

normandale

continuing education

INVEST IN HAPPINESS

SPRING/SUMMER
2016



NORMANDALE
COMMUNITY COLLEGE

languages expand your career enrich your organization integrate
healthcare and medical computers and technology explore language
explore languages enrich your organization expand your career
and technology healthcare and medical explore languages health
healthcare and medical explore languages expand your career co

Join expert Michelle Gielan, as
she shares how you can improve
your life through the science of
happiness. Story on page 18.



Inspiration

When spring arrives in Minnesota, we start to move outside, soak in the sunshine and delight in all that blooms. The longer days not only seem to offer a well-deserved bonus but provide the inspiration to do more, explore more and learn more – on campus, online and at your company.

Within this schedule, you will find a variety of programs and events that are designed to offer fresh perspectives and opportunities to expand your professional and personal talents.

Exploring Networking Opportunities

If you are looking to shift the direction of your career, take a look at the events and programs that are designed to introduce you to new opportunities and professional networks.

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| Change Summits | page 6 |
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Encouraging Confidence

When we invest in our skills, our confidence to make decisions, manage projects and lead teams increases at a rate equal to or greater than our new levels of productivity! Data analysis, managing change and utilizing technology are some of the most highly valued skills in today's workplace.

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Embracing Wellness

Utilizing the holistic principles of energy and balance are known to enhance our health. They also cultivate deeper insights and creativity, while boosting contentment in all aspects of our lives.

| | |
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| Mindfulness | page 37 |
| Ayurveda Summer Series | page 39 |
| World Tai Chi & Qigong Day – Free Event | page 47 |

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

Learning for Individuals, Teams and Organizations

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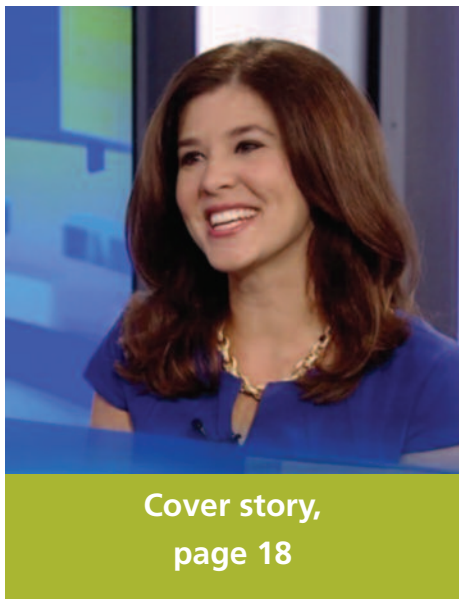
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enrich your organization

Business Acumen

Get Things Done

Gain a strengths-based management approach using the **Clifton StrengthsFinder**, learn how to be more successful as a leader, team member and individual contributor. By learning to use your unique strengths, you will increase your productivity and creativity.

1.6 CEU, \$245, Jennifer Selke and Betsy Flanagan

ID: 47976 Online class – 6/6/16 – 7/1/16

Research has proven that when people have the opportunity to do what they do best every day, the effect on individual, team, and organizational performance is powerful.

NEW Creative Problem Solving

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

ID: 47829 Online class – 5/2/16 – 5/27/16

ID: 48037 Online class – 7/5/16 – 7/29/16

Six Sigma Green Belt Certificate – see page 11

Negotiation: Get What You Want

Negotiation is a key skill for success in business and everyday life. You'll work with a pro to learn how to plan, implement and win in the bargaining process. Save time, grow your business network and gain confidence when dealing with even the shrewdest of deal-makers. Invest in these skills now and reap a lifetime of rewards. 1.6 CEU, \$195, Layne Harpine

ID: 47833 Online class – 5/2/16 – 5/27/16

ID: 49455 Online class – 7/5/16 – 7/29/16

Dump the Data, Tell the Story – see page 5

NEW Collaborative Management

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

ID: 49650 Online class – 6/6/16 – 7/1/16

Stress Management

See page 37 for course description. 1.6 CEU, \$145, Meredith Brown

ID: 47980 Online class – 6/6/16 – 7/1/16

ID: 47981 Online class – 8/1/16 – 8/26/16



NEW Infographics

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

ID: 48051 Online class – 6/6/16 – 7/1/16

ID: 48052 Online class – 8/1/16 – 8/26/16

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

Business Intelligence (BI) Tools for Data Insight with Excel – see page 21

Data Analysis

Certificate in Data Analysis

Whether your business is home-based or you work for a large corporation, this certificate will boost your abilities to a new level. You will gain new insights into how to utilize statistics in terms of key business decision making. Learn to perform inquiries that will be useful to your business or organization, and develop the skills necessary to communicate these results through illustrative and understandable graphs and text. Earn the certificate when you complete all three courses for \$495, 4.8 CEUs (a savings of \$90) or \$195 per class. See website for specific course information.

John Rutledge, Mary Dereshiwsky, and Jeff Kritzer

Introduction to Data Analysis

ID: 47946 Online class – 6/6/16 – 7/1/16

Intermediate Data Analysis

ID: 47947 Online class – 5/2/16 – 5/27/16

ID: 47948 Online class – 7/5/16 – 7/29/16

Advanced Data Analysis

ID: 47949 Online class – 6/6/16 – 7/1/16

ID: 47950 Online class – 8/1/16 – 8/26/16

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

Microsoft Access Database Management Certificate – see page 22

Business Communication Skills

Refresh Your Grammar

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

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|-----------|--------------|------------------|-----------|
| ID: 47839 | Tue, 5/24/16 | 8:30am – 12:30pm | RM: P1840 |
| ID: 48739 | Fri, 5/20/16 | 8:30am – 12:30pm | RM: P1840 |

Business Writing

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

| | | | |
|-----------|-------------------------------|------------------|-----------|
| ID: 47838 | Tue & Thur, 4/12/16 & 4/14/16 | 8:30am – 12:30pm | RM: P1844 |
|-----------|-------------------------------|------------------|-----------|

Powerful Presentations & Effective Speaking Techniques

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

| | |
|-----------|--------------------------------|
| ID: 48039 | Online class – 6/6/16 – 7/1/16 |
|-----------|--------------------------------|

NEW **Infographics** – see page 3



NEW Breaking Bad Presentations

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

In this engaging and interactive workshop, you will learn how to improve any slide presentation by being more productive with your time and creating engaging visual aids that make your audience remember what you want them to remember. 0.7 CEU, \$150, Art Shore

| | | | |
|-----------|-------------------------|------------------|-----------|
| ID: 48138 | Thur, 5/12/16 & 5/19/16 | 8:30am – 12:00pm | RM: P1840 |
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Dump The Data, Tell The Story

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

ID: 47834

Wed, 5/11/16

12:30pm – 4:30pm

RM: P1840

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

Effective Copywriting

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

1.6 CEU, \$195, Kathryn Will

ID: 47902

Online class – 5/2/16 – 5/27/16

ID: 49559

Online class – 7/5/16 – 7/29/16

Certificate in Presentation Media – see page 12

Certificate in Workplace Communication

Good communication in the workplace is more important than ever, and is critical to your career advancement and success. Gain new skills and techniques that you can put to use on Monday morning. 5.6 CEU, Sally Klaus

Conflict Management

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

ID: 49454

Online class – 6/6/16 – 7/1/16

Negotiation: Get What You Want

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

ID: 47833

Online class – 5/2/16 – 5/27/16

ID: 49455

Online class – 7/5/16 – 7/29/16

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

Using Personality Profiles for Better Work Performance

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

ID: 49456

Online class – 6/6/16 – 7/1/16

ID: 49457

Online class – 8/1/16 – 8/26/16

Change Management and Leadership

Leading Through Change

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

0.4 CEU, \$99, Julie Berg

ID: 47835 Thur, 5/5/16 8:30am – 12:30pm RM: P1844

Navigating Change

Change leadership is a two-way street. While formal leaders have an obligation to communicate clearly and create an environment where change can flourish, every individual also shares in the responsibility to be adaptable and flexible. In this workshop, participants will learn the difference between change and transition, while also developing tools for communicating and managing the stress often related to change. 0.4 CEU, \$99, Julie Berg

ID: 47836 Tue, 5/3/16 8:30am – 12:30pm RM: P1844

Change Agent Certification

Whether your organization is focused on becoming more innovative, competitive or productive, managing change is at the core of every successful implementation. This certification blends content and practice through a sophisticated simulation and on-the-job application. The Change Agent Certification program is offered on an ongoing basis through two different options. If you are interested in achieving the certification as an individual, contact us for upcoming dates. If you are managing a change initiative for your organization, we can offer a custom session designed to enhance your results. Please see website for more information. 1.6 CEU, \$1,195, Terry Smith



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

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

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



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



Compression Planning

Minnesota Compression Planning Institute

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

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

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

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

ID: 49502

Wed, Thur, 5/18/16 & 5/19/16
& Fri, 5/20/16

8:00am – 5:00pm
8:00am – 2:00pm

RM: P0806

Learn more about Compression Planning:

Join us for a **FREE** mini Compression Planning session:

ID: 49508

Thur, 4/28/16

5:30pm – 6:30pm

RM: P1844

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

Are your meetings like this? WHY NOT?

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



Who uses CP: Mayo Clinic, MNSCU, General Mills, Humana Insurance, ClearBrands, 84.51°, College of St. Scholastica and many more!

Agile & Scrum

Certified ScrumMaster

WIOA Approved

If you have experience on development teams, or you're facing complex product/project development efforts, this class might be right for you. (It is recommended that you have some familiarity with Agile.) This interactive course is designed to leverage your knowledge, skills and experiences so that you can learn the practice of Scrum in the context of the work that you do. *Course fee includes the Scrum Study Guide (a \$50 value) and a two-year membership in the Scrum Alliance. Upon course completion and passing the online test, you will be listed on the Scrum Alliance website as a Certified ScrumMaster.* 1.4 CEU, \$1,080, Doug Shimp



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|-----------|------------------------------|-----------------|-----------|
| ID: 47934 | Tue & Wed, 5/10/16 & 5/11/16 | 8:30am – 4:30pm | RM: P0806 |
| ID: 49634 | Tue & Wed, 7/19/16 & 7/20/16 | 8:30am – 4:30pm | RM: P0806 |
| ID: 49636 | Wed & Thur, 9/7/16 & 9/8/16 | 8:30am – 4:30pm | RM: P0806 |

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

Certified Scrum Product Owner

WIOA Approved

Product Owners must have the skills to navigate market pressures, solve product design issues, and channel the energy of well-formed teams to deliver results. Designed for those who have some background in Agile project work to help Agile practitioners focus on the challenges faced by product design teams. Enhance your leadership abilities and steer your energy toward successful completion of products. *Upon completion, you will be registered as Certified Scrum Product Owners, including a two-year membership in the Scrum Alliance.* 1.4 CEU, \$1,080, Doug Shimp and Marcelo Lopez



| | | | |
|-----------|------------------------------|-----------------|-----------|
| ID: 47935 | Tue & Wed, 4/12/16 & 4/13/16 | 8:30am – 4:30pm | RM: P0806 |
|-----------|------------------------------|-----------------|-----------|

Certified by the Scrum Alliance, **Doug Shimp** is a founder and managing partner of 3Back Consulting. Doug partners with Normandale to deliver training that is designed to “make teams better.” He is a Certified ScrumMaster Trainer, Use Case, and Agile Process expert.

NEW Scaling Scrum with Scrum

Understanding the complexities of multi-team environments and communication is critical to the successful scaling of Scrum. This 1-day intensive training is designed to explore the patterns and techniques behind successfully scaling Scrum across organizations of varying size. 0.75 CEU, \$395, Doug Shimp

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| ID: 47937 | Thur, 4/14/16 | 8:30am – 5:00pm | RM: P0806 |
|-----------|---------------|-----------------|-----------|



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



Project Management

Project Management Certificate

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

Introduction to Project Management

ID: 47971 Online class – 6/6/16 – 7/1/16

Project Management Project Processes

ID: 47972 Online class – 5/2/16 – 5/27/16

ID: 47973 Online class – 7/5/16 – 7/29/16

Project Management Knowledge Areas

ID: 47974 Online class – 6/6/16 – 7/1/16

ID: 47975 Online class – 8/1/16 – 8/26/16

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

Project Management Certifications

These courses are designed to prepare you for Project Management Certifications, including PMP® and CAPM® exams. See website for details.

NEW Project Management Success

This course provides an in-depth and real-time discovery into managing a project plan utilizing various tools, such as Microsoft Office Project 2010, while continually focusing on the Project Management Institute (PMI) Project Management Body of Knowledge®. See website for topics covered and prerequisite. 2.1 CEU, \$1,326, Jean Braun

ID: 49470 Mon & Wed, 4/11/16 – 4/27/16 6:00pm – 9:30pm RM: P1840

NEW CAPM® Test Prep

The CAPM® (Certified Associate in Project Management) is an entry-level certification for those new to project management. It is a stepping stone to the PMP (Project Management Professional) certification. 1.2 CEU, \$899 (including *PMBOK® Guide* and CAPM® Exam Success Series: Bootcamp Manual), Jean Braun

ID: 49471 Mon & Wed, 5/9/16 – 6/8/16 6:45pm – 8:30pm RM: P1840

Certificate in Data Analysis – see page 3

Microsoft Excel and Access Certificates – see pages 22

Lean and Six Sigma

NEW Applying Lean Sigma Practices to HR Functions

Many businesses now use Lean principles to streamline processes in human resources such as recruiting, hiring, training, compensating and managing performance. After taking this course, you will have gained skills to facilitate small groups and teams using Lean Process Improvement methodologies. For more Human Resources courses and certification programs, see website. 1.6 CEU, \$245, Sally Schmall

ID: 47999 Online class – 5/2/16 – 5/27/16

ID: 48000 Online class – 7/5/16 – 7/29/16

Lean Six Sigma

Lean Six Sigma is a set of tools used to solve problems and improve processes. You will learn the world of Lean thinking. You'll see how businesses operate more efficiently by eliminating defects in products and services, as well as other forms of waste: inventory, processing, waiting, motion, transportation and overproduction. Gain skills that are applicable for industrial and manufacturing processes as well as service industries. *No prerequisites required!* 1.6 CEU, \$245, Scott Follett

ID: 47977 Online class – 6/6/16 – 7/1/16

ID: 47978 Online class – 8/1/16 – 8/26/16

Performance Excellence and Continuous Improvement

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

May 16-17 Innovation SPARK – Systematic Inventive Thinking

June 2 Good Leadership

June 13 Facts Tell, Stories Sell

June 14 Proven Ways to Enhance Strategic Thinking

July 13 Good Leadership

August 9 Systematic Problem Solving

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

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

Visit the PEN website for more information or to register:

www.performanceexcellencenetwork.org



Performance • Excellence • Network

A Catalyst for Success for 25 Years

CONTINUOUS IMPROVEMENT TO INSPIRE, ADVANCE, AND SUSTAIN PERFORMANCE EXCELLENCE



Six Sigma Green Belt Certificate

WIOA Approved

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

Class 1: Introduction to Six Sigma

ID: 49514 Tue, 4/12/16 8:30am – 4:30pm \$495

Class 2: Basic Problem Solving Tools

ID: 49513 Tue, 4/19/16 8:30am – 4:30pm \$495

Class 3: Basic Statistics

ID: 49515 Tue, 4/26/16 8:30am – 4:30pm \$495

Class 4: Statistical Process Control

ID: 49516 Tue, 5/3/16 & 8:30am – 4:30pm \$755
Tue, 5/10/16 8:30am – 12:30pm

Class 5: Failure Modes and Effects Analysis

ID: 49517 Tue, 5/17/16 8:30am – 12:30pm \$250

Class 6: Data Analysis Techniques

ID: 49518 Tue, 5/24/16 8:30am – 4:30pm \$495

Class 7: Design of Experiments

ID: 49519 Tue, 5/31/16 8:30am – 4:30pm \$495

Class 8: Process Control

ID: 49520 Tue, 6/7/16 8:30am – 4:30pm \$495

Get Certified

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

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

To schedule these workshops at your company, call us at 952-358-8343.

Dale K. Mize, has more than 25 years of consulting and training experience, and 26 years of technical and managerial experience comprised of customer service, product, 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*.



Marketing

NEW Instagram for Business

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

ID: 48046 Online class – 6/6/16 – 7/1/16

NEW Podcasting

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

ID: 49433 Online class – 6/6/16 – 7/1/16

Effective Copywriting – see page 5

Certificate in Presentation Media

Whether your presentation is online or in-person, utilizing presentation media will make your message more impactful. Take one course or earn this certificate when you complete all three courses for \$495 (a savings of \$90).

Prezi

Find out how to use Prezi, the new slide software that goes beyond one-dimensional PowerPoint presentations. Learn to tap into your creative side as you produce amazing presentations. 1.6 CEU, \$195, Kimba Green

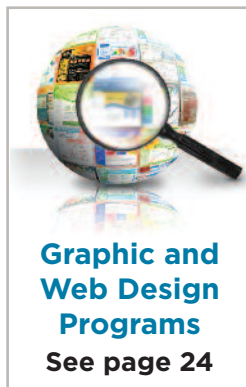
ID: 49444 Online class – 6/6/16 – 7/1/16

Photoshop for Presentations

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

ID: 49442 Online class – 5/2/16 – 5/27/16

ID: 49443 Online class – 7/5/16 – 7/29/16



Graphic Design for Visual Presentations

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

ID: 49440 Online class – 6/6/16 – 7/1/16

ID: 49441 Online class – 8/1/16 – 8/26/16

Breaking Bad Presentations – see page 4



eMarketing Essentials Certificate

Improving Email Promotions

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

ID: 49421 Online class – 6/6/16 – 7/1/16

Boosting Your Website Traffic

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

ID: 47906 Online class – 5/2/16 – 5/27/16

ID: 49420 Online class – 7/5/16 – 7/29/16

Earn this certificate when you complete all three courses for \$495 (a savings of \$90).

Online Advertising

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

ID: 49422 Online class – 6/6/16 – 7/1/16

ID: 49423 Online class – 8/1/16 – 8/26/16

Certificate in Google Tools

Google Analytics

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

ID: 49414 Online class – 6/6/16 – 7/1/16

NEW Google +

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

ID: 49415 Online class – 6/6/16 – 7/1/16

ID: 49416 Online class – 8/1/16 – 8/26/16

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

NEW Google Apps for Business

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

ID: 49418 Online class – 5/2/16 – 5/27/16

ID: 49419 Online class – 7/5/16 – 7/29/16

Video Marketing Certificate

When done correctly, video can tell stories which connect people through emotional “triggers” that are not easily communicated through plain text. Earn this certificate by completing both courses for \$395 (a savings of \$95), Rob Lee

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

Video Marketing

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

ID: 49435 Online class – 6/6/16 – 7/1/16

YouTube for Business

Learn how business organizations use YouTube, how to create your own YouTube channel, and the techniques of adding captions, annotations and other extra features. 1.6 CEU, \$245

ID: 47914 Online class – 5/2/16 – 5/27/16

ID: 49437 Online class – 7/5/16 – 7/29/16

Social Media for Business Certificate

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

Introduction to Social Media

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

ID: 49449 Online class – 6/6/16 – 7/1/16

Marketing Using Social Media

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

ID: 47923 Online class – 5/2/16 – 5/27/16

ID: 49450 Online class – 7/5/16 – 7/29/16

Integrating Social Media in Your Organization

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

ID: 49451 Online class – 6/6/16 – 7/1/16

ID: 49452 Online class – 8/1/16 – 8/26/16



Entrepreneurship

The Kauffman Foundation reports that “new-business creation by Americans age 55 to 64 was responsible for nearly 25 percent of all business starts.” If you are one of those individuals interested in using your talents to build your own business or work as a micro-preneur, see page 51 and begin to pursue your dream.



Social Media Platforms Certificate

Develop your skill set for working and managing a variety of Social Media platforms. Different social networks have distinct characteristics and features. They offer unique opportunities to develop a two-way communication and marketing strategy for your organization. Find out what you can do to strategically position your message or brand on each platform to enhance effectiveness. 4.8 CEU, Jennifer Selke and Suzanne Kart

Twitter

ID: 49445 Online class – 6/6/16 – 7/1/16 \$195

Facebook for Business

ID: 47918 Online class – 5/2/16 – 5/27/16 \$245

ID: 49446 Online class – 7/5/16 – 7/29/16 \$245

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

LinkedIn for Business

ID: 49447 Online class – 6/6/16 – 7/1/16 \$195

ID: 49448 Online class – 8/1/16 – 8/26/16 \$195

NEW Mobile Marketing Certificate

Gain skills and knowledge to implement a mobile marketing plan for your organization.

Mobile Marketing

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

ID: 49432 Online class – 6/6/16 – 7/1/16

Courses may be taken independently, or you can register for all three and earn a certificate for \$595 (a savings of \$90).

Creating Cell Phone Apps for your Business

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

ID: 49425 Online class – 5/2/16 – 5/27/16

ID: 49426 Online class – 7/5/16 – 7/29/16

Advanced Mobile Marketing

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

ID: 49428 Online class – 6/6/16 – 7/1/16

ID: 49429 Online class – 8/1/16 – 8/26/16

Customer Experience

Certificate in Effective Surveys

Surveys are an increasingly common and important way to understand your audience's wants and needs. Help your organization design successful surveys to improve business and workplace effectiveness. Jeff Kritzer and Fred Bayley

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

Using Surveys to Improve Business and Work Productivity

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

ID: 47956 Online class – 6/6/16 – 7/1/16

High Response Surveys

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

ID: 47951 Online class – 5/2/16 – 5/27/16

ID: 47952 Online class – 7/5/16 – 7/29/16

Advanced Survey Research

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

ID: 47953 Online class – 6/6/16 – 7/1/16

ID: 47954 Online class – 8/1/16 – 8/26/16

CX: Customer Experience



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

—Mara Bain, Chief Experience Officer,
Western National Insurance

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

Normandale offers training and consulting in CX, including:

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

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



Customer Service

Customer Service Certificate

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

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

Keys to Customer Service

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

ID: 49439 Online class – 6/6/16 – 7/1/16

Extraordinary Customer Service

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

ID: 47931 Online class – 5/2/16 – 5/27/16

ID: 49438 Online class – 7/5/16 – 7/29/16



Productivity and Performance Strengthen Your Training Plan

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

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

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

Invest in Happiness: The Payoff is Rich



A leader at a major national insurance company changed the way his team thought about its work and tripled revenues. A school district raised its graduation rate from 44 to 89 percent in a few short years. And a group of seventy-five year old men shifted their mindset about getting older and altered the aging process.

Michelle Gielan, best-selling author of *Broadcasting Happiness* and upcoming guest on Normandale's June 7th radio program *Learning Well*, maintains that people can absolutely change the trajectory of their careers, families, companies and communities when they invest in the basic principles of happiness.

"When we learn to promote the positive, we not only flourish but more importantly, we become mindful of how our thoughts, words and actions can generate waves of happiness beyond our own lives."

—Michelle Gielan

Initial Experiment

As a CBS national news anchor at the height of the recession, Gielan saw her broadcast colleagues air one story after another about the devastating effects of the largest economic downturn this country had seen since the Great Depression. As an experiment, Gielan and her team created a series of interviews with researchers from the field of positive psychology to discuss ways to foster greater happiness in the midst of real challenge. The question was whether these segments would have any real or lasting impact. Would they be able to provide viewers with the positive tools needed to make meaningful changes?

Powerful Results

As the months went on, stories of "happiness success" poured in from across the country. It became clear that when people are given tools grounded in positivity, progress can be made in any area of our lives, and with less resistance. In fact, the results were so compelling that Gielan walked away from a broadcast journalist's dream job to get an advanced degree in Applied Positive Psychology from the University of Pennsylvania where she worked with the founder of the positive psychology field, Dr. Martin Seligman. She now works with clients around the globe and is a nationally recognized speaker, expert and instructor.

Ongoing Dividends

Even though we are emotionally wired to anticipate threats, Gielan explains that we can choose to focus our attention on the positive: our resources, strong connections to others and ways our lives are meaningful. Recent research in the fields of positive psychology and neuroscience shows that even small shifts in the way we communicate can increase productivity, performance ratings and sales, while decreasing levels of stress.

To learn about specific tools of positive change, please join our host, Elise Marquam Jahns, for a conversation with Michelle Gielan on the June 7th, 6-7 p.m. edition of Normandale's *Learning Well* internet radio program: www.blogtalkradio.com/edgemagazine.

During the show, Gielan will share strategies that can be applied immediately to enhance our work and to strengthen our relationships. Some strategies will feel intuitive while others may be more surprising.

Bottom-line, Gielan states that “the pursuit of happiness will add dividends to your life. When we learn to promote the positive, we not only flourish but more importantly, we become mindful of how our thoughts, words and actions can generate waves of happiness beyond our own lives.”

We encourage our listeners to call into the show by dialing 714-364-4750 with questions during the live broadcast, or access the recorded version by simply Googling “Learning Well Archives.”

The *Learning Well* show (see page 40) is one of many ways that Normandale demonstrates its commitment to our community. We strive to provide rich opportunities for individuals, teams and organizations to learn through a range of options from seminars, events and corporate on-site training programs. Let us know how we can help you meet your learning goals, by contacting us at 952-358-8343 or ncal@normandale.edu. **Don't worry, be happy...and learn!**

Michelle Gilelan is a featured professor in Oprah's Happiness course, and contributes regularly to PBS, CNN, FOX, The New York Times and Harvard Business Review.



HAPPY AT WORK – How Do You Score?

Research shows that 75% of job success can be predicted from a person's overall work optimism, positive engagement and support provisions. If you'd like to see how you score, you can access Gielan's assessment. You'll receive your personal scores and an interpretive report upon completion. Simply go to: broadcastinghappiness.com/success-scale/

computer and technology

Basics

Keyboarding

Learn how to touch-type the alphabetic, numeric, and symbol keys; create, save, and edit word processing documents; and successfully take a timed keyboarding test. 2.4 CEU, \$109,

Kathy Van Pelt

Online class – starting every month (4/13, 5/18, 6/15, 7/13, 8/17)

Mastering Computer Skills for the Workplace

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

ID: 47985 Online class – 6/6/16 – 7/1/16

We offer flexible learning options.

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

Visit our website for a complete listing of our programs.

Accounting and Finance

Accounting Fundamentals

Learn the basics of double-entry bookkeeping, how to analyze and record financial transactions and other core banking activities. 2.4 CEU, \$109, Charlene Messier

Online class – starting every month (4/13, 5/18, 6/15, 7/13, 8/17)

Quickbooks (2 Levels offered)

Learn the basic and advanced features of QuickBooks 2013/2014 to manage the financial aspects of your small business quickly and efficiently. You’ll gain hands-on experience as you learn in managing multiple company files, inventory, reimbursement, and more. 2.4 CEU, \$109, Scott Paxton

Online class – starting every month (4/13, 5/18, 6/15, 7/13, 8/17)

Bookkeeping Administration Certification – see website for details.

Data Analysis Certificate



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

See page 3 or website for more information.



Business Productivity

Microsoft PowerPoint

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

Online class – starting every month (4/13, 5/18, 6/15, 7/13, 8/17)

Microsoft Outlook

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

Online class – starting every month (4/13, 5/18, 6/15, 7/13, 8/17)

Microsoft Word (2 Levels offered)

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

Online class – starting every month (4/13, 5/18, 6/15, 7/13, 8/17)

NEW Infographics – see page 3

Introduction to Crystal Reports

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

Online class – starting every month (4/13, 5/18, 6/15, 7/13, 8/17)

Evernote

See website for course description. 1.6 CEU, \$195, Kimba Green

ID: 48044 Online class – 5/2/16 – 5/27/16

ID: 48045 Online class – 7/5/16 – 7/29/16

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

Explore Excel's flexible yet powerful BI (business intelligence) tools to shape, model, analyze and visualize data in a meaningful way while enjoying familiar features of Excel such as pivot tables, slicers, charts and formulas. Learn how to build appealing and visual dashboards to track key performance indicators or activity trends. Explore custom calculated fields, geospatial mapping and sophisticated data models – all within Excel.

Prerequisite: Microsoft Excel Level 2 or equivalent experience. 0.7 CEU, \$175, Donna Seys

ID: 49458

Thur, 6/16/16

9:00am – 4:00pm

RM: P1802

Google Apps for Business – see page 13

Microsoft Excel

Microsoft Excel Level 1

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

Earn a **Microsoft Excel Spreadsheet Certificate** when you complete MS Excel 2013 Levels 1-3. See website for Level 3 classes.

| | | | |
|-----------|------------------------|------------------|-----------|
| ID: 47780 | Thur, 5/12/16 | 9:00am – 4:00pm | RM: P1802 |
| ID: 47781 | Tue, 6/7/16 & 6/14/16 | 8:30am – 12:00pm | RM: P1802 |
| ID: 47782 | Tue, 7/12/16 & 7/19/16 | 1:00pm – 4:30pm | RM: P1802 |
| ID: 49615 | Wed, 8/3/16 & 8/10/16 | 1:00pm – 4:30pm | RM: P1802 |

Microsoft Excel Level 2

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

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|-----------|------------------------|-----------------|-----------|--------------|
| ID: 47785 | Tue, 4/12/16 & 4/19/16 | 5:30pm – 9:00pm | RM: P1802 | Treva Bastyr |
| ID: 47786 | Thur, 5/19/16 | 9:00am – 4:00pm | RM: P1802 | Donna Seys |

Microsoft Access

Microsoft Access Level 1

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

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

| | | | |
|-----------|------------------------|------------------|-----------|
| ID: 47771 | Tue, 4/19/16 & 4/26/16 | 8:30am – 12:00pm | RM: P1802 |
| ID: 47772 | Tue, 6/21/16 & 6/28/16 | 8:30am – 12:00pm | RM: P1802 |
| ID: 49616 | Fri, 7/15/16 | 9:00am – 4:00pm | RM: P1802 |

Microsoft Access Level 2

This course will teach you the essential database design skills, taking a deeper dive into Queries, Forms and Reports, advanced query wizards and other advanced design features. *Prerequisite: Access Level 1 or equivalent knowledge.* 0.7 CEU, \$175, Sheila Arnett

| | | | |
|-----------|-----------------------|------------------|-----------|
| ID: 47774 | Sat, 4/9/16 | 8:00am – 3:00pm | RM: P1802 |
| ID: 47775 | Tue, 5/3/16 & 5/10/16 | 8:30am – 12:00pm | RM: P1802 |
| ID: 49617 | Fri, 8/5/16 | 9:00am – 4:00pm | RM: P1802 |

Microsoft Access Level 3

This course will empower you to design Access as a user-friendly tool for others. It will cover sub forms, creating form letters, importing and integration with Excel, Word and other databases and provide a comprehensive introduction to Macros, a unique method for using Visual Basic actions, without being a programmer. *Prerequisite: Access Level 2 or equivalent knowledge.* 0.7 CEU, \$175, Sheila Arnett

| | | | |
|-----------|--------------|-----------------|-----------|
| ID: 47776 | Sat, 5/14/16 | 8:00am – 3:00pm | RM: P1802 |
|-----------|--------------|-----------------|-----------|



SQL – Structured Query Language

SQL is a language (queries) used to view, add or remove data within a database. This is a powerful skill to have!

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

SQL Level 1

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

| | | | |
|-----------|-------------------------|------------------|-----------|
| ID: 47814 | Thur, 4/7/16 & 4/14/16 | 8:30am – 12:00pm | RM: P1802 |
| ID: 47815 | Thur, 6/23/16 & 6/30/16 | 8:30am – 12:00pm | RM: P1802 |
| ID: 49618 | Thur, 7/14/16 & 7/21/16 | 8:30am – 12:00pm | RM: P1802 |

SQL Level 2

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

| | | | |
|-----------|------------------------|------------------|-----------|
| ID: 47817 | Thur, 4/28/16 & 5/5/16 | 8:30am – 12:00pm | RM: P1802 |
|-----------|------------------------|------------------|-----------|

NEW Introduction to SSRS and Power BI Tools for Excel

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

| | | | |
|-----------|-----------------------|------------------|-----------|
| ID: 47819 | Thur, 6/2/16 & 6/9/16 | 8:30am – 12:00pm | RM: P1802 |
| ID: 49619 | Tue, 8/9/16 & 8/16/16 | 8:30am – 12:00pm | RM: P1802 |

Introduction to Crystal Reports – see page 21

PHP & MySQL (2 Levels offered)

Learn how to create dynamic Web pages and leave with useful code templates to create your own Web-based, content management system with Intermediate PHP & MySQL. Learn to create a commercial online store complete with an online catalog. 2.4 CEU, \$109, Richard Blum

Online class – starting every month (4/13, 5/18, 6/15, 7/13, 8/17)

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



Graphic and Web Design

Design Basics

This class is designed to support those who are expected to utilize visual communication skills to update websites and produce image oriented reports, presentations and marketing materials. You will be introduced to the design elements and principles related to layout, typography, color and digital file formats. 0.4 CEU, \$99

ID: 47789

Wed, 6/1/16

9:00am – 1:00pm

RM: P1802

Earn a **Graphic Design Software Certificate** when you complete Design Basics, Photoshop 1 & 2, Illustrator, InDesign, and Project Portfolio.

Adobe Photoshop Level 1

Adobe Photoshop Level 1 will help you enhance the look and image of reports, presentations, brochures and web pages. Topics range from opening photos with PictureBridge to image correction, distortion, restoration, design and exportation. Learn the main photo editing tools. Topics related to image resolution, size, printing and web production will also be discussed. Exercises will emphasize technique and aesthetics for both web and non-web applications. Textbook included. 0.7 CEU, \$175

ID: 47805

Wed, 6/8/16

9:00am – 4:00pm

RM: P1802

Adobe Photoshop Level 2

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

ID: 47807

Wed, 6/15/16

9:00am – 4:00pm

RM: P1802

Adobe Dreamweaver Level 1

Learn how to use Dreamweaver CS6 to create and modify websites. You will learn how to plan and define a website, create pages and format text, define structural elements, create and apply CSS style rules, insert and modify tables, images and links, test and manage website files, and publish a site. Textbook included. 0.7 CEU, \$175

ID: 47791

Wed, 7/20/16

9:00am – 4:00pm

RM: P1802

Adobe Dreamweaver Level 2

Build on your Level 1 knowledge and learn how to add interactive functions that result in a true multi-media site including search functions by keyword, developing functional forms, and imbedding audio/video files. 0.7 CEU, \$175

ID: 47793

Wed, 7/27/16

9:00am – 4:00pm

RM: P1802



Enhance Your Visual Design Skills

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



Adobe Illustrator

Gain new creative freedom with Illustrator. Create custom designs, logos and images with intuitive software tools. Learn to convert bitmaps to vector artwork and save time with intelligent palettes and optimized workspaces. Class exercises will introduce you to paths, text, and color to create stunning graphics in web and print production. Textbook included. 0.7 CEU, \$175

ID: 47801 Wed, 6/22/16 9:00am – 4:00pm RM: P1802

Adobe InDesign

Adobe InDesign improves the productivity of creative professionals. It allows you to closely integrate the applications that you use the most. You'll see how design layouts are enhanced, especially when sophisticated graphics and typography are involved in the design of everything from single page ads to multipage layouts like newsletters, catalogs and books. You will work on projects that focus on importing graphics, text boxes, packaging, printing and saving. Textbook included. 0.7 CEU, \$175

ID: 47803 Wed, 7/6/16 9:00am – 4:00pm RM: P1802

HTML/CSS

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

ID: 47798 Wed, 7/13/16 9:00am – 4:00pm RM: P1802

Project Portfolio

Through your participation in the Graphic and/or Web Software Design certificate series, you will have learned basic design concepts in a variety of software programs. The Project Portfolio class offers you an opportunity to apply those concepts to a realistic final project. Plan to attend one session somewhere in the middle of your certificate, and a second session after you have completed all classes and your project. In the first session, you will present your project idea and get feedback. In the second session, you will present your completed project. 0.35 CEU per class, \$88 per class

ID: 47809 Wed, 4/20/16 9:00am – 12:30pm RM: P1802

ID: 47810 Wed, 6/29/16 9:00am – 12:30pm RM: P1802

ID: 47811 Wed, 8/10/16 9:00am – 12:30pm RM: P1802

Earn a **Web Design Software Certificate** when you complete Design Basics, Photoshop 1 & 2, Illustrator, Dreamweaver 1 & 2, HTML/CSS and Project Portfolio.

NEW Introduction to WordPress – Learn to Design in a CMS

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

| | | | |
|-----------|--------------|-----------------|-----------|
| ID: 47794 | Wed, 4/13/16 | 9:00am – 4:00pm | RM: P1802 |
| ID: 47795 | Wed, 8/3/16 | 9:00am – 4:00pm | RM: P1802 |

HTML/CSS – see page 25

Digital Media

Flash (2 Levels offered)

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

Online class – starting every month (4/13, 5/18, 6/15, 7/13, 8/17)

Creating Web Pages

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

Online class – starting every month (4/13, 5/18, 6/15, 7/13, 8/17)

Presentation Media Certificate – see page 12

Creating Mobile Apps in HTML5

Learn how to create mobile apps for iPhone, iPad, Android, Blackberry, and Windows. This course will help you imagine, design, build, and optimize a cross-platform mobile app using the very latest HTML5 standards and other sought-after web programs. 2.4 CEU, \$109, Chris Minnick

Online class – starting every month (4/13, 5/18, 6/15, 7/13, 8/17)

Mobile Marketing Certificate – see page 15



Programmers and Developers

Employers are desperate for candidates with in-demand programming and development skills.

A sample of training areas include:

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

See our website and pages 22 - 29 for more information. Or call 952-358-8343 if you are looking for specific training.



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

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

**—Karla Mae,
Artist, Writer & Publisher**

LEADERSHIP AND MANAGEMENT

Supervision and Management Certificate
Business Research Certificate
Change Agent Certification
Customer Service Certificate
Certificate in Data Analysis

MARKETING

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

BUSINESS APPLICATIONS

SQL Design and Reporting Certificate
Excel Spreadsheet Certificate
Microsoft Access Certificate

QUALITY AND SIX SIGMA

Six Sigma Green Belt Certificate
Kanban Management Professional

AGILE AND SCRUM

Certified Scrum Product Owner
Certified ScrumMaster

INFORMATION TECHNOLOGY

CompTIA
Cisco Certifications
ITIL Foundations
Health Information Technology (MNHIT)

HEALTHCARE AND MEDICAL

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

INTEGRATIVE HEALTH AND WELLNESS

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

Get Certified!

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

information technology

Programming

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

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

Introduction to Programming

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

Ruby for Rails

Ruby for Rails is a web applications development framework and a powerful programming language. You will learn how Ruby for Rails' works and learn the building blocks of Ruby: objects, variables, classes, modules and programs. You will learn to use the built-in classes and modules to build an application. See website for start date. 3.2 CEU, \$395

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

Java (2 Levels offered)

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

C++

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

Introduction to Python

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



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



JavaScript

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

Visual Basic (2 Levels offered)

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

C# (2 Levels offered)

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

ASP.NET

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

Game Development

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

Game Design – see website

Agile and Scrum – see page 8

IT Certifications

Foundations

ITIL Foundations
CompTIA A+
CompTIA Cloud Essentials
Microsoft SharePoint

Networking & Security

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

Server & Operating Systems

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

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

health information technology

MNHIT

Health IT
touches every
facet of
healthcare.

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

Three ways to take advantage of MNHIT training:

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

MNHIT Level 1 Certificate

WIOA Approved

Earn the Level 1 Certificate for \$725 (a savings of \$55)

Overview of Health Information Technology (OHIT)

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

Language of Health Information Technology (LHIT)

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

Health Management Information Systems (HMIS)

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

HIT Workflow Analysis & Change Management (WKFL)

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



**Be a Part of the
Healthcare
Transformation**

Healthcare Professionals

Take advantage of latest health IT training designed specifically for clinicians, providers and healthcare staff. Through a federal grant, Normandale is providing **FREE** health IT training for healthcare professionals to accelerate the transition of healthcare to a value-based system. Training topics:

- Using Data
- Information Exchange
- Care Coordination
- Population Health Management
- and more



DON'T MISS this exciting and limited opportunity.

For more information or to be a part of this opportunity, visit www.MNHealthIT.com/act.html



MNHIT Level 2 Certificate

Earn the Level 2 Certificate for \$785 (a savings of \$55)

Leadership & Teams in Health IT (LDTM)

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

Networking & Health Information Exchange (NHIE)

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

Health IT Regulations I (REGI)

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

WIOA Approved

Learning Delivery:

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

Class Schedule:

Classes are five weeks long and start every six weeks:
4/20/16, 6/1/16,
7/13/16, 8/24/16

Electronic Health Records Bootcamp - Virtual Lab (EBOT)

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

MNHIT Level 3 Certificate

Earn the Level 3 Certificate for \$475 (a savings of \$35)

Health IT Project Management (HIPM)

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

WIOA Approved

Electronic Health Records Blackbelt - Virtual Lab (EBLK)

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

Health IT Professional Certificate

WIOA Approved

Complete all three of the mini certificates (or all 10 classes) and you will earn the Health IT Professional Certificate and be well-prepared to sit for national certification exams such as CAHIMS, CPEHR or CPHIT. More information about these certifications can be found on our website www.MNHealthIT.com



healthcare and medical

Nursing & Professional Certifications

Refresher Course in Nursing (RN)

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

| | | | |
|-----------|-----------------------|-----------------|-----------|
| ID: 49397 | Sat, 4/9/16 – 6/18/16 | 8:00am – 1:00pm | RM: S2333 |
|-----------|-----------------------|-----------------|-----------|

BLS for Healthcare Provider Renewal

The Basic Life Support (BLS) course is designed to provide a wide variety of healthcare professionals the ability to recognize several life-threatening emergencies, provide CPR, use an AED, and relieve choking in a safe, timely and effective manner. Please wear comfortable clothing for active participation. 4.8 Contact Hours, \$56, Jeannine Mogan

| | | | |
|-----------|-------------|-----------------|-----------|
| ID: 49620 | Wed, 6/8/16 | 5:30pm – 9:30pm | RM: A1570 |
| ID: 49621 | Tue, 8/2/16 | 5:30pm – 9:30pm | RM: A1570 |

Trained Medication Aide (TMA) Certificate

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

| | | | |
|-----------|------------------------------|-----------------|----------------------------------|
| ID: 49623 | Mon & Thur, 8/1/16 – 9/26/16 | 4:00pm – 7:30pm | Loc. MN Masonic Home Care Center |
|-----------|------------------------------|-----------------|----------------------------------|

Dental Health Professionals

Nitrous Oxide Inhalation Sedation

This continuing education course focuses on preparing a dentist, dental hygienist and/or dental assistant for the safe, effective administration of nitrous oxide inhalation sedation for clinical practice. The course provides a minimum of 12 hours of didactic and clinical instruction and requires the participant to administer 3 nitrous oxide inhalation sedations as outlined in the Minnesota Practice Act using fail-safe anesthesia equipment capable of positive pressure respirations. The course is considered a fundamental course requirement for professional development as defined by the Minnesota Board of Dentistry. 12 Contact Hours, \$545, Dental Faculty

| | | | |
|-----------|------------------------------|-------------------------------------|-----------|
| ID: 49622 | Fri, 8/5/16 & Sat, 8/6/16 | 8:00am – 5:00pm 8:00am – 12:00pm | RM: S2401 |
|-----------|------------------------------|-------------------------------------|-----------|

Minnesota Board of Nursing Continuing Education Requirements

The Minnesota Board of Nursing is the source of specific information regarding individual license 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.



Be a Part of the Healthcare Transformation

Healthcare reform tops our news daily with everything from the Affordable Care Act to deep shortages of trained professionals. Now is the time to seize opportunities never seen before. **No matter where you are in your career – getting started, looking for a new challenge, transitioning or advancing — the possibilities are endless.**

Getting Started

There are currently more than 14 million healthcare job openings in the United States. Medical careers such as Pharmacy Technician and Professional Billing and Coding are great entry-points into the healthcare industry. **Explore medical career options on pages 30-35.**

Advancing Careers

Advanced technology and systems are changing the way health care is delivered and consumed. Employers now need people with hybrid skills and abilities in IT, data analysis and healthcare. **Normandale is a national leader in Health IT training. See our website or page 30 for more information.**

Promoting Wellness

With 75 percent of health dollars spent on chronic diseases care, our healthcare system requires a fundamental change – a “whole person” approach that encourages patient empowerment and personal wellness. **Healthcare professionals can complement their skills by earning integrative and wellness certificates. Check out our website and pages 36 – 47.**

Improving Practices

Healthcare transformation requires leadership, innovation and behavioral change. Practice facilitation supports transformation by bridging the gap between systems, processes, medical practitioners, patients and support staff. **Become a trained Practice Facilitator and learn practical approaches to change management and quality improvement in healthcare environments. Visit our website for certificate information.**

Working Smarter

In the race to enhance care, lower costs and empower patients, physicians, nurses and healthcare staff will drive **value-based care transformation**. Funded by a federal grant, Normandale is able to provide **FREE training to current healthcare professionals**. See page 30 or our website to learn more about the **ACT program**.

**Visit our website or call 952-358-8343 to learn more about
Career Opportunities in Healthcare**

medical career programs

Pharmacy Technician

WIOA Approved

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

ID: 46478 Online class – start anytime

NEW Medical Administrative Assistant with EHR

WIOA Approved

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

ID: 46477 Online class – start anytime

Medical Transcription Editor

WIOA Approved

Approved by the Association for Healthcare Documentation Integrity (AHDI), the Medical Transcription Editor program prepares students for medical transcription and editing careers. Topics studied include documentation, biomedical sciences, and editing theory, among others. The program emphasizes practical experience. Enrollment includes ten textbooks, a transcription foot pedal, an AHDI membership, and online reference library access. 768 Contact Hours, \$2,995

ID: 46476 Online class – start anytime

Students who pay in full up front for the following programs are eligible for a promotional item or discount before APRIL 30, 2016

Free Laptop, iPad, or Kindle Fire

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

Program loans available. Students using loan programs are not eligible for promotions.



Professional Medical Coding & Billing

WIOA Approved

Medical Coding and Billing Training Program is a comprehensive online program designed by industry experts for individuals who would like to work in the healthcare coding and billing industry. Mastering medical terminology, documentation, confidentiality, ethics, healthcare structure, pharmacology, disease processes, diagnostic coding and healthcare reimbursement are just a few of the subjects covered. This program prepares students to sit for the CCA (AHIMA) and/or CPC (AAPC) certification exams. 678 Contact Hours, \$3,395

ID: 46475 Online class – start anytime

ICD-10 for ICD-9 Coders

WIOA Approved

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

ID: 46483 Online class – start anytime

Medical Billing

WIOA Approved

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

174 Contact Hours, \$1,995

ID: 46479 Online class – start anytime

Medical Career Information Session

**ID: 49217 • Thur, 4/7/16 • 6:00pm – 8:00pm
RM P1840**

To register, visit normandale.edu/CE
or call **952-358-8343**

FREE

integrative health and wellness

Reiki Energy Therapy

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

Reiki Energy Therapy Level 1

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

8.4 Contact Hours, \$150, Lucille Crow

| | | | |
|-----------|--------------|-----------------|-----------|
| ID: 46555 | Sat, 4/16/16 | 8:00am – 4:00pm | RM: P1838 |
| ID: 46556 | Fri, 6/10/16 | 8:00am – 4:00pm | RM: P1810 |

Reiki Energy Therapy Level 2

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

| | | | |
|-----------|-------------|-----------------|-----------|
| ID: 46557 | Sat, 5/7/16 | 8:00am – 4:00pm | RM: C3061 |
|-----------|-------------|-----------------|-----------|

Healing Touch – see page 41



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

Wild Plant Walk: Identification for Food & Medicine



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

| | | | |
|-----------|-------------|-----------------|-----------|
| ID: 46485 | Wed, 6/8/16 | 5:00pm – 7:30pm | RM: P0844 |
|-----------|-------------|-----------------|-----------|



Mindfulness

NEW The Art of Mindfulness

Being mindful makes it easier to savor the pleasures in life as they occur, helps you become fully engaged in activities, and creates a greater capacity to deal with adverse events. Using meditation, eating, movement, gratitude practice and other mindful activities, you will begin to open and develop your own mindfulness practice for a healthier life. 7.2 Contact Hours, \$65, Mike Groth

ID: 49647

Thur, 6/2/16 - 6/30/16

6:00pm - 7:30pm

RM:S2330

Stress Management

Stress isn't the enemy. It is our perceptions of stress that amp our anxiety and use up all our steam. Reducing stress is as easy as understanding what stress is, understanding what stress is to you, and using that knowledge to restructure your thoughts. Gain specific technique to turn stress into a stepping stone, not a stumbling block! 1.6 CEU, \$145, Meredith Brown

ID: 47980 Online class – 6/6/16 – 7/1/16

ID: 47981 Online class – 8/1/16 – 8/26/16

Herbalism

Herbal therapy is the oldest and most widespread form of healing on planet earth, generally regarded as safer and just as effective (if not more) as orthodox medicine and easily learned and used by the lay person.

NEW Herbs for the Musculoskeletal System

Herbs can support the health of the joints, tendons, ligaments, bones (including bone density), muscles, and skin. This class will highlight these herbs and their specific applications to the 21st-century American, for whom modern-day stress has wreaked havoc, leading to a bumper crop of osteoporosis, chronic tendonitis, osteoarthritis, autoimmune forms of arthritis, acne, eczema, psoriasis, and other skin complaints. 3 Contact Hours, \$49, Matthew Alfs

ID: 46497

Wed, 5/11/16

6:30pm – 9:00pm

RM: P1844

Matthew Alfs, M.H., A.H.G. is a practitioner, educator, and writer in the field of herbal therapy. He is a nationally peer-reviewed, professional member of the American Herbalists Guild, the Director of the Midwest School of Herbal Studies and has authored numerous articles on herbal therapy.



Aromatherapy

Aromatherapy Foundations Certificate

Gain the foundational information and skills needed to begin using essential oils in safe, practical and cost effective ways. Learn how essential oils heal simultaneously in the physical body, and emotional and energetic levels. Explore the therapeutic benefits, chemistry, safety, olfactory system and receive insider tips on the field of Aromatherapy. Hands on learning includes seven essential oils, assessment skills, and multiple application methods. *Note: Oils and supplies are available for purchase in class, but not required.* **16.8 Contact Hours, \$275**

ID: 49399 Fri, 4/8/16 8:30am – 4:30pm
& Sat, 4/9/16 9:00am – 4:00pm RM: P1810

Register for both the Aromatherapy Foundations Certificate and the Advanced Aromatherapy Certificate for \$495 (a savings of \$55)

Advanced Aromatherapy Certificate

One of the most valuable uses of essential oils is stress reduction. Most common symptoms of stress and pain include mood and sleep imbalances, increased tension and pain, or digestive issues. *Prerequisite: Aromatherapy Foundations Certificate or instructor approval.* **15.6 Contact Hours and \$275 for the certificate or 7.8 Contact Hours and \$155 per class.**

Class 1: Aromatherapy and Stress Reduction

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

ID: 47796 Sat, 4/16/16 9:00am – 4:00pm RM: P1810

Class 2: Aromatherapy and Pain Relief

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

ID: 49398 Sat, 5/7/16 9:00am – 4:00pm RM: P1810



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

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



Ayurveda

NEW Ayurveda Summer Series

Enjoy a fun new Ayurveda series designed to give you easy, usable tips, techniques and recipes to apply key ayurvedic concepts. This series is open to all new or returning Ayurveda students. **\$99 and 6 Contact Hours for series or \$59 and 3 Contact Hours per class.**

Class 1: Ayurveda: 10 Healing Spices

Spices are the heart and soul of your kitchen, not only because they can turn an ordinary dish into a feast for the taste buds, but also because they possess immense medicinal healing properties. This workshop will explore 10 commonly used spices and their healing effects. Learn about effective spice blends that can be used in various recipes.

ID: 49637

Tue, 6/14/16

6:00pm – 8:30pm

RM: P1844

Class 2: Ayurveda: Healthy Recipes for Summer

Learn to eat for vibrancy, energy and balance. Learn to use the Ayurvedic “Six Tastes” to balance your meals and your bodily systems. Enjoy learning various recipes for balancing the digestive system, and creating better health by using the various spices that you explored in the earlier workshop. Leave with more recipes to try at home!

ID: 49638

Tue, 6/21/16

6:00pm – 8:30pm

RM: P1844

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

Homeopathy

Homeopathic First Aid

Become familiar with effective remedies for burns, wounds, and ear infections. Learn the main characteristics of an illness and how to match them to a remedy choice as well as how to dose a remedy safely and when to stop dosing. Each participant will go home with 30c. of arnica. 3.6 Contact Hours, \$89, Cilla Whatcott

ID: 47827

Sat, 4/16/16

9:00am – 12:00pm

RM: P1844

Homeopathic Theory and Casetaking

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

ID: 47837

Sat, 5/7/16

9:00am – 1:00pm

RM: P1844

Emotional Freedom Techniques

EFT is a self-help method that is used worldwide to help eliminate stress, fear, anger, sadness, cravings, chronic pain and much more. You will learn EFT through step-by-step instruction, demonstration, and supervised hands-on practice. CE credits available for counselors, social workers and others. See website for more information. **Valerie Lis**

Register for both certificates for \$700 (a savings of \$90)

Level 1 Certificate

Learn the core concepts of EFT, and participate in practical exercises designed to build your skill and confidence. 19.2 Contact Hours, \$395

ID: 47674

Sat & Sun, 4/23/16 & 4/24/16

8:00am – 4:30pm

RM: P1840

Level 2 Certificate

Learn and practice techniques for intense issues. Practical work with others increases as you become more experienced with EFT. *Prerequisite: EFT Level 1 or prior approval by the instructor.* 19.2 Contact Hours, \$395

ID: 47675

Sat & Sun, 5/7/16 & 5/8/16

8:00am – 4:30pm

RM: P1842



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

- May 3** **Authentic Healing: Exploring the World of Healing Strategies** – Dr. Kathi Kemper, Director of the Center for Integrative Health and Wellness at Ohio State University
- June 7** **Invest in Happiness** – Michelle Gielan, Founder of the Institute for Applied Positive Research and GoodThink
- July 5** **What Really Matters: 7 Lessons for Living from the Stories of the Dying** – Dr. Karen Wyatt, Family physician and author
- August 2** **The Gift of Story: Stories That Heal and The Art of Living Every Minute of Your Life** – Dr. Rachel Naomi Remen, Clinical Professor of Family and Community Medicine at UCSF School of Medicine and Founder of the Institute for the Study of Health and Illness at Commonweal



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

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

Sponsored by the Integrative Health Education Center at Normandale Community College



Healing Touch

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

Healing Touch International (HTI)

Healing Touch is relaxing, nurturing energy therapy which uses gentle, heart-centered touch to assist in balancing physical, mental, emotional and spiritual well-being and enhances the body's natural ability to heal. These classes meet the criteria for Healing Touch International/Healing Beyond Borders. 18 Contact Hours, \$295 per class (workbook included)

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

| | | | |
|---------------------------|---------------|-----------------|-----------|
| Level 1: ID: 49627 | Fri, 7/8/16 | 8:00am – 5:00pm | RM: P1838 |
| | & Sat, 7/9/16 | 8:00am – 4:00pm | |
| Level 2: ID: 46561 | Fri, 5/6/16 | 8:00am – 5:00pm | RM: P1840 |
| | & Sat, 5/7/16 | 8:00am – 4:00pm | |

Spring Forest Qigong

Qi-sage with Spring Forest Qigong

Qi-sage is a technique for opening the twelve major energy channels in your body, balancing the flow of your body's energy. In Qi-sage you learn how to stimulate these key energy points with your fingers and hands, and draw the healing energy from the source love. You will learn to stimulate them in a specific order that will enhance the benefits. This workshop will prepare you to use qi-sage for yourself and others. *Participants will receive a Qi-sage manual, DVD and audio file.*

8.4 Contact Hours, \$239, Master Chunyi Lin

ID: 46548 Sat, 5/7/16 8:30am – 4:30pm RM: P0838



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



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

Energy Work

NEW Einstein Methods of Energy Work

Send your conscious and subconscious minds to school, to relax and open specific door-like energy-transfer portals as you inhale and exhale. Einstein Methods combine more than 25 mind-body-spirit modalities to improve how you feel, function, heal, and relate to self and others. When energy flows freely through your energy channels, you feel, function, heal, relate superbly in life, regardless what curves you're thrown. 7.2 Contact Hours, \$149, Omar Nelson

ID: 47684

Sat, 4/23/16

9:00am - 4:00pm

RM: P1810

NEW Energy Medicine: Sources of Guidance & Insight

Learn about the many sources available for guidance, revelation, insight, and assistance in this informative and hands-on class. We'll include reflections from a variety of spiritual approaches; the subtle energy world; the master realms; psychotherapeutic contexts; and science. You will learn ways to receive and practice sourcing guidance, including prayer, meditation, contemplation, divination, intuition, dreams, nature, guided writing, plus more. 8.4 Contact Hours, \$145, Cyndi Dale

ID: 49640

Tue, 6/28/16

9:00am - 4:00pm

RM: P1840

NEW Energy Medicine: Futuring

Come and explore "futuring" traditions and methods across several cultures and time, from countries including Egypt, Lapland, Wales, Greece, China, and Siberia; and communities including the Mayans, Gypsies, Hindus, Cherokees, Hebrews, and Sufis. You will learn about the key prophets, oracles, and shamans. Also we will look at the ways that they obtained their information and predictions. Together, we will explore the ancient insights and their applications to our own futures. 8.4 Contact Hours, \$145, Cyndi Dale

ID: 49639

Tue, 7/12/16

9:00am - 4:00pm

RM: P1840

Qissage with Spring Forest Qigong – see page 41

Healing Touch – see page 41

Feng Shui

Discovery Feng Shui: A Personal Journey

This workshop is designed to teach you what you must know to get your home in Feng Shui order. Through providing you a strong foundation of Feng Shui principles, you will be able to start applying these immediately to affect change in various aspects of your life. You will gain a new vision of your space to be able to maximize benefits and minimize challenges. Please bring a blueprint or scaled drawing of your home (including any attached garages) to this workshop. 6.6 Contact Hours, \$149, Carole Hyder and Lisa Janusz

ID: 47663

Sat, 5/14/16

9:00am – 3:00pm

RM: P1844



Carole J. Hyder, WWC Master, has achieved success as an international Feng Shui consultant, speaker, teacher, author and trainer since 1992. She is president and founder of the Wind & Water School of Feng Shui.



Energy Medicine

NEW Energy Medicine: Transformational Change Series

Create true change for yourself and others with this three-part program designed to encourage transformational results on three levels: physically, psychologically, and spiritually. You will learn holistic and alchemical methods for initiating and supporting long-lasting transformation including powerful change principles. Series is open to former and new students. 9 Contact Hours and \$145 for series or 3 Contact Hours and \$65 per class, Cyndi Dale.

Class 1: Physical Transformation

Come and learn the powerful principles and practices that support true physical transformation. We'll focus on material and bodily needs, including financial and physical healing. Outlined are quantum manifesting principles; the role of the soul, alchemy, and intention; and cross-cultural tools for anchoring change.

ID: 49628

Wed, 6/1/16

5:30pm – 8:00pm

RM: P1840

Class 2: Psychological Transformation

Most of our decisions are based on emotions—feelings plus beliefs, interacting together. These psychological constructs can enable powerful transformation or stop it. In our class, we'll focus on the healing of feelings using alchemical (change) principles; ways to easily shift our belief systems; and means to direct feelings for transformation.

ID: 49629

Wed, 6/15/16

5:30pm – 8:00pm

RM: P1840

Class 3: Spiritual Transformation

Our spirit is our essential self. Through this aspect of self, we have access to magical and universal sources of assistance and knowledge. You learn ways to align with your own “greater blueprint,” receive and offer guidance, and enable change in your everyday life.

ID: 49630

Wed, 6/29/16

5:30pm – 8:00pm

RM: P1840

Reiki Energy Therapy – see page 36

Certificate in Global Healing Systems – see website for details, online program

Certificate in Healing Environments for Body, Mind, and Spirit –

see website for details, online program



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

Creativity and Personal Development

Numerology

This 3-part series will guide you through the process of your personality chart for change and insight.

Class 1: Your Life Path Theme

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

ID: 47680

Tue, 4/5/16

6:00pm – 8:30pm

RM: P0840

Class 2: Exploring Your Heart's Desire Through Numerology

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

ID: 47681

Tue, 4/19/16

6:00pm – 8:30pm

RM: P0840

Class 3: Your Life Cycles

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

ID: 47682

Tue, 5/3/16

6:00pm – 8:30pm

RM: P0840

9 Contact Hours and
\$129 for series or
3 Contact Hours and
\$49 per class,
Susan Shopek

Business Bootcamp for Holistic Practitioners



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

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

Sat, 4/23/16 • 9:00am – 12:00pm

ID: 47683 • RM: P1844



Yoga

NEW Yoga for Busy Lives Series

Are you longing for greater balance, peace of mind, a calm response to conflict, a slower pace, or reconnection to Self? This three-part series includes gentle/moderate yoga with meditation-in-motion, yoga nidra, calming pranayama, inspiration, and everything you need to continue your practice at home. **7.2 Contact Hours and \$129 for series, or 2.4 Contact Hours and \$49 per class.**

Class 1: Uncluttering your Life

Learn to incorporate the three pillars of health, how to unfrazzle your life and make time. It includes the power of intention, stress reduction, therapeutic yoga, breathing and nutrition. Come in comfortable clothing for gentle yoga that is relaxing and nourishing.

ID: 46590

Thur, 4/14/16

6:00pm – 8:00pm

RM: P1840

Class 2: The Art of Relaxation

Tips, tools and resources are introduced that may be incorporated into a customized plan to retain your youthfulness, vital energy, inner peace and ease. This session focuses on sleep issues, reducing anxiety and fatigue, essential body dynamics and yoga nidra (deep relaxation and restoration).

ID: 46591

Thur, 4/21/16

6:00pm – 8:00pm

RM: P1840

Class 3: Cleansing Body and Soul

You will create a customized plan that will help you feel more energized, content, balanced, strong and deeply rested. Come with commitment and a strong desire to step into the next phase of your life with increased health, purpose and joy. This session includes dincharya (daily routine), treatment for dosha imbalances, and meditation-in-motion.

ID: 46592

Thur, 4/28/16

6:00pm – 8:00pm

RM: P1840

Yoga Nidra: The Gift of Deep Restoration and Healing

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

ID: 46552

Thur, 5/5/16

6:00pm – 8:00pm

RM: P1840

Sharon (Shar)

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

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

tai chi



| Beginning | Tai Chi for Arthritis and Balance | | | |
|-------------------------------|--|-------------------|----------|-------|
| | ID: 49606 Mon, 5/16/16 – 6/27/16 | 7:00pm – 8:00pm | Root | \$65 |
| | ID: 49608 Mon, 7/11/16 – 8/15/16 | 7:00pm – 8:00pm | Root | \$65 |
| | ID: 49605 Sat, 6/25/16 – 8/6/16 | 11:00am – 12:00pm | Gonzales | \$65 |
| | Shibashi Qigong | | | |
| | ID: 49602 Sat, 6/25/16 – 8/6/16 | 10:00am – 11:00am | Gonzales | \$65 |
| | Shiba Louhan Qigong | | | |
| | ID: 49612 Wed, 6/22/16 – 8/3/16 | 7:30pm – 8:30pm | Ebeling | \$65 |
| | Tai Chi Fan | | | |
| | ID: 49610 Tue, 6/21/16 – 8/2/16 | 7:30pm – 8:30pm | Ebeling | \$120 |
| Intermediate/Advanced Tai Chi | Radiant Lotus Qigong | | | |
| | ID: 49609 Tue, 6/21/16 – 8/2/16 | 6:30pm – 7:30pm | Ebeling | \$65 |
| | Tai Chi for Energy | | | |
| | ID: 49611 Wed, 6/2/16 – 8/3/16 | 6:30pm – 7:30pm | Ebeling | \$120 |
| | Tai Chi Pushing/Sensing Hands | | | |
| | ID: 49599 Sat, 5/21/16 – 8/20/16 | 8:00am – 9:00am | Root | \$120 |
| | Sun Style 73 Intensive | | | |
| | ID: 46661 Tue, 5/3/16 – 5/24/16 | 6:30pm – 7:30pm | Ebeling | \$49 |
| | Sun Style 97 Form | | | |
| | ID: 49601 Sat, 6/25/16 – 8/6/16 | 9:00am – 10:00am | Gonzales | \$120 |
| | Yang Style 24 Form | | | |
| | ID: 49604 Sat, 5/21/16 – 8/20/16 | 11:00am – 12:00pm | Root | \$120 |
| | ID: 49613 Thur, 5/26/16 – 8/11/16 | 6:30pm – 7:30pm | Root | \$120 |
| | Yang Style Short Form | | | |
| | ID: 49603 Sat, 5/21/16 – 8/20/16 | 10:00am – 11:00am | Root | \$120 |
| | ID: 49607 Mon, 5/23/16 – 8/22/16 | 8:00pm – 9:00pm | Root | \$120 |
| FREE | Yang Style Long Form | | | |
| | ID: 49600 Sat, 5/21/16 – 8/20/16 | 9:00am – 10:00am | Root | \$120 |
| | Yang Style 64 Sword | | | |
| FREE | Tai Chi Open House | | | |
| | ID: 49633 Sat, 5/21/16 | 12:30pm – 1:30pm | various | FREE |

See website or contact us for more course information.



Teacher Certification

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



Tai Chi for Arthritis - Teacher Certification 1

This twelve movement Sun Style tai chi form was designed by Dr. Paul Lam and associates, and is easy to learn, effective and safe. It increases heart/lung activity, aligns posture, improves balance and integrates mind and body. Upon completion of this program, you will be certified as a Tai Chi for Arthritis Instructor for 2 years. Note: An instructional DVD will be sent prior to the workshop. 16.8 Contact Hours, \$275, Linda Ebeling

| | | | |
|------------------|--------------------------------|------------------------------------|-----------|
| ID: 46525 | Sat, 5/14/16 & Sun, 5/15/16 | 9:00am – 5:00pm 9:00am – 4:00pm | RM: S2330 |
|------------------|--------------------------------|------------------------------------|-----------|

One-day Workshops

Silk Reeling Workshop

See website for course description. 1.2 CEU, \$29, Linda Ebeling

| | | | |
|------------------|-------------|-----------------|-----------|
| ID: 46579 | Tue, 5/3/16 | 7:30pm – 8:30pm | RM: S2330 |
|------------------|-------------|-----------------|-----------|

NEW Meridian Meditation Workshop

See website for course description. 1.2 Contact Hours, \$15, Linda Ebeling

| | | | |
|------------------|--------------|-----------------|-----------|
| ID: 49524 | Tue, 5/17/16 | 7:30pm – 8:30pm | RM: S2330 |
|------------------|--------------|-----------------|-----------|

Depth of Fan Workshop

See website for course description. 2.4 Contact Hours, \$29, Linda Ebeling

| | | | |
|------------------|---------------|-----------------|-----------|
| ID: 49523 | Thur, 5/12/16 | 6:30pm – 8:30pm | RM: S2330 |
|------------------|---------------|-----------------|-----------|

One World. One Breath.

FREE EVENT!

WORLD TAI CHI & QIGONG DAY

Join the celebration! At 10:00am around the world, people will gather together to practice tai chi. At Normandale, we will have group practice, demonstrations, breakout sessions, and more.



Saturday April 30, 2016

10:00am – 12:45pm

ID: 46581

RM: A1500

languages and culture

Spanish

Our Beginning Spanish program is designed for learners whose goal is to eventually become fluent. You will gain a solid foundation of Spanish grammar and an extensive vocabulary.

Beginning Spanish

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

1.2 CEU, LeAnn Taylor and Paulino Brenner

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

ID: 49651 Wed, 6/1/16 – 7/6/16 6:00pm – 8:00pm RM: P1810

Level 2: \$109

ID: 49509 Tue, 4/12/16 – 5/17/16 6:30pm – 8:30pm RM: P1842

ID: 49652 Wed, 7/27/16 – 9/7/16 6:00pm – 8:00pm RM: P1810

**We offer six levels of Beginning Spanish.
Visit our website to view our full schedule,
or call us at 952-358-8343.**

Speed Spanish

Imagine yourself speaking, reading and writing Spanish. Now you can with Speed Spanish! In no time at all, you'll be able to go into any Spanish speaking situation and converse in Spanish. ¡Qué Bueno! 2.4 CEU, \$109, Dan Mikels

Online class - starting every month (4/13, 5/18, 6/15, 7/13, 8/17)



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

Spanish for Medical Professionals



Designed specifically for healthcare professionals, you will practice the basic, practical language skills needed to communicate with your Spanish-speaking patients and their families. 19.2 Contact Hours, \$145, Cristina Sempé

Level 1: ID: 47846 Online class – 5/2/16 – 5/27/16

Level 1: ID: 47992 Online class – 7/5/16 – 7/29/16

Level 2: ID: 47993 Online class – 6/6/16 – 7/1/16

Level 2: ID: 47994 Online class – 8/1/16 – 8/26/16



American Sign Language

See website for ASL
advanced levels

Learn skills for conversing in American Sign Language from basic to advanced level in a fun and non-threatening learning experience. You will also learn to apply correct facial grammar and gain an appreciation and deeper understanding of Deaf culture. These classes emphasize a non-spoken classroom to help you achieve a mastery and confidence in your skills. 1.2 CEU, \$109, Mary Zielund

| | | | |
|---------------------------|------------------------|-----------------|-----------|
| Level 1: ID: 49626 | Tue, 6/14/16 – 7/19/16 | 6:00pm – 8:00pm | RM: P1810 |
| Level 2: ID: 47697 | Mon, 4/4/16 – 5/9/16 | 6:00pm – 8:00pm | RM: P1810 |

Textbook required for all ASL courses, see website for more information.

To obtain needed ASL text contact Harris Communications
at 952-906-1180 or TTY: 952-906-1198 or at www.harriscomm.com

Chinese

Mandarin Chinese is the most widely spoken language in the world (based on the number of native-language speakers) with 873 million native speakers. In this course, students will acquire basic conversational skills and become acquainted with the civilizations, culture and business environment of China. Also included are Chinese etiquette and ethical guidelines for business. 1.2 CEU, \$109, Youmei Hou

| | | | |
|---------------------------|------------------------|-----------------|-----------|
| Level 1: ID: 49564 | Tue, 4/12/16 – 5/17/16 | 6:00pm – 8:00pm | RM: P1810 |
| Level 2: ID: 47694 | Tue, 5/24/16 – 6/28/16 | 6:00pm – 8:00pm | RM: P1810 |



Join the
global community

Get connected

As our world becomes more connected, learning another language offers many advantages – personally, professionally, socially and economically.

Normandale offers a variety of language classes to prepare you for travel, set you apart in the workplace, and open you up to new ideas and cultural experiences.

| | | |
|---------|------------------------|----------|
| Italian | French | Japanese |
| Spanish | Chinese | Russian |
| English | American Sign Language | |

Enroll in a language course, or schedule a customized program for your organization. Check our website for more information or give us a call at 952-358-8343.

expand your career

Career Development

Career Preparation

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

ID: 49560 Online class – 5/2/16 – 5/27/16

ID: 49561 Online class – 7/5/16 – 7/29/16

The new world of work is shifting the way we think about work, jobs and careers. You will find many courses on our website that are designed to support career transitions and professional development.

Jump-Start Your Career

You'll get hands-on experience with this powerful tool as you build your own career network. Learn how to create a profile that shows your professional achievements off to their best advantage, and gain techniques for deepening and expanding your business contacts. Learn about LinkedIn groups and how to incorporate LinkedIn into your overall job-search and career development strategy. 2.4 CEU, \$109, Ron Nash

Online class – starting every month (4/13, 5/18, 6/15, 7/13, 8/17)

Breaking Bad Presentations – see page 4

21st Century Strategies for Productivity and Time Management

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

ID: 49563 Online class – 6/6/16 – 7/1/16

Project Management – see page 9

Sigma Green Belt Certificate – see page 11



5 Skills Everyone Needs to Have on a Resume

- | | |
|--------------------------------------|-------------|
| 1. Excel | page 22 |
| 2. Web Development (Java, HTML, SQL) | pages 25-29 |
| 3. Adobe Creative Suite | pages 24-25 |
| 4. Foreign Language | pages 48-49 |
| 5. Google Analytics | page 13 |

US News & World Report, Ritika Trikha



Entrepreneurship

Entrepreneurship Certificate

Entrepreneur Boot Camp

Gain insights into the characteristics, abilities and techniques needed to develop and successfully manage your new business. 1.6 CEU, \$195, Conrad Brian Law

ID: 47963 Online class – 6/6/16 – 7/1/16

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

The Business Plan

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

ID: 47965 Online class – 5/2/16 – 5/27/16

ID: 47966 Online class – 7/5/16 – 7/29/16

Entrepreneurial Marketing

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

ID: 47968 Online class – 6/6/16 – 7/1/16

ID: 47969 Online class – 8/1/16 – 8/26/16

Entrepreneurial Finance Certificate

Finances are a key to entrepreneurial success, and a lack of financial knowledge is one of the leading causes of failure for entrepreneurial ventures. Exponentially increase your knowledge of accounting, cash flow and funding sources to maximize your chances for success.

Accounting and Finance for Non Financial Managers

1.6 CEU, \$195, Sharon deFonteny

ID: 47688 Online class – 6/6/16 – 7/1/16

Cash is King

1.6 CEU, \$195, Jodie Trana

ID: 47942 Online class – 5/2/16 – 5/27/16

ID: 47960 Online class – 7/5/16 – 7/29/16

Funding Your Business

1.6 CEU, \$195, Jodie Trana

ID: 47959 Online class – 6/6/16 – 7/1/16

ID: 47958 Online class – 8/1/16 – 8/26/16

Enhance Key Skills

| | |
|---------------|--------|
| Presentation | page 4 |
| Data Analysis | page 3 |
| Negotiation | page 2 |

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.*

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 specific classes and programs may be found on our website: www.normandale.edu/CE/classes

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

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

FIVE WAYS TO REGISTER!

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

Phone: 952-358-8343

Fax: 952-358-8240

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

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

New online registration —
coming this summer!

New look, same address:
www.normandale.edu/CE/classes

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 normandale.edu/CE/classes



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.



Learn When You Want, Where You Want

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

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

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

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

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

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

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

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

- Knowledgeable Instructors
- Valuable skills
- Interactive learning
- Flexible schedules
- Industry certifications

**Courses start
at \$109**

Start whenever you're ready!

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



Be a Part of the Healthcare Transformation

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

—Alicia Nesvacil,
Sr. Consulting Analyst, HealthPartners

See more on page 33.



NORMANDALE
COMMUNITY COLLEGE

9700 France Avenue South
Bloomington, MN 55431-4399

continuing
education

normandale