

# normandale

continuing education



NORMANDALE.EDU | 952-358-8343

**Dan Olson is the co-founder of STAR Collaborative. As a learner, partner and entrepreneur, he finds that success comes from new skills and core values. More inside.**

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2013

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**NORMANDALE**  
COMMUNITY COLLEGE



# Keeping Pace and Moving Forward

As the world continues to shift and change, it is clear that there is no manual or map that can guide us to success. We all need to figure it out step by step or leap by leap. No matter our approach, learning is usually at the heart of our most meaningful transitions and accomplishments. Learning allows us to gain fresh perspectives and expand our talents so that we can thrive and prosper, professionally and personally.

Within this schedule, you will find a variety of programs that are designed to inspire and offer the confidence that comes from developing relevant skills and valuable insights to reach new goals.

## Explore Career Opportunities

If you are in the middle of a job search or unsure about the direction of your career, you will find events and classes designed to move you forward in today's more competitive marketplace.

## Enhance Workplace Skills

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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Emerging trends and technology developments are creating new opportunities for individuals and businesses. Delivering greater customer value is the hallmark of competitive advantage. There is an increasing need for employees who can apply customer research and analytical tools to enhance marketing communications and business strategies.

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Research indicates that there will be shortages of trained employees in the areas of information technology and healthcare. Engineers, technologists and developers who are certified in Six Sigma and Scrum continue to be in demand.

IT Certifications	page 23
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## Embrace Health and Wellness

Utilizing the principles of energy, balance and wellness are known to enhance our health but they also deliver greater satisfaction and productivity at work. Aromatherapy, Tai Chi and Qigong are just a few of the programs designed to bring increased well-being to all aspects of our lives, including wellness at work, see page 38.

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

## Learning for Individuals, Teams and Organizations



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# enrich your organization



## Business Acumen

### Think Like an Analyst

**NEW**

In all organizations, managers, team leaders and individual performers need to think and act more strategically in order to increase business effectiveness. You will gain useful practices designed to help you become a better change agent and leader by applying the insights that drive improvement, innovation and sustained growth. You will learn the components of strategy development and execution. You will learn to assess current strategy and prioritize strategic efforts to reach your goals. .4 CEU, \$99, INSTR: Jeannette Grace

**Class ID: 26748** Wed, 5/8/13 8:30am – 12:30pm RM: P1844

### Practical Strategies for Taming Conflict

**NEW**

The Chinese symbol for conflict is a combination of the symbols for danger and opportunity. While most think of conflict as a negative stress inducer, positive conflict has the potential to create stronger relationships and ideas. Learn effective techniques for identifying the causes of conflict and managing the process. This class is a workshop, with plenty of opportunities to practice and apply concepts to your own situations. .7 CEU, \$195, INSTR: Madge Thorsen, Patricia McGinnis

**Class ID: 25660** Fri, 5/17/13 8:30am – 3:30pm RM: A2556

### Working with Difficult People

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

**Class ID: 25659** Thur, 4/11/13 12:30pm – 4:30pm RM: A2556

### Communicating Across Generation and Gender **NEW**

Men and women often misunderstand each other. Though we don't intend to make life difficult for each other, we often misinterpret the ideas and feelings of a person of the opposite sex. The same is true with different generations. With 5 distinct generations in the workplace, it is worth our time to develop communication strategies that contribute to a positive environment. .4 CEU, \$99, INSTR: Kit Welchlin

**Class ID: 25667** Thur, 5/23/13 12:30pm – 4:30pm RM: A2556



**Kit Welchlin** began public speaking at the age of 9. By 16, he was organizing and facilitating presentations on leadership, citizenship, community service and motivation. He purchased his first manufacturing company at age 21, and by 26 was CEO of three companies in three states. Much of his success in business can be directly attributed to his listening skills, and his ability to influence others with clear, effective communication.

Learn to use  
**OneNote**  
page 16



## Designing Successful Webinars

**NEW**

Webinars are a hot new meeting format that saves money and reaches more people than in-person meetings. Use them for customer education, staff meetings and training, presentations, virtual seminars and much more. The technology is simple, but good webinar presentation techniques are critical. You will discover the power of successful webinars for your business organization. Then learn the key strategies, tips and techniques to make your webinars even more successful. 1.6 CEU, \$195, INSTR: William A. Draves

**Class ID: 28173** Online class – 6/3/13 – 6/26/13



## Managing Time, Workload, and Responsibilities

Time is the common equalizer. This course will expose common time wasters and brainstorm effective methods to eliminate the waste. Discover tools and methods to manage your workload most effectively and efficiently. .4 CEU, \$99, INSTR: Erin O'Hara Meyer

**Class ID: 25661** Thur, 5/16/13 12:30pm – 4:30pm RM: P1844

## Building and Leading an Effective Team

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

**Class ID: 25685** Tue, 5/14/13 8:30am – 12:30pm RM: A2556

## Improvisation for Business Results

**NEW**

Employers need people who can think critically and solve problems. That is easier said than done, especially when we find ourselves stuck in our thinking. The world of improvisational theater may seem a long way from your business, but practicing improvisation concepts leads to proven business results. You will learn how to use improv in order to ask better questions, communicate more clearly, and solve more problems. .4 CEU, \$99, INSTR: Kim Schultz

**Class ID: 25672** Thur, 5/16/13 8:30am – 12:00pm RM: A2556

**Kim Schultz** is the founder of Kim Schultz Improv, where she teaches classes for individuals and companies that learn how to function better through improvisation. Kim is currently artist in residence at Ondarte International Artist Residency in Akumal, Mexico, and is also touring *No Place Called Home*, a new play that shines light on the Iraqi refugee crisis.

*"....employees of Rust Consulting to this day continue to use the tools learned from Kim Schultz's improv training. The authenticity of who they are as leaders and employees has helped shape the culture of our organization."*

–Julie Kline, SPHR





Becky Schierman

## Learning at the Pace of Change

The “new economy” is rapidly expanding with sophisticated devices, software, processes, business models and global connectivity. Are we keeping up?

Every day, Normandale shares in this very same conversation. “We regularly talk with businesses and learners to identify changing needs and expectations,” said Brenda Dickinson, Dean of Continuing Education and Customized Training. “Our goal is to create learning solutions that develop the skills and insights needed to manage in a world of constant change.”

### New Competencies

Reading, wRiting, and aRithmetic haven’t been enough to get the job done for a long time—but just how high employers’ expectations have risen might astound you, according to Jeff Hudson, Director. “You can’t just be an accountant anymore,” said Hudson. “In all size organizations, the business environment is sophisticated. You can no longer succeed as a person who only knows how to do one thing, no matter how well you do it.”

Employers now expect you to possess three core skills, according to Hudson: the ability to work with and adapt to change; the ability to work effectively with data; and the ability to be a team player who can work across disciplines, as well as management levels.

Toward that end, Normandale is developing new courses and programs, repurposing old ones, and working with experts and partners to see that learners and clients are up to speed in these new core competencies.

One of the new offerings is a two-day seminar provided by change management experts H. Terry Smith and Lisa Zweber-Smith, founding partners of The Implementation Institute. “Many of our participants have received positions of greater responsibility by better understanding the components and impacts of change on people and the business,” said Smith. Normandale students who take the seminar may also earn Change Agent Certification through additional work prior to and after the seminar, according to Hudson.



H. Terry Smith

## Hybrid Programs

Other marketplace changes include the emergence of so-called hybrid skill sets that combine high-level training in two fields, such as information technology and healthcare to create new fields like Healthcare Information Technology. Many employers are having trouble filling their job openings, according to Associate Dean Sunny Ainley. “In many cases, there aren’t enough workers out there who have the experience and the skill sets that employers want.”

To help fill the void, Normandale is turning more and more to what Ainley calls “an applied learning space in-between industry and the workforce:” the practicum.

One such practicum for the American Academy of Neurology (AAN) has resulted in outcomes that are impressive. “We were trying to figure out how to develop specific tools to effectively create electronic measures of healthcare quality,” said Becky Schierman, associate director for quality at AAN. “We were able to work with Normandale to design a practicum geared to our unique goals,” said Schierman. “It’s a win-win situation. We get the deliverable we need, and at the same time, we help train the workforce by educating employees for new kinds of skill-sets and jobs.”

## Adaptive Learning Solutions

“Normandale is very cognizant of and adaptive to what the workplace needs,” says Dan Olson, co-founder of the STAR Collaborative, one of the fastest growing consulting and staffing firms in the Twin Cities. “For example, they’re way ahead of the curve when it comes to delivering programs like Scrum. Which are designed to support new agile management approaches.” Olson continues, “I don’t know how they do it but they’ve clearly demonstrated that they’re willing to develop curriculum quickly to match up with workplace needs. I find that rare in the educational world.”

With a shared interest in helping companies learn to compete and innovate in new ways, Normandale and STAR Collaborative are creating a partnership built on growing the core skills and talents needed by today’s professionals.

“At the end of the day, we’re here to help businesses and individuals reach their goals by providing learning experiences that offer those new insights and needed skills,” said Dickinson. “It’s our job to bring the best resources and expertise to our clients so that they can find better ways to lead, compete and succeed.”

**“Many of our participants have received positions of greater responsibility by better understanding the components and impacts of change on people and the business,”**

**H. Terry Smith.**

Article

Chuck Benda and  
Steven Gellar

Photography

Katie Heymer and  
Ashley & Jamie Hewitt



**Dan Olson**

# Change Management

## Leading Through Change

**NEW**

The frontline manager is in an unenviable position when it comes to leading change. Often faced with rallying the troops to accept and embrace change that may be unpopular, there is an art and science to managing change. Begin by understanding the transition process and how it affects people. Then, learn strategies for supporting your employees while holding them accountable for accepting change. This workshop will give you ample time to apply concepts to your own situation, so bring your issues with you and leave with a strategic action plan! .4 CEU, \$99, INSTR: Julie Berg

**Class ID: 25668** Tue, 5/21/13 12:30pm – 4:30pm RM: A2556

## Managing Ambiguity:

### Navigating Gray in a Black and White World

**NEW**

In a constantly changing work environment, the ability to navigate ambiguous situations is an underappreciated skill. While it might be nice to have black-and-white answers, today's complexity and sophistication creates a whole world of gray. You will learn the tools necessary to create shared agreement and avoid miscommunication. .4 CEU, \$99, INSTR: Ellen Hinrichs

**Class ID: 25669** Tue, 4/23/13 12:30pm – 4:30pm RM: A2556

## Mastering Change: Tools for Your Transition

**NEW**

Change leadership is a two-way street. While formal leaders have an obligation to communicate clearly and create an environment where change can flourish, every individual also shares in the responsibility to be adaptable and flexible. You will learn the difference between change and transition, while also developing tools for communicating and managing the stress often related to change. .4 CEU, \$99, INSTR: Julie Berg

**Class ID: 25670** Tue, 4/16/13 12:30pm – 4:30pm RM: A2556

## Improvisation for Business Results

**NEW**

*“Play is emerging from the shadows of frivolousness and assuming a place in the spotlight. Play is becoming an important part of work, business and personal well-being”*  
—Daniel Pink  
*See course description on page 3.*

Contact Jeff Hudson, 952 358-8705 to schedule these workshops at your company or to receive an employee group discount.



**Lisa Zweber-Smith**, Executive Director Implementation Institute, has 25 years of OD experience. Lisa is experienced in leading change across organizational levels and platforms. She has worked as a consultant to numerous Fortune 500 companies and has held positions with Best Buy, Northwest Airlines, Target Corporation and H.B. Fuller. Lisa teaches graduate level Organization Development at universities across the country.

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





Change Agent Certification, Fall 2012

## It's not that organizations want to change; they have to change.

In response to constantly evolving external pressures. Saul Kaplan, author of *The Business Model Innovation Factory*, explains "Business models just don't last as long as they used to." Smart organizations are finding ways to keep the current model operating while simultaneously learning to evolve. All of this adds up to an enormous amount of change, the successful navigation of which depends on effective leadership and adaptability.

At Normandale, we provide the opportunity to learn and apply those skills for three separate audiences: those orchestrating change at an organizational level, those charged with leading change at the line level, and those who must adapt to change on the front line.

### Change Agent Certification

**NEW**

Whether your organization is focused on becoming more innovative, competitive or productive, managing change is at the core of every successful implementation.

This certification is designed to enhance your knowledge and skills through content-rich learning combined with skill-based practice. You will be better prepared to identify resistance, diagnose needs and recognize organizational levers that can be used to pull and drive change in your organization. You will also learn to coach and engage change champions as well as to execute components of a change plan. The workshop uses proven content, assessments and interactive technology to engage learners and accelerate learning and skill development.

You will also participate in learning outside the workshop as you prepare for your certification. You will gain encouragement, insight and coaching throughout the learning process from your instructors. 1.6 CEU, \$1,495 (attend the workshop without earning the certification for a fee of \$1,195.) INSTR: Terry Smith and Lisa Zweber-Smith

**Class ID: 25671**

Mon & Tue, 6/10/13 & 6/11/13 8:30am – 4:30pm RM: P1840

#### **Who Should Attend The Change Agent Certification:**

project team leads, team members, managers and training and development practitioners.

*"I've gone through a number of good business sims, but none of them compare to the sophistication and engagement of this one." —Mel Mitchell*

## Agile & Scrum

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

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

### Fundamentals of Agile Development

**NEW**

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

**Class ID: 25678** Wed, 5/22/13 8:00am – 12:00pm RM: P1840

### Certified ScrumMaster

If you have experience being on development teams or are faced with complex product/project development efforts, this class might be right for you. It is recommended that you have some familiarity with Agile. It is an interactive course designed to leverage your knowledge, skills and experiences so that you can learn the practice of Scrum in the context of the work that you do. *Included in your course fee, you will receive the Scrum Study Guide (a \$50 value), a two-year membership in the Scrum Alliance, and you'll be listed on the Scrum Alliance website as a Certified ScrumMaster.* 1.4 CEU, \$1,260, INSTR: Doug Shimp

**Class ID: 25681**

Wed & Thur, 6/19/13 & 6/20/13 8:30am – 4:30pm RM: P0806  
Register by 5/31/13 to receive Early Bird Discount (\$1,060)

**Class ID: 28223**

Thur & Fri, 8/1/13 & 8/2/13 8:30am – 4:30pm RM: P0806  
Register by 7/19/13 to receive Early Bird Discount (\$1,060)

#### Who Should Attend Certified ScrumMaster:

Individuals dealing with rapidly changing demands – managers, testers, project managers, analysts, developers and directors.



Learn more about Agile and Scrum, see page 22



The Project Management Institute (PMI) has approved Scrum training for PDU credits. Each Contact Hour from our Certified ScrumMaster or Scrum Product Owner training can be converted to one PDU, allowing you to earn a total of 14 PDUs per course toward your PMP recertification.



## Certified Scrum Product Owner

Product Owners must have the skills to navigate market pressures, solve product design issues, and channel the energy of well-formed teams to deliver results. This course is for those who have some background in Agile project work and is intended to help experienced Agile practitioners focus on difficult challenges faced by product design teams. This two-day course will enhance your team leadership abilities in new ways and help you to steer your energy toward successful completion of products. *Upon completion participants are registered as Certified Scrum Product Owners, including a two-year membership in the Scrum Alliance.* 1.4 CEU, \$1,260, INSTR: Doug Shimp

### Class ID: 25683

Thur & Fri, 5/16/13 & 5/17/13 8:30am – 4:30pm RM: P0806  
Register by 5/3/13 to receive Early Bird Discount (\$1,060)

### Class ID: 28224

Thur & Fri, 8/15/13 & 8/16/13 8:30am – 4:30pm RM: P0806  
Register by 8/2/13 to receive Early Bird Discount (\$1,060)

**Douglas Shimp** is founder and managing partner of 3Back Consulting, which co-markets classes in Agile methods with Normandale. Doug is a leader in services that focus on “making teams better” at applied Agile product development. He is a Certified ScrumMaster Trainer, Use Case, and Agile Process expert with 17 years experience in the technology field. One of his distinctions is his focus on the interaction of technology and corporate culture as it relates to team success. He is certified by the Scrum Alliance.



## Quality and Six Sigma

### Six Sigma Green Belt Certificate

The Six Sigma Green Belt Certificate is for those committed to leveraging the power of Six Sigma techniques to increase customer service, product reliability, and cost reduction. It is recommended that you have a sound knowledge of basic mathematics and be comfortable with computers, particularly MS Excel. However, a desire to learn is more important than analytical abilities. Earning this certificate will prepare you to work on Six Sigma teams supporting Black Belts on projects. 6.4 CEU, \$3,355 (fee includes course reference and textbooks), INSTR: Dale Mize

### Class ID: 25493

**WIA Approved**

Mon & Tue, 4/8/13 – 4/30/13 8:30am – 4:30pm RM: P1810  
Register by 3/25/13 to receive Early Bird Discount (\$2,850)

**Dale K. Mize**, lead Six Sigma Instructor, has more than 20 years of consulting and training experience and 21 years of technical and managerial experience comprised of customer service, product 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*.

Fall class dates for Six Sigma are coming soon. Visit our website for the latest additions to our schedule.



# Marketing

## Social Media for Business Certificate

Discover the new principles of marketing communications. Earn the certificate when you complete all three courses; just \$495 (a savings of \$90). INSTR: Jennifer H. Selke and Suzanne Kart.

### Introduction to Social Media

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

Class ID: 28175 Online class – 6/3/13 – 6/28/13



### Marketing Using Social Media

Develop a two-way communication and marketing strategy for your organization using social networks. Learn quick and easy ways to engage your customers and keep them interested in your business. 1.6 CEU, \$195

Class ID: 28176 Online class – 5/6/13 – 5/31/13



Class ID: 28177 Online class – 7/1/13 – 7/26/13

### Integrating Social Media in Your Organization

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

Class ID: 28178 Online class – 6/3/13 – 6/28/13



Class ID: 28179 Online class – 8/5/13 – 8/30/13

## eMarketing Essentials Certificate

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

### Improving Email Promotions

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

Class ID: 28151 Online class – 6/3/13 – 6/28/13



### Boosting Your Website Traffic

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

Class ID: 28147 Online class – 5/6/13 – 5/31/13



Class ID: 28152 Online class – 7/1/13 – 7/26/13

### Online Advertising

Make online advertising work for your organization. You will see how and when to use pay-per-click advertising with Google AdWords, how to test Adword campaigns as well as how to target local audiences. Learn to determine the demographics and numbers of people you want to reach. 1.6 CEU, \$195

Class ID: 28148 Online class – 6/3/13 – 6/28/13



Class ID: 28153 Online class – 8/5/13 – 8/30/13



## Graphic and Web Design Programs

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See our website for more eMarketing Courses and Certificates

## Content Marketing

**NEW**

Discover ways to identify who your ideal audience is, then develop targeted content so that your website speaks directly to them. You'll identify the buying and selling cycles of your business so that you can understand not only how your customers buy but more importantly how you need to sell to them. In one month, you will be better equipped to create your own content marketing strategy and a content-rich website that is differentiated, effective and exceeds the needs of your customers. *See our website for a complete course description and learning objectives.* 1.6 CEU, \$195, INSTR: Michael Weiss  
**Class ID: 26704**      Online class – 5/6/13 – 5/31/13



## Web Marketing and Search Engine Optimization

*See course description on page 21.*

## Designing Your Website for Mobile Devices

*See course description on page 22.*

## Google Analytics

If you are not reviewing your website statistics, then you are missing several key opportunities to profit from your website traffic. This course, aimed at non-technical users, will take you through all the key techniques for how to use Google Analytics, a free online tool. You'll understand your visitor traffic better, learn how to calculate return on investment (ROI) for your online advertising, and find out how to get more conversions and sales from your website visitors. 1.6 CEU, \$195, INSTR: Dan Belhassen and Susan Hurrell

**Class ID: 26753**      Online class – 5/6/13 – 5/31/13



**Class ID: 28156**      Online class – 7/1/13 – 7/26/13

# Thinking about going back to school for that **MBA?**

You'll find that we offer great skill building courses designed to prepare you for your graduate studies.

## Ensure Acceptance

The GMAT Preparation course is delivered online. You will gain test-taking techniques, methods for improving your score and practice on actual GMAT tests from previous years.

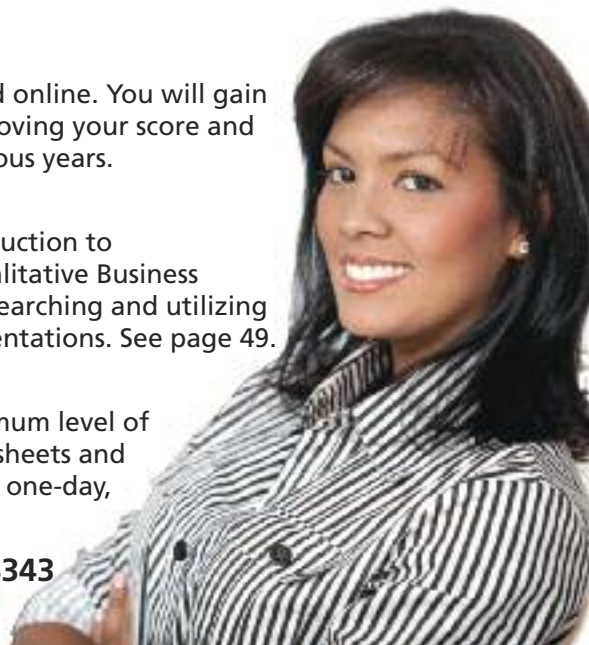
## Prepare for Research

The Business Research Certificate – Introduction to Business Research, Business Statistics, Qualitative Business Research – will help you to succeed in researching and utilizing the "right" data in your papers and presentations. See page 49.

## Update Technical Skills

Almost all schools require at least a minimum level of proficiency with word processing, spreadsheets and databases. See pages 14 to 19 for a list of one-day, technical courses.

**See our website or call (952) 358-8343 for more information.**



# New Media Marketing

## Creating Dynamic Websites Using Drupal or WordPress

see page 21

### Facebook: Advanced Skills for Businesses

**NEW**

Discover new tools and proven techniques to increase business and expand your reach by using Facebook. Learn to adapt your marketing message for this platform and see how you can integrate Facebook across other marketing strategies. This is an advanced class and assumes you have at least basic knowledge of the platform. See our website for a complete course description. 1.6 CEU, \$245, INSTR: Jennifer Selke

**Class ID: 26719**    Online class – 5/6/13 – 5/31/13



**Class ID: 28155**    Online class – 7/1/13 – 7/26/13

### Twitter

**NEW**

Twitter is a hot social media platform and it seems that everyone is using it. In this course, you will learn the best ways to take advantage of the unique opportunities Twitter offers. You'll also see how you can create relationships and network with your key constituents. You will find effective and easy techniques for successful interactions in the "Twitterverse." 1.6 CEU, \$195, INSTR: Suzanne Kart

**Class ID: 27482**    Online class – 5/6/13 – 5/31/13



**Class ID: 28234**    Online class – 7/1/13 – 7/26/13

## Video Marketing Certificate

Video marketing is the latest marketing trend. Customers who viewed product videos were 144% more likely to add the product to their cart. Video with good SEO has a 53% higher chance of showing up on page one of Google searches. When done correctly, video can tell a story, and stories connect people. Video also leads to an emotion 'trigger' that text alone cannot do. Enroll in the video marketing certificate for \$395 includes both courses and certificate (a savings of \$95).

### Video Marketing

**NEW**

Sight, sound and motion are much more compelling than static words on a page. In this course you will discover how to use simple online video to bond with your viewer, drive traffic to your website, boost business and build brand awareness. Learn how to use Google and YouTube with your video to market your business 24/7. 1.6 CEU, \$245 (both courses and certificate, just \$395), INSTR: Erin Huggins

**Class ID: 28167**    Online class – 6/3/13 – 6/28/13



### YouTube for Business

**NEW**

Increase your business with YouTube, the online video site and now the second largest search engine. Discover the power of video for your organization. Find out what types of video work best, how other business organizations use YouTube, how to create your own YouTube channel, and how to add captions, annotations and other extra features. 1.6 CEU, \$245 (both courses and certificate, just \$395), INSTR: Erin Huggins

**Class ID: 28166**    Online class – 5/6/13 – 5/31/13



**Class ID: 28168**    Online class – 7/1/13 – 7/26/13

# Customer Service Certificate

Customer service is now essential for all organizations. Whether it relates to retaining customers or turning inquiries from potential customers into sales, good customer service is now one of the central factors in business growth and success. This certificate is comprised of two courses: Keys to Customer Service and Extraordinary Customer Service. (Save over 15% when you register for both classes at the same time, \$245)

## Keys to Customer Service

Learning to build your customer service skills will have a powerful impact on your career as well as success in other areas of your life. Through this course you will discover the direct relationship between service skills and career achievement. You will become skilled at being an exceptional service provider. You can help your organization and your career by translating your good service intentions into a workable plan while gaining knowledge of ways to consistently deliver great service. The payoff is enormous. 1.6 CEU, \$145, INSTR: Nanette Sanders-Cobb

**Class ID: 26724** Online class – 4/1/13 – 4/26/13



## Extraordinary Customer Service

Transform your customer service into something extraordinary, and gain more repeat business which will improve your bottom line. Extraordinary Customer Service separates you from your competition and comes from focusing on the few essential elements that yield big results. You'll take away a plan that will help you focus on the key elements that will get you started on your pathway to extraordinary customer service. 1.6 CEU, \$145, INSTR: Nanette Sanders-Cobb and Fred Bayley

**Class ID: 26725** Online class – 5/6/13 – 5/31/13



## Successful Survey Techniques

**NEW**

Your customers hold the key to your organization's success. Getting to know your customers leads to higher retention, strong sales and increased customer satisfaction. These factors lead to lower customer acquisition costs and higher net revenue. Surveys are one of the best ways to find out what your customers want, and how they want it. But too many surveys ask the wrong people the wrong questions. Discover who to survey, what questions to ask, and the key to getting a higher response to your surveys. This hard-hitting practical course will yield a huge ROI for your organization. Whether you need to analyze profitability, satisfaction, service or all three, this course will generate thousands of dollars in increased sales, greater efficiency, or more effectiveness. Course includes a personal FREE critique of one of your surveys! 1.6 CEUs, \$395, INSTR: William A. Draves

**Class ID: 26750** Online class – 5/6/13 – 5/31/13



**Class ID: 28180** Online class – 6/3/13 – 6/28/13

## Foundations of Acrobat Pro 10

*See course description on page 20*



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.

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

# computer and technology



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

## Computer Basics

**New classes are offered throughout the semester and the most popular classes fill fast—register early!**

### Keyboarding Mastery

This online course is intended for those who are new to keyboarding or those who need to brush up on keyboarding skills. Emphasis in the course will be placed on developing touch typing skill, breaking hunting and pecking, and building speed and accuracy with the goal of an increased speed of 15/20 wpm. Students will be expected to complete 2 to 3 hours of homework per week for 8 weeks. After the course is complete, students will be able to download the keyboarding software for free. *Note: A computer with a keyboard appropriate for touch typing, Windows or Mac OS installed, and an Internet connection are required for this course.* 2.0 CEU, \$99, INSTR: Sherri Cady

**Class ID: 26782** Online class – 4/18/13 – 6/12/13



**Sherri Cady** is our lead office applications instructor. Sherri provides expertise in the areas of instruction, program development and delivery. Sherri has over 25 years of academic and training experience and a Masters degree in Business Education with an emphasis in Computer Applications and Management Information Systems/Accounting.

## Microsoft Word

### Introduction to Microsoft Word 2010

This class is designed for those who are new to Word, self-taught, or need to brush-up on tips and techniques. Topics include: shortcuts/tips, editing, formatting, and using templates, tabs, and clipart. *Prerequisite: Knowledge of Windows.* .5 CEU, \$125, INSTR: Sherri Cady

**Class ID: 25557** Wed, 5/1/13 8:00am – 1:00pm RM: C3017

### Intermediate Microsoft Word 2010

This class will introduce tips/techniques to increase productivity with Word. Topics include: tables, writing tools, newsletters, document sections, headers/footers, mail merge, and creating templates. *Prerequisite: Introduction to Word 2010 or equivalent.* .5 CEU, \$125, INSTR: Sherri Cady

**Class ID: 25559** Wed, 5/8/13 8:00am – 1:00pm RM: C3017

### Advanced Microsoft Word 2010

This course will cover drawing objects, text box linking, styles, document protection, preparing a document for distribution, Word customization, inserting quick parts and fields, inserting comments and tracking changes, comparing and combining documents, sorting text, multilevel lists, advanced mail merge techniques, creating citations, pull quotes, and a bibliography in a report, creating charts, creating fill-in forms, macros, and creating reports with table of contents, index, and figures. .5 CEU, \$125, INSTR: Sherri Cady

**Class ID: 25560** Wed, 5/15/13 8:00am – 1:00pm RM: C3017



## Microsoft Excel

### Excel Basics for the Absolute Beginner 2010

If you have struggled with constructing formulas and would like to refresh math skills needed for Excel, this course is for you. This course will reinforce spreadsheet construction with formulas. The goal of this course is to increase confidence with math as it applies to Excel. .5 CEU, \$125, INSTR: Sherri Cady

**Class ID: 25562** Wed, 6/12/13 8:00am – 1:00pm RM: C3017

### Introduction to Microsoft Excel 2010

This course is designed for students with some spreadsheet experience. Spreadsheet construction, formula building, absolute addressing, charting, efficient tips and techniques, and formatting will be introduced. .5 CEU, \$125, INSTR: Sherri Cady

**Class ID: 26727** Thur, 6/13/13 8:00am – 1:00pm RM: C3017

### Intermediate Microsoft Excel 2010

Topics include: database analysis tools, lookup, pivot tables/charts, intermediate formulas/functions, 3D formulas, file linking, multi-sheet work, and efficient techniques. .5 CEU, \$125, INSTR: Sherri Cady

**Class ID: 25565** Thur, 6/20/13 8:00am – 1:00pm RM: C3017

### Advanced Microsoft Excel 2010

Topics in this course include: advanced functions, import/export issues, Excel integration with Office programs, Excel presentation issues, views, template creation, and advanced charting (including Pareto, macros, data tables, scenarios, and solver). 1.0 CEU, \$250

**Class ID: 25550** INSTR: Treva Bastyr

Sat, 4/13/13 & 4/20/13 8:00am – 1:00pm RM: C3017

**Class ID: 25567** INSTR: Sherri Cady

Thu, 6/27/13 & 7/2/13 8:00am – 1:00pm RM: C3017

*Excel Basics for the Absolute Beginner* is recommended for those who are brand new to spreadsheets or need to build confidence with math.

*“Excellent teacher! I loved Sherri, she is extremely knowledgeable.”*



## Strengthen Your Training Plan

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

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

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

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

## Microsoft Access

### Introduction to Microsoft Access 2010

This course is for students with little or no database experience. Database design and construction of tables, simple forms, reports, and queries will be covered. .5 CEU, \$125, INSTR: Sherri Cady

**Class ID: 25571** Thur, 4/11/13 8:00am – 1:00pm RM: C3017

### Intermediate Microsoft Access 2010

Topics include: database design, import/export issues, select, action, SQL specific and specialized queries, form, report techniques, and integrity issues. 1.0 CEU, \$250, INSTR: Sherri Cady

**Class ID: 25573**

Thur, 4/18/13 & 4/25/13 8:00am – 1:00pm RM: C3017

### Advanced Microsoft Access 2010

This course is a continuation of Intermediate Access. Topics include import/export issues, integration with Word and Excel, macros, navigation forms, dialog boxes, VBA introduction, and Access tools/utilities/security. 1.0 CEU, \$250, INSTR: Sherri Cady

**Class ID: 25575**

Thur, 5/16/13 & 5/23/13 8:00am – 1:00pm RM: C3017

## SQL – Structured Query Language

### Introduction to SQL—Structured Query Language

This hands-on course will introduce students to the language that allows one to read and write data from a database. Topics include: retrieving data, filtering data, working with functions and calculations, joins, and creating/manipulating tables. *Prerequisite: Intermediate Access or equivalent knowledge of database software.*

.5 CEU, \$125, INSTR: Sherri Cady

**Class ID: 25577** Thur, 5/2/13 8:00am – 1:00pm RM: C3017

### Intermediate SQL – Structured Query Language

Topics include: advanced joins, subqueries, and the interpretation of statements of increasing complexity. *Prerequisite: Introduction to SQL or equivalent.* .5 CEU, \$125, INSTR: Sherri Cady

**Class ID: 25579** Thur, 5/9/13 8:00am – 1:00pm RM: C3017

## Microsoft OneNote 2010

### Foundations of Microsoft OneNote 2010

**NEW**

OneNote 2010 is a collaboration and organization tool that is the best kept secret in the standard Microsoft Office Suite. Learn to use OneNote to store and retrieve related documents, pictures, videos, written notes, e-mails, websites, and more. Once you master the fundamentals of OneNote 2010, you may never again have to ask the question, “Now where did I put that?” .7 CEU, \$175, INSTR: Donna Seys

**Class ID: 25542** Mon, 4/8/13 8:30am – 3:30pm RM: C3017

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

# Microsoft PowerPoint

## Introduction to Microsoft PowerPoint 2010

This course is designed for individuals who need to create dynamic presentations employing a variety of visual and multimedia effects. Topics include: choosing a slide layout, charts, clipart, drawing, color and backgrounds, slide show techniques, and working with masters. .5 CEU, \$125, INSTR: Sherri Cady

**Class ID: 25568**

Tue, 6/18/13

8:00am – 1:00pm

RM: C3017

## Intermediate Microsoft PowerPoint 2010

This course is a continuation of the beginning PowerPoint class. Additional topics include: template creation, integration with Word, Excel, creating custom shows, additional slide and slide show techniques, animation, sounds, movies and PowerPoint tools. *Prerequisite: Introduction to Microsoft PowerPoint 2010 or equivalent knowledge.* .5 CEU, \$125, INSTR: Sherri Cady

**Class ID: 25569**

Tue, 6/25/13

8:00am – 1:00pm

RM: C3017



*“Ms. Cady did an excellent job of exposing me to the program’s capabilities.”*

## Computer Applications Certificates

	Computer Essentials	Intermediate Computer Skills	Excel Spreadsheet	Database Management
Introduction to Computers	x			
Intermediate Computers	x	x		
Introduction to Word	x			
Intermediate Word		x		
Advanced Word				
Excel Basics for Beginners	E		x	
Introduction to Excel	x		x	
Intermediate Excel	E	x	x	
Advanced Excel			x	
Introduction to QuickBooks			E	E
Introduction to MS Project			E	
Introduction to Access	x			x
Intermediate Access	E	x		x
Advanced Access				x
Introduction to SQL		E		x
Intermediate SQL		E		x
Introduction to PowerPoint	x			
Intermediate PowerPoint	E	x		

X = Required Course for Certificate  
E = Elective Course Recommended

# Graphic and Web Design



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

## Design Basics

This class is designed to support those who are expected to utilize visual communication skills to update websites and produce image-oriented reports, presentations and marketing materials. You will be introduced to the design elements and principles related to layout, typography, color and digital file formats. .4 CEU, \$99, INSTR: Tim Daniels

**Class ID: 25503** Tue, 4/9/13 9:00am – 1:00pm RM: C3017

## Adobe Photoshop I

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

**Class ID: 25506** Tue, 4/16/13 8:30am – 3:30pm RM: C3017

## Adobe Photoshop II

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

**Class ID: 25509** Tue, 4/23/13 8:30am – 3:30pm RM: C3017

## Adobe Illustrator

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

**Class ID: 25512** Tue, 5/7/13 8:30am – 3:30pm RM: C3017

## Adobe Dreamweaver I

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

**Class ID: 25519** Fri, 4/26/13 8:30am – 3:30pm RM: C3017

## Adobe Dreamweaver II

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

**Class ID: 25521** Fri, 5/3/13 8:30am – 3:30pm RM: C3017



## Adobe InDesign

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

**Class ID: 25515** Tue, 5/14/13 8:30am – 3:30pm RM: C3017

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

## Graphic and Web Design Software Certificates

	Graphic Design Software	Web Design
Design Basics	x	x
Introduction to Web Development		x
Intermediate Web Development		E
Adobe Photoshop I	x	x
Adobe Photoshop II	x	
Adobe Illustrator	x	x
Adobe InDesign	x	
HTML/CSS		x
Adobe Dreamweaver I		x
Adobe Dreamweaver II		x
Writing for the Web		E
Project Portfolio	x	x
Introduction to Acrobat Pro	E	E
What's New in HTML5		E
Web Animation using Dreamweaver & JQuery		E
Designing for Mobile Devices		E
Web Marketing and Search Engine Optimization		E

X = Required Course for Certificate  
 E = Elective Course Recommended

*“Tim did a great job explaining the materials to all experience levels and provided special attention to all who needed it.”*

## Project Portfolio

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

**Class ID: 25524** Fri, 4/12/13 8:30am – 12:00pm RM: C3017

**Class ID: 25525** Tue, 4/30/13 8:30am – 12:00pm RM: C3017

**Class ID: 25526** Fri, 5/31/13 8:30am – 12:00pm RM: C3017

**Class ID: 25527** Fri, 6/21/13 8:30am – 12:00pm RM: C3017

## Foundations of Acrobat Pro 10

Adobe Acrobat Professional 10 is a course that covers everything from basic electronic document conversion to multimedia projects. You will learn navigational structures, how to create, edit, and distribute documents, as well as build searchable PDF libraries and catalogs. Additionally, you will learn how to create forms that can be filled out by anyone, distributed by email or on a website, and changed at any time. .7 CEU, \$175, INSTR: Donna Seys

**Class ID: 25543** Mon, 4/15/13 8:30am – 3:30pm RM: C3017

## Web Development

### Introduction to Web Development

Topics include an introduction to xHTML and CSS code, an overview of web page usability and design, and using the editing software, Microsoft Expression Web, to create pages which include text, graphics, color/background, invisible tables and hyperlinks. Discussion of domain name registration, advertising the web page, and using FTP software to upload pages to a server will be covered. *Prerequisite: Knowledge of Windows.* .6 CEU, \$150, INSTR: Sherri Cady

**Class ID: 25581** Wed, 4/17/13 8:00am – 2:00pm RM: C3017

### Intermediate Web Development Using Expression Web

**NEW**

This course is a continuation of Introduction to Web Development and will include instruction in Microsoft Expression Web software. Additional topics include: designing with layout tables, dynamic web template, importing pages, cascading style sheets, links, images, hotspots, adding interactivity (audio, rollovers), generating reports, and checking accessibility/compatibility. *Prerequisite: Introduction to Web Development or equivalent knowledge* .7 CEU, \$175, INSTR: Sherri Cady

**Class ID: 25655** Wed, 4/24/13 8:00am – 3:00pm RM: C3017

Our classes are updated throughout the year. Visit our website for the latest additions to our schedule.



Scan this code with your smartphone to visit our website.

## HTML/CSS

Learn how to “speak the language” of HTML (Hyper-text Markup Language) and CSS (Cascading Style Sheets) in order to more effectively use web design software. This class assumes that you have basic knowledge and experience in personal computer and the World Wide Web, and want to learn the basics of creating web pages. You will learn how to use HTML to structure content such as embedded images, text objects, headings, bullet lists, and interactive links. CSS will be used to add style to this structure and provide the layout for your new web pages. .7 CEU, \$175, INSTR: Tim Daniels

**Class ID: 25517** Fri, 4/19/13 8:30am – 3:30pm RM: C3017

## What's New with HTML 5

As the role of Flash diminishes, many are touting the power of HTML 5 as a replacement. Although not fully compatible with most browsers yet, HTML 5 will eventually take over the world (well, web design anyway). Get a head start and be ready by learning the new tags in HTML 5 and how they can be used to streamline and simplify your coding efforts. .4 CEU, \$99, INSTR: Tim Daniels

**Class ID: 25529** Fri, 6/21/13 12:30pm – 4:30pm RM: C3017

## Creating Dynamic Websites Using WordPress

Take the basic free blogging software to the next level! Learn how to turn a WordPress blog into a robust website. You will learn the basics of CMS (Content Management Systems) and build your own site in class. You will gain experience in installing WordPress, managing a server, customizing themes, installing plugins and widgets and creating posts and content. 1.4 CEU, \$350, INSTR: Tim Daniels

**Class ID: 25533**

Fri, 5/10/13 & 5/17/13 8:30am – 3:30pm RM: C3017

## Creating Dynamic Websites using Drupal

**NEW**

Use this free CMS (content management system) to create websites with forums, user groups, and contact forms using Drupal's open source software. Starting with the basics of downloading Drupal, this class walks you through every step of creating an powerful community-based website 2.1 CEU, \$525, INSTR: Tim Daniels

**Class ID: 25535**

Tue, 6/4/13 & 6/11/13 & Fri, 6/7/13 8:30am – 3:30pm RM: C3017

## Web Marketing and Search Engine Optimization

You've created a beautiful website that positions your product or message in exactly the way you intended. There is only one problem; how do your customers or readers find you? Learn the basics of using social media, online advertising, and web analytics to make your website search engine ready. Emphasis will be on hands-on application and development of a plan for your own website. .4 CEU, \$99, INSTR: Tim Daniels

**Class ID: 25534** Fri, 5/31/13 12:30pm – 4:30pm RM: C3017

*“Normandale made every part of this certificate program easy. I called to ask what I needed to get started and they helped with everything, which I really appreciated.”*

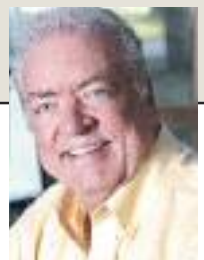
–Wesley Hayne, Web Design Certificate



*“Great class! I can't wait to get home and practice. Mr. Daniels made everything so simple.”*

## Content Marketing, page 11

*“I learned several tips and added new skills to my repertoire for creating sales materials.”*



Many new Web Marketing courses are available this spring/summer – see pages 10 & 11 for details.

**Google Analytics**  
*See page 11 for description.*

### **Designing Your Website for Mobile Devices** **NEW**

Creating a website that can be viewed effectively on mobile devices is not just a recommendation; it is a necessity. Whether your customers are viewing your website on an iPad, iPod or Smart Phone, you want to build your site and applications in a manner that avoids frustration. Learn how to effectively design a site and applications for a seamless access to a variety of multiple media devices. Emphasis will be on hands-on application. .3 CEU, \$75, INSTR: Tim Daniels

**Class ID: 25530** Tue, 4/9/13 1:30pm – 4:30pm RM: C3017

### **Web Animation Using Dreamweaver & JQuery** **NEW**

Learn how to use JQuery plug ins and customize CSS to create interesting slideshows and other common animations in Dreamweaver. With the role of Flash being diminished, JQuery allows animation effects to play across multiple browsers and devices. Flash won't play on Apple devices, and HTML 5 won't work on most browsers so this class will train you how to use existing plug-ins and modify them to fit your site. Prior knowledge of HTML & CSS is strongly encouraged. .4 CEU, \$99, INSTR: Tim Daniels

**Class ID: 25532** Fri, 4/12/13 12:30pm – 4:30pm RM: C3017

## **Agile and Scrum**

### Learn the Latest Software Development Tools and Strategies



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. Agile product development is one of the fastest growing areas in project management. With origins in the software development community, Scrum training has now become a sought-after approach for new product development across business sectors.

Normandale works with national experts to deliver Certified ScrumMaster and Scrum Product Owner training programs.

More than 400 employees from companies of all sizes have attended these programs in the last few years. Companies represented have included Accenture, Datacard, HealthPartners, General Mills, The Nerdery, Seagate, Starkey Labs, SuperValu, Target Corporation, Travelers Insurance, and Wells Fargo.

Normandale is the connecting point for Agile methods and Scrum training in Minnesota. See page 8 for more information.

# Information Technology

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

## MS Network Certification

IT professionals and administrators who are responsible for the day-to-day management of an IT infrastructure demonstrate their expertise by obtaining MS Network Certification, such as **Windows Server 2008 Administrator**. See our website for upcoming MS Network Certification classes.

## IT Foundations

**ITIL Foundations** is the most widely adopted certification for IT service management. It provides a practical, proven framework for identifying, planning, delivering and supporting IT services to an organization. This spring/summer you'll find several options for these and other IT Foundations training programs

## Cisco Certifications

Cisco Certifications bring valuable and measurable rewards to network professionals, their managers and the organizations that employ them. For entry-level professionals, the **Cisco Certified Network Associate (CCNA)** can open many doors and will likely remain one of the hottest certifications for some time to come.

For more experienced IT professionals, you'll find more than 20 different Cisco Certifications on our website including:

- **Cisco Certified Internetwork Expert (CCIE);**
- **CCNP Voice Certification,**
- **Cisco Unity Support Specialist**
- And many additional Certifications for all levels

## Programming and Development

Employers are desperate for candidates with **.NET** and **Java** experience and certifications. See our website for the latest Programming and Development courses.



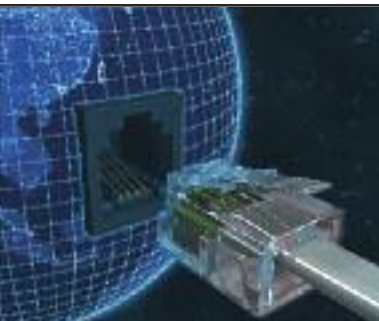
## Survey of CIOs Reveals Increased IT Hiring Projections

Businesses continue to identify IT hiring needs, according to the just released Robert Half Technology IT Hiring Index and Skills Report.

The areas of greatest need include:

- IT Security Professionals
- Applications Development Professionals
- Data and Database Management Professionals

The report is available at [rht.mediaroom.com/ITHiringIndex](http://rht.mediaroom.com/ITHiringIndex)



We know that IT training can depend on many factors. We'll help you find a course or develop a training plan that fits your budget, timeframe, location and learning goals.

Give us a call at **952-358-8343** to learn more about customized IT training solutions.

# healthcare and medical



Normandale is committed to offering the best in health education. Our courses are designed for health and medical professionals as well as for individuals who work in administrative, IT, quality and management roles in healthcare organizations.

## Nursing & Certification

### Refresher Course in Nursing

This course is designed for registered nurses (RN) who need a review and update of nursing skills to return to active status. Prearranged supervised clinical experience is included. Basic knowledge of computers is required. There will be ten class lectures and four to five clinicals. Clinicals will be in a sub-acute setting and scheduled one week prior to class start date. *See website for health status, security and textbook requirements.* 150 Contact Hours, \$860, INSTR: Debra Condon, MSN, RN

**Class ID: 25537**

Sat, 4/13/13 - 6/15/13

8:00am – 12:00pm

RM: S2333

### Healthcare Provider CPR - Renewal

This 4-hour course is a review of the skills and knowledge covered in the American Heart Association's (AHA) CPR for the Professional Rescuer course. Skills include Adult, Child and Infant CPR. Upon successful completion of the course, an American Heart Assoc. Healthcare Provider course completion card will be issued. *Who Should Attend:* Dental Assistants, Dental Hygienists, Daycare Providers, Security Personnel, Nursing Home Workers, and other Healthcare Providers. 4.8 Contact Hours, \$56, INSTR: Bob Hansen

**Class ID: 25497**

Sat, 4/13/13

8:00am – 12:00pm

RM: A1570

**Class ID: 25498**

Thur, 5/9/13

5:30pm – 9:30pm

RM: A1570

**Class ID: 25499**

Thur, 8/22/13

5:30pm – 9:30pm

RM: A1570

### Emergency Medical Responder Refresher

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

**Class ID: 25538**

Sat & Sun, 4/13 & 4/14/13

8:00am – 4:30pm

RM: A1570

## Medical Billing

### Medical Billing

**WIA Approved**

Developed by industry experts, this program includes real-world practical experience and is designed to help you gain the knowledge and skills needed to follow insurance claims all the way through to payment, prepare you to work with industry specific forms, such as CMS-1500 and UB-40 forms and begin work immediately upon completion. It is also a valuable body of knowledge to understand when working with process and health information system implementation/redesign and healthcare payment/revenue cycle projects. This program includes access to student support, technical support, and graduate support teams throughout the training. 145 Contact Hours, \$1,350

**Class ID: 25584**

Online class – start anytime





## Pharmacy Technician

### Pharmacy Technician

**WIA Approved**

The Pharmacy Technician training program is designed to help students gain the knowledge and skills necessary to work as pharmacy technicians and prepare to sit for the PTCB national certification exam. Pharmacy technicians work in retail, hospital, and clinic pharmacies. They assist pharmacists in formulating, labeling, and dispensing medications. Numerous exercises and assessments throughout each of the 14 modules ensure that students master each concept before moving on, and knowledgeable student support advisors are available from start to finish. This program is designed to be completed in 6 months or less, with approximately 285 hours of instruction. Program provides career and graduate services to help you identify job opportunities, develop your resume and interviewing skills and perhaps obtain a letter of recommendation to show prospective employers. 285 Contact Hours, \$1,975

**Class ID: 25588** Online class – start anytime



*28% job growth is expected in MN by 2019 for pharmacy technicians.*

## Medical Administrative Assistant

### Medical Administrative Assistant

**WIA Approved**

Students learn how to effectively manage front desk reception, patient scheduling, insurance and billing, practice finances, and more. Upon graduation, students will be prepared to enter the workforce and pass the Certified Medical Administrative Assistant exam (CMAA) offered by the National Healthcareer Association. The online learning platform provides 24/7 access to the curriculum and interactive learning tools. Students have access to all the necessary curriculum and materials, integrated software, IT help desk, personalized student support and career guidance to complete the program, prepare for the CMAA exam and transition to employment. 240 Contact Hours, \$1,475

**Class ID: 25589** Online class – start anytime



### 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.

## Medical Coding & Transcription



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

 You may start these online courses at anytime.

### Inpatient/Outpatient Medical Coding & Billing

**WIA Approved**

The Inpatient/Outpatient Medical Coding and Billing Training Program is a comprehensive independent study online program designed for the individual 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, CCS and CCS-P certification exams administered by AHIMA. 640 Contact Hours, \$2,650

**Class ID: 25585** Online class – start anytime 

### Medical Transcription

**WIA Approved**

Medical transcription is the process of transcribing the dictated audio reports of doctor-patient interactions. These transcribed reports become part of the patient's permanent medical record and are vital to ensuring proper and consistent patient care. This online program helps you develop the knowledge and skills of quality medical transcriptionists, specifically focusing on keyboarding, language and grammar, and medical terminology. 570 Contact Hours, \$2,250

**Class ID: 25586** Online class – start anytime 

### Medical Transcription Editor

**WIA Approved**

The Medical Transcription Editor online program will focus on editing and formatting physician-dictated medical records, fixing grammatical errors and improving content in an efficient and accurate manner. The program also emphasizes practical experience, and by completion, you will have transcribed hundreds of authentic dictations, preparing for a quick and successful transition to the workplace. 640 Contact Hours, \$2,675

**Class ID: 25587** Online class – start anytime 

## Free Laptop!

When enrolling in one of the following medical career programs before April 30, 2013.

- > Medical Coding & Billing
- > Medical Transcription and/or Editor



**OR**

## Free Kindle Fire

When enrolling in one of the following medical career programs before April 30, 2013.

- > Pharmacy Technician
- > Medical Billing
- > Medical Administrative Assistant

# Health Information Technology

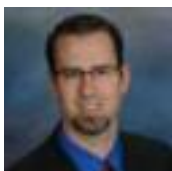
Healthcare providers, software vendors, public agencies, insurance and pharmacy companies **need** qualified HIT professionals.

MN Health IT offers training designed to build competencies and knowledge needed to work successfully in the health IT industry. It will prepare you to provide at-the-elbow support, management or leadership for HIT system implementation, integration and optimization as well as leading process, project, data and quality analysis initiatives.

Whether you strive to help your current organization with health IT initiatives or are seeking new career opportunities, Normandale's MN Health IT program has proven results, helping hundreds to reach their goals and become successful Health IT professionals.



The U.S. Department of Labor estimates a need for **50,000** new health IT workers in the next few years.



"MnHIT exposed me to areas of HIT that I was not familiar with which helped me find my current position at UnitedHealth Group. The online learning format helped me obtain this knowledge on my own schedule and pace."

– Darin Coleman, UAT Lead, OptumInsight

"I'm a healthcare data analyst at HCMC in the performance improvement department. I want to thank the MN Health IT program because I believe this was a great program and I'm using the skills I acquired every day at my new job."

– Tatyana Leyderman, Healthcare Data Analyst at HCMC



**See website for Summer information sessions and application dates. Program will start again in the fall of 2013.**

**MnHIT**  
**BE IN DEMAND**

For more information about Normandale's MNHIT program, visit: [www.mnhealthit.com](http://www.mnhealthit.com) or email [ncal@normandale.edu](mailto:ncal@normandale.edu) to receive program updates and alerts.

## Professional Development

Integrative Health & Healing focuses on the whole person healing concept of body, mind, and spirit.

Health care professionals will benefit from learning how to create healing spaces for their clients/patients as well as a healthy work place for themselves.

### **Introduction to Integrative Health and Healing** **NEW**

Healthcare is changing in many ways; policy, payment, quality of care, patient centricity and also in the emerging field of Integrative Health & Healing, for both practitioners and consumers. This course will provide a foundational understanding of integrative healing and of the “paradigm shift” occurring in this movement, as well as an explanation of the skill sets and bodies of knowledge required for this transformative process. Whether you are a consumer or provider of healthcare, you will better understand the benefits and usefulness of integrative health & healing after completing this course. 2.4 Contact Hours, \$49, INSTR: Maureen Pelton

**Class ID: 26739** Sat, 4/20/13 10:00am – 12:00pm RM: P1842

### **Interprofessional Communication in Healthcare** **NEW**

Interprofessional teams allow for healthcare practitioners to discover side-by-side approaches to care delivery and improve health outcomes through patient-centered care. This course will help you understand the benefits and obstacles of interprofessional communication, provide strategies and tools to develop and implement effective interprofessional communication and information exchange for you and your team. 3 Contact Hours, \$59, INSTR: Staci Thommes

**Class ID: 26769** Fri, 4/26/13 9:00am – 11:30am RM: P1844

### **Creating Healing Spaces** **NEW**

Combining the principles of the ancient art of Feng Shui and 20 plus years of experience as a Holistic Healing Arts Practitioner, Char will demonstrate how to bring harmony and balance to your home and workplace. If your goal is optimal health or if you or a loved one faces health challenges this class will give you valuable tools for the support you need. 2.4 Contact Hours, \$49, INSTR: Char Tarashanti

**Class ID: 26738** Thur, 4/25/13 6:00pm – 8:00pm RM: P0840

### **Homeopathic First Aid** **NEW**

Learn the basics of using homeopathy to treat minor injuries and illnesses. All natural, over-the-counter, homeopathic remedies are FDA approved and safe for children, adults and the elderly. Learn how to engage the body’s natural defenses to maintain more vibrant health. This course will cover: burns, wounds, ear infections, the main characteristics of an illness and how to match them to a remedy choice. Learn the identification of 20 homeopathic remedies that are used in acute care and leave with a sturdy plastic case for keeping remedies and your own supply of arnica 200c that we will make together in class! 3 Contact Hours, \$89, INSTR: Cilla Whatcott

**Class ID: 25603** Tue, 5/14/13 6:00pm – 8:30pm RM: P1844

## 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 Spring/Summer 2013 course offerings, please visit: <http://normandale.augusoft.net> or call 952-358-8343.

## Homeopathy and Influenza

De-fuse your flu fears! Learn the history of epidemics and the track record of homeopathy. What does current scientific thinking say about immunity? How do flu shots work? What about high fevers? Come with your questions and learn how to use seven highly effective remedies to fortify yourself during the flu season. 3 Contact Hours, \$49, INSTR: Cilla Whatcott

Class ID: 25605 Tue, 4/16/13 6:30pm – 9:00pm RM: P1844

## Dementia Care

**NEW**

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

Class ID: 26710 4/1/13 – 5/24/13 Online class



Class ID: 28154 6/3/13 – 7/26/13 Online class

## Connecting The Circle – Living Consciously into Dying Consciously

**NEW**

Learn how to live more fully and peacefully through acceptance of and preparation for your death. This “secret” was well known and practiced in ancient times. Through the use of film, journaling, guided meditation, small and large group discussion, participants will begin to discover the sense of peace and well-being that comes from a direct and compassionate approach to dealing with death. This course will provide options and opportunity for involvement in caring for loved ones and expands on hospice services. 2.4 Contact Hours, \$49, INSTR: Char Tarashanti

Class ID: 26737 Thur, 5/9/13 6:00pm – 8:00pm RM: P0840

## Healing Your Heart: A Journey towards Living an Authentic Life

**NEW**

When we get quiet and access what we hold in our hearts, we connect to our own and greater wisdom. Often in our busy lives we let our mind take over and operate independently of our Heart, reverting to survival mentality of fear, power, greed and control. Our heart, is where we find strength, courage, compassion, and love. In this workshop you will be given an opportunity to work with and transform old patterns and habits that no longer serve you. 3.6 Contact Hours, \$59, INSTR: Cindy Libman

Class ID: 25583 Sat, 5/11/13 9:00am – 12:00pm RM: P1844



As baby boomers age, the 21st century workforce is challenged to care for an exponentially growing population of persons with dementia.



# Learning Well

May 7 at 6 p.m.

Penny George, co-founder of the Bravewell Collaborative, is our special guest on the Learning Well Radio Show. (see page 37 for more information)



Penny George

# integrative health and wellness



Classes and special events are added on a regular basis. Visit our website for the latest learning opportunities.

## Healing Practices

### Naturopathic Medicine

**NEW**

Naturopathic medicine is a system of medicine that focuses on prevention and the use of non-toxic, natural therapies to empower an individual to achieve optimal health. In this tradition, health is much more than the absence of disease; it is the vitality that comes from a feeling of wellness. Learn basic naturopathic strategies to improve digestion, detoxification, and the stress response. 7.2 Contact Hours, \$145, INSTR: Paul Ratté

**Class ID: 25609** Sat, 4/27/13 9:00am – 4:00pm RM: P1844

### Color Matrix

**NEW**

Learn how your energetic field resonates with the four elements Air, Water, Fire and Earth and which one represents the defining, primary element in your subtle energy field, your Alpha Element. You will be introduced to the visual language of color energy and learn techniques to boost and balance your energy. Discover the elements of your body, emotions, mind and spirit along with the color-energy that reflects and empowers core traits of your personality. You will be guided through a holistic color assessment which will reveal your Color Matrix and receive an image of your Alpha Element™ color-energy along with a Color Matrix Profile description. 3.6 Contact Hours, \$59, INSTR: Marit Solheim Witt

**Class ID: 25602** Sat, 4/20/13 9:00am – 12:00pm RM: P1844

### Introduction to Integrative Health and Healing

**NEW**

*See page 28 for course description.*

**Class ID: 26739** Sat, 4/20/13 10:00am – 12:00pm RM: P1842

## Healing Touch



Visit our website for additional information.

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

### Healing Touch International (HTI) Level 1

**NEW**

Healing Touch is relaxing, nurturing energy therapy which uses gentle, heart-centered touch to assist in balancing physical, mental, emotional and spiritual well-being. It enhances the body's natural ability to heal. The class is open to anyone who desires to study energy therapy with a commitment to help others. Works in complement with standard medical care and is complementary to other health care systems. Healing touch is safe for all ages. Upon completion of Levels 1 - 5, students are eligible to apply for consideration to become a certified Healing Touch Practitioner. For more information, visit our website. 18 Contact Hours, \$295 (workbook included), INSTR: Barb Schommer,

**Class ID: 25638**

Fri & Sat, 4/19/13 & 4/20/13 8:00am – 4:30pm RM: P1840



## 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 effective) as conventional medicine, herbalism is a science and art that can be successfully learned and utilized by the lay person. These courses can be taken individually They are part of a Certificate Program. See website for more information. Each class: 3 Contact Hours, \$45, INSTR: Matthew Alfs

### Herbs for Liver Function and Detoxification

Class ID: 25597 Mon, 4/8/13 6:30pm – 9:00pm RM: P1840

### Herbs for the Lymphatic and Urinary Systems

Class ID: 25598 Mon, 4/15/13 6:30pm – 9:00pm RM: P1840

### Herbs for Women's Reproductive Health

Class ID: 25599 Mon, 4/22/13 6:30pm – 9:00pm RM: P1840

**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. Matthew is also the director of the Midwest School of Herbal Studies. Matthew has authored numerous articles as well as books.



## Nutrition and Diet

### Energetic Food: Nature's Medicine

**NEW**

Food is Mother Nature's natural holistic medicine. Everything you eat can be therapy for healing body, mind and spirit. Foods can move and balance your energy too and can be a powerful health component to your overall wellness. This course will help you understand the energy of food and how to know what your body is asking for to balance and energize your system. 2.4 Contact Hours, \$59, INSTR: Chunyi Lin

Class ID: 26770 Wed, 4/24/13 6:30pm – 8:30pm RM: P1840



## Aromatherapy

### Aromatherapy Foundations - Level 1 Certificate

This beginning level course in Aromatherapy teaches you the foundational information and skill set needed to begin using essential oils in safe, practical, and cost-effective ways. Course is supported by professional research and resources. After this course you will understand why Aromatherapy is the first choice in integrative care in health care settings and homes today. Essential oils are unique in that they work simultaneously on three levels of healing: therapeutically on the physical body, emotionally, and energetically – bringing healing and balance simultaneously. 15.6 Contact Hours, \$225, INSTR: Jodi Baglien

#### Class ID: 28144

Fri, 4/26/13 8:30am – 4:30pm  
& Sat, 4/27/13 9:00am – 4:00pm RM: P1840

### Aromatherapy Applications: Reducing Stress and Pain Level 2 Certificate

This course teaches you the hands on skill set needed to begin selecting and applying essential oils in safe, practical, and cost-effective ways. After this course you will understand the effects of stress on the body and learn detailed assessment skills to determine which oils and methods of applications to use for stress and pain reduction. Course is taught from a holistic approach and is easily applied to many care environments or home use. 15.6 Contact Hours, \$285, INSTR: Jodi Baglien

#### Class ID: 28145

Fri, 5/10/13 8:30am – 4:30pm  
& Sat, 5/11/13 9:00am – 4:00pm RM: P1840

These courses are perfect for nurses, massage and shiatsu therapists, mental health care providers, acupuncturists, hospice and palliative care - for anyone who wants clear, detailed information and techniques. The instructor offers a unique East-West approach to essential oil uses and techniques.

**Jodi Baglien, CA, CST**, is a certified, clinically trained Aromatherapist and Shiatsu Therapist with a 25 year background in healing and spiritual development. She has been teaching for more than 10 years, and is considered the Twin Cities' "go to" resource in aromatherapy. Jodi also serves as the regional director for the Alliance of International Aromatherapists.

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

Recommended textbook: *The Complete Guide to Aromatherapy 2004* (2nd edition) by Salvatore Battaglia. Available at major textbook retailers.



## Homeopathy

### Homeopathy and Influenza

*See page 29 for course description.*

Class ID: 25605 Tue, 4/16/13 6:30pm – 9:00pm RM: P1844

### Homeopathic First Aid

**NEW**

*See page 28 for course description.*

Class ID: 25603 Tue, 5/14/13 6:00pm – 8:30pm RM: P1844

# Hypnosis

## Self Hypnosis For Pain Control

**NEW**

For anyone with chronic pain that is not fully responsive to traditional medical treatments, or who would like to reduce or eliminate pain medications in favor of this drug free and natural mind/body approach to pain management. This is NOT appropriate for undiagnosed or acute pain which may indicate a medical condition requiring treatment. Reduction or elimination of prescribed medications must be done under your doctor's supervision. 7.2 Contact Hours, \$89

**Class ID: 25628**

Tue, 4/23/13 & 4/30/13

6:00pm – 9:00pm

RM: P1844

## Mind Body Techniques for Anxiety Reduction

**NEW**

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

**Class ID: 25630**

Thur, 5/23/13

6:00pm – 9:00pm

RM: P1844

# Spiritual Evolution - Beyond Science

Deepen your understanding and appreciation of the beauty and enormity of life. These courses will unfold the spiritual path of humanity that is non-religious through the teachings of the ages. INSTR: Barbara Everett, MS, SD

## Class 1: Introduction to Spiritual Evolution

“Behind the appearance of the Universe there is a reality, a Being, a consciousness, that is One and eternal. All things are united in that one, but divided by a certain separateness, and a forgetting of that One self.” –Sri Aurobindo.

**Class ID: 28216**

Wed, 6/5/13

5:30pm - 7:30pm

RM: P1840

## Class 2: The Seven Great Cosmic Planes: How the Universe is Organized

A plane is a level of consciousness and life, measured by frequency or vibration. All life has evolved through the Seven Great Cosmic Planes in a process called Involution-Evolution.

**Class ID: 28217**

Wed, 6/12/13

5:30pm - 7:30pm

RM: P1840

## Class 3: Discover the Seven Rays

The Rays are invisible waves of energy. Scientists began tracking and recording them about forty years ago. Their discoveries followed the discoveries of other invisible waves of energy, like radio and micro-waves.

**Class ID: 28218**

Wed, 6/19/13

5:30pm - 7:30pm

RM: P1840

To register  
online for  
Entire Spiritual  
Evolution Series  
select “View Course  
Series” at  
<http://normandale.ugusoft.net>

7.2 Contact Hours  
for series,  
2.4 per class,  
\$125 for series or  
\$45 per class



## Meditation and Mindfulness

### Taoist Healing & Transformation Meditation

Join Certified Universal Tao Instructor Bryan D. Bertsch for an inspiring series of self-healing meditation techniques. You will learn “The Inner Smile” and “MicroCosmic Orbit,” which are part of the Universal Tao System as taught by Master Mantak Chia. These techniques teach you how to transform everyday stress into vitality and balance negative emotions with positive ones to create internal harmony. Learn how to relieve chronic pain, detoxify your system, increase your energy and enjoy better health. 4.8 Contact Hours, \$89, INSTR: Brian Bertsch

**Class ID: 25608**

Thur, 4/18/13 & 4/25/13

7:00pm – 9:00pm

RM: P1844

### Joy of Living

The Joy of Living program offers a learning path of meditation practice that can be followed by anyone. Though rooted in the ancient Buddhist teachings of Tibet, the practices taught are not religious in nature. The program deals with basic functions of the mind, such as mindful awareness and the movements toward happiness and away from stress and suffering.

The Joy of Living program contains three levels:

Calming the Mind • Opening the Heart • Awakening Wisdom

### Joy of Living Level I: The Practice of Mindfulness Meditation

**NEW**

This meditation workshop teaches how cultivating mindful awareness can help create a peaceful mind and joyful heart. The practice of meditation enables us to transform all experiences, even difficult emotions and painful thoughts, into sources of joy. This two-day workshop is designed to help you learn and practice mindful meditation. We will explore the landscape of our experience with mindful awareness, learning how to use the body, sensory experiences, thoughts, emotions, and even awareness itself as supports for meditation. 16.8 Contact Hours, \$195, INSTR: Edwin Kelley

**Class ID: 26681** Fri & Sat, 5/17/13 & 5/18/13

9:00am – 5:00pm

RM: A2552

Materials include: *Calming the Mind: A Guide to the Joy of Living Level I Handbook*; *An Introduction to Meditation* with Yongey Mingyur Rinpoche DVD; *Calming the Mind* MP3 CD



**Edwin Kelley, Tergar International Instructor** first became interested in Buddhism in 1975 when he attended a meditation retreat near Perth, Australia. In 1992, he went to Burma to attend a six-month intensive retreat with the renowned meditation master Chanmyay Sayadaw. While practicing in Burma he was ordained temporarily as a Theravada Buddhist monk. He then served in leadership roles for one of America’s best known meditation retreat centers for nearly 20 years. Edwin became a student of Mingyur Rinpoche in 1998. He has a post graduate diploma in Buddhist Studies from the University of Sunderland in the UK.

# Stress Management

## Introduction to Breathwork Staying Calm, Cool and Focused

This introductory course will help you uncover the power for health and wellness by simply paying attention to your breath. This course will be interactive and experiential. When you become aware of your breath you begin to unlock the stresses that keep you from feeling energized and alive. You will learn three simple breathing techniques for relieving stress, reducing the effects of physical illness and understand how to stay calm, cool and focused during times of stress.

3.6 Contact Hours, \$49, INSTR: Patrick Weseman

Class ID: 25690 Tue, 4/9/13 6:00pm – 9:00pm RM: P1844



“Meditation is about learning to recognize our basic goodness in the immediacy of the present moment, and then nurturing this recognition until it seeps into the very core of our being.”

— Mingyur Rinpoche

## Yongey Mingyur Rinpoche, founder of the Joy of Living program

Yongey Mingyur Rinpoche, founder of the **Joy of Living** program is considered a rising star among the new generation of Tibetan Buddhist masters.

In addition to extensive training in the meditative and philosophical traditions of Tibetan Buddhism, Mingyur Rinpoche has also had a lifelong interest in Western science and psychology.

In 2002, Mingyur Rinpoche and a handful of other long-term meditators were invited to the Waisman Laboratory for Brain Imaging and Behavior at the University of Wisconsin. The results of this groundbreaking research were reported in many widely read publications, including National Geographic and Time.

Currently, Mingyur Rinpoche teaches and travels throughout the world, with Tergar Meditation Centers on four continents. His best-selling book, *The Joy of Living: Unlocking the Secret and Science of Happiness*, debuted on the New York Times bestseller list and has been translated into over twenty languages. The Joy of Living program presents the ancient wisdom of Tibet in a fresh, engaging manner. The lessons weave together personal and real life experiences with modern scientific research, relating both to the practice of meditation.



## HeartSight® Series I



The intention of this five-part series is to harmonize body and soul to enhance the power of your intuition, creativity and energy.

**Maureen Pelton**  
MSW, LICSW has spent 25 years using her intuitive gifts and scientific applications as an integrative psychotherapist, professional coach, teacher, speaker and organizational consultant. She has taught at the Center for Spirituality & Healing at the University of Minnesota and The Penny George Institute for Health & Healing.

Are you ready to awaken your intuitive abilities and explore your life purpose? The HeartSight® Method of transformation helps you to use your intuitive gifts, personally and professionally. This course is especially valuable to healthcare workers and individuals who work in patient care. Through experiential learning, you will be given tools to expand your heart consciousness, reclaim your intuitive gifts and trust your sacred truth. 18 Contact Hours and \$275 for entire series. **These courses may be taken as a series or individually.**

### **Class 1: Your Authentic Self**

Are you searching for the real you? Learn how to tune into your authentic self and gain access to your inner wisdom. Through experiential learning, you will begin to discern the voice of the intellect from the voice of the soul and make decisions from your center of Knowing. Learn and practice concepts such as Grounding and Centering and learn the Three Ways of Knowing – Head, Heart and Gut. 3.6 Contact Hours, \$65

**Class ID: 25631** Wed, 4/3/13 6:00pm – 9:00pm RM: P1810

### **Class 2: Stepping into Your Energy Body**

Do you wish you had more energy? Learn to access your Energy Body and play with your energy fields. Learn about the impact of energy on your physical, emotional, mental and psycho-spiritual states. Explore your health through the Energy Centers and develop skills to care for your Energy Body. 3.6 Contact Hours, \$65

**Class ID: 25632** Wed, 4/10/13 6:00pm – 9:00pm RM: P1810

### **Class 3: Maintaining Boundaries & Emotional Integrity**

Do you feel overly sensitive to others' feelings or thoughts? Experience how to maintain healthy emotional boundaries. Practice using your intuitive gifts of feeling and sensing without losing yourself in the process. Learn to strengthen your uniqueness while staying connected to others. 3.6 Contact Hours, \$65

**Class ID: 25633** Wed, 4/17/13 6:00pm – 9:00pm RM: P1810

### **Class 4: Shadow Parts and the Law of Resonance**

Do you feel stuck at times and don't know why? Your unconscious mind may be drawing to you what you need to change about yourself. Understanding the concepts of Mirroring and the Law of Resonance will help you transform the obstacles being created by your unconscious beliefs and conditioning (Shadow Parts). Learn skills to clear the Shadow Parts so you may manifest the life you want to live. 3.6 Contact Hours, \$65

**Class ID: 25634** Wed, 4/24/13 6:00pm – 9:00pm RM: P1810

### **Class 5: Intentions and the Law of Attraction**

Are you wondering how the Law of Attraction really works? Come learn about the power of intention and the willingness to receive. Gain skills and strategies for personal empowerment through the paradigm of self-responsibility and choice. Explore tools for attracting and receiving what you need to live your life purpose. 3.6 Contact Hours, \$65

**Class ID: 25635** Wed, 5/1/13 6:00pm – 9:00pm RM: P1810

## HeartSight® Series II

### Embodying Soul Wisdom

Would you like to apply your wisdom from HeartSight I? Then come to this three-part series and expand your intuitive development to deepen connections with your creative spirit. This series will support integration of your spiritual being with your physical body and teach you how to consciously live in a multi-dimensional energetic world. Through the chakra system, we will expand grounding with gratitude and explore innate goodness and shame. Through experiential learning, you will be given tools to support yourself in aligning with your essence, your truth and your creative expression. This series is designed to deepen your experience from HeartSight Level I. Upon completion of this series, you will understand energy integration, the transmutation process, chakra alignment, and stress responses of the body. 10.8 Contact Hours, \$165

**Class ID: 25636**

Wed, 5/22/13 – 6/5/13

6:00pm – 9:00pm

RM: P1810



## Learning Well

on Edge Talk Radio

First Tuesday of the Month – 6 pm

Join **Maureen Pelton** and her many inspiring guests as they bring new and practical insights designed to help each of us enhance our health and well-being.

Maureen is a highly sought-after expert. She engages local and national thought leaders in meaningful conversations. Her shows weave new information into a spectrum of topics, such as transpersonal development, emotional intelligence, wholeheartedness and the shifting paradigm of Integrative Health and Healing.



### Special Guest May 7, 2013:

🌱 **Penny George**, philanthropist and co-founder of the Bravewell Collaborative and the Penny George Institute for Health and Healing at Abbott Northwestern Hospital

**Join the Show – Call in with questions for Maureen and Penny!**

See website for more information and schedule of upcoming guests.



INTEGRATIVE HEALTH EDUCATION CENTER  
at Normandale Community College

## Sound Healing



Discover how sound healing is emerging as a highly respected and invaluable treatment method.

### Drum It Up with HealthRhythms®

**NEW**

In this three-part series, you will discover your personal rhythm with HealthRHYTHMS® group empowerment drumming and wellness exercises. Group drumming is an evidenced based wellness program that promotes relaxation and boosting of the immune system. No experience necessary and drums will be provided. 7.2 Contact Hours, \$89, INSTR: Cheri Bunker, MT-ASCP

**Class ID: 26697**

Tue, 5/7/13 – 5/21/13

6:00pm – 8:00pm

RM: A2566

### Introduction to Sound Healing Basics

Learn to use basic sound healing tools to clear mental, physical and emotional roadblocks. Experience an introduction to multiple sound healing tools and instruments to create a circle of healing sound. 2.4 Contact Hours, \$49, INSTR: Kay Grace

**Class ID: 26823**

Wed, 7/10/13

6:00pm – 8:00pm

RM: P1840

### Advanced Sound Healing - Trusting Your Higher Self Guidance

**NEW**

Learn to trust your higher self to guide every Sound Healing session. Learn this connection process, and receive your unique body signals which you can always count on to give you an accurate Yes/No answer to any question you may have. We'll also use Sound in practice healing sessions. If you're a holistic healing practitioner, life coach or other helping professional, it's vital to be able to trust yourself as you work with others for their highest good. See website for prerequisites. 7.2 Contact Hours, \$145, INSTR: Kay Grace

**Class ID: 28219**

Sat, 6/22/13

9:00 am – 4:00pm

RM: P1840

### Advanced Sound & Healer Training - Sound Healing and the Chakras

**NEW**

Learn to use sound (Voice, Tuning Forks and Singing Bowls and Drums) to effectively clear and balance the chakras, (energy centers) as well as gaining a much deeper understanding of what each chakra is about, and why they are so important to health and well-being. Learn to use sound as both a diagnostic tool and as a healing modality. This class is highly experiential. See website for prerequisites. 7.2 Contact Hours, \$145, INSTR: Kay Grace

**Class ID: 28222**

Sat, 8/3/13

9:00 am – 4:00pm

RM: P1840

## Wellness at Work

Research shows that work environments that support healthy employees provide many benefits:

- Increased Employee Retention and Loyalty
- Reduced Stress and Conflict
- Enhanced Productivity
- Increased Creativity and Innovation

Normandale offers courses and programs designed to increase workplace wellness. Popular programs include stress reduction, nutrition, communication, creativity, conflict management, feng shui, yoga, tai chi, qigong and meditation.

Call **(952) 358-8343** to learn more about how you can bring wellness to work.

# Emotional Freedom Techniques

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

## EFT: Level 1, 2 & 3 Certificates

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

### Level 1 Certificate:

19.2 Contact Hours, \$350

Class ID: 25621

INSTR: Valerie Lis

Mon & Tue, 5/20/13 & 5/21/13 8:00am – 4:30pm RM: P0842

### Level 2 Certificate:

19.2 Contact Hours, \$350

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

Class ID: 25622

INSTR: Valerie Lis

Wed & Thur, 5/22/13 & 5/23/13 8:00am – 4:30pm RM: P0842

### Level 3 Certificate:

19.2 Contact Hours, \$350

*Prerequisite: EFT Level 1 & 2 or prior approval by the instructor.*

Class ID: 25623

INSTR: Valerie Lis

Sat & Sun, 5/4/13 & 5/5/13 8:00am – 4:30pm RM: P0842

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

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



## Tai Chi with Fong Ha

Join Fong Ha as he shares his power, graciousness and insight with you. Fong Ha currently directs the Integral Chuan Institute in Berkeley California and is a master of Yang style Tai Chi. YiQuan is a form of physical and mental training which requires no special equipment or skills. This standing meditation will help to develop one's internal energy or Qi for enhancing your health, reducing stress, improving concentration, and increasing vitality.

### Entire Series - \$140 – 15.6 Contact Hours

Sat & Sun, 7/20/13 & 7/21/13

8:00am – 4:00pm

RM: S2330

### Single Day Session - \$85 - 7.8 Contact Hours

Class ID: 26740

Sat, 7/20/13

8:00am – 4:00pm

RM: S2330

Class ID: 26741

Sun, 7/21/13

8:00am – 4:00pm

RM: S2330

# Creativity and Personal Development

## Paddle Your Own Canoe –

### Discover Your True Essence

**NEW**

Find unknown strengths, resources, and inspiration. Discover how your core values are your guides to life, especially during uncertain times. Achieve motivation to take courageous action, navigate the winds of change, and flow through life with increased confidence. Stories from a solo canoe adventure will inspire greater meaning and significance in your life. 7.2 CEU, \$89, INSTR: Cheryl Hiltibran

**Class ID: 25620** Sat, 4/27/13 8:30am – 3:30pm RM: P0840

## Photo Reading:

### Learn More, Read Faster, Build A Better Brain

Learn to process information the way the brain is designed—using the whole mind. In this course you will process written information through the five step process of PhotoReading®. You will achieve immediate results from this highly interactive, experiential course. Experience the way reading ought to be—empowering, fun and faster—even in subjects where you might lack confidence. Graduates of the class increase their reading speeds, comprehension, and improve their ability to learn anything. 18 Contact Hours, \$245, INSTR: Cheryl Hiltibran, M.Ed

**Class ID: 25611** Sat, 5/4/13 8:30am – 4:30pm RM: P0840  
& Sun, 5/5/13 8:30am – 3:30pm RM: P0840

## Releasing Sabotage: The 9 Scoundrels

**NEW**

Have you ever rigged up something broken and continued to use it when it is ineffective and possibly dangerous? Do you put other people's needs before your own? Do you have negative thoughts? Do you complain? If so, there are subtle patterns of sabotage, also known as The Nine Scoundrels, that are negatively affecting you and keeping you from creating your ideal reality and excelling in all aspects of your life. Learn to release sabotage and live joyfully, successfully and in prosperity, peace and health. 3.6 Contact Hours, \$59, INSTR: Deanna Reiter

**Class ID: 25616** Thur, 5/16/13 6:00pm – 9:00pm RM: P1844



Scan this code with your smartphone to visit our website.

## Personal Safety and Self-Defense

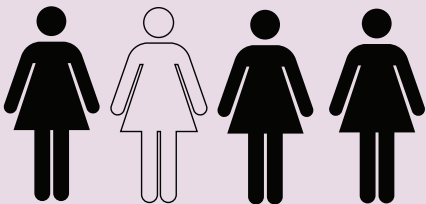
**NEW**

Some estimates indicate that two million Americans are victims of violent crimes each year. Empower yourself by mastering simple and effective techniques to ensure that you don't become one of them. Learn how to prevent, escape, and defend yourself from any attacker – regardless of your size or fitness level.

This course was developed through a combination of research and real-world experience and is changing lives. 3.6 Contact Hours, \$69, INSTR: Alan Horner, MBA, US Navy Seal Officer

**Class ID: 25639**

Wed, 5/8/13 5:30pm – 8:30pm RM: P1810



## No, Not Me!

Bring a friend for free!

Call 952-358-8343 for details.

## Introduction to Numerology

Numerology is the key to unlocking the wealth of information contained in your birth date and name, revealing a blueprint of your life path and character. The spiritual science of numerology offers you guidance as you navigate your way through all areas of life. Putting it into practice can inspire creativity; enhance your self-understanding and spiritual development. In this course you will learn how to apply numerology in many practical ways in your daily life. 9 Contact Hours, \$125, INSTR: Susan Shopek, PN

**Class ID: 25618**

Tues, 6/11/13 – 6/25/13                      6:00pm – 8:30pm                      RM: P0842

## Easy and Effective Astrology:

### Discovering Yourself through Your Natal Chart **NEW**

There is a natural order to people's personalities, their drives, their challenges, their souls. The natal chart (astrological birth chart) is a great tool to have a greater understanding of the innate nature of yourself and of the other people you interact with. You will learn an overview of what astrology is, the philosophy behind the benefits of natal astrology, and basic knowledge of how to read and understand a natal chart. 3.6 Contact Hours, \$49, INSTR: Duncan Metzger, MA

**Class ID:26692**    Wed, 6/26/13                      6:00pm – 9:00pm                      RM: P1810

## Movement and Body Work

### Nordic Walking For Body, Mind, and Spirit **NEW**

Make your walk the best walk it can be - make it a Nordic Walk! From beginning walker to experienced runner the simple addition of Nordic Walking poles turns your walk into an all body workout. You will burn more calories, increase your heart rate, support your lower joints and engage up to 90% of your body's muscles in weight bearing exercise. It's fun, it's easy and it's social. 7.2 Contact Hours, \$59, INSTR: Linda Lemke

**Class ID: 25644**

Thur, 4/11/13 – 4/25/13                      6:00pm – 8:00pm                      RM:P0806B

**Class ID: 25645**

Mon, 6/3/13 – 6/17/13                      6:00pm – 8:00pm                      RM:P0806B

### Beginning Yoga

4.8 Contact Hours, \$49, INSTR: Marcy Lundquist

**Class ID: 26768**

Mon, 4/8/13 – 4/29/13                      5:30pm – 6:30pm                      RM: A1560

### Yoga Mudras, Mantras, and Meditation **NEW**

2.4 Contact Hours, \$49, INSTR: Sharon Hills-Bonczyk

**Class ID: 25648**    Tue, 4/16/13                      6:00pm – 8:00pm                      RM: A1570

### Bhakti Yoga of Devotion **NEW**

2.4 Contact Hours, \$49, INSTR: Sharon Hills-Bonczyk

**Class ID: 25649**    Tue, 5/21/13                      6:00pm – 8:00pm                      RM: A1570

Bring a mat, blanket, water, and wear comfortable clothing.

# Tai Chi Certification Programs



## Tai Chi for Arthritis – Teacher Certification 1

This course is endorsed by many arthritis foundations worldwide. The certification is “Tai Chi for Arthritis”. *Note: An instructional DVD will be sent prior to the workshop.* 16.8 Contact Hours, \$240, INSTR: Linda Arksey and Keith Root

### Class ID: 25700

Sat, 5/4/13	8:30am – 4:30pm	RM: S2330
& Sun, 5/5/13	8:30am – 3:30pm	RM: S2330

## Tai Chi for Arthritis – Teacher Certification 1 Update

The Tai Chi Update is required every 2 years to keep one’s skills and knowledge current. Time will be spent reviewing the 12 Tai Chi for Arthritis movements and reviewing instructional training and theory. 9 Contact Hours, \$85 (or \$175 for both the TCA 1 update and TCA 2), INSTR: Linda Arksey and Keith Root

Class ID: 25701 Sat, 5/4/13 8:30am – 4:30pm RM: S2330

## Tai Chi for Arthritis – Teacher Certification 2

This workshop is open to anyone who has completed the Tai Chi for Arthritis Teacher Certification (Leader’s Course) by Dr. Paul Lam or his authorized trainers. *Note: An instructional DVD will be sent prior to the workshop.* 7.8 Contact Hours, \$120 (or \$175 for both the TCA 1 update and TCA 2), INSTR: Linda Arksey and Keith Root

Class ID: 25702 Sun, 5/5/13 8:30am – 3:30pm RM: S2330

### Who Should Attend the Tai Chi Certified Teacher Programs:

certified exercise instructors, tai chi instructors, advanced tai chi students and healthcare professionals

See website for prerequisites.

# Tai Chi

## Tai Chi Pushing/Sensing Hands

**NEW**

Sense/push hands training uses various patterns and partner exercises to develop sensitivity to an incoming force. Learn to apply Tai Chi principles to maintain your equilibrium. Sensing hands exercises develop mobility and sharpen your ability to anticipate your partner’s intent. INSTR: Keith Root

Class ID: 28231 7.2 Contact Hours, \$59

Thur, 6/6/13 – 7/18/13	8:00pm – 9:00pm	RM: A1560
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Class ID: 28232 7.2 Contact Hours, \$59

Thur, 7/25/13 – 8/29/13	8:00pm – 9:00pm	RM: A1560
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Workshops: 2.4 Contact Hours, \$20, INSTR: Keith Root

Class ID: 25716 Sat, 4/20/13	2:00pm – 4:00pm	RM: A1560
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Class ID: 25717 Sat, 5/18/13	2:00pm – 4:00pm	RM: A1560
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Class ID: 25718 Sat, 6/15/13	2:00pm – 4:00pm	RM: A1560
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Class ID: 28230 Sat, 8/17/13	2:00pm – 4:00pm	RM: A1560
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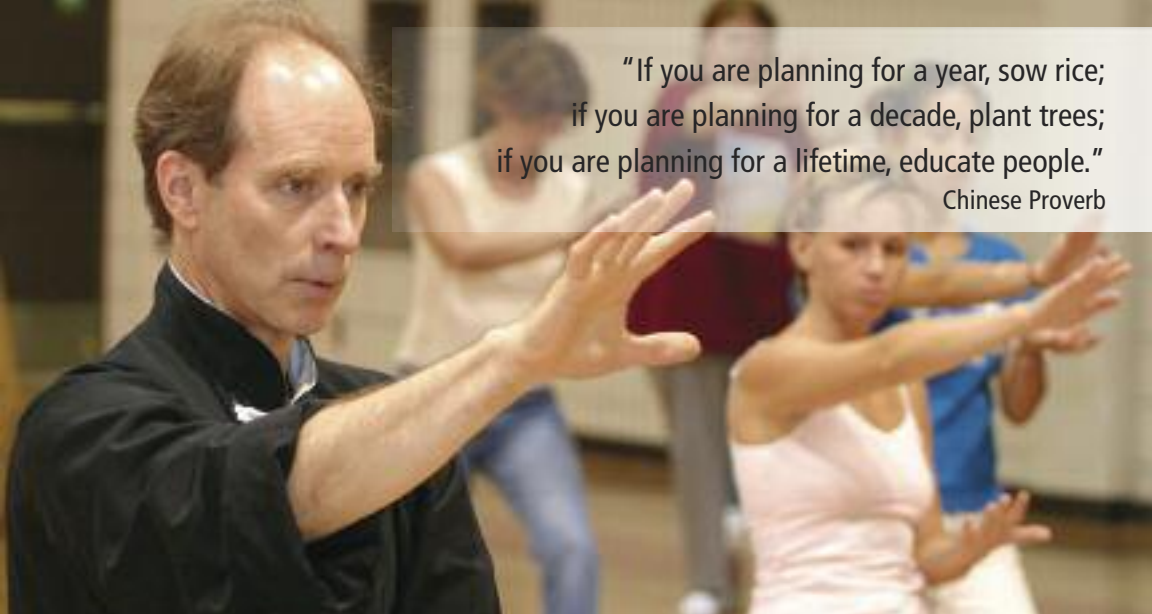
## Tai Chi Fan In-Depth Workshop

**NEW**

*See website for course description.* 2.4 Contact Hours, \$20, INSTR: Linda Ebeling.

Class ID: 25697 Tue, 4/6/13	1:00pm – 3:00pm	RM: A1560
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"If you are planning for a year, sow rice;  
if you are planning for a decade, plant trees;  
if you are planning for a lifetime, educate people."  
Chinese Proverb



## With Gratitude and Respect

Dr. Russ Smiley, educator, visionary and leader, recently passed away. He will be deeply missed. His vision and insight created the foundation for the internal arts programs at Normandale. His passion fueled the development of many programs, including Tai Chi, Qigong and Stress Management. And, his expertise and warmth established a community for health and wellness.

Over the past 25 years, Russ Smiley inspired the thousands of students and hundreds of practitioners to live a life of wellness, balance, and love, and for this ongoing gift, we are forever grateful.

### TAI CHI COURSES\*

ABC's of Tai Chi	Time	Instructor	Fee
Class ID: 28239    Thur, 6/6/13 – 7/18/13	7pm – 8pm	Root	\$59
Class ID: 28240    Thur, 7/25/13 – 8/29/13	7pm – 8pm	Root	\$59
Beg Tai Chi for Health and Arthritis			
Class ID: 28241    Sat, 5/11/13 - 6/22/13	10:30am – 12pm	Gonzales	\$59
Class ID: 28242    Mon, 6/3/13 - 7/8/13	7pm – 8pm	Root	\$59
Class ID: 28243    Mon, 7/15/13 - 8/19/13	7pm – 8pm	Root	\$59
Radiant Lotus Qigong			
Class ID: 26679    Wed, 4/10/13 - 5/15/13	7pm – 8pm	Ebeling	\$59
Arthritis Refresher Workshop			
Class ID: 25698    Sat, 4/13/13	2pm – 4pm	Root	\$35
Yang Style 40 Form			
Class ID: 28235    Sat, 6/1/13 – 9/7/13	10:30 – 11:30am	Root	\$120
Class ID: 28236    Mon, 6/3/13 – 8/19/13	8pm – 9pm	Root	\$120
Yang Style 108 Form – Adv Tai Chi			
Class ID: 28237    Sat, 6/1/13 – 9/7/13	8:30 – 10am	Root	\$150

\* check website for specific dates and rooms

# explore languages

## Japanese

These courses are designed for beginners. You will learn the practical and essential language patterns used in everyday life. You will be introduced to 20 Kanji characters in each course, as well as Japanese sentence structures. Japanese culture will also be discussed, as you build a firm foundation for more advanced study. 1.2 CEU, (Level 1 Tuition includes the textbook, *Japanese for Busy People*)

**Level 1: Class ID: 26699** \$125 INSTR: Fusako Muro  
Thur, 4/11/13 – 5/16/13 6:00pm – 8:00pm RM: P1842

**Level 2: Class ID: 26700** \$99 INSTR: Michiko Dressen  
Thur, 5/23/13 – 6/27/13 6:00pm – 8:00pm RM: P1842

## French

Learn French phrases that are commonly used in airports, hotels, restaurants, and among your French colleagues. You will practice French vocabulary with the instructor and fellow classmates. You will also be given worksheets and activities for “at home” practice. 1.2 CEU, \$99, INSTR: Rose Mingo-Holtz

**Level 1: Class ID: 25654**  
Mon, 4/15/13 - 5/20/13 7:00pm – 9:00pm RM: P1842

**Level 2: Class ID: 25656**  
Mon, 6/3/13 – 7/8/13 7:00pm – 9:00pm RM: P1842

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



**Get connected.** Enroll in a language course or schedule a customized program at your organization.

Believe it or not, most of the world does not speak English (an estimated 80 percent). And as the world gets smaller, it is important to stay connected.

Learning a language offers many advantages, personal and professional. It will open you up to new ideas, partnerships and it will set you apart in the workplace.

- |                               |                 |
|-------------------------------|-----------------|
| <b>American Sign Language</b> | <b>Italian</b>  |
| <b>Arabic</b>                 | <b>Japanese</b> |
| <b>Chinese</b>                | <b>Russian</b>  |
| <b>French</b>                 | <b>Spanish</b>  |
| <b>Hebrew</b>                 |                 |

Normandale also offers **Enhance Your English Speaking Skills for All Dialects.**

Check our website for more language learning options or give us a call (952) 358-8343.



Join the **global** community



ASL, Fall 2012

## Visual Spanish™

### *An Engaging Approach to Accelerating Language Learning*

Visual Spanish uses a proven methodology that builds confidence as you develop your speaking and listening skills in conversational Spanish. You will learn to make statements and ask questions using twelve essential language structures and hundreds of words and phrases. You will be able to initiate and respond to simple conversations, talk about everyday events at home, in the workplace and in the community.

### Visual Spanish 1 and 2

Visual Spanish is an innovative, accelerated conversational Spanish program. Popular among adult learners and business organizations alike, Visual Spanish provides you with a joyful and relaxed learning environment in which you acquire high - frequency words, phrases and essential language structures through a unique visual - based approach of teaching and learning. Each word, phrase or structure is visually presented through lessons featuring Jorge y Ana.

Each level of Visual Spanish offers 12 hours of interactive and engaging instruction along with a comprehensive set of learning materials. See the website for complete course descriptions. 1.2 CEU, \$145 (includes materials)

#### Visual Spanish 1:

**Class ID: 26745** IINSTR: Tim Owen  
Tue, 4/16/13 – 5/21/13 6:00pm – 8:00pm RM: P1842

**Class ID: 28220** INSTR: Tim Owen  
Tue, 6/25/13 – 7/16/13 5:30pm – 8:30pm RM: P1810

#### Visual Spanish 2:

**Class ID: 26744** INSTR: Tim Owen  
Thur, 4/4/13 – 5/16/13 6:00pm – 8:00pm RM: A2562

**Class ID: 26746** INSTR: Tim Owen  
Tue, 5/28/13 – 7/2/13 6:00pm – 8:00pm RM: P1842

**Class ID: 28221** INSTR: Tim Owen  
Tue, 8/13/13 – 9/3/13 5:30pm – 8:30pm RM: P1810

#### Who Should Attend Visual Spanish:

Visual Spanish is designed to facilitate rapid acquisition of conversational ability for those who are new to Spanish and for those who want to brush up on their conversational skills.



A comprehensive set of course materials is included in the course fees.

Normandale is a leader in offering Language training

## Hebrew

See website for Hebrew Level 1 and 3



There are many reasons for you to learn Hebrew. You will learn to read and write the 22 letters of the Aleph Bet, the vowels, basic grammar and learn about the state of Israel—all in Hebrew! By the end of the first course, you will learn over 50 new words that were carefully chosen to help you communicate. This is a great foundation for those who wish to be able to read the Tanakh (the Bible in its original text). 1.2 CEU, (Level 1 Tuition includes textbook that will be used for Levels 1-4)

**Level 2: Class ID: 25591** \$99, INSTR: Sally Abrams  
Tue, 4/16/13 – 5/21/13 6:00pm – 8:00pm RM: P1810

**Level 4: Class ID: 25491** \$99, INSTR: Saleit Faleschini  
Thur, 5/2/13 - 6/13/13 (n/c 5/16) 6:00pm – 8:00pm RM: P1810

**Saleit Faleschini**, has been teaching Hebrew for the last five years, notably at Bet Shalom, Shir Tikva, HMJDS and Talmud Torah. Born and raised in Israel, she served in the Israeli Defense Force as a drill sergeant for two years. Saleit enjoys teaching to people of all ages.

## Arabic

Develop basic listening, speaking, reading and writing skills. You will receive materials that are designed to enhance your language development and retention. This method not only increases comprehension and pronunciation skills but will also build your confidence with Arabic. 1.2 CEU, \$99, INSTR: Bilal Dameh

**Level 1: Class ID: 28225**  
Tue, 5/7/13 – 5/28/13 6:00pm – 9:00pm RM: P1840

**Level 2: Class ID: 28226**  
Tue, 6/4/13 – 6/25/13 6:00pm – 9:00pm RM: P1840

## English Speaking

### English Made Easier

#### An Introduction to Accent Reduction

Reduce the frustration of job-hunting by improving your language skills. In this two hour session, you will learn secrets to make consonants less difficult to pronounce in the English language. All dialects (Spanish, Asian, East Indian and others) are welcome. FREE, INSTR: Claire Campbell-Tokar

**Class ID: 28227** Mon, 5/20/13 6:00pm – 8:00pm RM: A2570

### Enhance Your English Speaking Skills, All Dialects

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

**Class ID: 28228**  
Mon, 6/3/13 – 7/15/13 6:00pm – 8:00pm RM: A2570

Small class sizes allow for more participation and individual attention.





Learn  
When You Want,  
Where You Want

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

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

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

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

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

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

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

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

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

**Start whenever you're ready!**

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

# expand your career

## Educators



### Human Relations for Teachers

This program is designed for in-service teachers for purposes of satisfying the human relations requirement for certification. Admission is restricted to persons holding teaching certificates. This class meets state requirements for teacher certification. 6.0 CEU, \$445, INSTR: Linette Manier

**Class ID: 25344**

Fri, 4/19/13 – 5/10/13 &	4:00pm – 9:00pm	RM: P1810
Sat, 4/20/13 – 5/11/13	9:00am – 4:00pm	RM: P1810

**Class ID: 25345**

Tue, Wed, Thur,	8:30am – 5:30pm	RM: P1810
6/11/13 – 6/20/13		

### Human Relations for Teachers – American Indian Component

This program is designed to satisfy the American Indian section of the Human Relations requirement for certification. Admission is restricted to persons holding teaching certificates. Please verify with MN Department of Education that this program is appropriate for you prior to registration. 1.2 CEU, \$139, INSTR: Linette Manier

**Class ID: 25347**

Tue & Wed, 6/11/13 – 6/12/13	8:30am – 3:30pm	RM: P1810
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### New Online Courses for K-12 Teachers

(Graduate Credit Available)



<b>Students with Aspergers</b>	6/3/13 – 6/28/13
<b>Gender in the Classroom</b>	6/3/13 – 6/28/13
<b>Online Teaching and Learning for K12 Teachers</b>	6/3/13 – 6/28/13
<b>Generational Learning Styles for K12 Teachers</b>	7/1/13 – 7/26/13
<b>Social Media and Online Tools for K12 Teachers</b>	7/1/13 – 7/26/13

See our website for complete course descriptions and learning objectives. These online courses are designed for K-12 teachers interested in professional development. They are \$145 each, with an optional additional \$40 paid later for graduate credit.



### Group Discount for K-12 Teachers

#### Summer Learning just got more affordable!

This Summer, when you have 10 or more registrations for our online K 12 courses, the fee drops to \$100 per registration (a savings of \$45 per person).

This discount is great for schools, consortiums or teacher cooperatives. To meet individual learning interests, registrations can be applied to any of the five online classes. Registrations must be received at the same time in order to receive the discount.

See website or call us at **952-358-8343** for more information.



## Entrepreneurship

### Entrepreneur Boot Camp

**NEW**

Starting a business is something that all of us have thought about at one time or another. Yet statistics show that most businesses fail within the first five years. This course provides insight into the characteristics, knowledge and skills needed to become a successful entrepreneur. You will identify the abilities required of successful entrepreneurs, develop goals to help establish your business, create an outline for your business, and take home techniques to successfully manage your new business. 1.6 CEU, \$195, INSTR: Conrad Brian Law

**Class ID: 28181** Online class – 6/3/13 – 6/28/13



### The Business Plan

**NEW**

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

**Class ID: 26758** Online class – 5/6/13 – 5/31/13



**Class ID: 28157** Online class – 7/1/13 – 7/26/13

### Business Research Certificate

**NEW**

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

This certificate is designed for business professionals, entrepreneurs and graduate students who need information such as market potential, competitive intelligence, standard industry practice, productivity improvement, etc. 4.8 CEU, INSTR: Cathy Proffitt Boys and Mary Dereshiwsky. \$495 for all 3 courses

**Class ID: 28161** Online class



**Introduction to Business Research** 4/1/13 – 4/26/13

**Business Statistics** 5/6/13 – 5/31/13

**Qualitative Business Research** 6/3/13 – 6/28/13



New courses are updated throughout the semester. See website for more information.

## New World of Work

Telecommuting has become a “mainstay of corporate America,” according to a recent MSNBC story. Studies indicate that telecommuters are 25% more productive than people who work in a traditional office setting.

### Keys to Telecommuting Success

**NEW**

Discover the keys to making telecommuting a success for you and your organization. For those new to telecommuting and those already working from home, get advanced how-to tips not available anywhere else from experienced teleworkers with more than 12 years experience managing and working from home. This course includes a 100-page guide to telecommuting and is part of the Managing Telework Certificate. (The certificate, which includes two courses, is \$395.) See our website for more information.

1.6 CEU, \$195, INSTR: Julie Coates and William Draves

**Class ID: 28169** Online class – 4/1/13 – 4/26/13

**Class ID: 28171** Online class – 6/3/13 – 6/28/13



# Job Fair

sponsored by Congressman Erik Paulsen

**Friday, April 19, 2013**

**Veterans: 12:00 p.m. - 1:00 p.m.**

The first hour of the Job Fair is reserved for veterans.

**Everyone: 1:00 p.m. - 4:00 p.m.**


Many employers will be present to meet with everyone looking for a new job.

**Normandale Community College**

9700 France Ave S, Bloomington

The Job Fair will be held in the **Partnership Center**

**Free Admission**



For more information, please visit [www.paulsen.house.gov](http://www.paulsen.house.gov) or call Congressman Paulsen's Minnesota office at 952-405-8510.

**See [www.positivelyminnesota.com](http://www.positivelyminnesota.com) for other Job Fairs**



EVENTS and  
CLASSES for  
Job Seekers,  
Career Changers  
and those Ready  
to try a new  
Career...

## The New World of Work

### Connecting People, Insights and Skills

The new world of work is shifting the way we think about jobs and careers. More than ever, we need to understand our own unique abilities, professional and personal strengths, transferable experiences, values and goals. We need to become fluent in our efforts to self-promote and to find those opportunities that are a match for us.



#### zCoach — Job Search & Career Planning Made Easy A Step by Step Job Hunt Coaching System

Get the answers you need NOW to get hired faster. The toughest part of any job search is NOT writing a resume, networking or interviewing, it is figuring out: what you want, what to do, how to break through your fears and then how to find the jobs that are a good fit for you. This step-by-step approach will show you how to stand out from the competition and interview to win the job you want. This program is packed with 15 years of secrets from the other side of the hiring desk and solutions to break through any job search barrier. Developed by ARBEZ, Inc. \$129 (\$200 value), INSTR: Catherine Byers Breet

Class ID: 26755    Online, self-directed – start anytime



Catherine Byers Breet has been closing the gap between employers and job seekers since 1997. Through her online job hunt coaching system, consulting and workshops, she delivers direct and honest confessions from the other side of the hiring desk.

#### Getting LinkedIn Lucky: Get recruiters calling you AND network for success! **FREE**

Kevin Donlin said it best: “If you aren’t on LinkedIn, you don’t exist.” Your profile matters ... much more than that resume you keep working on. What is your profile saying about you? JOIN US to learn why 93% of recruiters use LinkedIn to find top talent, and what you can do to be the one they find and hire first. Plus, you’ll learn how to harness the power of LinkedIn to network for success.

Class ID: 26773

Tue, 4/9/13

1:00pm – 3:00pm

RM: P0806

This workshop is sponsored  
by Thrivent Financial for Lutherans



# registration information

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

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

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

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

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

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

## FIVE WAYS TO REGISTER!

**Online:** Available 24/7  
Use your Visa/MC/Discover  
<http://normandale.augusoft.net>

**Phone:** 952-358-8343

**Fax:** 952-358-8240

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

**In Person**  
Continuing Education  
Mon – Fri,  
8am – 4:30pm



# registration form

Name \_\_\_\_\_ Birthdate \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

### WHEN REGISTERING PLEASE INCLUDE:

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

TOTAL FEES \_\_\_\_\_

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

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



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



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

**“Qigong and Aromatherapy  
often accelerate the healing  
in my patients”**

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

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