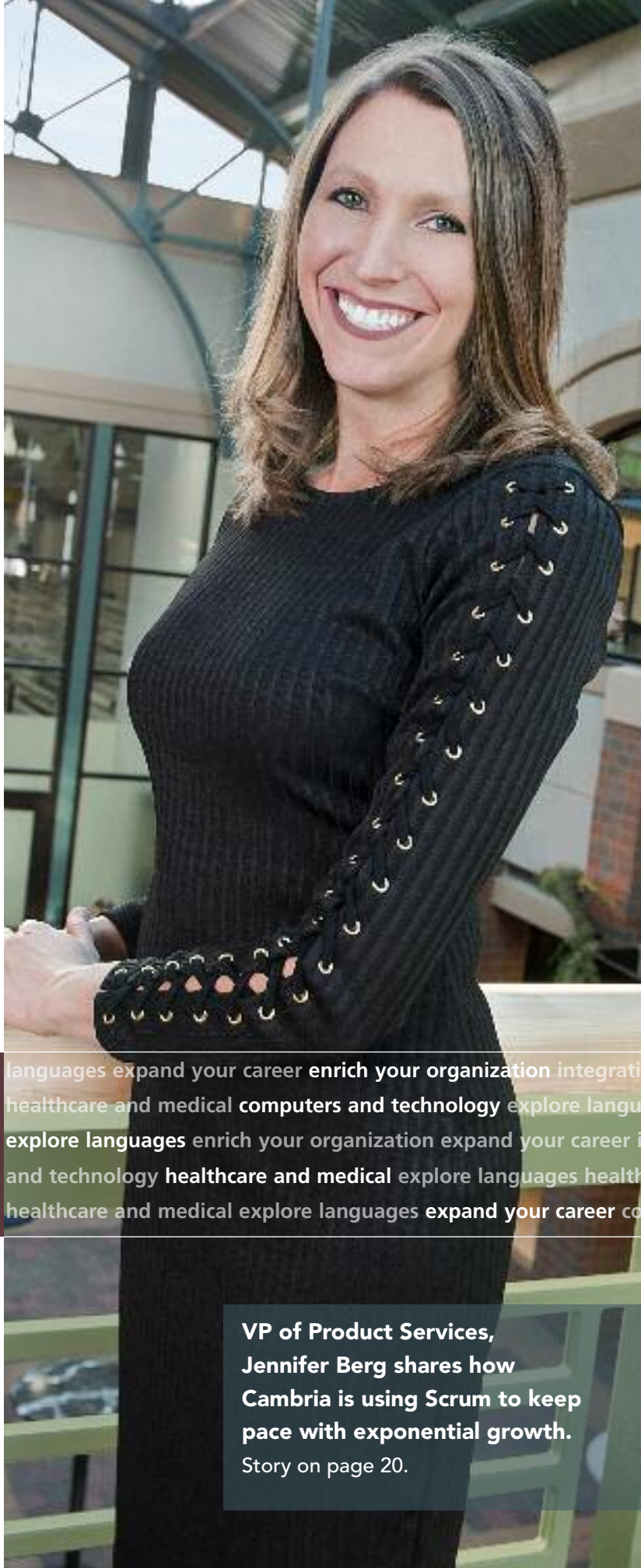


# normandale

continuing education



WINTER/SPRING  
2017

languages expand your career enrich your organization integrat  
healthcare and medical computers and technology explore langu  
explore languages enrich your organization expand your career i  
and technology healthcare and medical explore languages health  
healthcare and medical explore languages expand your career co



NORMANDALE  
COMMUNITY COLLEGE

**VP of Product Services,**  
**Jennifer Berg** shares how  
**Cambria** is using **Scrum** to keep  
pace with exponential growth.  
Story on page 20.



# Nourish and Satisfy

Like our favorite foods, learning provides us with the sustenance we need to survive and thrive. Our tastes may evolve, but our appetite for learning never diminishes.

At Normandale, we strive to prepare learning that is good and good for you, bridging the divide between chocolatey decadence and brussels sprouts. Within this schedule, we hope that you find a menu of delectable choices that satisfy your personal and professional cravings.

## Samplers to taste and share

Whether you are looking for a new job, want to make a career transition or improve your sense of purpose, you'll find several sessions designed as tasty morsels ready to whet your appetite.....all for FREE!

Medical Career Information Session	page 39
Minnesota Change Management Network	page 10
Mini Compression Planning Session	page 11
Winter Warm-up for Health	page 44
Language Open House	page 63

## Signature pairings

Employers are seeking to hire and promote individuals with deep knowledge or experience in one area while being able to “speak the language” of other disciplines. Individuals who can layer their skills are in high demand. Consider adding one of our most popular certificates to pair with your own experience.

Certificate in Data Analysis	page 3
Web Design Certificate	page 30
Health Information Technology Certificates	page 34
Certified ScrumMaster	page 12

## Organically fresh

Utilizing the principles of energy, balance and wellness are known to enhance our health. They cultivate a natural vigor that helps us to boost our productivity while also allowing us to more fully taste the subtle flavors in our lives.

Holistic Nutrition Certificate	page 43
Ayurveda Certificate	page 45
Restorative Yoga	page 54
Mindfulness	page 53

## À la carte and catering

We believe that learning should be prepared to meet your tastes and in the portions and times that you want to be served. Let us know how we can help you, your team and your organization to design learning that is bite-sized or comes as a full buffet. Call us at 952-358-8343; we’re here to help you achieve your goals.

## Learning for Individuals, Teams and Organizations



# table of contents

## enrich your organization | pages 2 – 19

- Business Acumen
- Project Management
- Data Analysis
- Business Communication
- Supervision and Management
- Lean and Six Sigma
- Change Management and Leadership
- Compression Planning
- Agile and Scrum
- UX: User Experience
- Customer Service and Experience
- Marketing and Social Media

## computers and technology | pages 22 – 33

- Basics and Productivity
- Presentation Media
- Accounting and Bookkeeping
- Microsoft Excel
- Access and SQL
- Graphic and Web Design
- Programming and IT Certifications

## healthcare and medical | pages 34 – 41

- Health Information Technology
- ACT Health IT
- Medical Careers
- Nursing and Professional Development

## integrative health and wellness | pages 42 – 58

- Herbalism
- Holistic Nutrition
- Ayurveda
- Aromatherapy
- Healing Touch
- Energy Work
- Homeopathy
- Spring Forest Qigong
- Reiki
- Muscle Testing and EFT
- Mindfulness and Meditation
- Yoga, Pilates and Tai Chi
- Creativity and Personal Development

## languages and culture | pages 60 – 63

- American Sign Language
- English Speaking Skills
- Chinese and Japanese
- Italian, Russian and French
- Spanish

## expand your career | pages 64 – 67

- Career Development
- Workplace Skills
- Entrepreneurship

## registration | page 68



Cover photo  
Katie Heymer

# enrich your organization

## Business Acumen

### **NEW** Conflict Management Strategies

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

ID: 52621

Tue, 3/28/17

8:30am – 12:30pm

RM: P1840

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

### **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: 52061

Online class – 3/6/17 - 3/31/17

ID: 52263

Online class – 5/1/17 - 5/26/17

### 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: 52016

Online class – 3/6/17 - 3/31/17

ID: 52264

Online class – 5/1/17 - 5/26/17

## 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: 52033

Online class – 2/6/17 - 3/3/17

ID: 52266

Online class – 4/3/17 - 4/28/17

#### Project Management Processes

ID: 52034

Online class – 3/6/17 - 3/31/17

ID: 52267

Online class – 5/1/17 - 5/26/17

#### Project Management Knowledge Areas

ID: 52035

Online class – 4/3/17 - 4/28/17

ID: 52475

Online class – 6/5/17 - 6/30/17

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





## Data Analysis

### Certificate in Data Analysis

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

Courses may be taken individually for \$195 per class or earn the certificate for \$495 (a savings of \$90).

### Introduction to Data Analysis

ID: 51992      Online class – 2/6/17 - 3/3/17  
ID: 52331      Online class – 4/3/17 - 4/28/17

### Intermediate Data Analysis

ID: 51993      Online class – 3/6/17 - 3/31/17  
ID: 52333      Online class – 5/1/17 - 5/26/17

### Advanced Data Analysis

ID: 51994      Online class – 4/3/17 - 4/28/17  
ID: 52335      Online class – 6/5/17 - 6/30/17

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

### **NEW** Data Analysis Techniques for Six Sigma

See page 25 for more details. 0.7 CEU, \$495, Dale Mize

ID: 52645      Fri, 6/2/17      8:30am – 4:30pm      RM: P2842

### SQL Design and Reporting Certificate – see page 27

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

### **NEW** Infographics

Learn to transform data into eye-grabbing and memorable infographics. Data can be powerful when it is used to illustrate a story. 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: 52013      Online class – 4/3/17 - 4/28/17  
ID: 52398      Online class – 6/5/17 - 6/30/17

**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!**

## Communication

### Refresh Your Grammar

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

ID: 52610

Wed, 4/6/17

8:30am – 12:30pm

RM: P1840

### Business Writing

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

ID: 52611

Wed & Thur, 5/3/17 & 5/4/17

8:30am – 12:30pm

RM: P1840

## Avoiding the Horror of Bad PowerPoint



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

Tom Woods, President,  
ReSound North America

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

In this engaging and interactive workshop, you will learn how to improve any slide presentation by being more productive with your time and creating engaging visual aids that make your audience remember what you want them to remember. 0.4 CEU, \$99, Art Shore

ID: 52619

Wed, 5/17/17

8:30am – 12:30pm

RM: P1840



## Effective Copywriting

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

1.6 CEU, \$195, Kathryn Will

ID: 52006 Online class – 3/6/17 - 3/31/17

ID: 52353 Online class – 5/1/17 - 5/26/17

## NEW Growing Your Business with Self Publishing

Gain an understanding of the decision-making framework and what factors drive decisions in self-publishing. Learn how to understand your publishing options, how to select the best pathways given your business and personal objectives, and how to work with print on demand (POD) companies.

1.6 CEU, \$195, Penny Sansevieri

ID: 52011 Online class – 2/6/17 - 3/3/17

ID: 52360 Online class – 4/3/17 - 4/28/17

A book can often do more to promote your business than any other form of advertising.

## NEW Conflict Management Strategies – see page 2

## Certificate in Workplace Communication – see page 65

## 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: 52062 Online class – 2/6/17 - 3/3/17

ID: 52514 Online class – 4/3/17 - 4/28/17

## Certificate in Presentation Media – see page 23

## NEW Infographics – see page 3

## Dump The Data, Tell The Story

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. Bring your own data or work with in-class data sets to develop your own strategy. 0.4 CEU, \$99, Allison Broeren

ID: 52609 Wed, 5/10/17

12:30pm – 4:30pm

RM: P1840

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

## Supervision and Management

### Supervision and Management Certificate

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

#### Module 1: Making the Transition to Leadership

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

ID: 52612      Tue, 4/11/17      8:30am – 12:30pm      RM: P1840

#### Module 2: Coaching Performance

Effective leaders understand that different situations and individuals call for different approaches. This workshop introduces coaching skills for guiding individuals and teams toward achieving successful results. Leaders learn how to recognize and approach each coaching opportunity as a catalyst for success—providing the spark to prompt people toward successful results. 0.4 CEU, \$125

ID: 52613      Tue, 4/18/17      8:30am – 12:30pm      RM: P1840

#### Module 3: Managing Performance Problems

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

ID: 52614      Tue, 4/25/17      8:30am – 12:30pm      RM: P1840

#### Module 4: Developing Your Leadership Style

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

ID: 52615      Tue, 5/2/17      8:30am – 12:30pm      RM: P1840



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



“By sending a large group of employees from our company to these courses, we were able to improve performance through better coaching and collaboration.”

- John Saycocie, Smiths Medical





### **NEW** Leading Without Authority

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

ID: 52620

Thur, 2/23/17

8:30am – 12:30pm

RM: P1840

**Leading through Change** – see page 10

### **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. Learn to apply specific collaborative management skills to enhance your leadership, communication and change management skills that you will leverage time and time again for your organization. 1.6 CEU, \$245, Joyce Odidison

ID: 52037

Online class – 2/6/17 - 3/3/17

ID: 52265

Online class – 4/3/17 - 4/28/17

## **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.



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

John Maxwell, best-selling leadership author

## Lean and Six Sigma

### **NEW** Applying Lean Sigma Practices to HR Functions

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

**ID: 52023** Online class – 3/6/17 - 3/31/17

**ID: 52445** Online class – 5/1/17 - 5/26/17

### Lean Six Sigma

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

**ID: 52038** Online class – 4/3/17 - 4/28/17

## Performance Excellence and Continuous Improvement

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

- January 12 Accelerating Leadership Performance - Paul Batz, Good Leadership Enterprise** Learn how to execute strategy and create great results through high performing teams.
- February 7 The Principles of Performance Excellence: Baldrige 101 – PEN leaders**  
The Baldrige framework provides a systems perspective for continuous improvement and advancing performance excellence.
- March 6 Metric of Urgency – Edwin Boon and Michael Gratz – Rendement Group** Learn how to use metrics to link strategic thinking to operational excellence.

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](http://www.performanceexcellencenetwork.org)



Performance • Excellence • Network  
A Catalyst for Success for 25 Years



## Six Sigma Green Belt Certificate

WIOA Approved

This training is for anyone or any organization that is committed to leveraging the power of Six Sigma to increase customer satisfaction, improve product or service reliability and reduce costs. See website for course descriptions. 6.4 CEU, courses can be taken individually or earn the certificate for \$3,180 (a savings of \$795), Dale Mize (lead instructor), RM: P2842

### Class 1: Introduction to Six Sigma

ID: 52640 Fri, 4/21/17 8:30am – 4:30pm \$495

### Class 2: Basic Problem Solving Tools

ID: 52641 Fri, 4/28/17 8:30am – 4:30pm \$495

### Class 3: Basic Statistics

ID: 52642 Fri, 5/5/17 8:30am – 4:30pm \$495

### Class 4: Statistical Process Control

ID: 52643 Fri, 5/12/17 8:30am – 4:30pm \$755  
& Fri, 5/19/17 8:30am – 12:30pm

### Class 5: Failure Modes and Effects Analysis

ID: 52644 Fri, 5/19/17 1:00pm – 4:30pm \$250

### Class 6: Data Analysis Techniques

ID: 52645 Fri, 6/2/17 8:30am – 4:30pm \$495

### Class 7: Design of Experiments

ID: 52646 Fri, 6/9/17 8:30am – 4:30pm \$495

### Class 8: Process Control

ID: 52647 Fri, 6/16/17 8:30am – 4:30pm \$495

### Get Certified

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

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

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

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



## Change Management and Leadership

### 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: 52618 Tue, 5/9/17

8:30am – 12:30pm

RM: P1840

### NEW Change in the Workplace

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

ID: 52648 Online class – 3/6/17 - 3/31/17

ID: 52649 Online class – 5/1/17 - 5/26/17

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

### NEW Leading without Authority – see page 7

### 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: 52617 Tue, 5/16/17

8:30am – 12:30pm

RM: P1840

### NEW Practice Facilitation for Healthcare – see page 41

### NEW User Experience – see page 14

## Normandale is proud to be home to the Minnesota Change Management Network

There is a growing need for change management professionals in the Twin Cities due to a high concentration of Fortune 100 companies who embrace change management. Attend one of our monthly events to expand your insights and networks.



Each month, MNCMN offers a **Change Summit** at Normandale. For information about upcoming speakers, topics and special events, visit [www.mncmn.org](http://www.mncmn.org).

**Want to check it out?** Normandale offers several free guest passes each month. Give us a call at 952-358-8343 to request a pass. Guest attendance is limited.





## Compression Planning

### Minnesota Compression Planning Institute

MN-CPI is a unique 3-day institute that will train you to design and facilitate Compression Planning sessions that will forever change the way you work. Compression Planning leverages the concepts of creative brainstorming and storyboarding into a simple, easily understood planning process. *Discounted hotel, travel information and full agenda available on our website.* 2.1 CEU, \$1,995, Pat McNellis

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

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

<b>ID: 52404</b>	Wed, Thur, 5/17/17 & 5/18/17 & Fri, 5/19/17	8:00am – 5:00pm 8:00am – 2:00pm	RM: P0806
------------------	------------------------------------------------	------------------------------------	-----------

### Learn more about Compression Planning:

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

<b>ID: 52402</b>	Thur, 3/16/17	11:30am – 1:00pm	RM: P1844
<b>ID: 52403</b>	Thur, 4/20/17	11:30am – 1:00pm	RM: P1844

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

## Are your meetings like this? WHY NOT?

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

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



## Agile and Scrum

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



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

### Certified ScrumMaster

WIOA Approved



If you have experience on development teams, or you're facing complex product/project development efforts, this class might be right for you. It is recommended that you have some familiarity with Agile. This interactive course is designed to leverage your knowledge, skills and experiences so that you can learn the practice of Scrum in the context of your organization and the work that you do. *Course fee includes the Scrum Study Guide (a \$50 value) and a two-year membership in the Scrum Alliance. Upon course completion and passing the online test, you will be listed on the Scrum Alliance website as a Certified ScrumMaster.* 1.4 CEU, \$980, Doug Shimp and Jan Beaver

ID: 52086	Tue & Wed, 3/7/17 & 3/8/17	8:30am – 4:30pm	RM: P0806
ID: 52087	Tue & Wed, 5/23/17 & 5/24/17	8:30am – 4:30pm	RM: P0806

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

**NEW Collaborative Management** – see page 7

**User Experience** – see page 14



Certified by the Scrum Alliance, **Doug Shimp** is a founder and managing partner of 3Back Consulting. 3Back partners with Normandale to deliver training that is designed to “make teams better.” He is a Certified ScrumMaster Trainer, Use Case, and Agile Process expert with more than 20 years of experience in the technology field.

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





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

The Agile Manifesto was written in 2001 and contains principles related to trust, sustainability and simplicity.

## Certified Scrum Product Owner

**WIOA Approved**



Product Owners must have the skills to navigate market pressures, product design issues, and channel the energy of well-formed teams to deliver results. This course is for people who have some background in Agile, and is intended to help experienced practitioners focus on the challenges faced by product design teams. This two-day Certified Scrum Product Owner course will put you on the path to becoming a great leader of teams that focus their energy toward successful completion of projects with real value. *Upon completion, you will be registered as a Certified Scrum Product Owner, which includes a two-year membership in the Scrum Alliance.* 1.4 CEU, \$980, Doug Shimp and Jan Beaver

ID: 52088

Tue & Wed, 4/25/17 & 4/26/17

8:30am – 4:30pm

RM: P0806

**Business Research Certificate** – see page 15



Do your **project teams** feel  
**like this or this?**



***Learn Why Scrum Works*** — page 20

# USER EXPERIENCE: What a Concept!

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

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

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

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

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

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

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

The program includes training topics such as:

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

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



Want to learn how your organization can benefit from UX training?

Contact us at  
952-358-8343 or  
ncal@normandale.edu.

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





## Customer Experience

### **NEW** Customer Service Leadership

In this course, you will discover the keys to creating team-oriented, customer service strategies. As a leader, you will gain new insights and review important factors when selecting employees as well as how to coach your team to deliver great service. This course also offers best practices for enhancing operations so that you can increase your bottom line and develop lifelong customers. 1.6 CEU, \$195, Fred Bayley

**ID: 52654** Online class – 3/6/17 - 3/31/17

**ID: 52653** Online class – 5/1/17 - 5/26/17

“Providing a great experience for customers has become a credo for many companies today. They realize that a strong end-to-end experience will attract and retain customers, as well as engage the enthusiasm and creativity of employees.”

Frédéric Debruyne  
and Andreas Dullweber

### Business Research Certificate

Discover the specific knowledge needed to succeed in researching and utilizing the “right” data for decision making as a professional and for your organization. Get the skills needed to effectively communicate research results to a specific audience for maximum impact and effective decision making. 4.8 CEU, \$495, Cathy Proffitt Boys and Mary Dereshiwsky

**ID: 51988** Online class – 2/6/17 - 4/28/17

**Extraordinary Customer Service** – see page 17

## CX: Customer Experience



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

—Mara Bain, Chief Experience Officer,  
Western National Insurance

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

Normandale offers training and consulting in CX, including:

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

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

## Marketing

### Inbound Marketing Certificate

Inbound marketing is built on content that offers real value. It is the process of using your website in a way that attracts visitors naturally through search engines, the blogosphere, and social media. 4.8 CEU, Michael Weiss, Susan Hurrell and Dan Belhassen

#### Introduction to Inbound Marketing

ID: 52052 Online class – 2/6/17 - 3/3/17

#### Content Marketing

ID: 52053 Online class – 3/6/17 - 3/31/17

#### Advanced Inbound Marketing

ID: 52054 Online class – 4/3/17 - 4/28/17

Courses may be taken individually for \$195 or earn the **Inbound Marketing Certificate** for \$495 (a savings of \$90).

### 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: 52064 Online class – 2/6/17 - 3/3/17

#### Effective Copywriting – see page 5

### NEW Podcasting

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

ID: 52058 Online class – 2/6/17 - 3/3/17

### Social Media Platforms Certificate

Learn to develop a two-way communication and marketing strategy for your organization. Find out what you can do to strategically position your message or brand on each platform to enhance effectiveness. See website for course descriptions. 4.8 CEU, \$495 for the certificate (a savings of \$140), Jennifer Selke, Nicole Siscaretti

#### Twitter

ID: 52065 Online class – 2/6/17 - 3/3/17 \$195

#### Facebook for Business

ID: 52066 Online class – 3/6/17 - 3/31/17 \$245

#### LinkedIn for Business

ID: 52067 Online class – 4/3/17 - 4/28/17 \$195

Develop your skill set for working and managing a variety of Social Media platforms.



**EOS is a Proven Approach to Take Your Business to the Next Level**

see page 66



## Customer Service and Sales

### Customer Service Certificate

Stellar customer service is now one of the central factors in business growth and success. Earn this certificate for \$245 (a savings of \$45).

#### Keys to Customer Service

Learning to build your customer service skills will have a powerful impact on your career success and other areas of your life. Discover the direct relationship between service skills and career achievement. 1.6 CEU, \$145, Nanette Sanders-Cobb

ID: 52003      Online class – 2/6/17 - 3/3/17

ID: 52352      Online class – 5/1/17 - 5/26/17

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.

#### Extraordinary Customer Service

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

ID: 52004      Online class – 3/6/17 - 3/31/17

### Certificate in Sales

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

#### NEW Getting Started in Sales

Finding new clients can be challenging, reaching out to them and actually making a sale is a whole other thing. Save time, money and effort with these proven sales techniques. 1.6 CEU, \$195

ID: 52655      Online class – 3/6/17 - 3/31/17

ID: 52656      Online class – 5/1/17 - 5/26/17

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

#### NEW Power Selling

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

ID: 52658      Online class – 4/3/17 - 4/28/17

#### NEW Strategic Selling with Social Media

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

ID: 52681      Online class – 2/6/17 - 3/3/17

ID: 52683      Online class – 4/3/17 - 4/28/17

## Marketing

### 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) or \$245 per class, Rob Lee

#### Video Marketing

ID: 52059      Online class – 2/6/17 - 3/3/17

#### YouTube for Business

ID: 52060      Online class – 3/6/17 - 3/31/17

### Mobile Marketing Certificate

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

#### Mobile Marketing

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

ID: 52055      Online class – 2/6/17 - 3/3/17

#### Creating Cell Phone Apps for your Business

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

ID: 52056      Online class – 3/6/17 - 3/31/17

#### Advanced Mobile Marketing

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

ID: 52057      Online class – 4/3/17 - 4/28/17

**NEW** Growing Your Business with Self-Publishing – see page 5

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



## Entrepreneurship

The Kauffman Foundation reports that “new-business creation by Americans age 55 to 64 is responsible for nearly 25 percent of all business starts.” If you are one of those individuals interested in using your talents to build your own business or work as a micro-preneur, see page 66-67 and begin to pursue your dream.





## Digital Marketing

### Digital Marketing Certificate

#### Improving Email Promotions

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

ID: 52042      Online class – 2/6/17 - 3/3/17

#### Boosting Your Website Traffic

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

ID: 52043      Online class – 3/6/17 - 3/31/17

#### Online Advertising

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

ID: 52044      Online class – 4/3/17 - 4/28/17

### Certificate in Google Tools

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

#### Google Analytics

Learn all the key techniques for how to use Google Analytics. 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: 52049      Online class – 2/6/17 - 3/3/17

#### Google Apps for Business

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

ID: 52050      Online class – 3/6/17 - 3/31/17

#### Google +

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

ID: 52051      Online class – 4/3/17 - 4/28/17

Enroll in the  
Digital Marketing  
Certificate for \$495  
(a savings of \$90).



# Why Scrum Works

Traditional project management methods work best when the objectives are clear and the processes and outcomes are consistent and controllable. Rarely, is that the case anymore.

Jennifer Berg, VP of Product Services at Cambria, a Minnesota-based, family-owned producer of natural quartz surfaces, shares that in today's work environment "everything seems to be changing – all at once. When a project is launched, leaders and teams need to keep things moving, learn as they go, limit risk and deliver results." Enter Scrum.

## Scrum is Agile

You'll often hear people talking about Scrum and Agile interchangeably. At a basic level, Scrum is an Agile methodology. So, what is Agile? Doug Shimp, nationally recognized Agile and Scrum expert, consultant, author, and instructional partner to Normandale, explains that "Agile is the construct, the overarching philosophy, and Scrum is the methodology that brings Agile principles to life."

Scrum is also a bit of a hybrid and chameleon. As a methodology, it can evolve and take shape where it lives, hence its agile nature. Many Scrum practices and tools can trace their roots to best practices found in project management, lean and creativity methods.

Berg adds that "the beauty of Scrum is that it is so adaptable. Whether your organization is small or large, young or mature, you can implement Scrum and see results." No doubt that is why over 600 employees from Accenture, General Mills, Optum, Target and others have attended Scrum training at Normandale in recent years.

When Cambria hired Berg in 2015, the company was growing rapidly and its projections for expansion were daunting. She knew that her goal was to "create a stand-up project delivery methodology that would work in a fast scaling environment." Berg also knew that her approach would need to reinforce her company's core values.

While Cambria's success is measured in many ways, it's first and foremost about creating a quality customer experience, which is why dozens of Cambria employees have already gone through training and are implementing Scrum – Cambria-style.

## Scrum is Intuitive

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

–Jason Moffett,  
ScrumMaster at Cambria

## Scrum Delivers

At its core, Scrum is a team-based approach, with specific roles for the ScrumMaster and Scrum Product Owner. Teams learn to focus their individual and collective efforts on meeting project goals.

How does it work? Scrum teams work in sprints, which are short, defined chunks of time and tasks. Sprints continue until the project is completed. Jan Beaver, certified Scrum expert and Normandale instructor shares that “when a company uses Scrum, it immediately creates a positive force. Teams are able to test ideas and generate insights in real time.”

Scrum offers key benefits to project teams over more traditional approaches, enabling them to:

**Cut through complexities.** Teams learn to use testing and to value data over opinions. They also learn to ignore conventions and breakdown both silos and hierarchies.

**Adapt in real time.** Rather than following a prescribed project plan, new information is verified and incorporated into the project real time.

**Get the payoff.** “Fail early, fail often, fail cheaply.” This mantra enables Scrum teams to identify and test opportunities through rapid iterations as compared to more traditional approaches, which can lead to bankrolling high-buck projects.

“The beauty of Scrum is that it is so adaptable. Whether your organization is small or large, young or mature, you can implement Scrum and see results.”

—Jennifer Berg,  
VP of Product  
Services at Cambria

## Scrum is Recognized

When individuals complete Normandale’s Scrum programs, they earn a globally recognized certification – Certified ScrumMaster and/or Certified Scrum Product Owner – plus a two-year membership in the Scrum Alliance. See page 12.

Whether you are a solo-preneur or work for a global enterprise, Normandale offers a variety of agile and scrum workshops, customized training and project consulting. For over 10 years, Normandale has been Minnesota’s leader in Scrum training. Give us a call at 952-358-8343 to see how Scrum can work for you, your team and your organization.

Pictured left:  
Jason Moffett

Pictured right:  
Scrum Students -  
courtesy of 3Back, LLC



# computers and technology

## Basics

### Keyboarding

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

Online class – starts every month (1/18, 2/15, 3/15, 4/12, 5/17)

### 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: 52020      Online class – 2/6/17 - 3/3/17

ID: 52439      Online class – 4/3/17 - 4/28/17

#### Flexible learning options.

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

Visit our website for a complete listing of our programs.

## Business Productivity

### Microsoft PowerPoint

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

Online class – starts every month (1/18, 2/15, 3/15, 4/12, 5/17)

### 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 – starts every month (1/18, 2/15, 3/15, 4/12, 5/17)

### Microsoft Word (2 Levels offered)

You will learn to edit, maneuver, store/save, design and format Word documents. This course 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 – starts every month (1/18, 2/15, 3/15, 4/12, 5/17)

Improve your efficiency by learning and mastering key productivity skills.

### Introduction to Crystal Reports

Crystal Reports is a business intelligence tool that allows you to develop reports against any database or structured file format. 2.4 CEU, \$109, Allen Taylor

Online class – starts every month (1/18, 2/15, 3/15, 4/12, 5/17)

### PHP & MySQL (2 Levels offered)

Learn how to create dynamic Web pages and leave with useful code templates to create your very own dynamic, Web-based, content management system. See website for more information. 2.4 CEU per class, \$109 per class, Richard Blum

Online class – starts every month (1/18, 2/15, 3/15, 4/12, 5/17)

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





## Presentation Media

### Certificate in Presentation Media

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

#### Prezi

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

ID: 52008 Online class – 2/6/17 - 3/3/17

ID: 52356 Online class – 4/3/17 - 4/28/17

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

#### 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: 52009 Online class – 3/6/17 - 3/31/17

ID: 52357 Online class – 5/1/17 - 5/26/17

#### Graphic Design for Visual Presentations

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

ID: 52010 Online class – 4/3/17 - 4/28/17

ID: 52359 Online class – 6/5/17 - 6/30/17

#### Powerful Presentations & Effective Speaking Techniques – see page 5

### Enhance Your Visual Design Skills

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

See pages 28-31



## Accounting and Finance

### Introduction to Quickbooks

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

Online class – starts every month (1/18, 2/15, 3/15, 4/12, 5/17)

### Intermediate Quickbooks

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

Online class – starts every month (1/18, 2/15, 3/15, 4/12, 5/17)

### Accounting Fundamentals

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

Online class – starts every month (1/18, 2/15, 3/15, 4/12, 5/17)

## Bookkeeping

### **NEW** The Basics of Bookkeeping

This course offers a practical approach. Learn basic bookkeeping terminology and practices, and as you learn to track the numbers, you will also be able to better analyze financial records and results. 1.6 CEU, \$195, Sharon deFonteny

ID: 52659      Online class – 2/6/17 - 3/3/17

ID: 52660      Online class – 4/3/17 - 4/28/17

See website for more  
accounting and  
bookkeeping programs.

### Bookkeeping Administration (Certification)

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

Online class – start anytime

### Financial Analysis and Planning for Non-Financial Managers

Designed for business owners, entrepreneurs, and other decision-makers, this course will take the mystery out of money matters. Learn to make smart decisions when it comes to budgeting, setting goals, and assessing performance within your own area of influence. 1.6 CEU, \$195, Jodie Trana

ID: 51991      Online class – 4/3/17 - 4/28/17



## Microsoft Excel

### Microsoft Excel Level 1

Microsoft Excel 2013 Level 1 will introduce you to the look, feel and function of electronic spreadsheets. Learn formulas, functions, commands, basic workbook management and style and formatting options. 0.7 CEU, \$175, Donna Seys

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

ID: 52268	Fri, 1/27/17 & 2/3/17	1:00pm – 4:30pm	RM: P1802
ID: 52269	Sat, 2/25/17	8:00am – 3:00pm	RM: P1802
ID: 52270	Mon, 3/13/17 & 3/20/17	1:00pm – 4:30pm	RM: P1802
ID: 52271	Fri, 5/5/17 & 5/12/17	8:30am – 12:00pm	RM: P1802

### Microsoft Excel Level 2

You will explore higher-level features such as advanced formulas and specialized functions, data analysis with conditional formatting, PivotTables, slicers and PivotCharts and data visualization options using basic charts. *Prerequisite: Excel Level 1 or equivalent knowledge.* 0.7 CEU, \$175, Donna Seys

ID: 52272	Sat, 1/21/17	8:00am – 3:00pm	RM: P1802
ID: 52273	Mon, 2/6/17 & 2/13/17	1:00pm – 4:30pm	RM: P1802
ID: 52274	Fri, 3/17/17	9:00am – 4:00pm	RM: P1802
ID: 52275	Mon, 4/3/17 & 4/10/17	1:00pm – 4:30pm	RM: P1802
ID: 52276	Mon, 5/15/17 & 5/22/17	1:00pm – 4:30pm	RM: P1802

### Microsoft Excel Level 3

This course will offer more advanced and complex features. You will learn how to work with, share and protect complex and large workbooks, automate functionality through forms, controls and macros, conditional logic, analysis options like the Goal Seeker feature and Solver Tool and finally present your data visually using advanced chart options. *Prerequisite: Excel Level 2 or equivalent knowledge.* 0.7 CEU, \$175, Donna Seys

ID: 52277	Fri, 2/24/17	9:00am – 4:00pm	RM: P1802
ID: 52278	Fri, 4/14/17	9:00am – 4:00pm	RM: P1802
ID: 52279	Fri, 6/9/17	9:00am – 4:00pm	RM: P1802

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

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

ID: 52281	Fri, 4/21/17	9:00am – 4:00pm	RM: P1802
-----------	--------------	-----------------	-----------

## Microsoft Access

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

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

### Microsoft Access Level 1

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

ID: 52303	Thurs, 1/5/17 & 1/12/17	8:30am – 12:00pm	RM: P1802
ID: 52304	Sat, 2/11/17	8:00am – 3:00pm	RM: P1802
ID: 52305	Tue, 3/14/17 & 3/21/17	8:30am – 12:00pm	RM: P1802

### Microsoft Access Level 2

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

ID: 52306	Thur, 1/26/17 & 2/2/17	8:30am – 12:00pm	RM: P1802
ID: 52307	Sat, 3/11/17	8:00am – 3:00pm	RM: P1802
ID: 52308	Tue, 4/11/17 & 4/18/17	8:30am – 12:00pm	RM: P1802

### Microsoft Access Level 3

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

ID: 52309	Sat, 4/22/17	8:00am – 3:00pm	RM: P1802
ID: 52310	Tue, 5/16/17 & 5/23/17	8:30am – 12:00pm	RM: P1802

### Microsoft Access – Advanced Queries and Calculations

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

ID: 52311	Tue, 5/2/17 & 5/9/17	8:30am – 12:00pm	RM: P1802
-----------	----------------------	------------------	-----------

## 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.





## SQL – Structured Query Language

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

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

### SQL Level 1

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

ID: 52313	Tue, 1/10/17 & 1/17/17	8:30am – 12:00pm	RM: P1802
ID: 52314	Thur, 3/2/17 & 3/9/17	8:30am – 12:00pm	RM: P1802
ID: 52315	Thur, 4/27/17 & 5/4/17	8:30am – 12:00pm	RM: P1802
ID: 52316	Tue, 6/6/17 & 6/13/17	8:30am – 12:00pm	RM: P1802

### SQL Level 2

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

ID: 52317	Tue, 1/31/17 & 2/7/17	8:30am – 12:00pm	RM: P1802
ID: 52318	Thur, 3/23/17 & 3/30/17	8:30am – 12:00pm	RM: P1802
ID: 52319	Thur, 5/18/17 & 5/25/17	8:30am – 12:00pm	RM: P1802

### NEW Introduction to SSRS and Power BI Tools for Excel

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

ID: 52300	Tue, 2/14/17 & 2/21/17	8:30am – 12:00pm	RM: P1802
ID: 52301	Thur, 4/13/17 & 4/20/17	8:30am – 12:00pm	RM: P1802

### NEW Infographics – see page 3

**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 Design

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

## Introduction to Design Concepts

This class is designed to support those who are expected to utilize visual communication skills to update websites and produce image oriented reports, presentations and marketing materials. You will be introduced to the design elements and principles related to layout, typography, color and digital file formats. Planning begins here if you will be working on a certificate capstone project. 0.7 CEU, \$175

ID: 52282	Wed, 2/8/17	9:00am – 4:00pm	RM: P1802
ID: 52299	Wed, 5/3/17	9:00am – 4:00pm	RM: P1802

## Foundations of Adobe Photoshop

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

ID: 52283	Wed, 2/15/17	9:00am – 4:00pm	RM: P1802
ID: 52323	Wed, 5/10/17	9:00am – 4:00pm	RM: P1802

## Graphic Design Software Certificate

Earn this certificate when you complete the following courses:

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

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

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

See pages 30 and 31.

## Open Lab Practice

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

Open Lab Practice is scheduled at certificate midpoints. Learners review progress on their capstone project. Even though this session is popular with our Graphic and Web Design Certificate students, it is open to all learners. 0.35 CEU, \$79

ID: 52287	Wed, 3/15/17	9:00am – 12:30pm	RM: P1802
ID: 52312	Wed, 6/7/17	9:00am – 12:30pm	RM: P1802

Take advantage of 1:1 coaching!



## Advanced Adobe Photoshop

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

**ID: 52284**      Wed, 2/22/17      9:00am – 4:00pm      RM: P1802

**ID: 52295**      Wed, 5/17/17      9:00am – 4:00pm      RM: P1802

## Adobe Illustrator

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

**ID: 52285**      Wed, 3/1/17      9:00am – 4:00pm      RM: P1802

**ID: 52293**      Wed, 5/24/17      9:00am – 4:00pm      RM: P1802

## Adobe InDesign

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

**ID: 52286**      Wed, 3/8/17      9:00am – 4:00pm      RM: P1802

**ID: 52294**      Wed, 5/31/17      9:00am – 4:00pm      RM: P1802

## NEW Graphic Design Capstone

Through your participation in the certificate series, you will have learned basic graphic design concepts in a variety of software programs. This “Project Portfolio” class offers you an opportunity to apply those concepts to a realistic final project. Final project discussions will be introduced in the “Intro to Design Concepts” course. 0.3 CEU, \$99

**ID: 52291**      Wed, 4/12/17      9:00am – 12:00pm      RM: P1802



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

**Become a Better Designer, Assistant, Marketer, Teacher, Entrepreneur.**

# LEARN CODE.

See page 32

## Web Design

### NEW UX and Responsive Web Design

Learn to speak the language of the web designer. This course is geared towards the skills and techniques needed to understand how websites are designed, how to increase engagement on various platforms and apply customer feedback. User Experience (UX) is now a hot term in today's digital workplace and can make the difference between a fun website and a frustrating one. Exercises will focus on best practices, real-world examples and practical techniques. 0.7 CEU, \$175

ID: 52288

Wed, 3/22/17 9:00am – 4:00pm RM: P1802

ID: 52321

Wed, 6/14/17 9:00am – 4:00pm RM: P1802

### HTML/CSS

Learn to “speak the language” of HTML (Hypertext 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: 52289 Wed, 3/29/17 9:00am – 4:00pm RM: P1802

ID: 52298 Wed, 6/21/17 9:00am – 4:00pm RM: P1802

### Web Design Software Certificate

Earn this certificate when you complete the following courses:

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

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

- Advanced Photoshop
- InDesign
- Graphic Design Capstone

See pages 28 and 29.

## Graphic and Web Design Certificates



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

Karla Mae, Artist, Writer & Publisher

### Gain in-Demand Skills.

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

### Benefit from 1:1 Coaching.

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

### Enhance Your Portfolio.

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

## Get Certified!



## WordPress & Content Management Systems

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

0.7 CEU, \$175, Grant Chandler

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

ID: 52290	Wed, 4/5/17	9:00am – 4:00pm	RM: P1802
ID: 52322	Wed, 6/28/17	9:00am – 4:00pm	RM: P1802

## NEW Web Design Capstone

Through your participation in the certificate series, you will have learned basic web design concepts in a variety of software programs. This “Project Portfolio” class offers you an opportunity to apply those concepts to a realistic web-focused final project. Final project discussions will be introduced in the “Intro to Design Concepts” course. 0.3 CEU, \$99

ID: 52292	Wed, 4/12/17	1:00pm – 4:00pm	RM: P1802
-----------	--------------	-----------------	-----------

## Game Design

### Certificate in Basic Game Design

This certificate provides you with a general introduction to what goes into the design and development of both video and analog games, with a particular focus on the use of games outside of consumer entertainment.

Earn the  
Certificate in  
Basic Game Design  
for \$395  
(a savings of \$95).

### NEW Introduction to Game Design

You will discover resources for developing game design, identify the mechanics and verbs used in different games. Take the first steps into understanding game design, and how it can be applied in your field. 1.6 CEU, \$245, Moses Wolfenstein

ID: 52661	Online class – 2/6/17 - 3/3/17
ID: 52662	Online class – 4/3/17 - 4/28/17

### NEW Intermediate Video Game Design

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

ID: 52663	Online class – 3/6/17 - 3/31/17
ID: 5266	Online class – 5/1/17 - 5/26/17

# 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.

### NEW Introduction to Coding

Coding is now becoming part of all of our work. Even if we aren't the ones building sites from scratch, we are able to make more meaningful contributions when we understand coding. You will be introduced to the basics of computer programming and various programming languages. New technologies allow people outside of the computer science field to be able to create their own web pages using code. You will learn the basics of HTML, CSS, and Java Script as well as practical uses for each. 1.6 CEU, \$195, Jeff Kritzer

ID: 52707      Online class – 2/6/17 - 3/3/17

ID: 52665      Online class – 4/3/17 - 4/28/17

### Ruby for Rails

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

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

### Java (2 Levels offered)

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

### C++

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



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





## 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

## JavaScript (2 Levels offered)

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

## Visual Basic (2 Levels offered)

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

## C# (2 Levels offered)

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

## ASP.NET

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

## IT Certifications

### Foundations

ITIL Foundations

CompTIA A+

CompTIA Cloud Essentials

Microsoft SharePoint

### Networking & Security

CompTIA Network+

CompTIA Security+

CompTIA Advanced Security Practitioner (CASP)

Cisco Certified Network Associate (CCNA)

Cisco Certified Network Professional (CCNP)

Certified Information Systems Security Professional (CISSP)

### Server & Operating Systems

CompTIA Linux+

CompTIA Server+

Microsoft Windows Server (MCSA)

Visit our website for more information.



## Gain the IT Edge

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

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

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

# health information technology



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

## MNHIT Level 1 Certificate

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

### Overview of Health Information Technology (OHIT)

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

### Language of Health Information Technology (LHIT)

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

### Health Management Information Systems (HMIS)

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

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

Classes are five weeks long and start every six weeks:  
2/8/17, 3/22/17,  
5/3/17

## Be a part of the Healthcare Transformation



*"As a leader in the evolution of training for healthcare workers, Normandale is one of a handful of higher ed organizations that has kept up with industry's rapid pace of change."* —Dr. Kevin Larsen, Centers for Medicare and Medicaid Services (CMS)

### Getting Started

Medical Career Programs,  
pages 38 - 39

### Advancing Careers

MNHIT Certificates,  
pages 34 - 35

### Improving Quality

Practice Facilitation,  
page 41

### Working Smarter

ACT Health IT,  
pages 36 - 37



## MNHIT Level 2 Certificate

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

### HIT Workflow Analysis & Change Management (WKFL)

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

Learn about our  
Practice  
Facilitation  
certificate  
program.  
See page 41.

### Leadership & Teams in Health IT (LDTM)

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

### Networking & Health Information Exchange (NHIE)

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

## MNHIT Level 3 Certificate

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

### Business of Health IT (BHIT)

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

### Electronic Health Records Bootcamp - Virtual Lab (EBOT)

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

*prerequisite: WKFL. 8.75 CEU, \$255*

### Health IT Project Management (HIPM)

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

## Health IT Professional Certificate

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



# healthcare professionals

## Transforming Healthcare: Value, Populations and Data



**FREE Training!**  
**For All U.S. Healthcare Workers**

This training is available to professionals working in healthcare or at a healthcare-related organization. Individuals can focus their training on what is appropriate for their role in an organization or their own career goals. Certificate tracks provide a comprehensive understanding of a topic, however trainees are welcome to take as many or as few courses as they would like.

### Certificate: Healthcare Data Analytics (2 courses)

#### Understanding Healthcare Data Analytics (HDA1.UHDA)

8 hours, 8 CME Credits

This course is designed to provide people working in the healthcare industry a strong, practical understanding of data analytics. Trainees will gain an understanding of the importance of healthcare data analytics and how to apply their knowledge of analytics to every-day activities.

#### Clinical Data Analytics and the Learning Health System (HDA2.CDA)

9.5 hours, 9.5 CME Credits

This course is designed to provide healthcare professionals who have a grounding in healthcare analytics with insight into the clinical context and use of data, best practices and advanced concepts in healthcare data analytics. Trainees will complete practical exercises which represent real-life healthcare scenarios.

These **FREE** courses  
start every two  
weeks.

Check our website  
for details.

### Certificate: Population Health (3 courses)

#### Population Health Policy (PH1.PHP)

8 hours, 6 CME Credits

This course is designed to explain the changes to the healthcare system that are emerging as a result of a shift in focus from the individual patient to the population. Trainees will start with a general introduction to population health and then segue to the practicalities of population health management at the business and policy level.

#### Population Health Data Analytics (PH2.PHDA)

9 hours, 7.5 CME Credits

This course is designed to provide trainees with the core knowledge to identify the specific types of data used in population health management. Trainees will start with a general introduction to population health and then go through the data types, data sources, and core processes of working with these data.



This training is sponsored by the ONC  
(Office of the National Coordinator for  
Health Information Technology)



*"The ACT training is an incredible opportunity for healthcare workers to level up their skills and expertise and stand out."*  
—Mindy Hangsleben  
Lean Entrepreneur Fellow at  
The Centers for Medicare and Medicaid

## Population Health Interventions (PH3.PHI)

11 hours, 9 CME Credits

This course is designed to provide trainees with the core knowledge and skills to using the data gathered in a population health context to improve the health of that population. Trainees will start with a general introduction to population health and then segue to the calculation of clinical risk, to the use of that calculation, and to the context of health IT.

## Certificate: Value-Based Care (3 courses)

### The Business of Value-Based Care (VBC1.BVBC)

8 hours, 8.25 CME Credits

This course provides an understanding of the core concepts of healthcare reform and will help trainees understand the impact value-based care (VBC) will have on their day-to-day work. Trainees will also learn how VBC might impact many aspects of healthcare delivery, including operations, patient satisfaction and financial sustainability.

### Applications of Value-Based Care (VBC2.AVBC)

7 hours, 6.75 CME Credits

This course is designed to educate individuals working in the healthcare industry on how value-based care (VBC) will affect care delivery, quality measurement and improvement and finally, how VBC affects the need to engage consumers and measure consumer satisfaction.

### Negotiating Contracts for Value-Based Care (VBC3.CVBC)

2 hours, 2 CME Credits

This course will provide an overview of alternative payment model (APM) contracts by describing their general elements, covering how risk calculations can impact APMs, and understanding the information required for successful contract negotiation.

#### CME/MOC

ACT Health IT courses have been approved for AMA PRA Category 1 Credits™.

There is a one-time fee for CME/MOC credits.

View details at  
[MNHealthIT.com/act.html](http://MNHealthIT.com/act.html)

This training is delivered through a partnership between

Johns Hopkins University School of Medicine and Normandale Community College.



Enroll and view CME and MOC details at [www.MNHealthIT.com/act.html](http://www.MNHealthIT.com/act.html)



# medical career programs

## Pharmacy Technician

**WIOA Approved**

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

**ID: 52666**

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, \$2,695

**ID: 52667**

Online class – start anytime

## Medical Transcription Editor

**WIOA Approved**

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

**ID: 52668**

Online class – start anytime

**Students who pay in full for the following programs are eligible for a promotional item or discount before April 30, 2017**

### **Free Laptop, iPad, or Kindle Fire**

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

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



## Professional Medical Coding & Billing with PCS

**WIOA Approved**

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

**ID: 52669**      Online class – start anytime

## ICD-10 for ICD-9 Coders

**WIOA Approved**

This course is designed to help ICD-9 coders gain the additional skills they need to code in ICD-10. It provides the biomedical science knowledge to use the new ICD-10 set effectively. The course assumes that you already have the basic skills of a medical coder, including familiarity with how the industry works, medical terminology, pharmacology, and basic anatomy and pathophysiology. This course is not designed for those who have never completed medical coding training. 137 Contact Hours, \$695

**ID: 52670**      Online class – start anytime

## Medical Billing

**WIOA Approved**

Developed by industry experts, this program includes real-world practical experience and is designed to help you gain the knowledge and skills needed to follow insurance claims all the way through to payment. You'll be prepared to work with industry-specific forms such as the CMS-1500 and UB-40. You will also gain a valuable body of knowledge to employ when working on process and health information system implementation or redesign, and healthcare revenue cycle projects. This program includes access to student support, technical support, and graduate support teams throughout the training. 180 Contact Hours, \$2,995

**ID: 52672**      Online class – start anytime

<b>Medical Career Information Session</b> ID: 52405 • Thur, 4/27/17 • 6:00pm - 8:00pm RM P1844 To register, visit <a href="http://normandale.edu/CE">normandale.edu/CE</a> or call (952) 358-8343	<b>FREE</b>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------

# healthcare professionals

## Nursing & 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. *See website for full course details.* 168 Contact Hours, \$1,360, Leanne Meier

ID: 52369	Sat, 1/21/17 - 3/25/17	8:00am – 1:00pm	RM: S2333
ID: 52370	Sat, 4/22/17 - 7/8/17	8:00am – 1:00pm	RM: S2333

### Trained Medication Aide (TMA) Certificate

This 48 hour course meets the state Medication Administration for Unlicensed Personnel criteria. Learn how to read medication records, prepare and administer medications, assist patients with self-administration, document administration, and report to nurses and authorized persons. 57.6 Contact Hours, \$500, Jean Jorlett.

Location: MN Masonic Home Care Center, *see website for directions.*

ID: 52371	Tue & Thur, 4/3/17 - 5/25/17	9:00am – 12:00pm	
-----------	------------------------------	------------------	--

Upon successful completion of this course, participants will receive a Trained Medication Aide (TMA) certificate.

### **NEW** Certificate in Infectious Diseases and Infection Control

Learn the basic techniques and procedures for preventing the transmission of infectious disease including influenza, pneumonia, tuberculosis, hepatitis, HIV/AIDS, zoonoses (diseases that are spread from pets to people), and tickborne diseases. *See website for more details.* 13 Contact Hours, \$78, Cyndie Koopsen and Caroline Young

Online class – starts every month (1/18, 2/15, 3/15, 4/12, 5/17, 6/14)

### BLS for Healthcare Provider – American Heart Association

The Basic Life Support (BLS) course is designed to provide a wide variety of healthcare professionals the ability to recognize several life-threatening emergencies, provide CPR, use an AED, and relieve choking in a safe and effective manner. 7.8 Contact Hours, \$109, Nancy Johnson

ID: 52368	Sat, 2/25/17	8:00am – 3:00pm	RM: A1570
-----------	--------------	-----------------	-----------

### BLS for Healthcare Provider Renewal

*See website for description.* 4.8 Contact Hours, \$56, Nancy Johnson

ID: 52364	Wed, 1/25/17	5:30pm – 9:00pm	RM: A1570
ID: 52365	Wed, 3/15/17	5:30pm – 9:00pm	RM: A1570
ID: 52366	Wed, 4/19/17	5:30pm – 9:00pm	RM: A1570
ID: 52367	Sat, 6/3/17	8:30am – 12:00pm	RM: A1570

## Spanish for Medical Professionals – see page 63

### Minnesota Board of Nursing Continuing Education Requirements

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



## Change Leadership in Healthcare

### NEW Practice Facilitation Certificate

The Practice Facilitator Certificate program will develop the necessary skills to support improvement activities in healthcare delivery and to help progress and transform practices. Training topics will focus on practical approaches to facilitating effective change in healthcare through quality improvement and systems improvement activities such as; leadership, change management and relationship building techniques; understanding key environmental trends impacting primary care; technology and systems optimization; effective team-building and much more.

In addition to weekly online classes and industry guest lecturers, participants will engage in a 40-hour practicum experience to gain real-work experience and exposure to practice facilitation activities and concepts. The first two days of class will meet in-person. All classes thereafter will be online.

**ID: 51358**    Thur, 2/9/17 & Fri, 2/10/17    8:30am – 4:30pm  
Teleconference –  
Thurs, 2/16/17 - 5/4/17    3:00pm – 4:30pm  
34 Contact Hours, \$3,995

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

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



MN Consortium for Practice Facilitation

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



MNCPF 2016 Cohort



# integrative health and wellness

## Herbalism

### Herbalism Certificate

Herbal therapy is the oldest and most widespread form of healing on planet earth, generally regarded as safer and just as effective (if not more) as orthodox medicine and easily learned and used by the lay person. Learn to apply herbal therapy through the use of tinctures, glycerites, teas, capsules, poultices, compresses, and salves to support the constitution referencing an array of conditions and in close consideration of guidelines to indications, dosage, and contraindications. **24 Contact Hours and \$355 for the certificate or 3 Contact Hours and \$49 per class, Matthew Alfis**

See website for complete course descriptions and textbook information.

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

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

Part 1: ID: 52373	Wed, 4/5/17	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 52372	Wed, 4/12/17	6:30pm – 9:00pm	RM: P1844

### Class 2: The Constituents and Properties of Herbs

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

Part 1: ID: 52374	Wed, 4/19/17	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 52375	Wed, 4/26/17	6:30pm – 9:00pm	RM: P1844

### Class 3: Herbs for the Respiratory System

This class will focus on herbs that support the respiratory system.

ID: 52376	Wed, 5/3/17	6:30pm – 9:00pm	RM: P1844
-----------	-------------	-----------------	-----------

### Class 4: Herbs for Liver Function and Detoxification

The liver has many hundreds of functions, this class will focus on those herbs which enhance the vital functions of this hardworking organ.

ID: 52377	Wed, 5/10/17	6:30pm – 9:00pm	RM: P1844
-----------	--------------	-----------------	-----------

### Class 5: Herbs for the Lymphatic and Urinary Systems

This class will focus on herbs which enhance the function of the lymph nodes and improve the efficiency of the kidneys which purify the body.

ID: 52378	Wed, 5/17/17	6:30pm – 9:00pm	RM: P1844
-----------	--------------	-----------------	-----------

### Class 6: Herbs for Women’s Reproductive Health

Herbal aids for women’s reproductive health is a complex subject that will be addressed in this class.

ID: 52379	Wed, 5/24/17	6:30pm – 9:00pm	RM: P1844
-----------	--------------	-----------------	-----------

### 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. Students will explore plant life in Normandale’s expansive natural setting and learn how to utilize them for food and medicine. 3 Contact Hours, \$49, Matthew Alfis

ID: 52380	Wed, 6/7/17	5:00pm – 7:30pm	RM: P1844
-----------	-------------	-----------------	-----------





## Nutrition

### NEW Holistic Nutrition Certificate

This Certificate is designed to provide you with a working knowledge of plant-based nutrition. Gain the skills and insights needed to identify and help correct the nutritional causes of diseases. Learn to integrate the principles of holistic nutrition to enhance overall wellbeing. The book *Edible & Medicinal Wild Plants of the Midwest*, by Matthew Alfs, \$40, will be available for purchase in class. See website for course descriptions. **3 Contact Hours and \$49 per class or 18 Contact Hours and \$275 for the entire certificate**

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

#### Class 1: Traditional Diets and the Modern-American Diet

ID: 52381      Mon, 4/10/17      6:30pm – 9:00pm      RM: P1844

#### Class 2: Macronutrients

ID: 52382      Mon, 4/24/17      6:30pm – 9:00pm      RM: P1844

#### Class 3: Vitamins (Part 1)

ID: 52383      Mon, 5/1/17      6:30pm – 9:00pm      RM: P1844

#### Class 4: Vitamins (Part 2)

ID: 52384      Mon, 5/8/17      6:30pm – 9:00pm      RM: P1844

#### Class 5: Minerals

ID: 52385      Mon, 5/15/17      6:30pm – 9:00pm      RM: P1844

#### Class 6: Healing Applications of Nutrition

ID: 52386      Mon, 5/22/17      6:30pm – 9:00pm      RM: P1844

#### 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 conditions. 3 Contact Hours, \$49, Matthew Alfs

ID: 52387      Wed, 5/31/17      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.



## Ayurveda

### **NEW** Spice up Your Life with the Ancient Science of Ayurveda

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

ID: 52558

Tue, 2/7/17

6:00pm – 8:30pm

RM: P1840

### **NEW** Ayurveda: Healthy Recipes

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

ID: 52557

Tue, 2/21/17

6:00pm – 8:30pm

RM: P1840

### **NEW** Ayurveda: Yoga for Your Dosha

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

ID: 52559

Tue, 4/18/17

6:00pm – 8:30pm

RM: P1840

### **NEW** Ayurveda: Healing with Simple Home Remedies

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

ID: 52556

Tue, 4/25/17

6:00pm – 8:30pm

RM: P1840

## Winter Warm-up for Body, Mind & Spirit

Escape the mid-winter blahs with Normandale's FREE Warm-Up for Body, Mind & Spirit Sampler.

Bring your friends and make new ones!

Attend 45 minute workshops including Yoga, Healing Touch, Ayurveda, Energy Work, Pilates, and Applied Kinesiology.

Check website for additional details.

**FREE**

Saturday, February 4  
10:00am – 12:00pm  
Partnership Center  
ID: 52430



## Ayurveda

### Ayurveda Certificate

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

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

### Class 1: Introduction to Ayurveda

This foundational course covers the history, science and purpose of Ayurveda, the five elements and the Dosha, one of the three vital bioenergies.

**ID: 52388**      Tue, 3/7/17      6:00pm – 8:30pm      RM: P1840

### Class 2: Diet & Nutrition

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

**ID: 52389**      Tue, 3/14/17      6:00pm – 8:30pm      RM: P1840

### Class 3: Constitution & Wellness

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

**ID: 52390**      Tue, 3/21/17      6:00pm – 8:30pm      RM: P1840

### Class 4: Daily Routine & Harmony with Nature

Tune into nature's patterns and rhythms and learn a general routine, your Dosha specific routine, to support your practice.

**ID: 52391**      Tue, 3/28/17      6:00pm – 8:30pm      RM: P1840

### Class 5: Health Maintenance with Seasonal Changes

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

**ID: 52392**      Tue, 4/4/17      6:00pm – 8:30pm      RM: P1840

### Class 6: Herbs & Food for Healthy Living

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

**ID: 52393**      Tue, 4/11/17      6:00pm – 8:30pm      RM: P1840

**According to Ayurveda principles, everything that is available from nature takes the form of potential remedies.**

## Aromatherapy

### **NEW** Aromatherapy Basics

Are you loving essential oils but are overwhelmed by mixed messages about how to use them appropriately? Learn where to get professional resources and balanced information to help you use what you already have and find what you need. No prerequisites required. 2.4 Contact Hours, \$49, Jodi Baglien

ID: 52671

Thur, 2/23/17

6:00pm – 8:00pm

RM: P1840

### **NEW** Essential Oils & Acupressure for Women's Health

Learn and practice how to apply and use essential oils to support the emotional and physical elements of women's health. Explore the top essential oils that may help restore flow, balance and find relief for anxiety, mood swings, insomnia, PMS symptoms and hot flashes. You will create a restorative blend in class, created for your own body's symptoms. Learn a few helpful "calming and balancing" acupressure points you can instantly use. 3.6 Contact Hours, \$49, Jodi Baglien

ID: 52554

Thur, 3/23/17

6:00pm – 9:00pm

RM: P1840

### **NEW** Essential Oils & Acupressure to Improve Sleep

Learn how to support better sleep with essential oils and acupressure. Explore the best oils for a more restful night while pairing with key Acupoints. Enjoy finding your "sleepy oils" and create your very own sleep-time inhaler to integrate it into your bedtime routine. Everyone is invited. 3.6 Contact Hours, \$49, Jodi Baglien

ID: 52555

Thur, 5/11/17

6:00pm – 9:00pm

RM: P1840



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

### **February 7 14 Skills for Cooler, Calmer, and Happier –**

Dr. Adam Perlman, researcher, Executive Director for Duke Integrative Medicine

### **March 7 How to Benefit from Pressure Point Therapy –**

Dr. Michael Pinkus, known as National Spokesperson for Alternative Health Care

### **April 4 13 Things Mentally Strong People Don't Do –**

Amy Morin, licensed clinical social worker, psychotherapist, and a lecturer at Northeastern University.

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](http://blogtalkradio.com/edgemagazine).



*Dr. Michael Pinkus*



*Sponsored by the Integrative Health Education Center at Normandale Community College*





## Aromatherapy Foundations Certificate

This certificate program will introduce best practices of Professional Holistic Aromatherapy from a Certified Clinical Aromatherapist. You will learn how essential oils affect mind, body, and spirit; appropriate ways to use oils; and create your own take-home blend. This foundational knowledge can be applied immediately to improve your well-being, reduce stress levels, and help your friends and family use oils safely and economically. Learning will be fun and interactive through lecture, discussion and hands on practical wisdom. *Note: Oils and supplies are available for purchase in class, but not required.* **16.8 Contact Hours, \$275, Jodi Baglien**

ID: 52394

Fri, 3/10/17

8:30am – 4:30pm

& Sat, 3/11/17

9:00am – 4:00pm

RM: P1810

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

## Advanced Aromatherapy Application Certificate

*Prerequisite: Aromatherapy Foundations Certificate or Instructor Approval.*

### Class 1: Aromatherapy and Stress Reduction

Gain awareness of your own stressors and how your body is coping with them. Explore ways to integrate other holistic therapies and essential oils to minimize the effects of stress. Learning will go beyond traditional therapeutic uses of the oils and will show you how to pair oils with Acupoints and perform a simple stress reducing technique you can use for yourself and others.

ID: 52432

Sat, 4/1/17

9:00am – 4:00pm

RM: P1840

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

### Class 2: Aromatherapy and Pain Relief

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

ID: 52433

Sat, 4/22/17

9:00am – 4:00pm

RM: P1810

**Jodi Baglien, Certified Clinical Aromatherapist** blends her expertise as an Aromatherapy Educator, Shiatsu Therapist, Consultant, with her passion to help educate and mentor health care professionals and health seekers re-discover how the scent and healing spirit of plants encourages well-being and touches the soul.





## Healing Touch

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

### Healing Touch International (HTI) Level 1 Certificate

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

**ID: 52395**      Fri, 3/3/17      8:00am – 5:00pm      RM: P1840  
                    & Sat, 3/4/17      8:00am – 4:00pm



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

### Healing Touch International (HTI) Level 2 Certificate

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

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

**ID: 52396**      Fri, 5/5/17      8:00am – 5:00pm      RM: P1840  
                    & Sat, 5/6/17      8:00am – 4:00pm

### Certificate in Spirituality, Health, and Healing

See *website* for details. 25 Contact Hours, \$209, Caroline Young and Cyndie Koopsen  
Online class – starts every month (1/18, 2/15, 3/15, 4/12, 5/17, 6/14)

**Reiki Therapy** – see page 51

## **NEW** Advanced Energy Medicine: Healing Trauma

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

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



## Energy Work

### **NEW Understanding Empaths**

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

ID: 52406

Tue, 4/18/17 - 5/2/17

6:00pm – 8:00pm

RM: P1844

### **Energy Medicine Certificate**

The Energy Medicine Certificate introduces the philosophies and descriptions of energy anatomy and energy healing. Classes 1 - 3 will be offered again in the Fall 2017. Classes can be taken in any order. *See website for course descriptions.*

#### **Class 4: Energy Anatomy: Fields**

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

ID: 51250

Sat, 2/11/17

9:00am – 4:00pm

RM: P1840

#### **Class 5: Energy Anatomy: Centers**

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

ID: 51251

Sat, 3/18/17

9:00am – 4:00pm

RM: P1840

#### **Class 6: Energy Healing**

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

ID: 51252

Sat, 4/22/17

9:00am – 4:00pm

RM: P1840

#### **Class 7: Energy Medicine: Being the Practitioner**

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

ID: 51253

Sat, 5/13/17

9:00am – 4:00pm

RM: P1840

**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.



## Homeopathy

### Foundations of Homeopathic Medicine

Learn how to care for your own health naturally. This course provides you with practical skills using the 3 basic laws of homeopathy and simple cell salts. All natural, over-the-counter, homeopathic remedies are FDA approved and free from harmful side-effects. Learn how to engage the body's natural defenses to maintain more vibrant health. 7.2 Contact Hours, \$149, Cilla Whatcott

ID: 52407

Sat, 2/4/17

9:00am – 3:00pm

RM: P1844

### Homeopathic First Aid

You will learn the basics of using homeopathy to treat minor acute injuries and illnesses and to engage the body's natural defenses to maintain more vibrant health. You will become familiar with effective remedies for burns, wounds, ear infections, learn the main characteristics of an illness and how to match them to a remedy choice as well as how to dose a remedy safely and when to stop dosing. Come away with the information to effectively use low potency remedies for safe and effective health.

*Prerequisite: Foundations of Homeopathic Medicine.* 3.6 Contact Hours, \$79, Cilla Whatcott

ID: 52408

Sat, 3/4/17

9:00am – 12:00pm

RM: P1844

## Spring Forest Qigong

### Qi-ssage with Spring Forest Qigong

Qi-ssage is a technique for opening the twelve major energy channels in your body, balancing the flow of your body's energy.

In Qi-ssage you learn how to stimulate these key energy points with your fingers, hands, and drawing 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-ssage for yourself and others. *Participants will receive a Qi-ssage manual, DVD and audio file.* 8.4 Contact Hours, \$239, Jacqueline Gran



ID: 52421

Sat, 3/25/17

8:30am – 4:30pm

RM: P1838

### NEW Spring Forest Qigong for Animals

This unique program allows people from all backgrounds to learn the basics of Spring Forest Qigong in regards to helping animals with their health and healing. Learn the know-how to use Qigong to remove energy blockages, plus effective and simple techniques to alleviate common animal health issues and improve the animal's overall wellness. 8.4 Contact Hours, \$149, Jacqueline Gran and Gadu Schmitz

ID: 52568

Sat, 6/10/17

8:30am – 4:30pm

RM: P1838



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



## 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: 52413	Sat, 2/25/17	8:00am – 4:00pm	RM: P1838
ID: 52413	Sat, 3/18/17	8:00am – 4:00pm	RM: P1838
ID: 52414	Sat, 5/13/17	8:00am – 4:00pm	RM: P1838

### Reiki Energy Therapy Level 2

Learn advanced skills in Reiki Energy Therapy to increase the power and versatility of the use of the therapy. You will develop abilities to handle more complex situations and techniques to strengthen and enhance the therapy. Special attention is given to dealing with emotional and mental distress, and you'll learn to transmit Reiki Energy Therapy to a person in a different location. Upon completion of this course, you are certified as an Advanced Practitioner with greater capabilities and ability to transmit the Reiki life force. *Prerequisite: Certification in Reiki Energy Therapy 1.* 8.4 Contact Hours, \$150, Lucille Crow

ID: 52416	Sat, 4/8/17	8:00am – 4:00pm	RM: P1838
-----------	-------------	-----------------	-----------



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

**FREE**



## TAI CHI OPEN HOUSE

Free introduction and practice to Tai Chi movement, forms and theory. Come and sample tai chi for better health and wellness. All levels of experience welcomed.

Sat, 1/21/17	12:30 – 1:30pm	RM: S2330
Sat, 3/4/17	12:30 – 1:30pm	RM: S2330

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

## Muscle Testing

### NEW The Art of Muscle Testing Certificate

Muscle testing can be used for oneself and others to test for food and substance sensitivities, emotional imbalances and general pain relief. This series will introduce multiple applications and practices.

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

#### Class 1: The Art of Muscle Testing 101

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

ID: 52417      Thur, 4/13/17      6:00pm – 8:00pm      RM: P1840

#### Class 2: Food and Substance Muscle Testing

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

ID: 52418      Thur, 4/20/17      6:00pm – 8:00pm      RM: P1840

#### Class 3: Emotional Balance – Part 1

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

ID: 52419      Thur, 4/27/17      6:00pm – 8:00pm      RM: P1840

#### Class 4: Emotional Balance – Part 2

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

ID: 52420      Thur, 5/4/17      6:00pm – 8:00pm      RM: P1840

## Emotional Freedom Techniques

EFT is a self-help method that is used worldwide to help eliminate stress, fear, anger, sadness, cravings, chronic pain and much more. You will learn EFT through step-by-step instruction, demonstration, and supervised hands-on practice. These workshops are part of the required training for certification as a practitioner through EFT Universe.  
**19.2 Contact Hours, \$395 per certificate (register by 3/31/17 for \$350 per certificate).**

Valerie Lis

#### Level 1 Certificate

ID: 52423      Sat & Sun, 4/29/17 & 4/30/17      8:00am – 4:30pm      RM: P1840

#### Level 2 Certificate

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

ID: 52424      Sat & Sun, 5/6/17 & 5/7/17      8:00am – 4:30pm      RM: P1840





## Mindfulness and Meditation

### The Art of Mindfulness

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

ID: 52422

Wed, 2/1/17 - 2/22/17

6:00pm – 7:30pm

RM: P1840

### NEW Meditation in the Kriya Yoga Tradition

Learn what meditation is from a spiritual perspective, how it works from a scientific one, and why incorporating it into daily life is so relevant. You'll gain an understanding of meditation from a yogic perspective and as a means for spiritual growth. The universal principles discussed can enhance whatever faith practice participants hold to and are intended to deepen ones inner, direct experience of the Divine regardless of religious affiliation. 7.2 Contact Hours, \$149, Alan Pritz

ID: 52673

Sat, 4/8/17

9:00am – 3:30pm

RM: P1810

### Self-Hypnosis

Self Hypnosis is an easy to learn and an extremely powerful tool for self-improvement and healing. In just one evening, you will learn to put yourself into deep hypnosis to improve self-esteem, reduce stress, improve concentration, quit smoking, lose weight, sleep better, enhance creativity, reduce pain and more. Create your own customized sessions to use in everyday life and explore the latest findings on neural plasticity and hypnosis in class. 3.6 Contact Hours, \$49, Amye Scharlau

ID: 52428

Thur, 3/30/17

6:00pm – 9:00pm

RM: P1840

### NEW Mind Shift: Change Your Mind, Change Your Life

Discover brain “states” that underlie our mental states of happiness, love and wisdom. This course will help you use your mind to change your brain for the better and improve your whole being and every other person whose life you touch. Small positive actions every day can add up to large changes over time as you gradually become more present to your life. Through the use of images, music, group interaction, and the newest information on the brain, we will all ride the wave of transformation together. 2.4 Contact Hours, \$49, Sharon Sebring

ID: 52698

Wed, 2/15/17

6:00pm – 8:00pm

RM: P1844

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.

## Yoga and Pilates

### Restorative Yoga

Calm the mind and body with this quiet yoga practice focused on deep breathing and gentle postures designed to release physical tension. This combination of breath and gentle movement activates the relaxation response, calming the nervous system while relieving stress. Sleep better and feel more at ease in your body while gaining the benefits of more flexibility and balance in your life. 4.8 Contact Hours, \$65, Sharon Sebring

ID: 52674

Wed, 3/15/17 - 4/5/17

6:30pm – 7:30pm

RM: A1560

### NEW Yoga for Excellent Posture

Yoga can improve posture, strengthen the core and lengthen the spine allowing you to retain your youthfulness, breathe more fully, prevent and treat back issues, feel more confident, and even look more attractive. This course will introduce you to gentle yoga to improve poor posture, help prevent postural issues and change habitual patterns that lead to future problems. You will learn how to walk, stand, sit, move, and even sleep to achieve excellent posture. All levels of yoga are welcome. 4.8 Contact Hours, \$79, Sharon Hills-Bonczyk

ID: 52684

Thur, 3/2/17 - 3/9/17

6:00pm – 8:00pm

RM: S2330

### NEW Laughter Yoga: Laugh for the Health of It

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

ID: 52426

Sat, 3/11/17

9:00am – 11:00am

RM: P1842

ID: 52427

Sat, 5/20/17

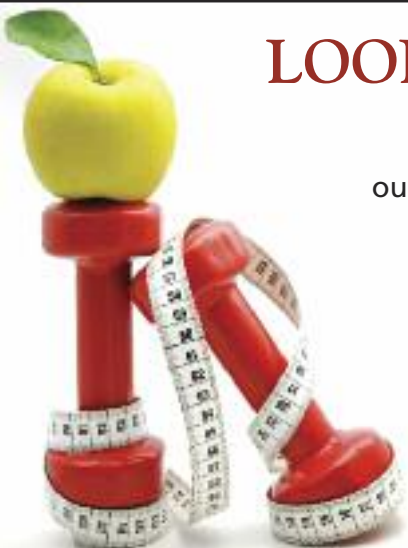
9:00am – 11:00am

RM: P1842

## LOOK, FEEL and BE Healthy!

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

**February 4 & 5 • 10:00am – 5:00pm**  
**Minneapolis Convention Center**



Register and get a **FREE Admission ticket** at [normandale.edu/CE/classes](http://normandale.edu/CE/classes)  
(click on Browse Classes/For Your Interest/Free Events)



### NEW Yoga for Your Back

This course offers simple yet powerful, therapeutic yoga practices carefully designed to alleviate pain and promote a healthy back with pain-free range of motion. You will leave with a daily practice to relax and strengthen your back, focusing on posture education, stress-reduction and stretching components. 1.8 Contact Hours, \$35, Sharon Sebring

ID: 52699      Sat, 3/18/17      10:30am – 12:00pm      RM: P0806

### NEW Pilates Master Class

Pilates considered the "powerhouse" or the muscle groups and actions preformed within the neck, chest, back, and gluteals, to be the basis of all movement to enhance balance, posture, strength, and flexibility. This class is appropriate for beginners all the way through those who have practiced mat exercises for years. Please bring an exercise mat, wear comfortable clothing, barefoot or stocking foot, and water if needed. 2.4 Contact Hours, \$59, Nicole DePalma

ID: 52560      Sat, 1/28/17      10:30am – 12:30pm      RM: P0806

ID: 52561      Sat, 3/25/17      10:30am – 12:30pm      RM: P0806

ID: 52562      Sat, 5/6/17      10:30am – 12:30pm      RM: P0806

### Posture and Pilates

Change your posture, change your life! Postural alignment makes everyday activities a joy, and allows us to do things we did not think possible. You will have an individual postural analysis of the spine and joints. Find out what muscular imbalances we might have and learn corrective exercise using Pilates principles. Learn how to move correctly from your powerhouse for greater health. 2.4 Contact Hours, \$59, Nicole DePalma

ID: 52563      Tue, 2/21/17      6:00pm – 8:00pm      RM: A1560

### NEW Ayurveda: Yoga for Your Dosha – see page 44

One World. One Breath.

## World Tai Chi and Qigong Day

Join the celebration! At 10:00am around the world, people will gather together to practice, creating a 24-hour wave of tai chi. At Normandale, we will have group practice, demonstrations, breakout sessions, and lots of fun. **FREE**



**Saturday April 29, 2017**

**10:00am – 12:45pm**

**ID: 52431 • RM: A1500**

# tai chi

## Tai Chi and Qigong

Beginning	Tai Chi for Arthritis and Balance				
	ID: 52596	Mon, 1/30/17 - 3/6/17	7:00pm – 8:00pm	Root	\$65
	ID: 52597	Mon, 3/20/17 - 4/24/17	7:00pm – 8:00pm	Root	\$65
	ID: 52594	Sat, 1/28/17 - 3/4/17	10:00am – 11:00am	Gonzales	\$65
	ID: 52595	Sat, 3/11/17 - 4/22/17	10:00am – 11:00am	Gonzales	\$65
	Tai Chi for Arthritis and Balance Part 2				
	ID: 52566	Sat, 1/28/17 - 3/4/17	11:00am – 12:00pm	Gonzales	\$65
	ID: 52567	Sat, 3/11/17 - 4/22/17	11:00am – 12:00pm	Gonzales	\$65
	Intro to TCM & 5 Element Theory				
	ID: 52601	Tue, 3/28/17 - 5/16/17	7:30pm – 8:30pm	Ebeling	\$85
	ABC of Tai Chi - Intro to Yang Style				
	ID: 52605	Thur, 1/26/17 - 3/2/17	6:30pm – 7:30pm	Root	\$65
	ID: 52606	Thur, 3/16/17 - 4/20/17	6:30pm – 7:30pm	Root	\$65
	Radiant Lotus Women Qigong				
	ID: 52600	Tue, 2/7/17 - 3/21/17	7:30pm – 8:30pm	Ebeling	\$65
Intermediate/Advanced Tai Chi	Shiba Louhan Qigong Level 2				
	ID: 52599	Tue, 2/7/17 - 5/2/17	6:30pm – 7:30pm	Ebeling	\$120
	Pushing-Sensing Hands				
	ID: 52590	Sat, 1/21/17 - 4/8/17	11:00am – 12:00pm	Root	\$120
	Five Animal Frolics Qigong Theory				
	ID: 52602	Wed, 2/8/17 - 4/5/17	6:30pm – 7:30pm	Ebeling	\$85
	Sun Style 97 Form				
	ID: 52593	Sat, 1/28/17 - 4/22/17	9:00am – 10:00am	Gonzales	\$120
	Advanced TCA, Part 1 and 2				
	ID: 52564	Wed, 4/12/17 - 5/17/17	6:30pm – 7:30pm	Ebeling	\$65
	Longevity Qigong				
	ID: 52603	Wed, 2/8/17 - 3/22/17	7:30pm – 8:30pm	Ebeling	\$65
	Shibashi Qigong				
	ID: 52604	Wed, 3/29/17 - 5/3/17	7:30pm – 8:30pm	Ebeling	\$120
	Yang Style 24 Form				
	ID: 52608	Thur, 1/26/17 - 4/13/17	7:30pm – 8:30pm	Root	\$120
	Yang Style Short Form				
	ID: 52598	Mon, 1/30/17 - 4/24/17	8:00pm – 9:00pm	Root	\$120
	ID: 52591	Sat, 1/21/17 - 4/8/17	10:00am – 11:00am	Root	\$120
	Yang Style Long Form				
	ID: 52592	Sat, 1/21/17 - 4/8/17	9:00am – 10:00am	Root	\$120

See website or contact us for more course information.



## Tai Chi and Qigong Workshops

See website for  
full course details.

### **NEW** Qigong Sampler

2.1 Contact Hours, \$39, Linda Ebeling

<b>ID: 52685</b>	Sat, 1/28/17	1:00pm – 2:45pm	RM: S2330
------------------	--------------	-----------------	-----------

### **NEW** Shibashi Set 2 Workshop

1.8 Contact Hours, \$29, Patricia Gonzales

<b>ID: 52565</b>	Sat, 2/11/17	1:00pm – 2:30pm	RM: S2330
------------------	--------------	-----------------	-----------

<b>ID: 52686</b>	Sat, 4/1/17	1:00pm – 2:30pm	RM: S2330
------------------	-------------	-----------------	-----------

### Depth of Fan Workshop

1.8 Contact Hours, \$29, Linda Ebeling

<b>ID: 52687</b>	Sat, 3/4/17	1:00pm – 2:30pm	RM: A1560
------------------	-------------	-----------------	-----------

<b>ID: 52688</b>	Sat, 4/15/17	1:00pm – 2:30pm	RM: S2330
------------------	--------------	-----------------	-----------

### Taijichuan Push Hands

2.4 Contact Hours, \$49, Keith Root

<b>ID: 52689</b>	Wed, 3/8/17	7:00pm – 9:00pm	RM: A1560
------------------	-------------	-----------------	-----------

<b>ID: 52690</b>	Sat, 3/11/17	1:30pm – 3:30pm	RM: A1560
------------------	--------------	-----------------	-----------

### Radiant Lotus Qigong Workshop

1.2 Contact Hours, \$24, Linda Ebeling

<b>ID: 52691</b>	Sat, 1/28/17	3:00pm – 4:00pm	RM: S2330
------------------	--------------	-----------------	-----------

## Teacher Certifications

### 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, Trish Gonzales

<b>ID: 52700</b>	Sat, 5/6/17 & Sun, 5/7/17	8:30am – 4:30pm	RM: S2330
------------------	---------------------------	-----------------	-----------



### **NEW** Tai Chi for Rehabilitation Instructor Training

Designed for physical therapists and those who teach participants with chronic conditions or limited mobility. It consists of three different tai chi styles, Chen, Yang, and Sun style. You will enjoy learning this short but beautiful set of tai chi and it's healing energy. Certification is open to everyone but does have pre-requisites. See website for additional information. 18 Contact Hours, \$250, Linda Ebeling and Jeannine Robinett

<b>ID: 52701</b>	Sat, 3/25/17 & Sun, 3/26/17	8:30am – 4:30pm	RM: S2330
------------------	-----------------------------	-----------------	-----------



## Creativity and Personal Development

### Numerology: Your Personal Chart

#### **NEW** Your Personal 2017 Year in Numerology

The Personal Year is a temporary cycle that tells you about the activities, conditions and opportunities that are supported during each year. This fun and interactive class will give you newfound knowledge to drive and support your goals through the year.

A new year, a new number vibration for you! 2.4 Contact Hours, \$49, Susan Shopek

ID: 52553

Thur, 1/26/17

6:00pm – 8:00pm

RM: P1840

#### **NEW** The Power & Potential of Your Day of Birth

Learn the characteristics of your specific birth day number, explore the meaning of your Life Path number, and highlight the importance of honoring your birthday. You'll have the opportunity to reflect and record your insights and intentions. 2.4 Contact Hours, \$49, Susan Shopek

ID: 52552

Thur, 3/9/17

6:00pm – 8:00pm

RM: P18440

#### Introduction to Natural Health and Healing

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

Online class – starts every month (1/18, 2/15, 3/15, 4/12, 5/17, 6/14)

#### **NEW** Understanding Empaths – see page 49

## 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, 4/1/17 • 9:00am – 12:00pm

ID: 52425 • RM: P1842

## Learn When You Want, Where You Want

We offer hundreds of **online courses and certificate programs** that are designed to meet a wide variety of learning interests and goals.

**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

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

**Computers and Technology** — Crystal Reports, Creating Web Pages, Introduction to Coding, HTML, Java, CompTIA A+ Certification, ASP.NET, Certificate in Basic Game Design

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

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

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

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

**Courses start  
as low as \$109**



**NORMANDALE**  
COMMUNITY COLLEGE

## Start whenever you're ready!

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

# languages and culture

## American Sign Language

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

Level 1: ID: 52409	Mon, 2/27/17 - 4/3/17	4:30pm – 6:30pm	RM: P1838
Level 2: ID: 52410	Mon, 4/17/17 - 5/22/17	4:30pm – 6:30pm	RM: P1838
Level 3: ID: 52411	Mon, 2/27/17 - 4/3/17	6:45pm – 8:45pm	RM: P1838
Level 4: ID: 52412	Mon, 4/17/17 - 5/22/17	6:45pm – 8:45pm	RM: P1838

Textbook required  
“Signing Naturally Unit  
1-6 Student Set,” see  
website for more  
information. To obtain  
needed ASL text contact  
Harris Communications  
at 952-906-1180 or  
TTY: 952-906-1198 or at  
[www.harriscomm.com](http://www.harriscomm.com)

## English

### FREE Introduction to Accent Reduction

Attend this session to find out more about accent reduction techniques. You will learn secrets to make consonants less difficult to pronounce in the English language. FREE, Claire Campbell-Tokar

ID: 52571      Thur, 3/9/17    6:00pm – 8:00pm    RM: P2808

### Enhance Your English Speaking Skills, All Dialects

Learn to accurately pronounce all English vowel and consonant sounds. Retrain your “ear”, lips, and tongue. Imitate sounds and self-correct by watching your mouth positions in a mirror. Translate and identify difficult sounds using the International Phonetic Alphabet (IPA). Practice specific sounds with word lists, drills, and sentences. Clear speech and pronunciation can be applied to reading, conversation, and the speaking requirements of your job. 1.2 CEU, \$135, Claire Campbell-Tokar

ID: 52572      Thur, 3/16/17 - 4/20/17      6:00pm – 8:00pm      RM: P2808

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



JLPT students preparing to take the Japanese Language Proficiency Test – Fall 2016



## 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. You 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

<b>Level 1: ID: 52450</b>	Tue, 2/21/17 - 3/28/17	6:00pm – 8:00pm	RM: P1810
<b>Level 2: ID: 52451</b>	Tue, 4/4/17 - 5/9/17	6:00pm – 8:00pm	RM: P1810

## Japanese

Learn the essential language patterns used in everyday life. Hiragana, the first phonetic alphabet of Japanese will be introduced in Level 1, and Katakana, the second phonetic alphabet in Level 2. Learn about Japanese culture as you build a firm foundation for more advanced study. 1.2 CEU, \$135 for Level 1, \$109 for Level 2, Michiko Dressen

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

<b>Level 1: ID: 52465</b>	Skype-based class, Wed, 2/1/17 - 3/15/17	6:30pm – 8:30pm
<b>Level 2: ID: 52466</b>	Skype-based class, Wed, 3/22/17 - 5/3/17	6:30pm – 8:30pm

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

This course will prepare students of all JLPT levels (N5-N1) who have sufficient Japanese language experience to meet the requirements of the examination at their chosen level. The course is comprised of instructor supported self-directed learning with participation in comprehensive exercises and proficiency tests at students' target levels. Special emphasis will be given to examination technique, contextual knowledge of characters, as well as vocabulary, grammar, and reading and listening comprehension. 1.2 CEU, \$135, Michiko Dressen

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

<b>ID: 52467</b>	Mon, 4/24/17 - 6/5/17	6:30pm – 8:30pm	RM: P0830
------------------	-----------------------	-----------------	-----------

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





# Italian

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

Level 1: \$135

ID: 52480                      Mon, 2/6/17 - 3/20/17                      7:00pm – 9:00pm                      RM: P0838

**Bonus:** Each Italian course has a bonus online classroom (at Sophia.org) where your instructor will post recaps of each week’s lesson. Access code will be provided on the first day of classes.

# Russian

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

Level 1: ID: 52462                      Thur, 2/9/17 - 3/16/17                      6:30pm – 8:30pm                      RM: P2844

Level 2: ID: 52463                      Thur, 3/30/17 - 5/4/17                      6:30pm – 8:30pm                      RM: P2844

# French

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

Level 1: ID: 52448                      Mon, 3/6/17 - 4/17/17                      6:30pm – 8:30pm                      RM: P1810

Level 2: ID: 52449                      Mon, 4/24/17 - 6/5/17                      6:30pm – 8:30pm                      RM: P1810



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





## Spanish

### Beginning Spanish

Our Spanish programs are designed for learners whose goal is to eventually become fluent. You will gain a solid foundation of Spanish grammar and an extensive vocabulary. We offer multiple levels of Beginning and Intermediate Spanish. *Visit our website for course descriptions.* 1.2 CEU, LeAnn Taylor and Paulino Brenner

**Level 1: ID: 52676 \$135** (includes book for Spanish 1-3)

Tue, 1/31/17 - 3/7/17 6:30pm – 8:30pm RM: P1844

**Level 2: ID: 52677 \$109**

Tue, 3/21/17 - 4/25/17 6:30pm – 8:30pm RM: P0806B

**Level 3: ID: 52678 \$109**

Tue, 1/24/17 - 2/28/17 6:30pm – 8:30pm RM: P1842

**Level 4: ID: 52679 \$135** (includes book for Spanish 4-6)

Tue, 3/14/17 - 4/18/17 6:30pm – 8:30pm RM: P0806A

**Level 5: ID: 52680 \$109**

Tue, 4/25/17 - 5/30/17 6:30pm – 8:30pm RM: P1842

### Spanish for Medical Professionals

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

**ID: 52022** Online class – 3/6/17 - 3/31/17



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

## Language Open House



Attend our Language Open House and meet some of our instructors to learn more about our language courses and to determine which language level fits you best. See our website for participating language details.

**ID: 52682** Tue, 1/17/17 6:00pm – 8:00pm RM: P1840

**FREE**

# expand your career

## Workplace Skills

### NEW 21st Century Strategies for Productivity and Time Management

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

- ID: 52695      Online class – 2/6/17 - 3/3/17
- ID: 52696      Online class – 4/3/17 - 4/28/17

### Certificate in Office Operations

Courses may be taken individually, or take all three for \$495 (a savings of \$90) to earn the certificate.

#### NEW Office Operations

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

- ID: 51995      Online class – 2/6/17 – 3/3/17

#### NEW Cyber Security for Managers

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

- ID: 51996      Online class – 3/6/17 - 3/31/17

#### NEW Embracing Sustainability in the Workplace

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

- ID: 51997      Online class – 4/3/17 - 4/28/17

Six Sigma Green Belt Certificate – see page 9

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



## 5 Skills Everyone Needs to Have on a Resume

- 1. Excel page 25
- 2. Web Development (Java, HTML, SQL) pages 27-33
- 3. Adobe Creative Suite pages 28-29
- 4. Foreign Languages pages 60-63
- 5. Google Analytics page 19

US News & World Report, Ritika Trikha



## 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: 52018      Online class – 3/6/17 - 3/31/17

ID: 52437      Online class – 5/1/17 - 5/26/17

### NEW Individual Excellence

Master twelve career enhancing skills including goal setting, time management, and personal organization. Learn how to improve your creative abilities, gain confidence with financial matters, and how to minimize conflict in your life. Develop a fulfilling career plan and improve relationships with co-workers, friends, and family. 2.4 CEU, Becky and Tony Swaim  
Online class - starts every month (1/18, 2/15, 3/15, 4/12, 5/17)

The new world of work is shifting the way we think about work, jobs and careers.

At Normandale, you will find many programs and courses designed to support career transitions and professional development.

**Data Analysis Certificate** – see page 3

**Compression Planning** – see page 11

### Certificate in Workplace Communication

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

### Conflict Management

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

ID: 52015      Online class – 2/6/17 - 3/3/17

### Negotiation: Get What You Want

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

ID: 52016      Online class – 3/6/17 - 3/31/17

### Using Personality Profiles for Better Work Performance

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

ID: 52017      Online class – 4/3/17 - 4/28/17

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

**NEW Avoiding the Horror of Bad PowerPoint** – see page 4

## Entrepreneurship

### **NEW** Start Your Own Online Business

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

Online class - starts every month (1/18, 2/15, 3/15, 4/12, 5/17)

### **Social Media for Business Certificate**

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

#### **Introduction to Social Media**

ID: 52068      Online class – 2/6/17 - 3/3/17      \$195

#### **Marketing Using Social Media**

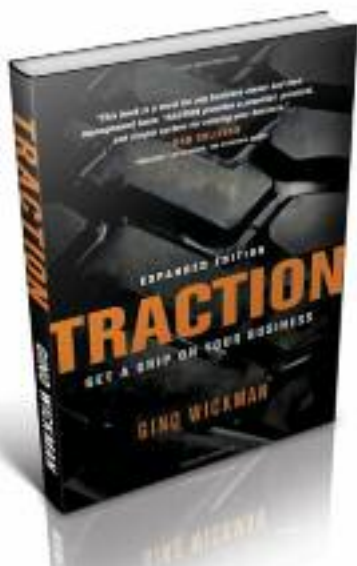
ID: 52069      Online class – 3/6/17 - 3/31/17      \$195

#### **Integrating Social Media in Your Organization**

ID: 52070      Online class – 4/3/17 - 4/28/17      \$195

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

### **NEW** Product Prototyping on a Budget Certificate – see website



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

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

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

*What is EOS?*

*How do you get started with EOS?*

*More importantly, should you get started with EOS?*

### **Is EOS® Right For Your Organization?**

Designed for business owners, division heads and those just interested in learning more about this approach, this workshop covers the basic tenets of EOS. Included is an organizational diagnostic survey which measures key readiness factors associated with EOS. Our instructor is an experienced EOS implementer. After the workshop, you will also receive a 1-to-1 coaching session with the instructor. 0.2 CEU, \$195, Mark Capalini

ID: 52616      Thur, 5/25/17      6:00pm – 8:00pm  
Partnership Center Room P1840



## 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: 51998 Online class – 2/6/17 - 3/3/17

#### The Business Plan

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

ID: 51999 Online class – 3/6/17 - 3/31/17

#### Entrepreneurial Marketing

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

ID: 52000 Online class – 4/3/17 - 4/28/17

**NEW** Growing Your Business with Self Publishing – see page 5

**NEW** Mobile Marketing Certificate – see page 18

### 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.

#### Finance Analysis and Planning for Non Financial Managers

1.6 CEU, \$195, Sharon deFonteny

ID: 51991 Online class – 4/3/17 - 4/28/17

#### Cash is King

1.6 CEU, \$195, Jodie Trana

ID: 51990 Online class – 3/6/17 - 3/31/17

#### Funding Your Business

1.6 CEU, \$195, Jodie Trana

ID: 52001 Online class – 4/3/17 - 4/28/17

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

#### Enhance Key Skills

Presentation	page 5
Data Analysis	page 3
Negotiation	page 2

**NEW** Certificate in Sales – see page 17



# registration information

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

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

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

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

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

## FIVE WAYS TO REGISTER!

**Online:** Available 24/7  
Use your Visa/MC/Discover  
[normandale.edu](http://normandale.edu)

**Phone:** 952-358-8343

**Fax:** 952-358-8240

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

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

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

# registration form

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

Address \_\_\_\_\_

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

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

### WHEN REGISTERING PLEASE INCLUDE:

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

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


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



**MINNESOTA STATE**

*Normandale Community College,  
a member of Minnesota State*

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



Don't wait  
for opportunity,  
create it.

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

Dan Olson, Co-Founder STAR Collaborative

#### **LEADERSHIP AND MANAGEMENT**

Supervision and Management Certificate  
Business Research Certificate  
Project Management Certificate  
Customer Service Certificate  
Certificate in Data Analysis

#### **MARKETING**

Digital Marketing 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

#### **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  
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.

**normandale**

**continuing  
education**

WINTER/SPRING 2017

**ACT**  
Health 

**FREE Training!**

For Healthcare Workers

see page 36



**NORMANDALE**  
COMMUNITY COLLEGE

9700 France Avenue South  
Bloomington, MN 55431-4399



CME and MOC Credits Available!