Complete all three of the mini certificates (or all 9 classes) and you will earn the Health IT Professional Certificate and be well-prepared to sit for national certification exams such as CAHIMS, CPEHR or CPHIT. More information about these certifications can be found on our website www.MNHealthIT.com



medical career programs

Pharmacy Technician

WIOA Approved

The Pharmacy Technician program is the only online program approved by the State of Minnesota Board of Pharmacy. The Pharmacy Technician program prepares students to earn their national certification by passing the Pharmacy Technician Certification Board (PTCB) Exam. Topics studied include pharmacology, pharmaceutical calculations, and pharmacy law, regulations, and standards, among others. During the training, students will participate in an on-site externship at a local Walgreens or CVS Pharmacy. In addition to one-on-one instructor support and personalized graduate support, students receive six textbooks and a drug reference handbook. 285 Contact Hours, \$1,995

ID: 50994 Online class – start anytime

NEW Medical Administrative Assistant with EHR

WIOA Approved

This program prepares students to earn the Certified Medical Administrative Assistant (CMAA) and Certified Electronic Health Records Specialist (CEHRS) credentials. Topics studied include eEMRx EHR software, Microsoft Office, healthcare documentation, and office procedures. Enrollment includes e-books and exam vouchers for the two national certifications. 285 Contact Hours, \$2,695

ID: 50995 Online class – start anytime

Medical Transcription Editor

WIOA Approved

Approved by the Association for Healthcare Documentation Integrity (AHDI), the Medical Transcription Editor program prepares students for medical transcription and editing careers. Topics studied include documentation, biomedical sciences, and editing theory, among others. The program emphasizes practical experience. Enrollment includes ten textbooks, a transcription foot pedal, an AHDI membership, and online reference library access. 640 Contact Hours, \$2,995

ID: 51000 Online class – start anytime

Students who pay in full for the following programs are eligible for a promotional item or discount before October 31, 2016

Free Laptop, iPad, or Kindle Fire

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

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



Professional Medical Coding & Billing

WIOA Approved

Medical Coding and Billing Training Program is a comprehensive online program designed by industry experts for individuals who would like to work in the healthcare coding and billing industry. Mastering medical terminology, documentation, confidentiality, ethics, healthcare structure, pharmacology, disease processes, diagnostic coding and healthcare reimbursement are just a few of the subjects covered. This program prepares students to sit for the CCA (AHIMA) and/or CPC (AAPC) certification exams. 640 Contact Hours, \$3,495

ID: 49995 Online class – start anytime

ICD-10 for ICD-9 Coders

WIOA Approved

This course is designed to help ICD-9 coders gain the additional skills they need to code in ICD-10. It provides the biomedical science knowledge to use the new ICD-10 set 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. 137 Contact Hours, \$695

ID: 51341 Online class – start anytime

Medical Billing

WIOA Approved

Developed by industry experts, this program includes real-world practical experience and is designed to help you gain the knowledge and skills needed to follow insurance claims all the way through to payment. You'll be prepared to work with industry-specific forms such as the CMS-1500 and UB-40. You will also gain a valuable body of knowledge to employ when working on process and health information system implementation or redesign, and healthcare revenue cycle projects. This program includes access to student support, technical support, and graduate support teams throughout the training. 180 Contact Hours, \$1,995

ID: 51342 Online class – start anytime

<p>Medical Career Information Session</p> <p>ID: 51113 • Thur, 9/29/16 • 6:00pm - 8:00pm RM P1840</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

Dementia Care

This course provides essential knowledge and understanding about neurological diseases that affect cognition and memory, and practical application of effective skills for supporting persons with dementia. Nearly all disciplines benefit from expertise in Dementia Care Specialists, as do families of persons with dementia. Come away with increased knowledge in how to care for persons with dementia. Expertise in this growing area of human services also enhances your resume. 32 Contact Hours, \$495, Pamela Atwood

ID: 51198 Online class – 9/6/16 – 10/28/16

NEW Certificate in Infectious Diseases and Infection Control

This certificate program offers insights into infectious diseases that are essential for medical professionals. The program begins by examining basic techniques and procedures for preventing the transmission of infectious disease. Then you'll take a closer look at some of the most common and dangerous infectious diseases: influenza, pneumonia, tuberculosis, hepatitis, HIV/AIDs, zoonoses (diseases that are spread from pets to people), and tickborne diseases. See website for more details. 13 Contact Hours, \$78

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

Spanish for Healthcare Professionals – see page 60



Practice Facilitators are the change agents who support healthcare transformation by bridging the gap between patients, practitioners and staff.

NEW Practice Facilitation

The **Practice Facilitator Certificate Program** was developed by experts in healthcare quality improvement, public health and education.

This 14-week program is designed for individuals who are supporting healthcare systems and covers practical approaches to facilitating effective change in healthcare.

Begins on 2/9/17 with an in-person 2-day session and thereafter meets via webinar through 5/4/17. Includes a practicum experience and industry guest lecturers.

Hybrid class, 28.75 Contact Hours, \$3,995

Learn more at tinyurl.com/CE-Healthcare



MN Consortium for Practice Facilitation

Normandale Community College

Minnesota Department of Health

University of Minnesota

Institute for Clinical Systems Improvement

Stratis Health



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 life-threatening emergencies, provide CPR, use an AED, and relieve choking in a safe and effective manner. 9.6 Contact Hours, \$109, Jeannine Mogan

ID: 51108 Sat, 9/17/16 8:00am – 3:00pm 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: 51110 Wed, 11/16/16 5:30pm – 9:30pm RM: A1570

ID: 51111 Wed, 12/7/16 5:30pm – 9:30pm RM: A1570

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

Refresher Course in Nursing (RN)

This course is designed for registered nurses (RN) who need a review and update of nursing skills to return to active status. Prearranged supervised clinical experience is included. *See website for full course details.* 170 Contact Hours, \$1,360, Leanne Meier

ID: 51039 Sat, 9/10/16 - 11/12/16 8:00am – 1:00pm RM: S2333

Trained Medication Aide (TMA) Certificate

This 48 hour course meets the state Medication Administration for Unlicensed Personnel criteria. Learn how to read medication records, prepare and administer medications, assist patients with self-administration, document administration, and report to nurses and authorized persons. Upon successful completion of this course, participants will receive a Trained Medication Aide (TMA) certificate. 57.6 Contact Hours, \$500, Jean Jorlett. Location: MN Masonic Home Care Center, see website for directions.

ID: 51041 Tue & Thur, 10/4/16 - 12/1/16 9:00am – 12:30pm

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, you 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: 51116 Sat & Sun, 10/1/16 & 10/2/16 8:00am – 4:30pm RM: A1570

Minnesota Board of Nursing Continuing Education Requirements

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

integrative health and wellness

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, Matthew Alfs**

See website for complete course description and textbook information.

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

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

Part 1: ID: 51169	Wed, 9/21/16	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 51171	Wed, 9/28/16	6:30pm – 9:00pm	RM: P1844

Class 2: The Constituents and Properties of Herbs

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

Part 1: ID: 51174	Wed, 10/5/16	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 51175	Wed, 10/12/16	6:30pm – 9:00pm	RM: P1844

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

Learn how herbs influence various conditions and states of being.

ID: 51191	Wed, 10/19/16	6:30pm – 9:00pm	RM: P1844
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Class 4: Herbs for the Immune and Endocrine System

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

ID: 51192	Wed, 10/26/16	6:30pm – 9:00pm	RM: P1844
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Class 5: Herbs for Digestion and Elimination

Explore herbs that can help our digestion and elimination process.

ID: 51196	Wed, 11/2/16	6:30pm – 9:00pm	RM: P1844
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Class 6: Herbs for the Cardiovascular System

Discover herbs that support the heart and circulation.

ID: 51199	Wed, 11/9/16	6:30pm – 9:00pm	RM: P1844
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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: 51047	Wed, 9/14/16	5:00pm – 7:30pm	RM: P1844
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Nutrition

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

NEW Holistic Nutrition Certificate

This 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**

Class 1: Traditional Diets and the Modern-American Diet

ID: 51052 Mon, 9/19/16 6:30pm – 9:00pm RM: P1844

Class 2: Macronutrients

ID: 51053 Mon, 9/26/16 6:30pm – 9:00pm RM: P1844

Class 3: Vitamins (Part 1)

ID: 51054 Mon, 10/3/16 6:30pm – 9:00pm RM: P1844

Class 4: Vitamins (Part 2)

ID: 51055 Mon, 10/17/16 6:30pm – 9:00pm RM: P1844

Class 5: Minerals

ID: 51056 Mon, 10/24/16 6:30pm – 9:00pm RM: P1844

Class 6: Healing Applications of Nutrition

ID: 51057 Mon, 11/7/16 6:30pm – 9:00pm RM: P1844

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: 51043 Mon, 11/16/16 & 11/30/16 6:30pm – 9:00pm RM: P1844

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

Foundations of Homeopathic Medicine

Learn how to care for your own health naturally. This course provides you with practical skills using the 3 basic laws of homeopathy and simple cell salts. All natural, over-the-counter, homeopathic remedies are FDA approved and free from harmful side-effects. Learn how to engage the body's natural defenses to maintain more vibrant health. 6.0 Contact Hours, \$149, Cilla Whatcott

ID: 51046

Sat, 9/24/16

9:00am – 3:00pm

RM: P1844

Homeopathic First Aid

You will learn the basics of using homeopathy to treat minor acute injuries and illnesses and to engage the body's natural defenses to maintain more vibrant health. You will become familiar with effective remedies for burns, wounds, ear infections, learn the main characteristics of an illness and how to match them to a remedy choice as well as how to dose a remedy safely and when to stop dosing. Come away with the information to effectively use low potency remedies for safe and effective health. You will go home with a sturdy plastic case for keeping remedies and 30 c. of arnica. Prerequisite: Foundations of Homeopathic Medicine. 3.6 Contact Hours, \$89, Cilla Whatcott

ID: 51156

Sat, 10/29/16

9:00am – 12:00pm

RM: P1844



Learning Well on Edge Talk Radio First Tuesday Every Month – 6 pm



Dr. Michael Roizen

- September 6** **How a Year Living Gratefully Can Transform Your Life** – Janice Kaplan, author, television producer and former Editor-in-Chief of Parade magazine.
- October 4** **Skills and Strategies for Reducing Fear** – Dr. Linda Sapadin, psychologist, author and success coach.
- November 1** **Vitality and Regaining Optimal Health at Any Age** – Dr. Michael Roizen, 4-time #1 bestselling author and renowned Chief Wellness Officer of the Cleveland Clinic.
- December 6** **Effective Strategies for Getting the Best Possible Healthcare** – Leslie Michelson, author of The Patient's Playbook



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

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

Sponsored by the Integrative Health Education Center at Normandale Community College



Ayurveda

Ayurveda Certificate

Introduction to Ayurveda is a prerequisite for ALL other Ayurveda classes in this series. After completing the Introduction to Ayurveda course, you may attend any of the courses individually or as a series. See website for complete course description. **18 Contact Hours and \$249/series or 3 Contact Hours and \$49/class,**
Asavari Manvikar

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

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: 51201 Tue, 10/4/16 6:00pm – 8:30pm RM: P1840

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: 51202 Tue, 10/11/16 6:00pm – 8:30pm RM: P1840

Class 3: Constitution & Wellness

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

ID: 51203 Tue, 10/18/16 6:00pm – 8:30pm RM: P1840

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: 51204 Tue, 10/25/16 6:00pm – 8:30pm RM: P1840

Class 5: Health Maintenance with Seasonal Changes

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

ID: 51205 Tue, 11/1/16 6:00pm – 8:30pm RM: P1840

Class 6: Herbs & Food for Healthy Living

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

ID: 51206 Tue, 11/8/16 6:00pm – 8:30pm RM: P1840

Aromatherapy

Aromatherapy Foundations Certificate

Gain 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 includes seven 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: 51050

Fri, 10/14/16
& Sat, 10/15/16

8:30am – 4:30pm
9:00am – 4:00pm

RM: P1810



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

Register for both
**Aromatherapy
Foundations Certificate
and Advanced
Aromatherapy Application
Certificate** for \$495
(a savings of \$90)

Advance Aromatherapy Application Certificate

Prerequisite: Aromatherapy Foundations Certificate or Instructor Approval.

Class 1: Aromatherapy and Stress Reduction

Learn how you can utilize the power of essential oils for soothing the nervous system, see research that clearly shows which oils can improve sleep, and reduce agitation.

ID: 51048

Sat, 11/5/16

9:00am – 4:00pm

RM: P1838

Learn to use oils to improve mood, sleep, imbalance and digestion. Complete Advance Aromatherapy Application Certificate for \$275 or 7.8 Contact Hours and \$155 per class

Class 2: Aromatherapy and Pain Relief

Learn the uses of essential oils to provide comfort and relief from everyday muscle tension, headaches, sprains and strains, and more. This course is taught within holistic framework and will combine simple acupressure skills with essential oils to heighten their effectiveness.

ID: 51049

Sat, 11/19/16

9:00am - 4:00pm

RM: P1838

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



Healing Touch

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

Healing Touch International (HTI) Level 1 Certificate

This program will enable learners to practice Healing Touch techniques and self-care from a holistic approach in their development as Healing Touch practitioners. Healing Touch is relaxing, nurturing energy therapy which uses gentle, heartcentered touch to assist in balancing physical, mental, emotional and spiritual well-being and enhances the body's natural ability to heal. The class is open to anyone who desires to experience energy therapy. 18 Contact Hours, \$295 per class (workbook included), Sheila Judd

ID: 51045 Fri, 11/4/16 8:00am – 5:00pm RM: P1840
& Sat, 11/5/16 8:00am – 4:00pm



Sheila Judd, MA, is passionate about helping individuals and organizations to gain integrative health techniques that support holistic wellness. She is a Certified Healing Touch Practitioner and instructor.

Healing Touch International (HTI) Level 2 Certificate

Level 2 will empower the learner to develop one-hour Healing Touch sequences for specific client needs based on information gathered in a holistic and energetic intake interview/assessment. 18 Contact Hours, \$295 per class (workbook included), Barb Schommer

ID: 51277 Fri, 1/20/17 8:00am – 5:00pm RM: P1840
& Sat, 1/21/17 8:00am – 4:00pm

Touch for Health (TFH) Level 1 Certificate – see page 52

Certificate in Spirituality, Health, and Healing

Spirituality, religion, and culture play an important role in health and healing. Health care systems and health care professionals must recognize and understand a variety of spiritual and religious values, beliefs, and practices and their impact on health and healing. You will gain knowledge and skills to effectively meet the needs of a diverse patient and client population. 25 Contact Hours, \$209, Caroline Young and Cyndie Koopsen
Online class – start every month (9/14, 10/12, 11/9, 12/14)

The Art of Muscle Testing Certificate – see page 53

Reiki Energy Therapy

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



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

Reiki Energy Therapy Level 1

This course prepares you to become a Certified Reiki Energy Therapy practitioner with the skills and abilities to fully utilize Reiki Energy Therapy including the theory and principles, the historic origins, the ethics and the skills and abilities to administer Reiki Energy Therapy. Please bring a bag lunch and pillows, towels, and/or mat. 8.4 Contact Hours, \$150, Lucille Crow

ID: 51143 Sat, 10/8/16 8:00am – 4:00pm RM: P1838

ID: 51147 Sat, 11/12/16 8:00am – 4:00pm RM: P1838

Reiki Energy Therapy Level 2

This class provides advanced skills in Reiki Energy Therapy, increasing the power and versatility of the use of the therapy. You will develop abilities to handle more complex situations and techniques to strengthen and enhance the therapy. Special attention is given to dealing with emotional and mental distress, and you'll learn to transmit Reiki Energy Therapy to a person in a different location. 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: 51150 Sat, 12/3/16 8:00am – 4:00pm RM: P1838

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 9/2/16 for \$350 per certificate). **Valerie Lis**

Level 1 Certificate

ID: 51044 Sat & Sun, 9/24/16 & 9/25/16 8:00am – 4:30pm RM: P1840

Level 2 Certificate

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

ID: 51042 Sat & Sun, 10/1/16 & 10/2/16 8:00am – 4:30pm RM: P1840



Mindfulness

The Art of Mindfulness

Mindfulness is an easy antidote to a fast paced life. Being mindful makes it easier to savor the pleasures in life as they occur. 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: 51158 Wed, 10/5/16 – 10/26/16 6:00pm – 7:30pm RM: P1840

Meditation in the Kriya Yoga Tradition

Learn what meditation is from a spiritual perspective, how it works from a scientific one, and why incorporating it into daily life is so relevant. You'll gain an understanding of meditation from a yogic perspective and as a means for spiritual growth. The universal principles discussed can enhance whatever faith practice participants hold to and are intended to deepen ones inner, direct experience of the Divine regardless of religious affiliation. 6 Contact Hours, \$149, Rev. Alan Pritz

ID: 51141 Sat, 11/12/16 10:00am – 3:00pm RM: P1840

NEW Mind Shift: Change Your Mind, Change Your Life – see page 56

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: 51213 Mon, 11/14/16 6:00pm – 9:00pm RM: P1844

Spring Forest Qigong

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, Jacqueline Gran



ID: 51136 Sat, 12/10/16 8:30am – 4:30pm RM: P1838



Jacqueline Gran is a Certified SFQ Master Healer and Certified Master Teacher SFQ levels 1 & 2. Jaci serves as Master Healer providing both qigong and Qi-ssage appointments, participates as a Master Healer in the Healing Circles and teaches active exercise and meditation classes.

Energy Medicine

Energy Medicine Certificate

The Energy Medicine Certificate introduces the philosophies and descriptions of energy anatomy and energy healing.

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: 51247 Sat, 10/15/16 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: 51248 Sat, 11/19/16 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: 51249 Sat, 12/10/16 9:00am – 4:00pm RM: P1838

Class 4: Energy Anatomy: Fields

Every living being and even inanimate objects emanate energy fields. There are thousands! Explore the myriad of these fields and how they work.

ID: 51250 Sat, 2/11/17 9:00am – 4:00pm RM: P1838

Earn the Energy Medicine Certificate when you take all seven classes. 58.8 Contact Hours and \$875 for the certificate or 8.4 Contact Hours and \$145 per class. See website for complete course description.

NEW Advanced Energy Medicine: Healing Trauma

Trauma is one of the most challenging issues to recover from, whether caused by physical or psychological challenges. This course will introduce participants to a subtle energetic understanding of trauma. This approach looks at healing and support for depression, anxiety, addictions, and codependency. You need to have a basic understanding of energy to participate in this course. 8.4 Contact Hours, \$145, Cyndi Dale

ID: 51246 Sat, 4/8/17 9:00am – 4:00pm RM: P1840





Class 5: Energy Anatomy: Centers

We'll explore various cross-cultural chakra systems and the spiritual and scientific explanation for how they work before describing the 12-chakra system in detail.

ID: 51251 Sat, 3/18/17 9:00am – 4:00pm RM: P1838

Class 6: Energy Healing

Gain techniques including energy assessment, clearing, balancing, and opening to help heal self and others.

ID: 51252 Sat, 4/22/17 9:00am – 4:00pm RM: P1838

Class 7: Energy Medicine: Being the Practitioner

We'll present the major categories of energy work as well as their benefits and outline the various criteria for deciding which to participate in or recommend to someone.

ID: 51253 Sat, 5/13/17 9:00am – 4:00pm RM: P1838



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 Medicine: Futuring, Predicting, Creating & Understanding

Come and explore “futuring” traditions and methods across different cultures and time, from countries including Egypt, Lapland, Wales, Greece, China, and Siberia; and communities including the Mayans, Gypsies, Hindus, Cherokees, Hebrews, and Sufis. We'll learn about these prophets, oracles, and shamans as well as the ways that they obtain information. This workshop will deepen your historical and cultural understanding of the roles and techniques used in energy medicine. 8.4 Contact Hours, \$145, Cyndi Dale

ID: 49639 Sat, 12/3/16 9:00am – 4:00pm RM: P1840

Reiki Therapy – see page 48

Certificate in Global Healing Systems

In this certificate program, you'll deepen your knowledge of medical treatment by learning about these various global healing practices. We'll start with an overview of the field to get a sense of how these alternative practices differ from conventional medical systems. Then we'll explore in depth six global traditions: Ayurvedic medicine of India, the indigenous medicine of Central and South America, Native North American healing, the healing traditions of South Africa, traditional Chinese medicine, and Unani medicine of Eastern Europe. 13 Contact Hours, \$99, Caroline Young and Cyndie Koopsen

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

Qi-ssage with Spring Forest Qigong – see page 49

Healing Practices

NEW Touch for Health (TFH) Level 1 Certificate

Join us for an introduction to the theory and basics of Touch for Health (TFH) for both lay-people and professionals. You will learn the core techniques of muscle testing for the primary 14 energy meridians using the standard balance-as-you-go technique.

Your instructor will provide a balance of practical instruction and hands on application. This program is the first of four possible certificate levels. See website for required textbook. 18 Contact Hours, \$299, Melissa Dirtzu

ID: 51254

Fri & Sat, 10/7/16 & 10/8/16

8:00am – 4:00pm

RM: P1840

Who Should Attend: Therapists, Acupuncturists, Nurses, Reflexologists, Physical Therapists, Chiropractors, Yoga Instructors, Personal Trainers, Herbalists, Nutritionists, Doulas, EFT Practitioners, Naturopaths, and even family care.

Certificate in Healing Environment

You'll learn how evidence-based design can create environments that foster healing and support the mission of health care facilities. You'll explore the effect of all the elements of an environment, including color, light, sound, and art, and the role they play in supporting physical and emotional health. In addition, the program examines how a facility can use a focus on nature to create a sense of connection, how to benefit from the use of technology while mitigating the emotional stress that can result from it, and the importance of such environmental aspects as clean air and water. 16 Contact Hours, \$96, Caroline Young and Cyndie Koopsen

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

Touch for Health (TFH)
is known to

- Improve posture
- Alleviate pain and stress
- Enhance vitality, emotional and mental performance

Business Bootcamp for Holistic Practitioners



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

Join us for this business bootcamp to discover the big picture to becoming an entrepreneur as well as to work out the fine details of owning a business. This course will cover a step-by-step process on starting a business, including business types, laws, taxes, insurance, marketing, financing and business strategies. Taking the right steps now will let you concentrate on the fun part - helping improve your clients' health and wellness. 3.6 Contact Hours, \$89, Deanna Reiter

Sat, 10/29/16 • 9:00am – 12:00pm

ID: 51242 • RM: P1840



NEW The Art of Muscle Testing Certificate

Muscle testing can be used for oneself and others to test for food and substance sensitivities, emotional imbalances and general pain relief. This series will introduce multiple applications to ensure the accuracy of your testing and results.

9.6 Contact Hours and
\$169 for series or
2.4 Contact Hours and
\$49/class, Melissa Dirtzu

Class 1: The Art of Muscle Testing 101

This is a hands on course teaching self, others and surrogate testing. Learn how to test 4 different muscles in order to ensure that testing can be done with most any situation; infants, elderly, injured, medically challenging. The uses of muscle testing is vast, from food sensitivities and general pain relief, to detecting specific areas of self that needs support.

ID: 51255 **Thur, 11/3/16** **6:00pm – 8:00pm** **RM: P1840**

Class 2: Food and Substance Muscle Testing

Learn and experience the basic technique and procedures for muscle testing self and others for substance specific sensitivities. Learn which foods/substances strengthen or cause stress to your body. Please bring in food, vitamins, essential oils, etc. that you'd like to test yourself and others for sensitivity.

ID: 51256 **Thur, 11/17/16** **6:00pm – 8:00pm** **RM: P1840**

Class 3: Emotional Balance – Part 1

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

ID: 51257 **Thur, 12/1/16** **6:00pm – 8:00pm** **RM: P1840**

Class 4: Emotional Balance – Part 2

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

ID: 51258 **Thur, 12/8/16** **6:00pm – 8:00pm** **RM: P1840**

Holistic Nutrition

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

See page 43



Creativity and Personal Development

Numerology: Your Personal Chart

This 3-part series will guide you through the process of creating your personal numerology chart beginning with the foundations of numerology where you will discover the essential qualities of numbers. Then you will be guided through how your birth date and name influence you, and how to match your key numbers with the calendar year and other cycles. 9 Contact Hours, \$129 for entire series, Susan Shopek

Classes in this series are not available individually

Class 1: Foundations & Your Life Path Theme

Explore the significance of your birth date and your Life Path vibration, one of the major numbers in your chart. This class includes an overview of numerology and how it can be used as a valuable tool for guidance in your life.

Class 2: Number Vibrations in Your Name

The soul's expression is reflected in your birth name. Discover your Heart's Desire, Personality, Expression numbers and much more, and how these aspects of your chart work together. Nicknames and name changes will be discussed.

Class 3: Your Life Cycles

Discover the nature of the opportunities, challenges, and themes you will encounter during your personal cycles and phases. Learn how to maximize the potential of your personal number each calendar year.

ID: 51244

Tue, 10/4/16, 10/18/16 & 11/1/16

6:00pm – 8:30pm

RM: P1844

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 29 & 30 • 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)



Designed for
Healers, Teachers,
Parents and
Caregivers

NEW Understanding Empaths

This class will help you understand characteristics, abilities, gifts and challenges that Empaths (perhaps yourself?) experience. Topics such as healing, energetic boundaries, intuition and specific techniques and mantras will be discussed to weave into everyday life. This class will help you understand how energies of others affect your mood, body, and health. 7.2 Contact Hours, \$129, Beth Jacobson

ID: 51293 Tue, 11/29/16 – 12/13/16 6:00pm – 8:00pm RM: P1844

Introduction to Natural Health and Healing

Discover that true health means wholeness of the mind, body, and spirit. You'll learn to evaluate your current lifestyle and observe how your behaviors can affect your health. The basic requirements that constitute a healthy diet such as vitamin, minerals, antioxidants, etc. will be discussed. Gain a knowledge of using the power of the mind for healing the body, herbal healing, aromatherapy, therapeutic touch, natural remedies for common emergencies, and much more. 24 Contact Hours, \$109, Theresa Snyder

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

Dementia for Family Caregivers

Designed for family caregivers dealing with Alzheimer's disease, Vascular dementia, Lewy-Body Dementia or other conditions which cause significant memory problems. You will learn essential elements to address throughout the illness, common health complications, and tips from professional care providers who deliver person-centered care. 16 Contact Hours, \$149, Pamela Atwood

ID: 51200 Online class – 9/6/16 – 9/30/16

Success and Aging Parents – see website for details

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, 9/10/16	12:30 – 1:30pm	RM: S2330
Sat, 10/22/16	12:30 – 1:30pm	RM: S2330

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

FREE



Body-Mind Connection

NEW Mind Shift: Change Your Mind, Change Your Life

Discover brain “states” that underlie our mental states of happiness, love and wisdom. This course will help you use your mind to change your brain for the better and improve your whole being and every other person whose life you touch. Small positive actions every day can add up to large changes over time as you gradually become more present to your life. Through the use of images, music, group interaction, and the newest information on the brain, we will all ride the wave of transformation together.

2.4 Contact Hours, \$49, Sharon Sebring

ID: 51243

Wed, 11/2/16

6:00pm – 8:00pm

RM: P1840

NEW Meditation in the Kriya Yoga Tradition – See page 49

Certificate in Brain Health

Gain insights into the amazing brain and explore how to support health and happiness through lifestyle choices that impact this remarkable organ. This course is ideal for healthcare professionals and nurses or anyone who wants to better understand how supporting brain health can foster health, happiness, and wellbeing. 10 Contact Hours, \$89, Cyndi Koopsen and Caroline Young

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

NEW Understanding Empaths – See page 55

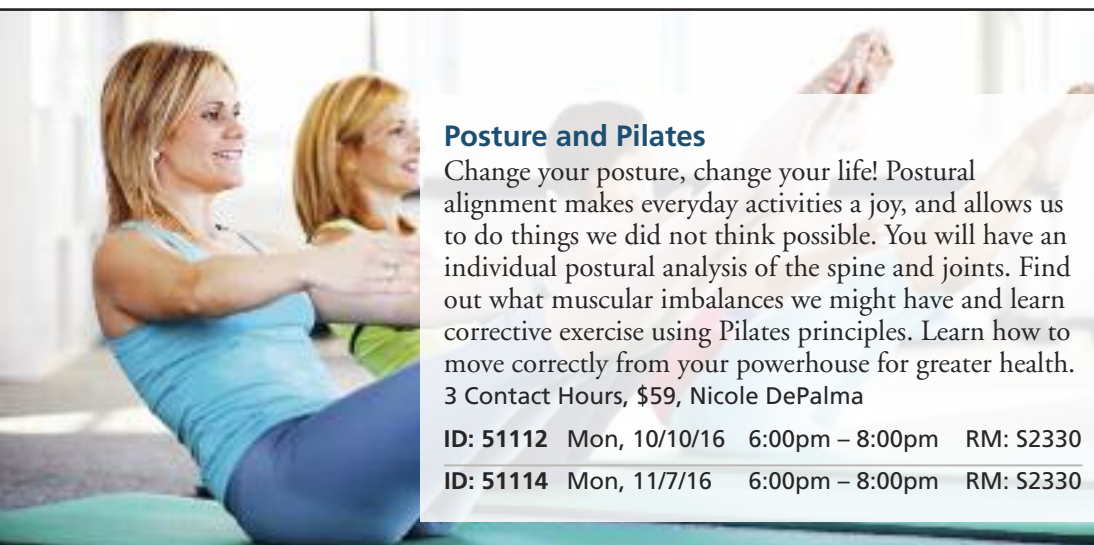
Stress Management

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: 51095

Online class – 11/7/16 – 12/2/16

Taijichuan Meditation & Qigong – See page 59



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. 3 Contact Hours, \$59, Nicole DePalma

ID: 51112 Mon, 10/10/16 6:00pm – 8:00pm RM: S2330

ID: 51114 Mon, 11/7/16 6:00pm – 8:00pm RM: S2330



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. 4.8 Contact Hours, \$65, Sharon Sebring

ID: 51137 Wed, 9/28/16 – 10/19/16 6:30pm – 7:30pm RM: A1560

ID: 51138 Wed, 11/30/16 – 12/21/16 6:30pm – 7:30pm RM: A1560

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. 4.8 Contact Hours, \$79, Sharon Hills-Bonczyk

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

ID: 51118 Thur, 11/3/16 – 11/10/16 6:00pm – 8:00pm RM: S2330

NEW Laughter Yoga: Laugh for the Health of It

Research shows that the easiest remedy to some of our most common stressors could be the very thing we carry with us all the time: LAUGHTER. You’ll learn the powerful selfcare tool by using laughter to help unlock some of the things that keep us from feeling and performing at our best. You’ll experience laughing like you’ve never laughed before! You will be helped to create a customized toolbox to apply to every aspect of your life. Laughter Yoga is guaranteed to leave you energized and empowered. It will stimulate your creativity and is also great exercise, too! 2.4 Contact Hours, \$39, Sarah Routman

ID: 51211 Sat, 10/1/16 9:00am – 11:00am RM: P0806

ID: 51212 Sat, 11/19/16 9:00am – 11:00am RM: P0806

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: 51139 Sat, 10/1/16 2:00pm – 4:00pm RM: A1560

ID: 51140 Sat, 11/5/16 2:00pm – 4:00pm RM: A1560

A York University study found that practicing yoga reduced physical and psychological symptoms of chronic pain in women with fibromyalgia.

tai chi

Tai Chi and Qigong

Beginning	Tai Chi for Arthritis and Balance				
	ID: 51323	Mon, 9/19/16 – 10/24/16	7:00pm – 8:00pm	Gonzales	\$65
	ID: 51324	Mon, 10/31/16 – 12/5/16	7:00pm – 8:00pm	Gonzales	\$65
	ID: 51321	Sat, 9/17/16 – 10/22/16	11:00am – 12:00pm	Root	\$65
	ID: 51322	Sat, 10/29/16 – 12/10/16	11:00am – 12:00pm	Root	\$65
	Tai Chi for Rehabilitation				
	ID: 51287	Sat, 10/29/16 - 12/10/16	10:00am – 11:00am	Gonzales	\$65
	Intro to TCM & 5 Element Theory				
	ID: 51297	Wed, 9/14/16 - 10/19/16	6:30pm – 7:30pm	Ebeling	\$65
	ABC of Tai Chi - Intro to Yang Style				
	ID: 51343	Thur, 9/15/16 - 10/27/16	6:30pm – 7:30pm	Root	\$65
	ID: 51336	Tue, 11/8/16 - 12/20/16	6:30pm – 7:30pm	Root	\$65
	Shiba Louhan Qigong Level 1				
	ID: 51289	Wed, 11/2/16 - 12/14/16	7:30pm – 8:30pm	Ebeling	\$65
Shiba Louhan Qigong Level 2					
ID: 51290	Tue, 9/13/16 - 12/13/16	6:30pm – 7:30pm	Ebeling	\$120	
Intermediate/Advanced Tai Chi	Pushing-Sensing Hands				
	ID: 51325	Sat, 9/17/16 - 12/10/16	8:00am – 9:00am	Root	\$120
	Tai Chi for Energy				
	ID: 51337	Wed, 9/14/16 - 12/14/16	7:30pm – 8:30pm	Ebeling	\$120
	Sun Style 97 Form				
	ID: 51329	Sat, 9/17/16 - 12/10/16	9:00am – 10:00am	Gonzales	\$120
	Yang Style 64 Sword				
	ID: 51338	Thur, 9/15/16 - 12/8/16	8:00pm – 9:00pm	Root	\$120
	Yang Style 24 Form				
	ID: 51286	Tue, 9/13/16 - 12/13/16	7:30pm – 8:30pm	Ebeling	\$120
	ID: 51237	Sat, 9/17/16 – 12/10/16	11:00am – 12:00pm	Root	\$120
	Yang Style Short Form				
	ID: 51330	Mon, 9/19/16 - 12/5/16	8:00pm – 9:00pm	Root	\$120
ID: 51328	Sat, 9/17/16 - 12/10/16	10:00am – 11:00am	Root	\$120	
Yang Style Long Form					
ID: 51326	Sat, 9/17/16 - 12/10/16	9:00am – 10:00am	Root	\$120	
FREE	Tai Chi Open House				
	ID: 51339	Sat, 9/10/16	12:30pm – 1:30pm	various	FREE
	ID: 51340	Sat, 10/22/16	12:30pm – 1:30pm	various	FREE

See website or contact us for more course information.



One-day Workshops

Depth of Fan

This workshop will review the Moving Stillness Fan form, refine technique, and add depth for students who have previously learned the complete form. 2.4 Contact Hours, \$29, Linda Ebeling

ID: 51334	Thur, 9/29/16	6:30pm – 8:30pm	RM: S2330
ID: 51335	Sat, 12/3/16	1:00pm – 3:00pm	RM: S2330

NEW Taijichuan Meditation & Qigong

This workshop will introduce students to Tai Chi meditation and Qigong and how it fits in your practice. It will provide the history, philosophy and techniques of Stillness Meditation and basic Qigong practices. 2.4 Contact Hours, \$49, Keith Root

ID: 51331	Wed, 10/19/16	7:00pm – 9:00pm	RM: A1560
ID: 55349	Sat, 10/22/16	1:30pm – 3:30pm	RM: A1560

Teacher Certifications

The Tai Chi for Arthritis Certified Teacher Training Program is designed for certified exercise instructors, tai chi practitioners, and healthcare professionals to develop or enhance wellness programs. You will prepare for the class with a DVD of the form. This program certifies participants to teach "Tai Chi for Arthritis," and is endorsed by Arthritis Foundations worldwide.

Tai Chi for Arthritis - Teacher Certification 1

This twelve movement Sun Style tai chi form was designed by Dr. Paul Lam and associates, and is easy to learn, effective and safe. It increases heart/lung activity, aligns posture, improves balance and integrates mind and body. Upon completion of this program, you will be certified as a Tai Chi for Arthritis Instructor for 2 years. *Note: An instructional DVD will be sent prior to the workshop.*

16.8 Contact Hours, \$275, Linda Ebeling

ID: 51333	Sat, 11/19/16	9:00am – 5:00pm	RM: S2330
	& Sun, 11/20/16	9:00am – 4:00pm	



NEW Tai Chi for Health Instructor Updates: STCA, FP & TCD

This one day workshop will cover Instructor Certification updates for Seated Tai Chi for Arthritis, Falls Prevention and Tai Chi for Diabetes. 9 Contact Hours, \$89, Linda Ebeling

ID: 51288	Sat, 10/1/16	8:30am – 4:30pm	RM: S2330
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languages and culture

Spanish

Our Beginning and Intermediate Spanish programs are designed for learners whose goal is to eventually become fluent. You will gain a solid foundation of Spanish grammar and an extensive vocabulary. We offer multiple levels of Beginning and Intermediate Spanish. Visit our website to view our full schedule, or call us at 952-358-8343.

Beginning Spanish

Learn commonly used questions and answers for engaging in simple conversations, communicating numbers, dates and times, and basic vocabulary related to everyday language.

1.2 CEU, LeAnn Taylor and Paulino Brenner

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

ID: 51005 Tue, 9/20/16 – 10/25/16 6:30pm – 8:30pm RM: P0838

Level 2: \$109

ID: 51006 Tue, 11/1/16 – 12/13/16 6:30pm – 8:30pm RM: P0838

Level 3: \$109

ID: 51004 Wed, 10/12/16 – 11/16/16 6:30pm – 8:30pm RM: P0838

Intermediate Spanish

The intermediate Spanish program is designed for people who have had at least two years of high school Spanish or one semester of college Spanish or equivalent experience with the language. You will review and develop conversational skills based on the present perfect tense, past participles as adjectives, pluperfect tense, direct and indirect object pronouns, and the future tense. 1.2 CEU, LeAnn Taylor and Paulino Brenner

Level 1: see website for more information and dates

Level 2: \$109

ID: 51003 Tue, 10/11/16 – 11/15/16 6:30pm – 8:30pm RM: P0838



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.

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

ID: 51207 Online class – 10/3/16 – 10/28/16



American Sign Language

Experience a new language and culture with ASL. In this language series, you will gain an appreciation and understanding of Deaf Culture and Community. Gain the critical skills necessary to communicate in ASL using effective in-class learning strategies. You will learn basic vocabulary, grammar and expressive practice for everyday communication, beginning with personal information and moving to impersonal, polite to informal, and concrete to abstract. Instructor emphasizes a non-spoken classroom to help you achieve a mastery and confidence in your skills. 1.2 CEU, \$109, Mary Zielund

Textbook required
 "Signing Naturally Unit 1-6 Student Set," 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

Level 1: ID: 51105	Tue, 9/27/16 – 11/1/16	6:00pm – 8:00pm	RM: P1810
Level 2: ID: 51106	Tue, 11/15/16 – 12/20/16	6:00pm – 8:00pm	RM: P1810
Level 3: ID: 51107	Thur, 9/22/16 – 10/27/16	6:00pm – 8:00pm	RM: P1810
Level 4: ID: 51299	Thur, 11/3/16 – 12/15/16	6:00pm – 8:00pm	RM: P1810

English

FREE Introduction to Accent Reduction

Attend this session to find out more about accent reduction techniques. You will learn secrets to make consonants less difficult to pronounce in the English language. All dialects (Spanish, Asian, East Indian and others) are welcome. FREE, Claire Campbell-Tokar

ID: 51035 Thur, 9/15/16 6:30pm – 8:00pm RM: P2808

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, \$135, Claire Campbell-Tokar

ID: 51036 Thur, 9/22/16 – 10/27/16 6:00pm – 8:00pm RM: P2808

Clair Campbell-Tokar is a language consultant for an international PR firm, coaching their foreign clients. She applies the same techniques that are successful in private sessions to small classes of learners with international backgrounds thorough Normandale.



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

Level 1: \$135

ID: 51010

Wed, 9/21/16 – 10/26/16

7:00pm – 9:00pm

RM: P2840

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.

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.

Russian

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

Level 1: ID: 51011

Tue, 9/20/16 – 10/25/16

6:00pm – 8:00pm

RM: P2808

French

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

Level 1: ID: 51239

Mon, 9/19/16 – 10/24/16

6:30pm – 8:30pm

RM: P1810

Level 2: ID: 51240

Mon, 11/7/16 – 12/12/16

6:30pm – 8:30pm

RM: P1810



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



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

Japanese

Learn the essential language patterns used in everyday life. Hiragana, the first phonetic alphabet of Japanese will be introduced in Level 1, and Katakana, the second phonetic alphabet in Level 2. Learn about Japanese culture as you build a firm foundation for more advanced study. 1.2 CEU, \$135 (includes textbook), Michiko Dressen

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

Level 1: ID: 51007 Tue, 10/25/16 – 11/29/16 6:30pm – 8:30pm RM: P1844

Level 2: see website for details

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.

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

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

ID: 51009 Mon, 10/24/16 – 11/28/16 6:30pm – 8:30pm RM: P0830

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, \$109, Youmei Hou

Level 1: ID: 51237 Tue, 9/20/16 – 10/25/16 6:00pm – 8:00pm RM: P0830

Level 2: ID: 51238 Tue, 11/1/16 – 12/6/16 6:00pm – 8:00pm RM: P0830

expand your career

Workplace Skills

Certificate in Office Operations

NEW Office Operations

Learn to design, implement, evaluate, and maintain effective work processes. Come away with an understanding of how to manage a team - allocating roles, recruiting and training, issuing assignments and alter projects. 1.6 CEU, \$195, Greg Marsello

ID: 51319 Online class – 9/6/16 – 9/30/16

Position yourself as a go-to person for not only knowing what to do but for how to efficiently get it done.

NEW Cyber Security for Managers

Designed as a non-technical course, you will gain the critical information needed to protect your workplace. You will learn to safeguard against key threats such as viruses, malware and spyware. You will also learn to do disaster recovery planning, Intrusion Detection/Prevention, basic security architecture, introductory forensics, and cyber terrorism. See website for complete course description. 1.6 CEU, \$195, Stan Waddell

ID: 51127 Online class – 10/3/16 – 10/28/16

NEW Embracing Sustainability in the Workplace

Environmental stewardship and social responsibility are critical aspects to today's business plans. Learn to implement sustainability solutions that are specifically aligned to the goals of your business. 1.6 CEU, \$195, Summer Gorder, Thom Lowther and Kerry Mitchell

ID: 51320 Online class – 11/7/16 – 12/2/16

Data Analysis Certificate – see page 3

Mastering Computer Skills for the Workplace – see page 22

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 page 6 for more details or contact us to schedule this training on-site at your organization.



Entrepreneurship

Entrepreneurship Certificate

Entrepreneur Boot Camp

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

1.6 CEU, \$195, Conrad Brian Law

ID: 51129 Online class – 9/6/16 – 9/30/16

The Business Plan

Learn to evaluate the many aspects of your business, and develop your business plan. Identify potential hurdles and hidden risks. View your business from multiple vantage points, including marketing, finances, and management structure. 1.6 CEU, \$195, Mary Beth Izard

ID: 51130 Online class – 10/3/16 – 10/28/16

Entrepreneurial Marketing

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

ID: 51131 Online class – 11/7/16 – 12/2/16

Entrepreneurial Finance Certificate

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

Accounting and Finance for Non Financial Managers

1.6 CEU, \$195, Sharon deFonteny

ID: 51120 Online class – 9/6/16 – 9/30/16

Cash is King

1.6 CEU, \$195, Jodie Trana

ID: 51121 Online class – 10/3/16 – 10/28/16

Funding Your Business

1.6 CEU, \$195, Jodie Trana

ID: 51128 Online class – 11/7/16 – 12/2/16

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. See website for more information. 4.8 CEU, \$495, Cathy Proffitt Boys and Mary Dereshiwsky

ID: 51094 Online class – 9/6/16 – 12/2/16

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

Enhance Key Skills

Presentation	page 4
Data Analysis	page 3
Negotiation	page 2

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: 51197 Online class – 10/3/16 – 10/28/16

Compression Planning – see page 9

Jump-Start Your Career

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 (9/14, 10/12, 11/9, 12/14)

Avoiding the Horror of Bad PowerPoint – see page 4

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: 51149 Online class – 10/3/16 – 10/28/16

Six Sigma Green Belt Certificate – see page 11


NEW Business Coaching Certificate – see website



5 Skills Everyone Needs to Have on a Resume

1. Excel *page 25*
2. Web Development (Java, HTML, SQL) *pages 30-31*
3. Adobe Creative Suite *pages 28-29*
4. Foreign Language *pages 60-63*
5. Google Analytics *page 17*

US News & World Report, Ritika Trikha



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for opportunity,
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"Even though I'm not a software developer, the ScrumMaster training has allowed me to leverage agile methodology, tools and principles in change leadership situations."

Dan Olson, Co-Founder STAR Collaborative

LEADERSHIP AND MANAGEMENT

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eMarketing Essentials Certificate
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Certified Scrum Product Owner
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Cisco Certifications
ITIL Foundations
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Reiki Energy Therapy
Healing Touch Certifications
Tai Chi Teacher Certifications

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Visit our website or call 952-358-8343 to learn about other certifications.

registration information

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

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

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

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

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

FIVE WAYS TO REGISTER!

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

Phone: 952-358-8343

Fax: 952-358-8240

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

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

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

registration form

Name _____ Birthdate _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

WHEN REGISTERING PLEASE INCLUDE:

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

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


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



MINNESOTA STATE

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



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Tatyana Leyderman, Health Care
Quality Analyst at HCMC, utilizes
her data acumen every day.

Story on page 20.



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