

normandale

continuing education

FALL
2017



NORMANDALE
COMMUNITY COLLEGE



**Key partnerships are altering the
"talent to job to career" formula.**
Shawanna Bryant,
Hennepin County Human Services

Story on page 20.



The Zen of Venn

Maybe it's the process of drawing circles or of sorting the similar from the disparate; but Venn diagrams offer an almost meditative means to uncovering opportunities. They can assist us in simplifying and uncovering subtleties, allowing us to see those things that may have become rigid or routine so that we can move toward more satisfying choices.

And at the center of almost every Venn diagram, learning appears as the process for movement and change. Especially in today's world, learning is at the heart of our biggest and smallest improvements.

Learning is the sweet spot.

If your goal is to enhance your professional skills or enrich your personal life, we hope that this schedule offers many possibilities for gaining fresh perspectives and resources to meet your learning goals.



Begin : Advance : Transition

Whether you are 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, you will find courses and events designed to meet your specific interests. If you don't see what you are looking for, check out our website, we offer many programs and certificates online.



Knowledge : Skills : Abilities

While degrees, credentials and experience remain important, they are no longer enough. Employers are looking to hire and promote individuals who can effectively manage change. Employees who utilize data and think critically and creatively when solving problems are also highly valued.

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Delivering customer value has become the hallmark of competitive advantage. There are key techniques and approaches to help you interpret research, maximize marketing communications and grow your business.

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Body : Mind : Spirit

Utilizing the principles of energy, balance and wellness are known to enhance our health. They also cultivate a natural vigor that helps us to gain greater clarity as well as boost our productivity and contentment.

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Quality, convenience and value, we know that all three are important. If you don't see what you are looking for, let us know how we can help you, your team or your organization. Call us at 952-358-8238; we're here to help you achieve your goals.



Learning for Individuals, Teams and Organizations

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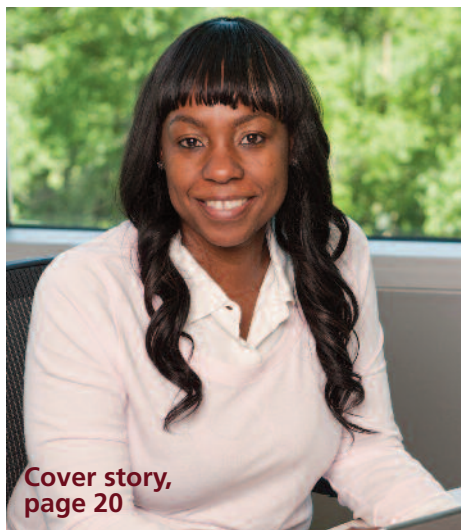
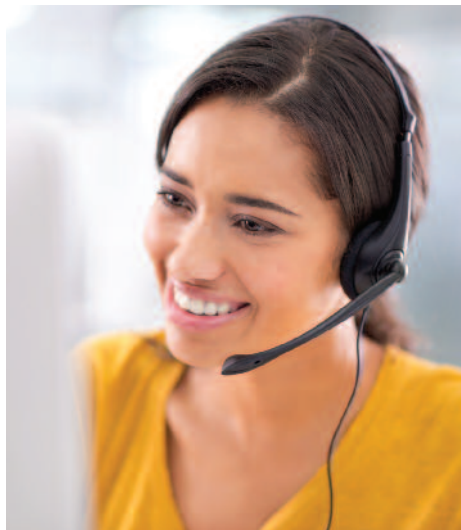
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Cover story,
page 20

Front and back cover photos
by Katie Heymer

enrich your organization

Business Acumen

NEW Conflict Management Strategies

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

ID: 54679

Thur, 11/16/17

8:30am – 12:30pm

RM: P1844

Conflict is a fact of life, but you can manage it if you have the right tools.

Negotiation: Get What You Want

Negotiation is a key skill for success in business and everyday life. You'll work with a professional 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: 54061

Online – 10/2/17 - 10/27/17

Certified ScrumMaster – see page 13

NEW Managing Generations in the Workplace

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

ID: 54749

Online – 11/6/17 - 12/1/17

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. 1.6 CEU, \$245, Joyce Odidison

ID: 54673

Online – 10/2/17 - 10/27/17

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: 54079

Online – 9/5/17 - 9/29/17

Project Management Processes

ID: 54346

Online – 10/2/17 - 10/27/17

Project Management Knowledge Areas

ID: 54347

Online – 11/6/17 - 12/1/17

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



Supervision and Management

Supervision and Management Certificate

Module 1: Making the Transition to Leadership

“What got you here won’t get you there.” When individual contributors are promoted to supervisor, it is often because they were technically excellent at their job. An effective supervisor learns how to complement that competence with the ability to lead and motivate a variety of people in a variety of situations. 0.4 CEU, \$125

ID: 54674

Wed, 10/4/17

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: 54675

Wed, 10/11/17

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: 54676

Wed, 10/18/17

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: 54677

Wed, 10/25/17

8:30am – 12:30pm

RM: P1840

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



This certificate provides new supervisors with the foundational skills needed for the job. Take the full series for \$400 (a savings of \$100).

Project Management

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: 54750

Wed, 11/1/17

12:30pm – 4:30pm

RM: P1840

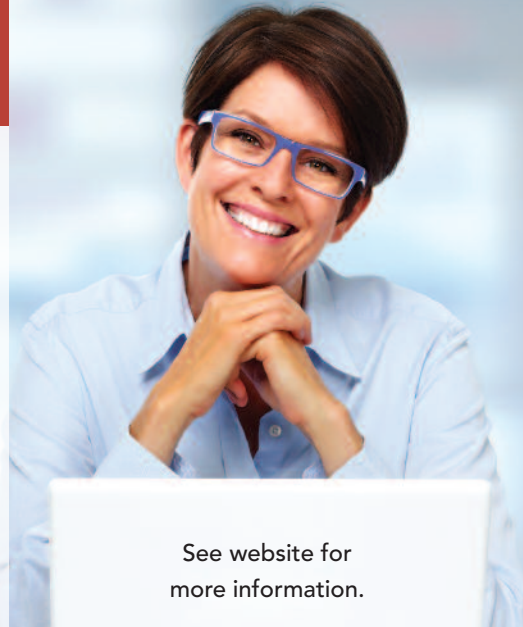
This workshop is ideal for executive assistants, marketing and sales professionals, project and financial managers, planners and analysts.

Data Analytics Bootcamps

These bootcamps are designed to strengthen your data literacy core – a sought-after expertise – across all work roles and industries.

See how real-life data case studies can be applied to everyday work situations while working with common software applications (R and Advanced Excel).

You will learn to identify and summarize different types of data into meaningful information to support new insights or decision making. You'll dive into statistical model creation, testing, applications and more.



See website for more information.

NEW Bootcamp 1: Foundations

Consider this basic training. You will gain the hands-on instruction to strengthen your data analytics knowledge and skills and begin to work with the tools and techniques needed to move data to insight. 0.65 CEU, \$129, Mark Ahrens

ID: 54827

Fri, 10/13/17

9:00am – 4:00pm

RM: A2556

ID: 54828

Fri, 12/1/17

9:00am – 4:00pm

RM: A2556

NEW Bootcamp 2: Applications

This Bootcamp is designed as a “lab like learning experience.” You will build on what you know, apply newly learned data concepts by using common software applications and real-life scenarios. *Prerequisite: Strong understanding of and/or experience with data analytics or attendance at a previous Data Analytics Bootcamp at Normandale.* 0.65 CEU, \$129, Mark Ahrens

ID: 54830

Sat, 10/14/17

9:00am – 4:00pm

RM: A2556

ID: 54831

Sat, 12/2/17

9:00am – 4:00pm

RM: A2556



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. *See website for specific course information.* Earn the certificate when you complete all three courses for \$495, 4.8 CEUs (a savings of \$90) or \$195 per class.

John Rutledge, Mary Dereshiwsy, and Jeff Kritzer

Introduction to Data Analysis

ID: 53313 Online – 9/5/17 - 9/29/17

Intermediate Data Analysis

ID: 53670 Online – 10/2/17 - 10/27/17

Advanced Data Analysis

ID: 53671 Online – 11/6/17 - 12/1/17

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. Learn the basic statistical skills to become adept with the data analysis, charting, and function wizard aspects of Excel. The techniques are fundamental to Six Sigma Quality Improvement Programs. 0.7 CEU, \$495, Dale Mize

ID: 54631 Fri, 12/1/17 8:30am – 4:30pm RM: P2842

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

SQL Design and Reporting Certificate – see page 27

Infographics

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

ID: 54064 Online – 11/6/17 - 12/1/17

Who should attend:
*anyone who knows that
a picture is worth a
thousand words!*

Communication Skills

Avoiding the Horror of a Bad PowerPoint

You've seen it. You've lived it. Heck, you may have even caused it! What is it? Death by PowerPoint! You shoot people with bullet point after bullet point and wonder why no one remembers anything from your presentation. Ideas are only as good as the actions that follow, and the quality of your presentation is critical to inspiring action.

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

–Tom Woods, President,
ReSound North America

In this interactive workshop, 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. 0.4 CEU, \$99, Art Shore

ID: 54619

Wed, 10/25/17

8:30am – 12:30pm

RM: P1844

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: 54053

Online – 10/2/17 - 10/27/17

Negotiation: Get What You Want – see page 2

NEW Facilitation Skills for the Occasional Trainer

Being able to perform a job is completely different than being able to teach others to do that same job. You may never aspire to be a full-time trainer, but adding this supplemental skill set can make you more valuable to your organization and open up new career opportunities. In this immediately applicable workshop, you will learn how to effectively convey information in a way that appeals to adult learners, handle challenging situations and create an enjoyable learning environment. 0.4 CEU, \$125, Julie Berg

ID: 54751

Wed, 11/8/17 8:30am – 12:30pm RM: P1840



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



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: 54616

Wed & Thur, 10/11/17 - 10/12/17 8:30am – 12:30pm

RM: P1844

“If you polish your shoes to be more professional, why wouldn’t you polish your business writing skills?”

–Jeannette Grace

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: 54614

Tue, 10/24/17

8:30am – 12:30pm

RM: P1844

Dump The Data, Tell The Story – see page 4

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: 54634

Online – 9/5/17 - 9/29/17

NEW Creative Problem Solving – see page 8

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: 54065

Online – 9/5/17 - 9/29/17

Change Management

NEW Change in the Workplace

Most people do not like change even when they know that change is inevitable and will happen with or without their consent. You will gain strategies on how to deal with changes in your work environment and how to introduce changes to enhance your workplace culture. 1.6 CEU, \$195, Brenton Rolle

ID: 54348 Online – 10/2/17 - 10/27/17

A recent Gallup study found that nearly 70% of the American workforce is disengaged from their jobs. Those who are willing to embrace change are much more likely to thrive under new conditions.

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

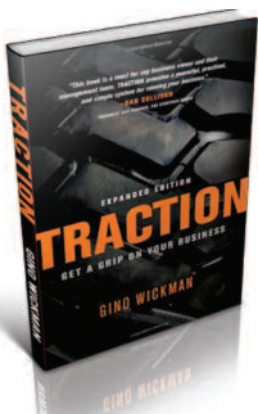
ID: 54067 Online – 10/2/17 - 10/27/17

NEW Change Management Skills for Human Resource Professionals

Learn how to successfully plan, implement, communicate, create employee involvement and commitment, and add value during change. This class is beneficial for human resources professionals or those working in human resource strategy consulting. 1.6 CEU, \$245, Sally Schmall

ID: 54076 Online – 10/2/17 - 10/27/17

Change Leadership in Healthcare – see page 37



Gino Wickman started a movement when his book *Traction* was first published in 2007.

Since then, his **Entrepreneurial Operating System (EOS®)** has been implemented by thousands of companies to focus their efforts and drive growth.

ARE YOU LOOKING TO TAKE YOUR BUSINESS TO THE NEXT LEVEL?

What is EOS? How do you get started with EOS? More importantly, should you get started with EOS? Is EOS® Right For Your Organization?

Designed for business owners, division heads and those just interested in learning more about this approach, this workshop covers the basic tenets of EOS. Included is an organizational diagnostic survey which measures key readiness factors associated with EOS. Our instructor is an experienced EOS implementer. See [website](#) for more information. 0.2 CEU, \$49, Mark Capalini

ID: 54618 Thur, 10/19/17 7:30am – 9:30am
Partnership Center Room P1840



NEW Leading Without Authority

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

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

John Maxwell, best-selling leadership author

ID: 54620

Wed, 11/15/17

8:30am – 12:30pm

RM: P1840

Navigating Change

Change leadership is a two-way street. While formal leaders have an obligation to communicate clearly and create an environment where change can flourish, every individual also shares in the responsibility to be adaptable and flexible. 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: 54617

Wed, 11/1/17

8:30am – 12:30pm

RM: P1844

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: 54678

Wed, 11/1/17

1:00pm – 5:00pm

RM: P1844

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).

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: 54074 Online – 10/2/17 - 10/27/17

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: 54349 Online – 11/6/17 - 12/1/17

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.

September 21 Why Do We Conflict

Learn how the Core Values assessment can engage your team and lessen conflict by allowing each member to do the work that energizes them. Irene Kelly

October 24 & 25 Systematic Inventive Thinking: MN Innovation Spark

Explore the SIT guiding principles for innovative problem solving, product and process design, strategy development, and more. SIT Faculty

December 12 Metric of Urgency

Learn how to use metrics to link strategic thinking to operational excellence. Edwin Boon and Mike Gratz

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

Workshops will be offered in 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, reduce costs, while increasing profit margins. This is not a test prep program. When you complete this program, you will have earned the Six Sigma Green Belt credential. See *website for course descriptions*. 6.4 CEU, courses can be taken individually or earn the certificate for \$3,180 (a savings of \$795), RM: P2842

Class 1: Introduction to Six Sigma

ID: 54622 Fri, 10/6/17 8:30am – 4:30pm \$495

Class 2: Basic Problem Solving Tools

ID: 54625 Fri, 10/13/17 8:30am – 4:30pm \$495

Class 3: Basic Statistics

ID: 54628 Fri, 10/20/17 8:30am – 4:30pm \$495

Class 4: Statistical Process Control

ID: 54629 Fri, 10/27/17 8:30am – 4:30pm \$755
& Fri, 11/3/17 8:30am – 12:30pm

Class 5: Failure Modes and Effects Analysis

ID: 54630 Fri, 11/17/17 1:00pm – 4:30pm \$250

Class 6: Data Analysis Techniques

ID: 54631 Fri, 12/1/17 8:30am – 4:30pm \$495

Class 7: Design of Experiments

ID: 54632 Fri, 12/8/17 8:30am – 4:30pm \$495

Class 8: Process Control

ID: 54633 Fri, 12/15/17 8:30am – 4:30pm \$495

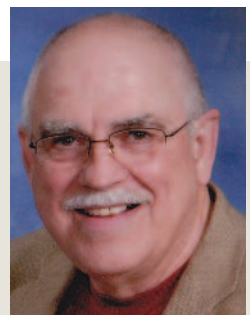
Get Certified

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

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

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

Dale K. Mize (lead instructor), 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*.



Agile and Scrum

Certified Scrum Product Owner

WIOA Approved



Product Owners must have the skills to navigate market pressures, product design issues, and channel the energy of well-formed teams to deliver results. This course is for people who have some background in Agile, and is intended to help experienced practitioners focus on the challenges faced by product design teams. This two-day Certified Scrum Product Owner course will put you on the path to becoming a great leader of teams that focus their energy toward successful completion of projects with real value. *Upon completion, you will be registered as a Certified Scrum Product Owner, which includes a two-year membership in the Scrum Alliance.* 1.4 CEU, \$1,080, Doug Shimp and Jan Beaver

ID: 54657

Tue & Wed, 11/14/17 & 11/15/17 8:30am – 4:30pm

RM: P0806

USER EXPERIENCE

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

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.

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



Want to learn how your organization can benefit from UX training? Contact us at 952-358-8343 or ncal@normandale.edu.

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



Doing business today requires an ability to develop customer-focused products and services faster than ever. Agile methods and Scrum training provide strategies and tools to teams who are charged with managing complex projects. With origins in the software development community, Scrum training has now become a sought-after approach for new product development across business sectors.



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

Certified ScrumMaster

WIOA Approved



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

and a two-year membership in the Scrum Alliance. Upon course completion and passing the online test, you will be listed on the Scrum Alliance website as a Certified ScrumMaster.

1.4 CEU, \$980, Doug Shimp and Jan Beaver

ID: 54656

Tue & Wed, 10/31/17 & 11/1/17

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. 3Back partners with Normandale to deliver training that is designed to “make teams better.” He is a Certified ScrumMaster Trainer, Use Case, and Agile Process expert with more than 20 years of experience in the technology field.

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



Customer Service & Sales

Certificate in Sales

NEW Getting Started in Sales

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

ID: 53676 Online – 10/2/17 - 10/27/17

NEW Power Selling

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

ID: 53677 Online – 11/6/17 - 12/1/17

NEW Strategic Selling with Social Media

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

ID: 53675 Online – 9/5/17 - 9/29/17

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, Constance Yates and Mary Dereshiwsky

ID: 53309 Online – 9/5/17 - 12/1/17

Social Media for Business Certificate – see page 66

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

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

CX: Customer Experience



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

—Mara Bain, Chief Experience Officer,
Western National Insurance

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

Normandale offers training and consulting in CX, including:

- Customer Journey Mapping
- User Experience (UX)
- Customer Experience Metrics

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



Customer Service Certificate

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

Keys to Customer Service

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

ID: 54049 Online – 9/5/17 - 9/29/17

Extraordinary Customer Service

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

ID: 54050 Online – 10/2/17 - 10/27/17

NEW Customer Service Leadership – see website

Creative Problem Solving – see page 8

NEW Creating a Fantastic Customer Service Experience

Customer service is in everything that we do. These sessions are focused on understanding customer service as a unique experience and service process. Learn how to identify customer expectations, solve problems and create a memorable and positive experience. You will leave with tools to satisfy even the most difficult customer! 0.8 CEU, \$99, Jennifer Pollard

ID: 54796 Tue & Thur, 11/28/17 & 11/30/17 8:30am – 12:30pm RM: P1844

Dr. Jennifer Pollard is an industrial and organizational psychologist who has worked with organizations and individuals to clearly communicate and connect expectations to results. Jenn's work includes instructing higher education courses, corporate trainings, managing conflict, coaching individuals, and guiding development and change.



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.

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: 54635 Online – 9/5/17 - 9/29/17

NEW Introduction to Internet Writing Markets

You'll learn the secrets of how to be successful in publishing online. That includes things like search skills, website traffic evaluation, identifying your own expertise and gathering it into a curriculum vitae, research strategies, RSS feeds, online interview tips, crowdfunding large projects, and more. 2.4 CEU, \$109, Linda Aksomitis

Online – starting every month (9/13, 10/18, 11/8, 12/13)

Effective Copywriting – see page 6

Infographic – 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

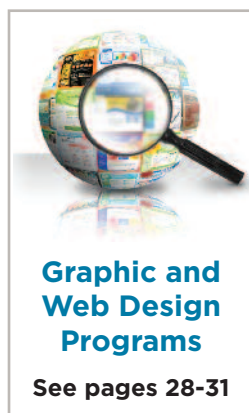
ID: 54363 Online – 9/5/17 - 9/29/17

NEW Achieving Top Search Engine Positions

Gain the knowledge you need to boost your website's visibility. You'll discover how search engines crawl the Web, rank websites, and find previously undiscovered sites, and learn which HTML tags are key to getting sites on a search engine's radar. You'll also explore how to select keywords, why you should amass as many potential keyword choices as possible, and which keywords hold the most potential. 2.4 CEU, \$109, Chris Minnick

Online – starting every month (9/13, 10/18, 11/8, 12/13)

Social Media for Business Certificate – see page 66



What's your
story?

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



Digital Marketing Certificate

Earn this certificate when you complete all three courses 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: 54351 Online – 9/5/17 - 9/29/17

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: 54352 Online – 10/2/17 - 10/27/17

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: 54353 Online – 11/6/17 - 12/1/17

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: 54354 Online – 9/5/17 - 9/29/17

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: 54355 Online – 10/2/17 - 10/27/17

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: 54356 Online – 11/6/17 - 12/1/17

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: 54364 Online – 9/5/17 - 9/29/17

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: 54365 Online – 10/2/17 - 10/27/17

Inbound Marketing Certificate

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

Introduction to Inbound Marketing

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

ID: 54357 Online – 9/5/17 - 9/29/17

Content Marketing

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

ID: 54358 Online – 10/2/17 - 10/27/17

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: 54359 Online – 11/6/17 - 12/1/17



Entrepreneurship

The Kauffman Foundation reports that “new-business creation by Americans age 55 to 64 is responsible for nearly 25 percent of all business starts.” If you are one of those individuals interested in using your talents to build your own business or work as a micro-preneur, see page 67 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, Nicole Siscaretti and Jennifer Selke

Twitter

ID: 54636 Online – 9/5/17 - 9/29/17 \$195

Facebook for Business

ID: 54626 Online – 10/2/17 - 10/27/17 \$245

LinkedIn for Business

ID: 54627 Online – 11/6/17 - 12/1/17 \$195

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

Social Media for Business Certificate – see page 66

Mobile Marketing Certificate

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

Introduction to Mobile Marketing

Discover location-based marketing, QR codes, applications, mobile payment, coupons and social networks. 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: 54360 Online – 9/5/17 - 9/29/17

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: 54361 Online – 10/2/17 - 10/27/17

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: 54362 Online – 11/6/17 - 12/1/17



Changing the DNA of the Talent to Career Exchange

For years, we have heard about the increasing skills gap – good jobs but not enough qualified workers. Logically, we understand that technological and demographic changes are driving the issue. In other ways, though, it is a problem that doesn't seem to make sense, especially when we think about all of the talented and motivated people who are unable to find that really good job – one that is interesting, challenging, and offers opportunities for growth.

altering the process

Hennepin County, one of Minnesota's largest employers, is well aware of the pains associated with workforce shortages. Facing mass retirements, the County is using a collaborative initiative to eliminate barriers and fill vital positions.

Hennepin County Administrator, David Hough, is providing leadership to fundamentally alter the approach to finding, hiring and training new employees in about 20 job categories that don't necessarily require bachelor's degrees. Most often, the biggest obstacle for job seekers is an educational requirement.

Now, instead of a degree being a prerequisite, the County is working with partners like Project for Pride in Living (PPL) and Normandale Community College to fine-tune job requirements and inject career-focused training.

Shawanna Bryant is a Human Services Supervisor and Pathway Outcome Coordinator for the County. She is part of a team of leaders who are working every day to enhance the "talent to job to career" formula. She explains, "In the past, the roles and responsibilities of job seekers, educators, community-based organizations and employers remained separate. Even though we had common goals, we weren't able to break down key barriers and leverage opportunities until we collaborated in very intentional ways."

creating new pathways

Hennepin County, PPL and Normandale are successfully delivering an innovative program. The partners have secured various funding sources including a Pathway to Prosperity (P2P) grant through the



"This program fits our mission -- providing a great education while remaining responsive to the career goals and busy lives of our students."

—Dr. Joyce Ester,
President

Department of Employment and Economic Development (DEED). The most recent P2P project is focused on careers in Human Services.

The partners have landed on several best practices. For example, Human Services, as a career focus, offers many entry points and paths to advancement. It is an area that allows adults with different skill sets and interests to prepare for a variety of professional positions.

Additionally, the program is designed to maximize learning and limit challenges. Books are delivered to the participants and tutoring and support services are embedded in the program.

The entire program is built around the cohort of learners. As a group, they complete job training, earn college credits and participate in internships. Conrad Carozzi, Career and Education Advancement Manager at PPL, shares that the cohort approach is about more than just the learning. He says, “each person in the cohort finds that they have access to many resources, new friends as well as partners who want them to thrive not only in the short-term but over time.”

Normandale is proud to be the educational partner in this project, and plans are already underway for another cohort beginning this fall. Dr. Joyce Ester, Normandale President, explains that “this program fits our mission – providing a great education while remaining responsive to the career goals and busy lives of our students.”

“Each person in the cohort finds that they have access to many resources, new friends as well as partners who want them to thrive not only in the short-term but over time.”

—Conrad Carozzi,
Manager at PPL

getting in the mix

Another Human Services Pathway program is scheduled to start at Normandale this October. The program is grant funded and FREE to those who qualify. If you would like to learn more about this exciting career opportunity, contact PPL’s Abbie Hanson at 612-455-5293 or Normandale’s Continuing Education at 952-358-8343.

Pictured below:
Human Services Pathway
Participants, 2017
Photography
by Katie Heymer

By the numbers

35 percent of Hennepin County workforce is eligible to retire by 2025

Over 100,000 more metro jobs will be available than qualified candidates in the next five years

In 25 years, nearly all of our region’s workforce growth will be new Americans and people of color



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 – starting every month (9/13, 10/18, 11/8, 12/13)

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: 54071

Online – 9/5/17 - 9/29/17

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 – start every month (9/13, 10/18, 11/8, 12/13)

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 – start every month (9/13, 10/18, 11/8, 12/13)

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 – start every month (9/13, 10/18, 11/8, 12/13)

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 5 or website for more information.





Presentation Media

Certificate in Presentation Media

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

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

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: 54054 Online – 9/5/17 - 9/29/17

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: 54056 Online – 10/2/17 - 10/27/17

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: 54057 Online – 11/6/17 - 12/1/17

Avoiding the Horror of a Bad PowerPoint – see page 6

Powerful Presentations & Effective Speaking Techniques – see page 7

Infographics – see page 5

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 to set up a chart of accounts; reconcile your checking account; create and print invoices, receipts, and statements; track your payables, inventory, and receivables; create estimates; and generate reports. 2.4 CEU, \$109, Scott Paxton

Online – starting every month (9/13, 10/18, 11/8, 12/13)

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 – starting every month (9/13, 10/18, 11/8, 12/13)

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 – starting every month (9/13, 10/18, 11/8, 12/13)

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: 53312 Online – 11/6/17 - 12/1/17

Data Analysis Certificate – see page 5



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

ID: 54770	Wed, 9/13/17 & 9/20/17	8:30am – 12:00pm	RM: P1802	M. Anderson
ID: 54771	Sat, 9/16/17	9:00am – 4:00pm	RM: P1802	M. Anderson
ID: 54772	Thur, 10/12/17	9:00am – 4:00pm	RM: P1802	C. Leach
ID: 54773	Mon, 11/06/17 & 11/13/17	8:30am – 12:00pm	RM: P1802	C. Leach
ID: 54774	Mon, 12/4/17 & 12/11/17	8:30am – 12:00pm	RM: P1802	M. Anderson

Microsoft Excel Level 2

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

ID: 54775	Sat, 10/7/17	9:00am – 4:00pm	RM: P1802	S. Arnett
ID: 54776	Mon, 10/16/17 & 10/23/17	8:30am – 12:00pm	RM: P1802	S. Arnett
ID: 54777	Sat, 12/2/17	9:00am – 4:00pm	RM: P1802	C. Leach

Microsoft Excel Level 3

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

ID: 54778	Sat, 10/28/17	9:00am – 4:00pm	RM: P1802	M. Anderson
ID: 54779	Fri, 12/8/17	9:00am – 4:00pm	RM: P1802	M. Anderson

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, Sheila Arnett

ID: 54780	Tue, 11/7/17 & 11/14/17	8:30am – 12:00pm	RM: P1802	S. Arnett
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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 2016 Level 1 will guide you through database design theory and development, creating and working with tables and relationships, and setting field properties. Queries, forms and reports using the wizards will also be introduced.

0.7 CEU, \$175, Sheila Arnett

ID: 54781	Sat, 9/30/17	9:00am – 4:00pm	RM: P1802
ID: 54782	Tue, 10/31/17	9:00am – 4:00pm	RM: P1802

Microsoft Access Level 2

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

0.7 CEU, \$175, Sheila Arnett

ID: 54783	Tue, 11/21/17	9:00am – 4:00pm	RM: P1802
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Microsoft Access Level 3

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

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

ID: 54784	Tue, 12/12/17	9:00am – 4:00pm	RM: P1802
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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 – starting every month (9/13, 10/18, 11/8, 12/13)

NEW **Data Analytics Bootcamp** – see page 4



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



SQL – Structured Query Language

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

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

SQL Level 1

SQL is the industry's top database 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: 54785	Tue, 9/12/17 & 9/19/17	8:30am – 12:00pm	RM: P1802
ID: 54786	Thur, 11/9/17 & 11/16/17	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. *Prerequisite: SQL Level 1 or equivalent experience.* 0.7 CEU, \$175, Sheila Arnett

ID: 54787	Tues, 9/26/17 & 10/3/17	8:30am – 12:00pm	RM: P1802
ID: 54788	Thur, 11/30/17 & 12/7/17	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: 54789	Tue, 10/17/17 & 10/24/17	8:30am – 12:00pm	RM: P1802
ID: 54790	Thur, 12/14/17	9:00am – 4:00pm	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 – starting every month (9/13, 10/18, 11/8, 12/13)

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.

Introduction 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: 54734

Wed, 10/4/17 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: 54735

Wed, 10/11/17

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
- Certificate Capstone
- Open Lab Practice (Optional)

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

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

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.



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: 54736 Wed, 10/18/17 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: 54737 Wed, 10/25/17 9:00am – 4:00pm RM: P1802

Advanced Adobe Photoshop - for Photography

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

ID: 54738 Wed, 11/1/17 9:00am – 4:00pm RM: P1802

NEW Certificate Capstone

See page 31 for details. 0.7 CEU, \$175

ID: 54743 Wed, 12/13/17 9:00am – 4:00pm RM: P1802



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

Open Lab Practice

Bring in your ideas, projects or questions that you would like help troubleshooting.

Open Lab Practice is scheduled at certificate midpoints. Learners review progress on their capstone project. Even though this session is popular with our Graphic and Web Design Certificate students, it is open to all learners. 0.7 CEU, \$175

ID: 54739 Wed, 11/8/17 9:00am – 4:00pm RM: P1802

Web Design

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

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: 54740

Wed, 11/15/17 9:00am – 4:00pm RM: P1802

Certified ScrumMaster – see page 13

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
- Certificate Capstone
- Open Lab Practice (Optional)

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

- Advanced Photoshop
- InDesign

See pages 28 and 29.

Graphic and Web Design Certificates



"Every course in the Graphic Design certificate was so valuable. The 'learn-do' approach really helped us to up our skills and gain the knowledge and confidence to take on bigger projects."

Katie Goodwin

Pictured Left to Right: Miranda Jerabek & Katie Goodwin
Regis Corporation

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 web pages. Textbook included. 0.7 CEU, \$175, Grant Chandler

ID: 54741

Wed, 11/29/17

9:00am – 4:00pm

RM: P1802

WordPress & Content Management Systems

Learn the basics of CMS (Content Management Systems) 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: 54742

Wed, 12/6/17

9:00am – 4:00pm

RM: P1802

NEW Certificate 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, \$175, Grant Chandler

ID: 54743

Wed, 12/13/17

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: 54051

Online – 9/5/17 - 9/29/17

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: 54052

Online – 10/2/17 - 10/27/17

information technology

Programming

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

Classes are available online and most start monthly, see website for details.

NEW Introduction to Coding

Even if we aren't the ones building sites from scratch, we are able to make more meaningful contributions when we understand coding. Gain the basics of computer programming and various programming languages. New technologies allow people outside of the computer science field to be able to create their own web pages using code. Learn the basics of HTML, CSS, and Java Script as well as practical uses for each.

1.6 CEU, \$195, Jeff Kritzer

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

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 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

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)

Visit our website for more information.



Gain the
IT Edge

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

In just 3 months, earn the **CompTIA A+ Certification** and step into the information technology industry. *See website for more information.*

Enroll today for \$1,995 and get a laptop plus FREE textbooks!

health information technology

Health IT Professional Series

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



MNHIT Level 1 Certificate

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. 7.0 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. 7.0 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. 7.0 CEU, \$195

Learning Delivery:

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

Class Schedule:

Classes are five weeks long and start every six weeks:
9/6/17, 10/18/17,
11/29/17



HIGH Demand for HYBRID Skills

Normandale offers a wide-variety of **professional trainings and certifications** to help you build hybrid skills like change management, Scrum, Six Sigma, project management, data analytics, technology, health IT, plus much more.

Jobs are becoming less about the defined role and more about one's ability to contribute in smart and thoughtful ways – regardless of the job title. **Employers value “thinkers” and “doers”** who can analyze data, information, situations and translate that into insight. They seek individuals who have a mind for process improvement and customer appreciation – and can work with technology in savvy and updated ways. All roles in healthcare now require these hybrid skills in order to deliver high-quality care.

Visit www.normandale.edu/ce to see our programs.



MNHIT Level 2 Certificate

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. 7.0 CEU, \$195

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. 7.0 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. 7.0 CEU, \$195

MNHIT Level 3 Certificate

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. 7.0 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. 7.0 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. 7.0 CEU, \$255*

Health IT Professional Certificate

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



Health IT Transformation Series

New knowledge and skills are necessary for healthcare professionals to participate in this data and value-driven era. These certificates are designed to build a foundational understanding of healthcare transformation in a practical, usable way. See website for course and certificate information. \$95 per class. Earn a certificate or take individual courses.



Classes are three weeks long, online and start every month.
Start Dates: 9/13/17, 10/11/17, 11/8/17, 12/5/17

NEW Healthcare Data Analytics Certificate

Every role in the healthcare industry requires a deeper understanding of data, what it is, and how to gain insight. This certificate provides valuable working knowledge of healthcare data analytics as it relates to care delivery, quality and improvements, and financial and operational considerations.



Understanding Healthcare Data Analytics (8 hours)

Clinical Data Analytics and the Learning Health System (9.5 hours)

NEW Population Health Certificate

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



Population Health Policy (6 hours)

Population Health Data Analytics (7.5 hours)

Population Health Interventions (9 hours)

NEW Value-Based Care Certificate

Healthcare is changing at the speed of light - care delivery, payment and reimbursement, quality standards - everything is transforming. Value-based care is a key driver to move these changes forward in meaningful ways. This certificate covers key concepts related to value-based care (VBC) and healthcare reform. Gain the skills and training needs to manage day-to-day work including care delivery, quality measurement and improvement as well as satisfaction.



The Business of Value-Based Care (8.25 hours)

Applications of Value-Based Care (6.75 hours)

Negotiating Contracts for Value-Based Care (2 hours)

Become a leader in healthcare and empower yourself and team to BE the transformation. Earn a certificate or take courses individually.



JOHNS HOPKINS
SCHOOL of MEDICINE

This activity is jointly provided by Johns Hopkins University School of Medicine and Normandale Community College.



Change Leadership in Healthcare

NEW Practice Facilitation Certificate

One of a handful of available programs nationally, the Practice Facilitator Certificate program will develop the necessary skills to support improvement activities in healthcare delivery and to help progress and transform practices.

Training topics will focus on practical approaches to facilitating effective change in healthcare through quality improvement and systems improvement activities such as; leadership, change management and relationship building techniques; understanding key environmental trends impacting primary care; technology and systems optimization; effective team-building and much more.

In addition to weekly online classes and industry guest lecturers, participants will engage in a 20-40 hour practicum experience to gain real-work experience and exposure to practice facilitation activities and concepts. The first two days of class will meet in-person. All classes thereafter will be online. **Learn more at www.MNHealthIT.com.** 34 Contact Hours, \$3,995

“This program helped me hone my skills as an improvement site visitor for immunization health care providers. I am excited to leverage my newfound abilities in my day-to-day public health practice work.”

–Sudha Setty, MPH
AFIX/QI Coordinator
MN Department of Health



MN Consortium for Practice Facilitation

ID: 54718 Thur, 9/14/17 & Fri, 9/15/17

8:30am – 4:30pm

RM: P0806

Teleseminars – Thurs, 9/7/17 - 12/7/17

3:00pm – 4:30pm

Practice Facilitators are the change agents who support healthcare transformation by bridging the gap between people, process and systems.

MNCPF Cohort 2016

medical career programs

Pharmacy Technician

WIOA Approved

The Pharmacy Technician program is the only online program approved by the State of Minnesota Board of Pharmacy. The Pharmacy Technician program prepares students to earn their national certification by passing the Pharmacy Technician Certification Board (PTCB) Exam. Topics studied include pharmacology, pharmaceutical calculations, and pharmacy law, regulations, and standards, among others. During the training, students will participate in an on-site externship at a local Walgreens or CVS Pharmacy. In addition to one-on-one instructor support and personalized graduate support, students receive six e-textbooks and a drug reference handbook. 285 Contact Hours, \$1,999

ID: 54111 Online – start anytime

NEW Medical Assistant with Clinical

WIOA Approved

Medical assisting is becoming a must-have skill set for anyone interested in working in the healthcare industry – whether you want to become a care giver or work in an operational or administrative role. Learning the required skills and knowledge will open doors to many career opportunities and demonstrate an understanding of health care delivery and operations. A Medical Assistant provides general patient care in healthcare facilities such as physicians' offices, hospitals, and clinics. This course offers the flexibility of online learning AND also includes a 220 hour in-person clinical experience – a must have for on-the-job success. A complete ebook library, one-on-one help from instructors and technical support team, and a CCMA exam voucher are also included. *See website for more details.* 730 Contact Hours, \$3,999

ID: 54835 Online – start anytime

NEW Medical Administrative Assistant with EHR

WIOA Approved

This program prepares students to earn the Certified Medical Administrative Assistant (CMAA) and Certified Electronic Health Records Specialist (CEHRS) credentials. Topics studied include eZEMRx EHR software, Microsoft Office, healthcare documentation, and office procedures. Enrollment includes e-books and exam vouchers for the two national certifications. 285 Contact Hours, \$2,799

ID: 54113 Online – start anytime

Students who pay in full for the following programs are eligible for a promotional item or discount before October 31, 2017



Free Laptop or iPad Air

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

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



Professional Medical Coding & Billing

WIOA Approved

Medical Coding and Billing Training Program is a comprehensive online program designed by industry experts for individuals who would like to work in the healthcare coding and billing industry. Mastering medical terminology, documentation, confidentiality, ethics, healthcare structure, pharmacology, disease processes, diagnostic coding and healthcare reimbursement are just a few of the subjects covered. This program prepares students to sit for the CCA (AHIMA) and/or CPC (AAPC) certification exams. 640 Contact Hours, \$3,499

ID: 54106 Online – start anytime

Medical Transcription Editor

WIOA Approved

Approved by the Association for Healthcare Documentation Integrity (AHDI), the Medical Transcription Editor program prepares students for medical transcription and editing careers. Topics studied include documentation, biomedical sciences, and editing theory, among others. The program emphasizes practical experience. Enrollment includes ten e-textbooks, a transcription foot pedal, an AHDI membership, and online reference library access. 640 Contact Hours, \$2,999

ID: 54108 Online – start anytime

Medical Billing

WIOA Approved

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

ID: 54110 Online – start anytime

<p>Medical Career Information Session</p> <p>ID: 54683 • Thur, 9/28/17 • 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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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. 8.4 Contact Hours, \$109, Nancy Johnson

ID: 54792 Sat, 10/28/17 8:00am – 3:00pm RM: A1570

BLS for Healthcare Provider Renewal

This course is a review of the skills and knowledge covered in the American Heart Association's (AHA). *See website for course description.* 4.8 Contact Hours, \$56, Nancy Johnson

ID: 54793 Wed, 9/27/17 5:30pm – 9:30pm RM: A1570

ID: 54794 Wed, 11/15/17 5:30pm – 9:30pm RM: A1570

ID: 54795 Wed, 12/13/17 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: 54731 Sat, 9/16/17 - 12/2/17 8:00am – 1:00pm RM: S2333

NEW Emergency Medical Technician (EMT)

This program is designed for individuals who are interested in becoming an Emergency Medical Technician or are simply interested in gaining EMT skills and practical experience. It will equip you to make competent decisions regarding treatment of medical and trauma patients at the basic life support level, as set forth by the Department of Transportation. Training includes patient assessment; airway management; AHA basic life support for health professionals; trauma management; medical emergencies management; mass casualty and bio-terrorism response, critical thinking and decision-making. Successful completion of this course and the National Registry Examination lead to certification as an Emergency Medical Technician at the Basic level. This program is a blend of in-class learning and outside online and independent coursework with the majority of time spent practicing life-saving skills. *See website for full program details and prerequisites.* 80 Hours, \$2,125, HCMC Faculty

ID: 54791 Tue & Thur, 9/19/17 - 11/28/17 12:30pm – 4:30pm RM: P0808

Dental Health Professionals

Normandale offers courses for the dental hygienist and dental assistant to help keep skills sharp and to fulfill continuing education requirements. For our Fall 2017 course offerings, please visit: www.normandale.edu/CE/classes or call 952-358-8343.



Professional Development and Certifications

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/AIDSs, zoonoses (diseases that are spread from pets to people), and tickborne diseases. *See website for more details.* 13 Contact Hours, \$119

Online – start every month (9/13, 10/18, 11/8, 12/13)

Business Bootcamp for Holistic Practitioners – see page 48

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: 54072 Online – 9/5/17 - 9/29/17

Reiki Energy Therapy – see page 49

Spanish for Medical Professionals

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

ID: 54073 Online – 9/5/17 - 10/27/17

The Art of Muscle Testing Certificate – see page 55

NEW Jump Start Your Dreams – from Doubting to Doing

See page 64 for course description. 0.4 CEU, \$95, Cherie Anderson

ID: 54802 Sat, 10/7/17 8:30am – 12:30pm RM: P1844

Energy Medicine Certificate – see page 51

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

Ayurveda

NEW Spice up Your Life with the Ancient Science of Ayurveda

You will explore about 10 commonly used spices, and their healing effects. Learn the amazing facts about these enticing spices and take home effective spice blends that you can use in various recipes. 3 Contact Hours, \$59, Asavari Manvikar

ID: 54700 Tue, 11/14/17 6:00pm – 8:30pm RM: P1840

NEW Ayurveda: Healthy Recipes

When diet is wrong, medicine is of no use. When diet is correct, medicine is of no need. Explore various heart-healthy recipes to combine foods with optimum amounts of nutrition. 3 Contact Hours, \$59, Asavari Manvikar

ID: 54701 Tue, 11/28/17 6:00pm – 8:30pm RM: P1840

NEW Ayurveda: Yoga for Your Dosha

Yoga, Meditation and Ayurveda are the triad of healthy living. When one integrates the techniques of yoga and meditation with principles of Ayurveda, you can experience immense benefits to your health. Explore the concept of dosha, and learn about how to adjust your asana, pranayama and meditation practice to balance each dosha. 3 Contact Hours, \$59, Asavari Manvikar

ID: 54702 Tue, 12/5/17 6:00pm – 8:30pm RM: P1840

NEW Ayurveda: Healing with Simple Home Remedies

Learn simple home remedies for common health problems such as cold, flu, headaches, etc. through diet, herbs, essential oils, exercise and yoga. These home remedies, used to correct imbalances and restore the body to the natural order, are based on the principles of Ayurveda. 3 Contact Hours, \$59, Asavari Manvikar

ID: 54703 Tue, 12/12/17 6:00pm – 8:30pm RM: P1840

Fall into Wellness

10 am – 1 pm

Saturday, September 30

Partnership Center

FREE EVENT

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

Experience topics such as:

- Healing Touch
- Numerology
- Ayurveda
- Spring Forest Qigong
- Energy Medicine
- Emotional Freedom Techniques
- and more!

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

ID: 54717 (Register online at
www.normandale.edu/ce/classes)



Ayurveda

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

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

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: 54694 Tue, 10/3/17 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: 54695 Tue, 10/10/17 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: 54696 Tue, 10/17/17 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: 54697 Tue, 10/24/17 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: 54698 Tue, 10/31/17 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: 54699 Tue, 11/7/17 6:00pm – 8:30pm RM: P1840

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 Alf**

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: 54685	Wed, 9/20/17	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 54684	Wed, 9/27/17	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: 54686	Wed, 10/4/17	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 54687	Wed, 10/11/17	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: 54688	Wed, 10/18/17	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: 54689	Wed, 10/25/17	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: 54690	Wed, 11/1/17	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: 54691	Wed, 11/8/17	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 Alf

ID: 54693	Wed, 9/13/17	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 contact hours and \$49 per class or 24 contact hours and \$355 for the entire certificate, Matthew Alfs**

Class 1: Traditional Diets and the Modern-American Diet

Part 1: ID: 54817	Mon, 9/18/17	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 54818	Mon, 9/25/17	6:30pm – 9:00pm	RM: P1844

Class 2: Macronutrients

Part 1: ID: 54819	Mon, 10/2/17	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 54820	Mon, 10/9/17	6:30pm – 9:00pm	RM: P1844

Class 3: Vitamins (Part 1)

ID: 54809	Mon, 10/16/17	6:30pm – 9:00pm	RM: P1844
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Class 4: Vitamins (Part 2)

ID: 54811	Mon, 10/23/17	6:30pm – 9:00pm	RM: P1844
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Class 5: Minerals

ID: 54813	Mon, 10/30/17	6:30pm – 9:00pm	RM: P1844
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Class 6: Healing Applications of Nutrition

ID: 54814	Mon, 11/6/2017	6:30pm – 9:00pm	RM: P1844
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Holistic Health Assessment - An Herbal Perspective

See page 52 for course description. 3 Contact Hours, \$49, Matthew Alfs

ID: 54821	Wed, 11/15/17	6:30pm – 9:00pm	RM: P1844
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Matthew Alfs, M.H., A.H.G. is a practitioner, educator, and writer in the field of herbal therapy. He is a nationally peer-reviewed, professional member of the American Herbalists Guild, the Director of the Midwest School of Herbal Studies and has authored numerous articles on herbal therapy.



Aromatherapy

Aromatherapy Foundations Certificate

In this certificate, you will learn the scope and enormous potential of essential oil therapies; how they affect our body, mind and spirit; differentiate oils between chemistry, aroma energetics and safety; understand appropriate uses of oils via inhalers, diffusers, etc.; gain guidance for use on children, elderly and understand contraindications of use. You will be exposed to best practices of the Professional Holistic Aromatherapy from a Certified Clinical Aromatherapist. Finally you will also create your own take-home blend of oils using your newfound skills. *Note: Student oil/materials kits are available for purchase in class, but not required.*

16.8 Contact Hours, \$275

ID: 54723 Fri, 10/13/17 8:30am – 4:30pm
& Sat, 10/14/17 9:00am – 4:00pm RM: P0806

Aromatherapy Advanced Applications Certificate

Once you have successfully completed the Aromatherapy Foundations Certificate, you'll be prepared to dive into more advanced applications of essential oils for health and healing. This certificate focuses on two critical health areas: stress and pain, providing effective therapies and strategies to meet specific needs for yourself and others. Learn to use oils to improve mood, sleep, imbalance and digestion. You will create a blend in class specific to your needs. This course is taught within a holistic framework and will combine simple acupressure skills with essential oils to heighten their effectiveness. *See website for complete course description.*

16.8 Contact Hours, \$275

ID: 54815 Fri, 11/17/17 8:30am – 4:30pm RM: P1844
& Sat, 11/18/17 9:00am – 4:00pm



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 Applications Certificate for \$495
(a savings of \$90)



Get Certified

Earn an Integrative Health & Healing Certificate at Normandale.

- Holistic Nutrition Certificate
- Ayurveda Certificate
- Herbalism Certificate
- Muscle Testing Certificate
- Energy Medicine Certificate
- Reiki Energy Therapy Certification
- Tai Chi Teacher Certifications
- EFT Certificates and many more

Show the world your skills!



Healing Touch

A relaxing, nurturing energy therapy, Healing Touch uses gentle, heart-centered touch to assist in balancing your physical, emotional, mental and spiritual well-being. It enhances the body's natural ability to heal through the human energy centers and energy field/biofield and works in harmony with standard medical care and is complementary to other health care systems. It is safe for all ages. This continuing nursing education activity has been approved and endorsed by the American Holistic Nurses Association.

Class 1: Foundations of Healing Touch

Come and explore theoretical concepts which underlie holistic healthcare practices along with how they relate to the core values which guide the practice of Healing Touch. *See website for complete course description.* 18 Contact Hours, \$345 (workbook included), Sheila Judd

ID: 54822 Fri, 10/6/17 8:00am – 5:00pm RM: P1840
 & Sat, 10/7/17 8:00am – 4:00pm

ID: 54823 Fri, 12/1/17 8:00am – 5:00pm RM: P1840
 & Sat, 12/2/17 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.

Class 2: Energetic Patterning & Clinical Application

In this class, you will integrate techniques learned in the Foundations course into useful applications. You will deepen your appreciation of Healing Touch through a technique to assist the patient in expanding their heart energy. Assessment skills, clinical applications of energetic interventions, and proper documentation of clinical findings will also be covered. Upon completion, you will be able to describe how the Healing Beyond Borders Code of Ethics, Standards of Practice and Scope of Practice relate to their developing as a Healing Touch practitioner. *Prerequisite: completion of Healing Touch Class 1: Foundations of Healing Touch.* 18 Contact Hours, \$345 (workbook included), Barb Schommer

ID: 54824 Fri, 11/3/17 8:00am – 5:00pm RM: P1840
 & Sat, 11/4/17 8:00am – 4:00pm

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.

Emotional Freedom Techniques

Over 100 research studies, 4 meta-analyses, and millions of users have documented the health benefits and effectiveness of EFT Tapping. This certificate program provides you with an interactive overview of this simple tool. This certificate program demonstrates documented training and expertise in EFT Tapping for individuals in private practice and for those working in hospitals, clinics, and long-term care facilities.

Simplified EFT Tapping™ Foundations Certificate

Each session will show you how to tap to resolve health and wellness challenges (including chronic pain, phobias, trauma and weight issues) and for improved relationships and finances – core areas of a person's overall wellness. Sessions are designed to provide ample opportunity for practical learning and hands-on application. 14.4 Contact Hours, \$345, Valerie Lis

ID: 54812

Tue, 11/7/17 - 11/28/17

6:00pm – 9:00pm

RM: P1844

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

Understanding Empaths – see page 50

Valerie Lis, EFT, MA, a.k.a. “The Tapping Teacher” has conducted hundreds of workshops and supported thousands of clients to obtain consistent, lasting results with EFT. She is the founder of Simplified EFT Tapping™, including a series of tapping principles to produce faster, deeper sessions that can be blended with other styles of EFT.



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

Wed, 10/25/17 • 6:00pm – 9:00pm

ID: 54836 • RM: P1810



Reiki Energy Therapy

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

Reiki Energy Therapy Level 1

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

ID: 54704 Sat, 10/14/17 8:00am – 4:00pm RM: P1838

ID: 54706 Sat, 11/4/17 8:00am – 4:00pm RM: P1838

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 2

In level 2, you will advance your skills, increasing the power and versatility of the use of the therapy. Upon completion of this course, you are certified as an Advanced Practitioner. *See website for complete course description. Prerequisite: Certification in Reiki Energy Therapy 1.* 8.4 Contact Hours, \$150, Lucille Crow

ID: 54705 Sat, 12/2/17 8:00am – 4:00pm RM: P1838

The Art of Muscle Testing Certificate – see page 55

Energy Medicine Certificate – see page 51



Jump Start Your Dream

- From Doubting to Doing

Dreams - they're big, thrilling and life-changing. Yet it's hard to turn a dream into reality. Need a little nudge?

Join us for an interactive workshop and get started. *See more information on page 64.*

Energy Work

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, \$149, Beth Jacobson

ID: 54805

Thur, 10/5/17 - 10/26/17

6:00pm – 8:00pm

RM: P1844

Designed for
Healers, Teachers,
Parents and
Caregivers

Introduction to Natural Health and Healing – see page 52

Reiki Energy Therapy – see page 49



Learning Well

on Edge Talk Radio

First Tuesday Every Month – 6 pm



Dr. Andrew Shatté

September 5 Therapeutic Applications of Yoga – Carol Krucoff, certified yoga therapist, teacher, author of *Yoga Sparks: 108 Easy Practices for Stress Relief in a Minute or Less* and *Healing Yoga for Neck and Shoulder Pain*.

October 3 The Mind-Body Interaction and The Role of Place in Well Being – Dr. Esther Sternberg, Professor of medicine and founding research at the University of Arizona, Tucson.

November 7 Two Keys to Success and Happiness: Resilience and Connection – Dr. Andrew Shatté, founder and President of Phoenix Life Academy, co-author of *The Resilience Factor* and *meQuilibrium*.



December 5 How to Boost Your Immunity – Dr. Wendy Warner, President of the American Board of Integrative Holistic Medicine, medical director of the Holistic Center at St. Mary Medical Center.

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



Energy Medicine

Energy Medicine Certificate

The Energy Medicine Certificate introduces the philosophies and descriptions of energy anatomy and energy healing. The program offers seven individual classes defining energy medicine, presenting ethical standards for energy workers, as well as scientific and cross-cultural descriptions of the major human energy channels, centers, and fields. Complete the certificate or enroll in individual classes.

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.

Class 1: The Holistic Process: What Is Energy Work

Learn the exciting fundamentals of energy, both physical and subtle. 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: 54707 Sat, 10/14/17 9:00am – 4:00pm RM: P1840

Class 2: The Tools of the Energy Trade

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

ID: 54708 Sat, 11/18/17 9:00am – 4:00pm RM: P1840

Class 3: Energy Anatomy: Channels

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

ID: 54709 Sat, 12/16/17 9:00am – 4:00pm RM: P1840

Classes 4-7 and Advanced Energy Medicine will be offered in Winter/Spring 2018.

See website for complete course description and dates.

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.



Healing Practices

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, \$109, Cyndi Koopsen and Caroline Young

Online – start every month (9/13, 10/18, 11/8, 12/13)

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). 3 Contact Hours, \$49, Matthew Alfs

ID: 54821

Wed, 11/15/17

6:30pm – 9:00pm

RM: P1844

NEW Understanding Empaths – See page 50

Introduction to Natural Health and Healing

Gain a knowledge of using the power of the mind for healing the body, herbal healing, aromatherapy, therapeutic touch, natural remedies for common emergencies, and much more. 24 Contact Hours, \$109, Theresa Snyder

Online – start every month (9/13, 10/18, 11/8, 12/13)

Stress Management

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

ID: 54350

Online – 11/6/17 - 12/1/17



A CHANGE OF MIND

Research in the areas of mindfulness, neuroplasticity, visualization and more have provided significant evidence that our brains can be wired and rewired to support our healing and wellness goals.

Some of the most common health conditions now using thought-oriented energy techniques include heart disease, cancer, depression, anxiety and addictions.



Mindfulness

NEW Mindfulness Qigong

This new program will teach you how to use Qigong to enhance your awareness and transform unbalanced energy into something beautiful through meditation and movement. You will experience how practicing Mindfulness Qigong will lead to better health, more life-energy, a calm mind, and mindful living – applying Spring Forest Qigong practices such as visualization, breathing, and movement to enhance health and develop mindful awareness of oneself. You do not need any prior experience to learn this series of simple but proven qigong techniques to keep the body and mind functioning at its best. 7.2 Contact Hours, \$129, Gadu Schmitz & Jacqueline Gran

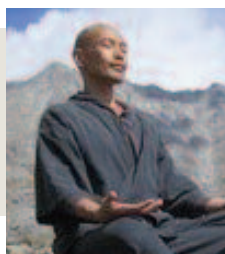


ID: 54806

Sat, 11/4/17

9:00am – 3:00pm

RM: P1840



Master Gadu, Katsushi F. Schmitz, is a certified instructor for Spring Forest Qigong Levels 1 and 2 and SFQ Master Healer and is a Tao Shiatsu Level 1 practitioner.

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: 54803

Wed, 9/27/17 - 10/18/17

6:00pm – 7:30pm

RM: P1840

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: 54804

Thur, 11/2/17

6:00pm – 9:00pm

RM: P0840

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 45



Yoga

NEW Introduction to Yoga

This beginner course will introduce basic poses and alignment, breathing, and relaxation techniques. Gentle Kriipalu yoga is beneficial for everyone including those with physical issues. It creates spaciousness and grounding, inviting a greater sense of ease and peace. Students will learn how yoga can increase strength, flexibility, and confidence, plus much more. 4.8 Contact Hours, \$69, Sharon Hills-Bonczyk

ID: 54826 Tue, 9/26/17 - 10/3/17 6:00pm – 8:00pm 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 anxiety and depression, treats sleep issues, prevents and alleviates numerous ailments and diseases. 4.8 Contact Hours, \$79, Sharon Hills-Bonczyk

ID: 54797 Thur, 11/30/17 - 12/7/17 6:00pm – 8:00pm RM: S2330

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: 54798 Wed, 10/4/17 - 10/25/17 5:00pm – 6:00pm RM: A1560

ID: 54799 Wed, 11/8/17 - 12/6/17 5:00pm – 6:00pm RM: A1560

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. 1.8 Contact Hours, \$35, Sharon Sebring

ID: 54800 Sat, 10/28/17 1:00pm – 2:30pm RM: S2330

ID: 54801 Sat, 12/9/17 1:00pm – 2:30pm RM: S2330



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. 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: 54714 Sat, 10/28/17 9:00am – 11:00am RM: A2552

ID: 54715 Sat, 12/2/17 9:00am – 11:00am 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.

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: 54710 **Thur, 10/26/17** **6:00pm – 8:00pm** **RM: P1840**

Often referred to as Applied Kinesiology, muscle testing is a method of identifying muscle weakness that may be linked to particular organs and glands.

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

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: 54711 **Thur, 11/2/17** **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: 54712 **Thur, 11/9/17** **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: 54713 **Thur, 11/16/17** **6:00pm – 8:00pm** **RM: P1840**

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



tai chi

Beginning	Tai Chi for Arthritis and Balance			
	ID: 54759	Mon, 9/11/17 - 10/23/17	7:00pm – 8:00pm	Root \$65
	ID: 54760	Mon, 10/30/17 - 12/4/17	7:00pm – 8:00pm	Root \$65
	ID: 54757	Sat, 9/16/17 - 10/28/17	11:00am – 12:00pm	Gonzales \$65
	ID: 54758	Sat, 11/4/17 - 12/23/17	11:00am – 12:00pm	Gonzales \$65
	Five Animal Frolics Qigong			
	ID: 54764	Wed, 9/13/17 - 10/18/17	7:00pm – 8:00pm	Ebeling \$65
	ABC of Tai Chi - Intro to Yang Style			
	ID: 54766	Thur, 9/14/17 - 10/19/17	6:30pm – 7:30pm	Root \$65
	ID: 54767	Thur, 10/26/17 - 12/7/17	6:30pm – 7:30pm	Root \$65
	Longevity Qigong			
	ID: 54765	Wed, 11/1/17 - 12/13/17	7:00pm – 8:00pm	Ebeling \$65
	Shiba Louhan Qigong Level 2			
ID: 54762	Tue, 9/12/17 - 12/5/17	6:30pm – 7:30pm	Ebeling \$120	
Intermediate/Advanced Tai Chi	Pushing-Sensing Hands			
	ID: 54756	Sat, 9/23/17 - 12/23/17	11:00am – 12:00pm	Root \$120
	Tai Chi Fan			
	ID: 54763	Tue, 9/12/17 - 12/5/17	7:30pm – 8:30pm	Ebeling \$120
	Sun Style Long Form			
	ID: 54753	Sat, 9/16/17 - 12/23/17	9:00am – 10:00am	Gonzales \$120
	Shibashi			
	ID: 54754	Sat, 9/16/17 - 12/23/17	10:00am – 11:00am	Gonzales \$120
	Tai Chi San Shou Partner Form			
	ID: 54832	Thur, 9/14/17 - 12/7/17	7:30pm – 8:30pm	Root \$120
	Yang Style Short Form			
	ID: 54761	Mon, 9/11/17 - 12/4/17	8:00pm – 9:00pm	Root \$120
	ID: 54755	Sat, 9/23/17 - 12/23/17	10:00am – 11:00am	Root \$120
Yang Style Long Form				
ID: 54752	Sat, 9/23/17 - 12/23/17	9:00am – 10:00am	Root \$120	
FREE	Meditation			
	ID: 54768	Sat, 9/23/17 - 12/23/17	8:00am – 9:00am	Root FREE

See website or contact us for more course information.



Teacher Certifications

These Certified Teacher Training Programs are designed for exercise instructors, tai chi practitioners, and healthcare professionals to develop or enhance wellness programs. These programs certify participants to teach “Tai Chi for Arthritis and Falls Prevention” and are endorsed by Arthritis Foundations worldwide.



NEW Tai Chi for Arthritis and Falls Prevention Instructor – Training Level 1

This program will teach you the twelve movement Sun Style tai chi form, designed by Dr. Paul Lam and associates. You will also learn the efficacy of preventing falls. It is easy to learn, effective and safe. It increases heart/lung activity, aligns posture, improves balance and integrates mind and body. Students will learn how to safely modify the movements based on learner capabilities or limitations. Upon successful completion of this program, you will be certified as a Tai Chi for Arthritis and Falls Prevention Instructor for 2 years.

Note: An instructional DVD and book are required to purchase prior the workshop, see website for details. 16.8 Contact Hours, \$285, Linda Ebeling

ID: 54829 Sat & Sun, 11/4/17 & 11/5/17 8:00am – 4:30pm RM: S2330

NEW Tai Chi for Arthritis and Falls Prevention Instructor Update – Training Level 1

This program will update and refresh the twelve movement Sun Style tai chi form and re-inforce the efficacy of preventing falls. Students will practice techniques to safely modify the movements based on learner capabilities or limitations. Upon successful completion of this program, you will be re-certified as a Tai Chi for Arthritis and Falls Prevention Instructor for 2 years. *Prerequisite: Participant must have current certification (TCAFP) within 30 days of expiration date. 8.4 Contact Hours, \$125, Linda Ebeling*

ID: 54825 Sun, 11/5/17 8:00am – 4:30pm RM: S2330

OPEN HOUSE

FREE EVENT

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.

ID: 54768 Sat, 9/9/17 12:30pm – 1:30pm RM: S2330

ID: 54769 Sat, 10/21/17 12:30pm – 1:30pm RM: S2330



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

Creativity and Personal Development

Numerology – An Ancient Science

Numerology is a fairly simple language of cycles, patterns and potentials, speaking to you through symbols (numbers). In numerology, a number is not seen as a figure or quantity, but a symbol for an energy or vibration. Your personal numerology information (derived from your birth date and given name) can help to deepen your understanding of your talents, challenges, traits and potential, your relationships, and the Universe. Your personal numbers also reveal the timing of temporary cycles in your life. Numerology is a practical and spiritual tool that can empower your path in countless ways!

Class 1: The Power & Potential of Your Day of Birth

Your birthday number is more than simply the day you were born! Your number reveals a special talent, flair or skill that you possess and how you approach the gifts and challenges represented by your Life Path number (derived from your full birthdate). Explore the meaning of your Life Path number and the characteristics of your day of birth. The importance of honoring our birthday will also be highlighted. 3 Contact Hours, \$49, Susan Shopek

ID: 54807

Wed, 11/29/17

6:00pm – 8:30pm

RM: P1844

Class 2: Unlock the Hidden Wisdom in Your Name

Discover the key number vibrations reflected in your unique name. Learn how to unlock your Heart's Desire (Soul), Personality, and Expression numbers and explore how they work together. Learn how these numbers can be understood in the context of your personal numerology chart and your journey through life. Nicknames and name changes will be discussed. 3 Contact Hours, \$49, Susan Shopek

ID: 54808

Wed, 12/6/17

6:00pm – 8:30pm

RM: P1844

Class 3: Your Personal 2018 Year in Numerology

A new year, a new number vibration for you! The Personal Year is a temporary cycle that tells you about the activities, conditions and opportunities that are supported during each year. This fun and interactive class will give you newfound knowledge to drive and support your goals through the year. 3 Contact Hours, \$49, Susan Shopek

ID: 54810

Wed, 1/24/18

6:00pm – 8:30pm

RM: P1844

LOOK, FEEL and BE Healthy!

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

November 4 & 5
10:00am – 5:00pm
Minneapolis Convention Center



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(click on Browse Classes/For Your Interest/Free Events)



ONLINE LEARNING

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

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

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

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

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as low as \$109**

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- Interactive learning
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Where You Want**

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

languages and culture

Russian

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

Level 1: ID: 54668	Tue, 9/19/17 - 10/24/17	6:30pm – 8:30pm	RM: P0808A
Level 2: ID: 54669	Tue, 11/7/17 - 12/12/17	6:30pm – 8:30pm	RM: P0808A

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: 54680	Thur, 9/21/2017 - 10/26/17	7:00pm – 9:00pm	RM: P1810
Level 2: \$109 ID: 54681	Thur, 11/2/2017 - 12/14/17	7:00pm – 9:00pm	RM: P1810

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.

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: 54660	Mon, 9/25/17 - 10/30/17	6:30pm – 8:30pm	RM: P1810
Level 2: ID: 54661	Mon, 11/6/17 - 12/11/17	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 and at Normandale for more than 15 years.



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. See website for advanced level offerings.

Level 1: ID: 54719	Mon, 9/25/17 - 11/6/17	4:30pm – 6:30pm	RM: P1838
Level 2: ID: 54720	Mon, 11/13/17 - 12/18/17	4:30pm – 6:30pm	RM: P1838
Level 3: ID: 54721	Mon, 9/25/17 - 11/6/17	6:45pm – 8:45pm	RM: P1838
Level 4: ID: 54722	Mon, 11/13/17 - 12/18/17	6:45pm – 8:45pm	RM: P1838

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-Norman

ID: 54658 Thur, 9/14/17 6:00pm – 8:00pm RM: P2808

Enhance Your English Speaking Skills, All Dialects

Whatever your level of proficiency, you will learn valuable tools for continuing to improve your English. Learn to accurately pronounce all English vowel and consonant sounds. Retrain your "ear", lips, and tongue. 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-Norman

ID: 54659 Thur, 9/21/17 - 10/26/17 6:00pm – 8:00pm RM: P2808



Claire Campbell-Norman an ELL instructor at Normandale since 2007, has worked with learners from 55 countries in small classes and as a private coach, for over 25 years.

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 Brener

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

ID: 54664 Tue, 9/19/17 - 10/24/17 6:30pm – 8:30pm RM: P0842

Level 2: \$109

ID: 54665 Tue, 11/7/17 - 12/12/17 6:30pm – 8:30pm RM: P0842

Level 3: \$109

ID: 54666 Tue, 9/12/17 - 10/31/17 6:30pm – 8:30pm RM: P0808B

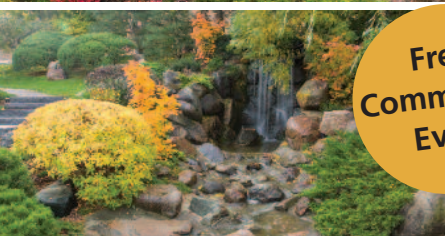
Level 4: \$135

ID: 54667 Tue, 11/7/17 - 12/19/17 6:30pm – 8:30pm RM: P0808B

Spanish for Medical Professionals – See page 40



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.



Free
Community
Event

Japanese Garden Festival “Nihon Teien Matsuri”

**Saturday, September 23, 2017
11:00am - 5:30pm**

Gift Boutique

Japanese Martial Arts & Archery Groups

Ikebana Japanese Dancers

Flute, Koto & Taiko Drum Performances

Twin City Sister City Organizations

Tour the Garden

And more.

Join in all the FUN with your Friends and Family



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

Japanese

Beginning Japanese

Learn the 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. *See website for complete course description.* 1.2 CEU, Japanese for Busy People textbook is included in Level 1 and will be used for Levels 1 - 4, Michiko Dressen

Level 1: \$135

ID: 54729 Wed, 10/4/17 - 11/8/17 6:30pm – 8:30pm RM: P0830

Level 2: \$109

ID: 54833 Wed, 11/15/17 - 12/20/17 6:30pm – 8:30pm RM: P0830

Level 3: \$109

ID: 54730 Thur, 10/5/17 - 11/9/17 6:30pm – 8:30pm RM: P0830

Level 4: \$109

ID: 54834 Thur, 11/16/17 - 12/28/17 6:30pm – 8:30pm RM: P0830



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

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

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

This course will prepare students of all JLPT levels (N5-N1) who have sufficient Japanese language experience to meet the requirements of the examination at their chosen level. The course is comprised of instructor supported self-directed learning with participation in comprehensive exercises and proficiency tests at students' target levels. Special emphasis will be given to examination technique, contextual knowledge of characters, as well as vocabulary, grammar, and reading and listening comprehension. *See website for textbook requirement.* 1.2 CEU, \$109

ID: 54728

Mon, 10/2/17 - 11/6/17

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: 54662

Tue, 9/19/17 - 10/24/17

6:00pm – 8:00pm

RM: P1810

Level 2: ID: 54663

Tue, 11/7/17 - 12/12/17

6:00pm – 8:00pm

RM: P1810

expand your career

Career 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: 54068 Online – 10/2/17 - 10/27/17

NEW Individual Excellence

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

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

NEW 21st Century Strategies for Productivity and Time Management

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

ID: 54621 Online – 9/5/17 - 9/29/17

Six Sigma Green Belt Certificate – see page 11

Mastering Computer Skills for the Workplace – see page 22

JUMP START YOUR DREAMS

from Doubting to Doing

Dreams - they're big, thrilling and life-changing. Yet it's hard to turn a dream into reality. Need a little nudge? Then join us for an interactive workshop. You will see how you can clarify your personal or professional dream, address doubts that are standing in the way and discover useful tools and behaviors to get started. Let's do this! 0.4 CEU, \$95

ID: 54802 Sat, 10/7/17 8:30am – 12:30pm RM: P1844

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

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.





NEW Twelve Steps to a Successful Job Search

This course will help you identify the job that is best for you. Gain step-by-step instructions on how to get that job, regardless of your level of expertise. You will learn how to build rapport with interviewers, both verbally and nonverbally, while mastering the six phases of a successful job interview. This motivational course will increase your confidence, help you feel great about yourself, and provide you with the skills you need to get the job you want. 2.4 CEU, \$109, Todd Bermont

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

Certificate in Workplace Communication

Courses may be taken individually, or take all three for \$595 (a savings of \$140). See *website for complete course descriptions*.

Conflict Management

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

ID: 54060 Online – 9/5/17 - 9/29/17

Negotiation: Get What You Want

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

ID: 54061 Online – 10/2/17 - 10/27/17

Using Personality Profiles for Better Work Performance

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

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

ID: 54062 Online – 11/6/17 - 12/1/17

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

Data Analysis Certificate – see page 5



5 Skills Everyone Needs to Have on a Resume

1. Excel page 25
2. Web Development (Java, HTML, SQL) pages 27-33
3. Adobe Creative Suite pages 28-29
4. Foreign Languages pages 60-63
5. Google Analytics page 17

US News & World Report, Ritika Trikha

Entrepreneurship

NEW Start Your Own Online Business

Learn step-by-step approach from building a simplified strategy to branding your business. You'll dive into details of creating a product, building and launching your website. Learn how to use tools and resources to engage with prospects and customers online to drive fresh leads to your business. 2.4 CEU, \$109, Brad Semp

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

Growing Your Business with Self Publishing

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

ID: 54058 Online – 9/5/17 - 9/29/17

Social Media for Business Certificate

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

Introduction to Social Media

ID: 54637 Online – 9/5/17 - 9/29/17

Marketing Using Social Media

ID: 54638 Online – 10/2/17 - 10/27/17

Integrating Social Media in Your Organization

ID: 54639 Online – 11/6/17 - 12/1/17

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

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WITH NO MONEY**



Make Money Doing What You Love!

Whether you have had an idea for years, or have no clue as to what you want to do. Come and see how you can create a business without spending a dime.

FREE (pre-registration required)

Tue, 8/29/17 • 4:30pm – 6:30pm
Partnership Center, Room: P0806

Register at:

www.normandale.edu/CE/classes
ID: 54837

Offered in partnership with
Normandale Community College



Entrepreneurship Certificate

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

Entrepreneur Boot Camp

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

1.6 CEU, \$195, Conrad Brian Law

ID: 53678 Online – 9/5/17 - 9/29/17

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: 53679 Online – 10/2/17 - 10/27/17

Entrepreneurial Marketing

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

ID: 53680 Online – 11/6/17 - 12/1/17

NEW Mobile Marketing Certificate – see page 19

Entrepreneurial Finance Certificate

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

Finance Analysis and Planning for Non Financial Managers

1.6 CEU, \$195, Sharon deFonteny

ID: 53310 Online – 9/5/17 - 9/29/17

Cash is King

1.6 CEU, \$195, Jodie Trana

ID: 53311 Online – 10/2/17 - 10/27/17

Funding Your Business

1.6 CEU, \$195, Jodie Trana

ID: 53681 Online – 11/6/17 - 12/1/17

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

Enhance Key Skills

Presentation	page 7
Data Analysis	page 5
Negotiation	page 2
Sales	page 14

registration information

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

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

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

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

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

FIVE WAYS TO REGISTER!

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

Phone: 952-358-8343

Fax: 952-358-8240

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

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

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

registration form

Name _____ Birthdate _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

WHEN REGISTERING PLEASE INCLUDE:

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

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

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



MINNESOTA STATE

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a member of Minnesota State*

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



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

Melanie Schumacher,
Designer, artist and entrepreneur

LEADERSHIP AND MANAGEMENT

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Change Agent Certification
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Certificate in Data Analysis

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eMarketing Essentials Certificate
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Social Media Certificates
Web Design Software Certificate

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Six Sigma Green Belt Certificate

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"Scrum works because it is intuitive. Team members bring their best to what are usually considered high stakes projects. Scrum tools are easy to learn, so instead of feeling stressed out, people are able to contribute in creative and intelligent ways."

Jason Moffett
ScrumMaster at Cambria

See page 12.



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