

normandale

continuing education



WINTER/SPRING
2015



NORMANDALE
COMMUNITY COLLEGE

Chief Experience Officer Mara Bain is shifting gears by leading a new CX initiative at Western National Insurance.



Keeping Pace and Moving Forward

Regardless of the kind of work you do, it is safe to assume that your workplace has changed fairly dramatically in recent years. And by all accounts, this level of change is now a way of life. It impacts us as individuals, work teams and organizations. There are new skills to learn and different strategies to implement. It can be exciting, and at times, overwhelming.

The counterbalance to this level of change is learning. It allows us to keep pace and move forward. Throughout this schedule and on our website, you'll find courses and programs that are designed to inspire and prepare you to reach your aspirations, professionally and personally.

Shifting Gears

Sometimes we are unsure about the direction of our work or career. Take a look at the many classes and events designed to connect you to new opportunities and professional networks. Here are just a few examples:

Change Summit	page 8
Medical Careers	page 36
New World of Work	page 69

Cross-Training

Employers are looking to hire and promote individuals who can effectively manage change. Employees who utilize data and think critically and creatively when solving problems are also highly valued.

Certificate in Data Analysis	page 3
Compression Planning	page 9
Get Beyond Strategy	page 8

Delivering greater customer value is the hallmark of competitive advantage. There is an increasing need for employees who can apply customer research and analytical tools to enhance marketing communications and business strategies.

Customer-Centric Sales	page 10
Content Marketing	page 18
Dump the Data, Tell the Story	page 4
Web Design Certificate	page 33

Research indicates that there will be shortages of trained employees in the areas of information technology and healthcare.

IT Certifications	page 30
Certified ScrumMaster	page 14
Health Information Technology	page 36

Enjoying the Ride

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

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

Learning for Individuals, Teams and Organizations

table of contents

enrich your organization | pages 2 – 21

- Business Acumen
- Data Analysis
- Business Communication Skills
- Supervision and Management
- Human Resources
- Project Management
- Change Management and Leadership
- Compression Planning
- Customer Service and Experience
- Agile, Scrum and Lean
- Marketing and Social Media
- Entrepreneurship

computer and technology | pages 22 – 35

- Microsoft Office Software
- Accounting and Finance
- QuickBooks
- Productivity and Organization
- Data Management and Analysis
- Digital Media
- Graphic and Web Design
- Programming and IT
- IT Certifications & Certificates

healthcare and medical | pages 36 – 43

- Health Information Technology
- Medical Careers and Nursing
- Emergency Medical Responder and Technician
- Professional Development

integrative health and wellness | pages 44 – 60

- Ayurveda
- Herbalism
- Reiki Energy Therapy
- Homeopathy
- Aromatherapy
- Healing Touch & Kinesiology
- EFT and Hypnosis
- Energy Medicine
- Mindfulness and Stress Reduction
- Spring Forest Qigong
- Feng Shui and Numerology
- Creativity and Development
- Tai Chi and Yoga

languages and culture | pages 62 – 67

- American Sign Language
- Japanese
- Chinese
- Italian
- French
- Spanish
- English
- Experience Minnesota

expand your career | pages 69

- New World of Work

registration | page 68

Cover photo by
Katie Heymer



Cover story,
page 12

enrich your organization

Business Acumen

NEW Get Things Done

Research has proven that when people have the opportunity to do what they do best every day, the effect on the individual, team, and organizational performance is powerful. You will gain a strengths-based management approach which incorporates the latest research on engagement and workplace performance from the Gallup organization. Using the Clifton StrengthsFinder, learn how to be more successful by using the unique strengths and contributions of each team member to get more done at work and increase productivity, creativity and retention. 1.6 CEU, \$245, Jennifer Selke and Betsy Flanagan

ID: 38223 Online class – 2/2/15 – 2/27/15

The course fee includes an access code to take the Clifton StrengthsFinder™

Google Apps for Business – page 18

Negotiation: Get What You Want

Negotiation is a key skill for success in business and everyday life. 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, Julia King Tamang

ID: 38212 Online class – 3/2/15 – 3/27/15

ID: 39685 Online class – 5/4/15 – 5/29/15

Character Strengths at Work

In this seven-week online course, you will learn how to apply Character Strengths personally, professionally, and with clients. Designed for counselors, coaches, managers, and consultants, this program will cover spotting strengths, using strengths in goals setting, “hot buttons,” and more. Participants will be placed in Skype groups to discuss and apply exercises in a peer environment. 0.7 CEU, \$495, Ryan Niemiec

ID: 40537 Online class – start any time

Leading Through Change – page 8

NEW Stress Management

Stress itself isn't the enemy. It is our perception of stress that fuels our anxiety. Events happen every day. How we interpret those events can set the stage for how we feel and how we react to others. Reducing stress is as easy as understanding what stress is to you, and using that knowledge to restructure your thoughts. Gain specific techniques to turn stress into a stepping stone, not a stumbling block! 1.6 CEU, \$145, Meredith Brown

ID: 39754 Online class – 4/6/15 – 5/1/15

Fundamentals of Scrum Development – page 14



Data Analysis

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.

Certificate in Data Analysis

You will gain new insights into how to utilize statistics in terms of key business decision making. You'll learn to perform inquiries that will be useful to your business or organization, and develop the skills necessary to communicate these results through illustrative and understandable graphs and text. Earn the certificate when you complete all three courses for \$495, 4.8 CEUs (a savings of \$90) or \$195 per class. See website for specific course information. John Rutledge, Mary Dereshiwsky, and Jeff Kritzer

Introduction to Data Analysis

ID: 38157 Online class – 2/2/15 – 2/27/15
ID: 39626 Online class – 4/6/15 – 5/1/15

Intermediate Data Analysis

ID: 38158 Online class – 3/2/15 – 3/27/15
ID: 39628 Online class – 5/4/15 – 5/29/15

Advanced Data Analysis

ID: 38159 Online class – 4/6/15 – 5/1/15
ID: 39630 Online class – 6/1/15 – 6/26/15

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

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. You will gain 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: 39624 Online class – 2/2/15 – 5/1/15

Introduction to Business Research

Business Statistics

Qualitative Business Research

Who Should Attend: This certificate is designed for business professionals, entrepreneurs and graduate students.

Microsoft Access Database Management Certificate – page 25

Business Communication Skills

Refresh Your Grammar

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

ID: 39746

Wed, 4/8/15

8:30am – 12:30pm

RM: P1810

Business Writing

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

ID: 39747

Thur & Wed, 4/23/15 & 4/29/15

8:30am – 12:30pm

RM: P1840

NEW Fearless Presentations

Extensive research indicates that the #1 fear of most Americans is not money, snakes, or even death. It is the fear of standing up and speaking in public. It is also one of the most valuable skills for career enhancement. While nerves are a natural and important part of speaking, they can be controlled. You will practice techniques for turning nerves into power for delivering presentations that work. 0.4 CEU, \$99, Gail Anderson

ID: 39744

Wed, 4/8/15

8:30am – 12:30pm

RM: P1844

NEW Creating and Delivering Presentations that Get Results

Learn how to analyze your audience in order to create a strategic, targeted presentation that works to create interest and buy-in. You will create and rehearse the opening, closing, and body of a presentation and receive constructive feedback and suggestions. Additional topics include: using storytelling techniques, humor, audience engagement, and answering questions with confidence. 0.8 CEU, \$250, Gail Anderson

ID: 39745

Wed, 4/22/15 & 4/29/15

8:30am – 12:30pm

RM: P1844

Enhance your PRESENTATION Skills and Visuals

Sometimes with little notice, we are asked to give a presentation and crafting an effective and memorable message is not always easy.

Presentation coaching is designed to boost your confidence and offer you the just-in-time feedback needed to enhance your presentation skills and visuals.

Call us at 952 358-8343 to learn more about individual coaching and to set an appointment.



NEW Dump The Data, Tell The Story

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

ID: 39741

Thur, 5/14/15

12:30pm – 4:30pm

RM: P1840

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

Effective Copywriting – See page 17 for course description.

Certificate in Presentation Media

Whether your presentation is online or in-person, presentation media will not only enhance your message, but often makes your message more impactful and memorable. Take one course or earn this certificate when you complete all three courses for \$495 (a savings of \$90).

Prezi

Find out how to use Prezi, the new slide software that goes beyond one-dimensional, PowerPoint presentations. Learn to tap into your creative side as you produce amazing presentations. Your audience will be captivated by what you are presenting, and how you are presenting it! 1.6 CEU, \$195, Kimba Green

ID: 38206

Online class – 2/2/15 – 2/27/15

Photoshop for Presentations

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

ID: 39670

Online class – 3/2/15 – 3/27/15

ID: 39671

Online class – 5/4/15 – 5/29/15

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. You'll 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: 40536

Online class – 4/6/15 – 5/1/15

Supervision and Management

Supervision and Management Certificate

This certificate provides new supervisors with the foundational skills needed for the job. Register for this certificate 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: 39748 Wed. 4/8/15 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: 39749 Wed. 4/15/15 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 their organization’s disciplinary policies and procedures. 0.4 CEU, \$125

ID: 39750 Wed. 4/22/15 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 potentially has the same tools available to them, every supervisor will still have his 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: 39751 Wed. 4/29/15 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 group of employees from our company to these courses, we were able to improve performance through better coaching and collaboration.”

- John Saycocie, Smiths Medical



Human Resources

Human Resource Certification Test Preparation

Would you like the freedom and convenience of learning from the comfort of your home? Our program prepares you to successfully complete the PHR or SPHR exam administered by the Human Resource Certification Institute (HRCI). The program is built upon the SHRM Learning System's six modules and delivered in a blended learning format. You will be engaging in a weekly, 1.5 hour instructor-led session, discussion board posts, on-line exercises, flashcards, and structured exercises for maximum retention. Our curriculum is officially endorsed by the Society of Human Resource Management (SHRM). 3.6 CEU, \$1,195, Tawnya Chandler



ID: 39468 Online class – 2/3/15 – 5/5/15

The Society for Human Resource Management (SHRM) represents more than 250,000 members in over 40 countries.

NEW Applying Lean Sigma Practices to HR Functions

Lean offers proven methods to facilitate continuous improvement within your organization. Many businesses now use Lean principles to streamline processes in human resources such as recruiting, hiring, training, compensating and managing performance. After taking this course, you will have gained skills to facilitate small groups and teams using Lean Process Improvement methodologies. 1.6 CEU, \$245, Sally Schmall

ID: 38218 Online class – 3/2/15 – 3/27/15

Project Management

Project Management Fundamentals

Become an indispensable member of your team by mastering the concepts needed to plan, implement, and control any project. Gain powerful techniques to generate ideas and develop a project plan. 2.4 CEU, \$99, Tony Swaim

Project
Management
courses start every
month.

Project Management Applications

Master the tricks of the project management trade: Earned Value Performance Measurement, Gantt Charts, Network Scheduling, Work Breakdown Structure, and Cost-Volume Analysis. 2.4 CEU, \$99, Tony Swaim

PMP Certification Prep I and II

You will practice and prepare for the Project Management Institute's PMP® certification exam. Raise your project management IQ regarding the content and questions you'll encounter on the exam. Gain strategies for memorizing terminology, concepts, and formulas. 2.4 CEU, \$109 per class, Tony Swaim

Change Management and Leadership

Managing with the Brain in Mind

Enhance your management style and outcomes in all areas — delegating, setting expectations, developing staff, handling conflict and creating momentum. You'll gain straightforward techniques that are easily applied. Stop over thinking and tap into the science of the brain. Erika Garms is an expert in the growing field of neuroleadership. 0.4 CEU, \$99, Erika Garms

"Brain-friendly organizations are places where people are able to do their best thinking and produce great work in terrific environments."

— Dr. Erika Garms

ID: 40531

Tue, 5/5/15

8:30am – 12:30pm

RM: P1840

Leading Through Change

The frontline manager is in an unenviable position when it comes to leading change. Often faced with rallying the troops to accept and embrace change, there is an art and science to it. Gain proven strategies for establishing your role as a leader while learning to support your employees and hold them accountable for accepting change. This workshop will give you ample time to apply concepts to your own situation, so bring your issues with you and leave with a strategic action plan! 0.4 CEU, \$99, Julie Berg

ID: 39752

Wed, 5/6/15

8:30am – 12:30pm

RM: P1844

Get Beyond Strategy

Strategy is easy! Execution is much harder. During this workshop, you'll gain a clear method for strategy execution. Learn to map your strategy and develop a set of measures to keep your team focused all along the way. You will develop a concise list of strategic objectives, key measures to guide you, and an approach to keeping you focused on what matters. 0.6 CEU, \$145, Dan McBeain

ID: 40535

Mon, 5/11/15 & 5/18/15

8:30am – 11:30am

RM: P1840

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

The Minnesota Change Management Network (MNCMN) is a rapidly growing professional association. It seeks to build a robust change management ecosystem that nurtures and develops change management talent, creates a recognized and accepted progression of change tools and skills, and ultimately powers a talent pipeline for consultants to find the right change management opportunity and for companies to find the right talent.



Each month, MNCMN offers a **Change Summit** at Normandale for its members and invites the greater community to attend as well. For information about upcoming speakers, topics and special events, visit www.mncmn.org

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



Compression Planning

Minnesota Compression Planning Institute

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

Discounted hotel, travel information and full agenda available on our website. 2.1 CEU, \$1,995,

Jerry McNellis

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

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

ID: 39729	Tue, Wed, 5/19/15 & 5/20/15	8:00am – 5:00pm	RM: P0806
	& Thur, 5/21/15	8:00am – 2:00pm	

Learn more about Compression Planning:

Come to one of our FREE mini Compression Planning sessions:

ID: 40538	Tue, 3/3/15	6:00pm – 7:30pm	RM: P1844
ID: 40539	Tue, 4/7/15	6:00pm – 7:30pm	RM: P1840
ID: 40540	Tue, 5/5/15	6:00pm – 7:30pm	RM: P1840

Are your meetings like this? WHY NOT?

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

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



Customer Experience

Certificate in Customer Research

Your customers hold the key to your organization’s success. Getting to know your customers leads to higher retention, stronger sales and increased customer satisfaction. Learn low and no-cost methods of customer research as you discover new techniques for collecting information that will improve your organization’s products and services, marketing, and even bottom line finances. Whether you need to improve service, introduce a new product or enhance profitability, the eight stage needs assessment model will give you a step by step proven approach to meeting your goals. 3.2 CEU, \$395, William A. Draves

Class ID: 39625 Online class – 2/2/15 - 3/27/15

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

NEW Customer Centric Sales Program

Because sales professionals play such a critical role, a career in sales can be exciting, along with the potential for higher incomes and advancement. Learn a proven sales process for long-term success, along with practical coaching. You will refine competencies as you learn to integrate your own natural style and experience. This program is ideal for those with some customer service, communication or marketing experience looking to become a customer-focused sales professional.

Customer Centric Sales

- ✓ A Proven Process
- ✓ Practical Coaching
- ✓ Employable Skills

Bonus: Experienced sales professionals and employers will participate in the workshop. Their practical insights and feedback will help you to know what skills are most important if you are new to sales as well as if you are looking to transition to a sales career. 1.8 CEU, \$350, Norma Cox

ID: 39753 Tue, 4/7/15 – 5/12/15 8:30am – 11:30am RM: P1844

Norma Cox is a nationally respected sales strategist who has worked with CBS Television, Warner Bros., NBS, and The Center for Investigative Reporting. Locally, she has led sales teams with Clear Channel Radio, Fox Television, and Minnesota Public Radio/American Public Media.

Group Discounts: Our workshops are designed to build the skills needed to solve specific problems, better serve customers and identify new opportunities to grow your business. Implementing customer centric practices is a team sport! Learning is enhanced when two or more from the same team learn together. Call 952-358-8343 for more information.



Customer Service

Customer Service Certificate

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

Keys to Customer Service

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

1.6 CEU, \$145, Nanette Sanders-Cobb

ID: 39659 Online class – 2/2/15 – 2/27/15

ID: 39660 Online class – 4/6/15 – 5/1/15

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

ID: 39755 Online class – 3/2/15 – 3/27/15

ID: 39756 Online class – 5/4/15 – 5/29/15

Performance, Productivity and Innovation... Strengthen Your Training Plan



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

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

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

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



CX: the Art and Science of the Customer Experience

When Mara Bain took the job as Western National Insurance Group's first Chief Experience Officer last year, she knew it would be like no other position she had ever held. Describing herself as a "recovering accountant," she also knew that her finance background would transfer well to the new field of Customer Experience (CX). As Mara explains, "one of the things that has impressed me about the field of Customer Experience is the wide variety of backgrounds of people attracted to the discipline. Whether professionals come from a marketing, research, analytics, technology, finance or operations background, it is fun to see our common passion for our customers and the advancement of the profession."

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

Pictured above are members of the Western National CX Advisory Team.

Customer Experience: A Growing Field

Unbeknownst to Mara as she made her transition, Normandale was also exploring this new field. Together, Normandale and Western National applied for a Minnesota Job Skills Partnership grant to develop key courses and training tools that both could use to launch their Customer Experience initiatives.

Customer Experience: Making an Impact

Measuring CX is a key part of this growing field. Watermark Consulting calculated the stock performance of companies considered CX leaders versus CX laggards and found that over a five year period, the performance of leaders soared 43 percent while that of laggards dropped 34 percent.

The gap can be attributed to many factors, including increased loyalty and decreased cost of doing business, but equally important is the internal factor of employee engagement. As Mara explains, "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."

Customer Experience: A Fit for Western National

Long known for excellent customer service, this successful Edina-based regional property and casualty insurance company decided upon the CX initiative in order to create a consistently excellent experience at every “moment that matters.”

Mara explains that CX is a great fit at Western National because, “we have a long history of strong relationships and a reputation for providing high quality service. We plan to build upon and further strengthen our tagline ‘The Relationship Company’ as part of this effort. This core element of our brand is a source of competitiveness in the marketplace, leading us to invest further in the customer experience.”

Customer Experience: Getting Started

As a result of this partnership and grant, Normandale is developing courses, coaching and consulting in areas like Customer Journey Mapping, User-Centered Design and Customer Experience Metrics.

Normandale is excited to work with Jim Tincher as our lead instructor. Jim has decades of experience in product development and research, and is at the forefront of the CX field.

Jim is interested in this project because of the opportunity to build momentum and critical skills in a fast-growing field. Jim says, “If we can teach the ability to use research and create a passion around a shared vision, we will advance the core elements fueling CX success.”

If your organization has a challenge or opportunity that might benefit from a similar grant or custom training program, please call us at **952-358-8343** or e-mail **ncal@normandale.edu**.



“If we can teach the ability to use research and create a passion around a shared vision, we will advance the core elements fueling CX success.”

—Jim Tincher

The CX professional often assumes a C level title such as Chief Customer Officer, revealing how critical customer insight is to achieving sustainable growth.

“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



Agile & Scrum

Fundamentals of Scrum Development

Scrum product development has emerged as the fastest growing area in new project management. Agile/Scrum has grown out of the software development community and is now seeing a broad application in other areas. You will gain an understanding of Agile-thinking and how to enhance an effective Agile process. Learn why Agile is becoming the preferred approach to new product development and how you can start the transition.

0.4 CEU, \$99, Liz Weatherhead

ID: 39401

Wed, 5/20/15

8:30am – 12:30pm

RM: P1840

Certified ScrumMaster

WIA Approved

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



ID: 39399

Tue & Wed, 2/3/15 & 2/4/15

8:30am – 4:30pm

RM: P0806

ID: 39400

Tue & Wed, 4/14/15 & 4/15/15

8:30am – 4:30pm

RM: P0806

ID: 39402

Tue & Wed, 6/2/15 & 6/3/15

8:30am – 4:30pm

RM: P0806

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

Certified Scrum Product Owner

WIA Approved

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



ID: 39403

Wed & Thur, 5/13/15 & 5/14/15

8:30am – 4:30pm

RM: P0806

Douglas Shimp is founder and managing partner of 3Back Consulting. Doug partners with Normandale to deliver training that is designed to "make teams better." He is a Certified ScrumMaster Trainer, Use Case, and Agile Process expert with 17 years of experience in the technology field. He is certified by the Scrum Alliance.



Lean and Six Sigma

NEW Lean Six Sigma

Lean Six Sigma is a set of tools used to solve problems and improve processes. This course will introduce you to 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. Lean Six Sigma methods are powerful, flexible and save money for private and public organizations. 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: 38225 Online – 4/6/15 – 5/1/15

Utilize Lean methodologies and advance Operational Excellence in your department and organization.

Applying Lean Sigma Practices to HR Functions

See page 7 for course description

ID: 38218 Online – 3/2/15 – 3/27/15

Six Sigma Green Belt Certificate

See website for course information

WIA Approved

Programmers and Developers

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

A sample of training areas include:

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

See our website and pages 30 - 35 for more information. Or call 952-358-8343 if you are looking for specific training.



Marketing

NEW Enhancing Your Online Presence: Tales from a Google Insider

What separates the most successful organizations is their ability to create a strategic online presence that drives interest and visibility. Before forming SKOL Marketing, Ben Theis worked for Google, helping organizations use these powerful business development tools. Join Ben as he helps you optimize your web presence through an understanding of Google, social media and internet marketing. 0.4 CEU, \$99, Ben Theis

ID: 39742

Wed, 5/20/15

8:30am – 12:30pm

RM: P1844

Google Analytics

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

ID: 38231

Online class – 3/2/15 – 3/27/15

NEW Google +

Discover the best ways to use this popular and emerging social media platform to raise your online profile, and connect with current and potential new contacts. You'll learn the advantages of using Google+, how it can help your organization to engage existing users and grow your base, and techniques for using the platform to create relationships, and expand your reach. 1.6 CEU, \$195, Jeff Kart

ID: 39546

Online class – 4/6/15 – 5/1/15

The New Marketers



Marketing has become one of the most technology driven areas in any business. In fact, Gartner consulting predicts that by 2017, a company's chief marketing officer will have a bigger technology budget than the chief information officer.

CMOs across industries recognize that their organizations need an infusion of specialist roles and skills. These new marketers are often grouped into three categories – **THINK**, **FEEL**, **DO**

"THINK Marketers" – Focus on data and analytics, consider Google Analytics, Data Analysis Certificate or Complex Queries, pages 3 & 26.

"FEEL Marketers" – Optimize customer interactions and engagement, pages 10 and 11.

"DO Marketers" – Develop content and lead production, check out pages 16 – 19 and 27 – 29.

See our website for more information.

Source: "The Ultimate Marketing Machine," Marc de Swaan Arons, Frank van den Driest and Keith Weed, HARVARD BUSINESS REVIEW, July 2014



NEW Podcasting

The intimate nature of the audio medium allows potential clients to get to know who you are and better understand your business. This step-by-step class will take you from start to finish and cover the required elements needed to get your show online. Come to class with your idea and end with your show online for all to hear. 1.6 CEU, \$245, Travis Allison

ID: 39518 Online class – 2/2/15 – 2/27/15

ID: 39519 Online class – 4/6/15 – 5/1/15

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: 39662 Online class – 3/2/15 – 3/27/15

ID: 39663 Online class – 5/4/15 – 5/29/15

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). Erin Huggins and Jennifer Selke

Video Marketing

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

ID: 38163 Online class – 2/2/15 – 2/27/15

ID: 39521 Online class – 4/6/15 – 5/1/15

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

Videos with good SEO have a 53% higher chance of showing up on page one of Google searches.

YouTube for Business

Increase your business with YouTube. You'll learn what types of video work best, how other business organizations use YouTube, how to create your own YouTube channel, and the techniques of adding captions, annotations and other extra features. 1.6 CEU, \$245, Jennifer Selke

ID: 39523 Online class – 3/2/15 – 3/27/15

ID: 39524 Online class – 5/4/15 – 5/29/15

eMarketing Essentials Certificate

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

Improving Email Promotions

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

ID: 38228 Online class – 2/2/15 – 2/27/15

Boosting Your Website Traffic

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

ID: 38229 Online class – 3/2/15 – 3/27/15

Online Advertising

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

ID: 38230 Online class – 4/6/15 – 5/1/15

Inbound Marketing Certificate

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

Introduction to Inbound Marketing

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

ID: 39500 Online class – 2/2/15 – 2/27/15

ID: 39501 Online class – 4/6/15 – 5/1/15

Content Marketing

Discover ways to identify and define your ideal audience, and create content that is purposeful. In one month, you will be better equipped to create your own content marketing strategy. 1.6 CEU, \$195

ID: 39503 Online class – 3/2/15 – 3/27/15

ID: 39504 Online class – 5/4/15 – 5/29/15

Advanced Inbound Marketing

Learn to manage the results of your inbound marketing activities at an advanced level. Focus on the data that matters most, and how it is influenced by user engagement. 1.6 CEU, \$195

ID: 39506 Online class – 4/6/15 – 5/1/15



**Graphic and
Web Design
Programs**
See page 27



Social Media

Social Media Platforms Certificate

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

NEW Twitter

ID: 39553 Online class – 2/2/15 – 2/27/15 \$195

ID: 39554 Online class – 4/6/15 – 5/1/15 \$195

NEW Facebook for Business

ID: 39558 Online class – 3/2/15 – 3/27/15 \$245

ID: 39559 Online class – 5/4/15 – 5/29/15 \$245

NEW LinkedIn for Business

ID: 39565 Online class – 4/6/15 – 5/1/15 \$195

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

Social Media for Business Certificate

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

Introduction to Social Media

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

ID: 39564 Online class – 2/2/15 – 2/27/15

ID: 39565 Online class – 4/6/15 – 5/1/15

Marketing Using Social Media

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

ID: 39567 Online class – 3/2/15 – 3/27/15

ID: 39568 Online class – 5/4/15 – 5/29/15

Integrating Social Media in Your Organization

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

ID: 39570 Online class – 4/6/15 – 5/1/15

Entrepreneurship

Entrepreneurship Certificate

Boost your chances of success in your new or small business. Identify the abilities required of successful entrepreneurs and how to acquire them. Develop and gain techniques to successfully manage and market your new business. Take individual courses for \$195 or earn the certificate for \$495 (a savings of \$90).

Entrepreneur Boot Camp

Statistics show that most businesses fail within the first five years. This course provides insight into the characteristics, knowledge and skills needed to become a successful entrepreneur. Learn to identify the abilities required of successful entrepreneurs and how to acquire them, develop goals to help establish your business, develop an outline for your plan, and take home techniques to successfully manage your new business.

1.6 CEU, \$195, Conrad Brian Law

ID: 39635 Online class – 2/2/15 - 2/27/15

ID: 39636 Online class – 4/6/15 – 5/1/15

The Business Plan

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

ID: 39638 Online class – 3/2/15 – 3/27/15

ID: 39639 Online class – 5/4/15 – 5/29/15

Entrepreneurial Marketing

Entrepreneurs must know how to effectively market their products and services. Gain a step by step approach to attract and keep customers, all within a realistic budget. With an emphasis on customer-driven marketing decisions, you will learn how to build a strong brand and implement your marketing plan. 1.6 CEU, \$195, Kathy Nadlman

ID: 39641 Online class – 4/6/15 – 5/1/15

ID: 39642 Online class – 6/1/15 – 6/26/15

Enhance Your Online Presence from Google insider

Gain key strategies and know-how from a Google insider, see page 16.

Tell the Right Story for Your Brand

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

Social Media Platforms Certificate page 19





Cash is King

Cash is arguably the most important factor in business success. D&B reports 90% of all small business failures are due to poor cash flow—more money gets paid out than collected. Discover how to maximize cash flow. See website for more information. 1.6 CEU, \$195, Jodie Trana

ID: 39647 Online class – 3/2/15 – 3/27/15

ID: 39648 Online class – 5/4/15 – 5/29/15

Enhance Key Skills

Negotiation page 2

Presentation page 4

Data Analysis page 3

Funding Your Business

What does it take to have a financially feasible business? The short answer is money! But, where does this money come from? Come explore financial feasibility in three areas—start-up or expansion, profits, and cash. You will also cover potential debt and equity sources of funds to help support these areas and create a financially successful venture. 1.6 CEU, \$195, Jodie Trana

ID: 39650 Online class – 4/6/15 – 5/1/15

Pricing for Profitability

Setting prices is one of the most challenging questions small business owners face. Price too high and you lose customers, but price too low and you lose money. Which of these pricing dilemmas do you face?

- Should you raise your prices or sell more at a lower price?
- Should you match what your competitors charge or should you charge less?
- Should you give Jane a better price than Joe?
- Should you increase your prices all at once or slowly over time?

In this workshop you'll learn practical techniques for setting and getting the right price for your product or service without sacrificing profits.

0.4 CEU, \$179, Chris Austin

ID: 39743 Thur, 5/7/15 12:30pm – 4:30pm RM: P1840



*Are you interested in this topic, but unable to attend the workshop?
Call us at 952-358-8343 to set up an individual coaching appointment.*

computer and technology

Microsoft Tips & Tricks Series

These personalized Tips and Tricks courses are designed with flexibility in mind. You will cover hand-picked, hot topics, then transition into a working-lab environment where you can ask burning questions and discuss project ideas or issues. Students can bring samples to class.

Tips & Tricks with Word and OneNote

In this class you'll learn Word's "secret recipe" and take back control over all of Word's features. In addition, you'll also find out about OneNote – the product you should have been using all these years. 0.4 CEU, \$99, Donna Seys

ID: 40523 Wed, 4/1/15 12:30pm – 4:30pm RM: P1802

Tips & Tricks with PowerPoint and OneNote

Learn tweaks to creating successful presentations that will set you apart. Then, explore the digital note-taking app OneNote, and make sure to bring that "I've always wanted to know how to..." question for the instructor. 0.4 CEU, \$99, Donna Seys

ID: 40524 Wed, 4/8/15 12:30pm – 4:30pm RM: P1802

Tips & Tricks with Visio and Project

Managing a project right now? Learn how these two programs complement one-another and are often difficult to learn on their own. Discover hidden secrets and gems that self-taught learners wouldn't necessarily find on their own. 0.4 CEU, \$99, Donna Seys

ID: 40525 Wed, 4/15/15 12:30pm – 4:30pm RM: P1802

Accounting & Finance

Foundations of Quickbooks

Learn Quickbooks 2013 tools and techniques of setting up a company, working with customer and vendor transactions, creating invoices, processing payments, working with bank accounts, reports/graphs, and paying bills. Textbook included. 1.4 CEU, \$350, Donna Seys

ID: 40521 Mon, 3/23/15 & 3/30/15 8:30am – 3:30pm RM: P1802

Intermediate Quickbooks

Learn advanced features and applications of Quickbooks such as multiple company files, inventory, reimbursement, finance charges, accounts receivables, loans and much more.

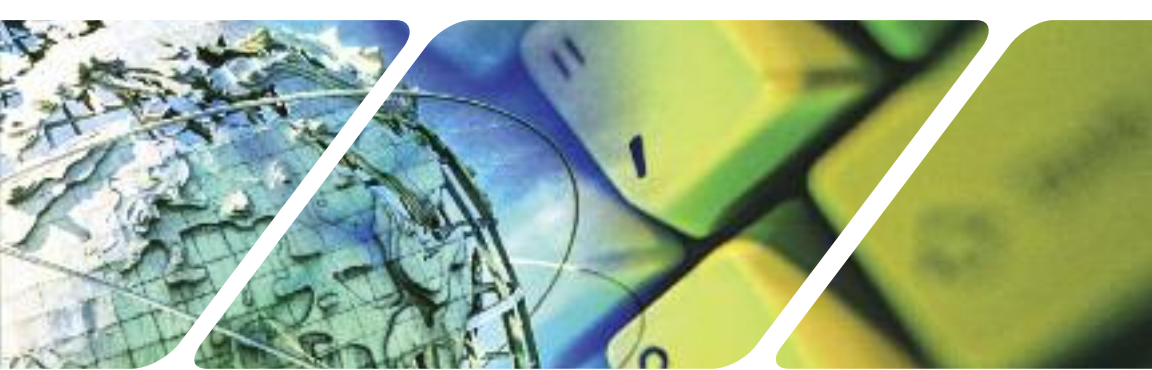
OL 2.4 CEU, \$109, Scott Paxton

Peachtree Accounting

Using Peachtree Accounting 2012, you'll learn to set up accounts, inventory items, create invoices, collect payments and pay bills. After that, you'll learn how to make journal entries, create trial balances and produce detailed financial reports. **OL** 2.4 CEU, \$109, Diane Koers



Pricing for Profitability see page 21



Business Productivity

Computer Skills for the Workplace

Learn the computer skills required to thrive in today's workplace through practical applications for common workplace software including: email, spreadsheets, word processing, file management, network arrangements and primary modern computer functions. **OL** 2.4 CEU, \$109, Dave Paquin

Keyboarding

By the end of this course, you will know how to touch-type the alphabetic, numeric, and symbol keys; create, save, and edit word processing documents; and successfully take a timed keyboarding test. **OL** 2.4 CEU, \$109, Kathy Van Pelt

Windows Operating System

Make the transition from helpless beginner to happy PC user and learn about computer terms, files, navigation, tips about web browsers, internet searches, flash drives, CDs, and DVDs, and virus protection. **OL** 2.4 CEU, \$109, Alan Simpson

Microsoft Outlook

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



Microsoft Excel see page 25

Microsoft Word (2-Levels offered)

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

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. **OL** 2.4 CEU, \$109, Kathy Van Pelt

We offer flexible learning options.

Normandale's classes are offered online and/or face-to-face. Visit www.normandale.edu/CE/classes for a complete listing of our programs.



Online

New classes start monthly unless otherwise noted.

Data Management & Analysis

Microsoft Excel (3 Levels offered)

These instructor-led classes allow for interactive learning and personalized attention. Valuable textbooks are included in the course fee.

Level 1 introduces constructing formulas and will refresh critical math skills needed to build effective spreadsheets. 0.7 CEU, \$175

Level 2 is designed for students with some spreadsheet experience. You will learn spreadsheet construction, formula building, absolute addressing, charting, formatting and other efficiency tips and techniques. 0.7 CEU, \$175

Level 3 dives into vertical/horizontal lookup; database analysis tools including subtotals, data extraction, consolidation; Excel tables; pivot tables; pivot charts; slicers; additional functions including financial functions; protection; 3D formulas; file-linking formulas; multi-sheet methods; and more cool tips and techniques. 0.7 CEU, \$175

Classes are also available online ([OL](#)), see website for details.

Level 1: ID: 40486	Sat, 2/28/15	8:00am – 3:00pm	RM: P1802	Treva Bastyr
Level 1: ID: 40487	Wed, 3/18/15 & 3/25/15	8:30am - 12:00pm	RM: P1802	Donna Seys
Level 1: ID: 40552	Sat, 4/18/15	8:00am – 3:00pm	RM: P1802	Treva Bastyr
Level 2: ID: 40489	Sat, 3/7/15	8:00am – 3:00pm	RM: P1802	Treva Bastyr
Level 2: ID: 40488	Wed, 4/1/15 & 4/8/15	8:30am - 12:00pm	RM: P1802	Donna Seys
Level 2: ID: 40553	Sat, 4/25/15	8:00am – 3:00pm	RM: P1802	Treva Bastyr
Level 3: ID: 40490	Sat, 3/14/15	8:00am – 3:00pm	RM: P1802	Treva Bastyr
Level 3: ID: 40491	Wed, 4/15/15 & 4/22/15	8:30am – 12:00pm	RM: P1802	Donna Seys
Level 3: ID: 40554	Sat, 5/2/15	8:00am – 3:00pm	RM: P1802	Treva Bastyr

Earn a Microsoft Excel Spreadsheet Certificate when you complete Levels 1, 2, & 3. See page 32 for certificate details.

Stay Ahead

Learning Microsoft Access, Excel and SQL are smart steps to building your data analysis and computational skills.

See page 32 for more information.





Accessing Excel or Excelling in Access

Should I use Excel or Access? What is Access? Sound familiar? Come explore Excel's tools and database abilities and then move to Access. You'll then understand the distinction and interaction between the two programs and how to choose and use each system wisely. 0.4 CEU, \$99, Donna Seys

Earn a Microsoft Access Certificate when you complete Levels 1, 2, & 3. See page 32 for certificate details.

ID: 40526

Wed, 4/22/15

12:30pm – 4:30pm

RM: P1802

Microsoft Access (3 Levels offered)

Earn a Microsoft Access Database Certificate when you complete Levels 1 - 3. These instructor-led programs allow for interactive learning and personalized attention. In each course, you will receive valuable course material to take home.

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

Level 2 takes a deeper dive into Queries, Forms and Reports and advanced query wizards. You will also explore advanced design features. 0.7 CEU, \$175, Sheila Arnett

Level 3 will tackle how to design Access as a user-friendly tool for others. It will cover sub forms, creating form letters, importing and integrating MS-Access with Excel, Word and other databases and a comprehensive introduction to Macros, a unique method for using Visual Basic actions, without being a programmer. 0.7 CEU, \$175, Sheila Arnett

Classes are also available online ([OL](#)), see website for details.

Level 1: ID: 40478	Mon, 2/2/15 & 2/9/15	8:30am – 12:00pm	RM: P1802
Level 1: ID: 40479	Thur, 3/5/15 & 3/12/15	8:30am – 12:00pm	RM: P1802
Level 1: ID: 40480	Thur, 4/23/15 & 4/30/15	8:30am – 12:00pm	RM: P1802
Level 2: ID: 40481	Tue, 2/17/15 & 2/24/15	8:30am – 12:00pm	RM: P1802
Level 2: ID: 40482	Thur, 3/19/15 & 3/26/15	8:30am – 12:00pm	RM: P1802
Level 2: ID: 40483	Thur, 5/14/15 & 5/21/15	8:30am – 12:00pm	RM: P1802
Level 3: ID: 40484	Thur, 4/2/15 & 4/9/15	8:30am – 12:00pm	RM: P1802

Complex Queries & Calculations

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: 40485

Tue, 4/14/15 - 4/21/15

8:30am – 12:00pm

RM: P1802

SQL – Structured Query Language (2 Levels offered)

SQL is a language (queries) used to view, add or remove data within a database. This is a powerful skill to have! Textbook included. See *website for prerequisites*.

Level 1 introduces you to SQL, the industry’s top database programming language. Learn to read and write simple and complex SQL statements and advanced data manipulation techniques through hands-on activities. 0.7 CEU, \$175, Sheila Arnett

Level 2 expands Level 1’s knowledge and will enable you to write powerful queries that perform complicated searches and sorts on your data. 0.7 CEU, \$175, Sheila Arnett

Classes are also available online ([OL](#)), see website for details.

Level 1: ID: 40513	Thur, 2/5/15 & 2/12/15	8:30am – 12:00pm	RM: P1802
Level 1: ID: 40514	Tue, 3/3/15 & 3/10/15	8:30am – 12:00pm	RM: P1802
Level 1: ID: 40515	Tue, 4/28/15 & 5/5/15	8:30am – 12:00pm	RM: P1802
Level 2: ID: 40516	Thur, 2/19/15 & 2/26/15	8:30am – 12:00pm	RM: P1802
Level 2: ID: 40517	Tue, 3/17/15 & 3/24/15	8:30am – 12:00pm	RM: P1802
Level 2: ID: 40520	Tue, 5/12/15 & 5/19/15	8:30am – 12:00pm	RM: P1802

SSRS – Introduction to SQL Server Reporting Services

Learn the basics of SQL Server’s Reporting Services to create easy-to-understand reports that are packed full of valuable information. Emphasis is on hands-on examples using SQL Server 2014. 0.7 CEU, \$175, Sheila Arnett

ID: 40518	Tue, 3/31/15 & 4/7/15	8:30am – 12:00pm	RM: P1802
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Sheila Oakes Arnett has been working in the computer industry since 1987. She has spent the last 15 years teaching computer applications and developing databases primarily using Microsoft Access. 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.

Crystal Reports

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

PHP & MySQL (2 Levels offered)

Learn how to create dynamic Web pages and leave with useful code templates to create your very own dynamic, Web-based, content management system. Move ahead with Intermediate PHP & MySQL to create a commercial online store complete with an online catalog of products, allowing customers to browse the catalog to select items, place them in a shopping cart, and complete an order. [OL](#) 2.4 CEU per class, \$109 per class, Richard Blum



Graphic/Web Design

The Graphic Design and Web Design Software Certificates provide skill development in high demand areas and are designed for those looking for jobs in communications, marketing design and business development fields. These classes build in real-world, application-oriented opportunities for you to create or add to your own portfolio. See page 33 for certificate details. Classes may also be taken individually.

Design Basics

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

ID: 40492	Fri, 2/13/15	9:00am – 1:00pm	RM: P1802
ID: 40493	Fri, 4/24/15	9:00am – 1:00pm	RM: P1802

Adobe InDesign

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

ID: 40502	Fri, 3/20/15	9:00am – 4:00pm	RM: P1802
ID: 40503	Fri, 5/29/15	9:00am – 4:00pm	RM: P1802

Adobe Photoshop (2 Levels offered)

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

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

Level 1: ID: 40504	Fri, 2/20/15	9:00am – 4:00pm	RM: P1802
Level 1: ID: 40505	Fri, 5/1/15	9:00am – 4:00pm	RM: P1802
Level 2: ID: 40506	Fri, 2/27/15	9:00am – 4:00pm	RM: P1802
Level 2: ID: 40507	Fri, 5/8/15	9:00am – 4:00pm	RM: P1802

Adobe Illustrator

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

ID: 40500	Fri, 3/6/15	9:00am – 4:00pm	RM: P1802
ID: 40501	Fri, 5/15/15	9:00am – 4:00pm	RM: P1802

Adobe Dreamweaver (2 Levels offered)

Level 1 will show you how to use Dreamweaver CS6 to create and modify websites. You will learn how to plan and define a website, create pages and format text, define structural elements, create and apply CSS style rules, insert and modify tables, images and links, test and manage website files, and publish a site. Textbook included. 0.7 CEU, \$175, INSTR: Tim Daniels

Level 2 builds on your Level 1 knowledge to show you how to add interactive functions that result in a true multi-media site including search functions by keyword, developing functional forms, and imbedding audio/video files. Textbook included. 0.7 CEU, \$175, INSTR: Tim Daniels

Level 1: ID: 40494	Fri, 4/3/15	9:00am – 4:00pm	RM: P1802
Level 1: ID: 40495	Fri, 6/12/15	9:00am – 4:00pm	RM: P1802
Level 2: ID: 40496	Fri, 4/10/15	9:00am – 4:00pm	RM: P1802
Level 2: ID: 40497	Fri, 6/19/15	9:00am – 4:00pm	RM: P1802

HTML/CSS

Learn how to “speak the language” of HTML (Hyper-text Markup Language) and CSS (Cascading Style Sheets) in order to more effectively use web design software. Learn current web standards for designing and building basic web pages. You will learn how 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, Tim Daniels

ID: 40498	Fri, 3/27/15	9:00am – 4:00pm	RM: P1802
ID: 40499	Fri, 6/5/15	9:00am – 4:00pm	RM: P1802

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





Project Portfolio

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

ID: 40508	Fri, 3/13/15	9:00am – 12:30pm	RM: P1802
ID: 40509	Fri, 4/17/15	9:00am – 12:30pm	RM: P1802
ID: 40510	Thur, 5/28/15	9:00am – 12:30pm	RM: P1802
ID: 40511	Fri, 6/26/15	9:00am – 12:30pm	RM: P1802

Digital Media

Flash

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

Advanced Web Pages

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

Creating Mobile Apps in HTML 5

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

Social Media Certificates

See page19 for details.



Google Analytics see page 16

information technology

Programming

Introduction to Programming

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

Java

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.

OL 2.4 CEU, \$109, Brian Hall

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

C++

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

C# (2 Levels offered)

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

Introduction to Python

Python was created to provide a way to develop code that's easy to create and understand. You will create basic programming structures including decisions and loops and then advance to object-oriented programming with classes and exceptions. This course will give you the tools to write simple scripts, full programs, or graphical user interfaces with Python. **OL** 2.4 CEU, \$109, Mike Orsega



Agile and Scrum

Learn the Latest Software Development Tools and Strategies

Originating from the software development community, Scrum training has now become a sought-after approach for new product development across business sectors.

More than 400 employees from companies of all sizes have attended Normandale's programs, including Accenture, Datacard, HealthPartners, General Mills, Target, The Nerderly, Seagate, Starkey Labs, Travelers Insurance and Wells Fargo.

See page 14 & 15 for course information.



Introduction to Ruby

Learn how to use Ruby on Rails' framework environment to create a full-featured Web blog (including software and database objects) using the Ruby and MySQL database server. **OL** 2.4 CEU, \$109, Richard Blum

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

PERL Scripting for the Web

See website for course details. **OL** 2.4 CEU, \$109

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. **OL** 2.4 CEU, \$109, Jeffrey Kent

JavaScript

Intended to stack on your HTML and CSS skills, this course will develop basic JavaScript and jQuery skills and working knowledge, enabling you to build interactive features to your web pages. **OL** 2.4 CEU, \$109, Alan Simpson

Visual Basic (VB) (2 Levels offered)

Visual Basic is the most widely used programming language for creating Windows applications and is easy to learn. Learn to develop Windows applications and richer features with the intermediate course. **OL** 2.4 CEU, \$109, Jeffrey Kent

HTML/CSS See page 28.

How to Get Started in Game Development

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

GET STARTED HERE



Programming Activity:

Try One of These:

Really want to Stand Out? Then Add This:

Front-end, Client-side

HTML, CSS, JavaScript

CX (customer experience) knowledge

Back-end, Server-side

Python, Ruby, PHP, Java or .Net

Graphic design skills

Mobile/Apps

Objective-C or Java, HTML/CSS

Server-side programming knowledge

3D/Game

C/C++, OpenGL, Animation

Artistic/design skills

High-Performance

C/C++, Java

Math and quantitative analysis skills

Certifications & Certificates

Normandale offers industry recognized certification exam prep and certificate programs so you can document and validate your learning skills and competencies. These programs also allow you to layer-on new and marketable bodies of knowledge to your already-existing experience.

Business Productivity

Workplace Computer Skills (Certificate)

This certificate validates your computer and internet workplace skills and shows current and future employers that you have the foundational digital skills to produce effective work. Certificate includes the following 5 courses: Computer Skills for the Workplace, Keyboarding, Windows 7/8 (Intro), Microsoft Outlook 2010/2013 (Intro) and Microsoft Word 2010/2013 (Intro). **OL** 12 CEU, \$545

Computer Desktop Applications (Certificate)

Enhance your proficiency with widely used software applications, developing skills that are valued by employers. This certificate includes introductory classes in Microsoft Word, Excel, and Access (2010 or 2013 versions), as well as SQL. Excel, Access and SQL are available in both online and face-to-face formats. Word is available only online. Prices and length of classes vary depending on the format. **OL** 4.5-9.6 CEU, \$436-\$634

Cloud Computing

CompTIA Cloud Essentials (Certification)

The CompTIA Cloud Essentials certification is applicable to a wide range of IT professionals such as IT consultants, IT technical services, IT relationship managers, IT architects, consultants and business process owners analysts. This certification training is the first step to a technical career in cloud computing. **OL** 3.0 CEU, \$599

Health Information Technology

See page 36 for certificates.

Accounting and Finance

Certified Bookkeeper (Certification)

Certification is through the American Institute of Professional Bookkeepers (AIPB) and validates your bookkeeping skills. Certification program includes online training program, textbooks and exam fee. Program is intended to be completed in six months but can be extended to one year. **OL** 14 CEU, \$1,995

Bookkeeping Administrative Expert

(Certificate)

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





Graphic, Web & Digital Design

Graphic and web design skills are in high demand. Our certificate programs are taught in a personalized, interactive learning environment with 100% instructor support.

Graphic Design Software (Certificate)

Design Basics, Photoshop I & II, Illustrator, InDesign, Project Portfolio. 3.9 CEU, \$975

Web Design Software (Certificate)

Design Basics, Photoshop I, Illustrator, Dreamweaver I & II, HTML/CSS, Project Portfolio. 4.6 CEU, \$1,150

Introductory Web/Mobile Programming (Certificate)

Learn how to develop web and mobile applications. Required certificate courses include: HTML/CSS, JavaScript, and MySQL & PHP. HTML/CSS class offered online and face-to-face. **OL** 5.5-7.2 CEU, \$327-\$393

Information/Data Management

Microsoft Excel Spreadsheet (Certificate)

Upon completion of MS Excel Level 1, 2, and 3, you will earn a certificate of completion and industry credibility in data and spreadsheet knowledge. Courses may be taken in person or online and must be completed within 12 consecutive months. **OL** 2.1-7.2 CEU, \$327-\$525

Microsoft Access Database Management (Certificate)

Earn a certificate of completion and industry credibility in MS Access skills when you complete Levels 1, 2 and 3. Courses may be taken in person or online and must be completed within 12 consecutive months. **OL** 2.1-7.2 CEU, \$327-\$525

SQL Design & Reporting (Certificate)

Distinguish yourself from others with SQL. Complete MS Access Level 1, SQL Level 1 & 2 and Intro to SSRS to receive your certificate award. Courses must be completed within 12 consecutive months. **OL** 2.8-7.9 CEU, \$502-\$700

Combined Certifications:

A+ Network+ CCNA (Certification) **OL** 30 CEU, \$2,295

A+ Network+ CCNA CCNP (Certification) **OL** 42 CEU, \$3,995

A+ Network+ MCSE Data Platform (Certification) **OL** 38 CEU, \$3,695

A+ Network+ Security+ (Certification) **OL** 24 CEU, \$2,995

A+ Network+ Security+ MCSE Data Platform (Certification) **OL** 44 CEU, \$3,895

Want to prove your skills? The Project Portfolio course is a unique opportunity to design a real-life project that you can show your boss or prospective employers.

Networking & Security

CompTIA Network+ (Certification)

See website for class details. **OL** 12 CEU, \$1,665

Cisco Certified Network Associate (CCNA) (Certification)

Network and computer systems administrators strategize and maintain an organization's work flow critical communication lines. Train for the CCNA designation and gain the knowledge and skills needed to install, operate and troubleshoot a small to medium branch network. **OL** 12 CEU, \$1,665

Cisco Certified Network Professional (CCNP) (Certification)

See website for class details. **OL** 12 CEU, \$2,495

CompTIA Security+ (Certification)

CompTIA's Security+ Certification confirms a technician's critical knowledge of communication security, infrastructure security, cryptography, operational security, and general security concepts. It is recommended that you have 2 years of networking experience prior to sitting for this exam. **OL** 6 CEU, \$995

CompTIA Advanced Security Practitioner (CASP) (Certification)

See website for class details. **OL** 4.0 CEU, \$599

Certified Information Systems Security Professional (CISSP) (Certification)

See website for class details. **OL** 8 CEU, \$1895

Programming & Software Development

Introductory Programming (Certificate)

Learning to code can help ALL non-coders do better at their jobs. Programming is changing the way almost every industry works and people need to have a deeper level of technical literacy, even if you don't plan on becoming a programmer. Choose 3 of our programming courses and complete within 12 consecutive months (see pg 28-29) to earn an Introductory Programming Certificate. **OL** 7.2 CEU, \$327



Get Certified

Prove your mastery of computers and technology with our many industry recognized certifications. Make your resume stand out.



Server & Operating Systems

CompTIA Linux+ (Certification)

Learn to manage everyday Linux-based clients and basic management of server systems including command line, user administration, file permissions, software configurations, and Linux-based clients, server systems and security. Training prepares you to sit for the CompTIA Linux+ LX0-101 and LX0-102 exams. **OL** 7 CEU, \$1,495

CompTIA Server+ (Certification)

Suggested for advanced IT technicians, the Server+ Certification confirms a technician's knowledge of Industry Standard Server Architecture (ISSA) technology, technologies such as RAID, SCSI and multiple CPUs, as well as capabilities with server issues, including disaster recovery. Training prepares you to sit for the CompTIA Server+ SKO-003 exam.

OL 4 CEU, \$975

Microsoft Windows Server (2007 or 2012) – MCSA (Certification)

See website for class details. **OL** 8-11 CEU, \$2,295 - \$2,345

Technical & Infrastructure

CompTIA A+ “Computer Technician” (Certification)

Learn to become a computer technician in 3-6 months with the CompTIA A+ Certification. Ideal for those entering into the IT field or anyone looking to expand his/her career options. Topics include hardware, software, troubleshooting, repair and maintenance, operating systems, networking, security, operational procedures plus much more. **OL** 30.5 CEU, \$1,995

Understanding the fundamentals of computer technology is becoming a desirable skill for almost any job as our work and lifestyles become more and more digital.

ITIL Foundations (Certification)

ITIL (Information Technology Infrastructure Library) is a set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. ITIL describes processes, procedures, tasks, and checklists that can be applied by an organization for establishing integration with the organization's strategy. Upon completion of this course, you will be prepared to sit for the ITIL Certification Exam. **OL** 30.5 CEU, \$1,995

Not seeing what you want?
Visit our website for a full listing of our offerings.

health information technology



MNHIT

Health IT
touches every
facet of
healthcare.

Health IT professionals are the liaisons between patients, providers, insurers, software vendors, quality agencies and government and are the go-to people who ensure technology is used in a way that improves care, quality, safety and cost-effectiveness.

MNHIT courses offer high-demand technical and leadership skills needed in this growing field. Take individual courses or earn one of the certificates below. All MNHIT courses are online. See website for schedule details and discounts.

MNHIT Basic Certificate

WIA Approved

Overview of Health Information Technology (OHIT)

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

Language of Health Information Technology (LHIT)

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

8.75 CEU, \$195

Health Management Information Systems (HMIS)

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

HIT Workflow Analysis & Change Management (WKFL)

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



**Hundreds of MNHIT
Graduates are working for
top employers throughout
the region, state and nation.**

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

—Alicia Nesvacil,
Sr. Consulting Analyst, HealthPartners



MNHIT Intermediate Certificate

WIA Approved

Leadership & Teams in Health IT (LDTM)

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

Networking & Health Information Exchange (NHIE)

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

Health IT Regulations I (REGI)

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

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 prereq: WKFL.* 8.75 CEU, \$255

MNHIT Advanced Certificate

WIA Approved

Health IT Project Management (HIPM)

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

Electronic Health Records Blackbelt - Virtual Lab (EBLK)

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

MNHIT Professional Certificate

WIA Approved

Earn all three MNHIT certificates to become a MNHIT Professional and qualify to sit for national credentialing exams such as CAHIMS, CHTS, or CPEHR/CPHIT.

Did you know?

Information Sessions are held every month! Learn more about the MNHIT program and other, complementary courses such as CAPM, Lean, and Programming and the industry-recognized credentials you could earn.

Thur, 2/5/15 • 5:00pm – 6:00pm • RM: P1844

Thur, 3/5/15 • 5:00pm – 6:00pm • RM: P1844

Thur, 4/2/15 • 5:00pm – 6:00pm • RM: P1844



medical career programs

Medical Administrative Assistant

WIA Approved

Students learn how to effectively manage front desk reception, patient scheduling, insurance and billing, practice finances, and more. Upon graduation, students will be prepared to enter the workforce and pass the Certified Medical Administrative Assistant exam (CMAA) offered by the National Healthcareer Association. The online learning platform provides 24/7 access to the curriculum and interactive learning tools.

240 Contact Hours, \$1,995

ID: 39404 Online class – start anytime

Medical Transcription Editor

WIA Approved

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

ID: 39405 Online class – start anytime

Pharmacy Technician

WIA Approved

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

ID: 39409 Online class – start anytime

Students who pay in full up front for the following programs are eligible for a promotional item or discount before APRIL 30, 2015

Free Laptop, iPad, Kindle Fire

- > Professional Medical Coding & Billing
- > Medical Transcription Editor
- > Pharmacy Technician

OR

Free Kindle Fire

- > Medical Billing
- > Medical Administrative Assistant

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



Professional Medical Coding & Billing

WIA Approved

Medical Coding and Billing Training Program is a comprehensive independent study online program designed by industry experts for individuals who would like to work in the healthcare coding and billing industry. Mastering medical terminology, documentation, confidentiality, ethics, healthcare structure, pharmacology, disease processes, diagnostic coding and healthcare reimbursement are just a few of the subjects covered. This program prepares students to sit for the CCA (AHIMA) and/or CPC (AAPC) certification exams. 678 Contact Hours, \$2,995

ID: 39407 Online class – start anytime

ICD-10 FastTrack for Medical Coders

WIA Approved

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

ID: 39408 Online class – start anytime

Medical Billing

WIA Approved

Developed by industry experts, this program includes real-world practical experience and is designed to help you gain the knowledge and skills needed to follow insurance claims all the way through to payment. 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/redesign, and healthcare payment/revenue cycle projects. This program includes access to student support, technical support, and graduate support teams throughout the training. 174 Contact Hours, \$1,995

ID: 39406 Online class – start anytime

Medical Career Information Session

ID: 39410 • Thur, 3/19/15 • 6:00pm - 8:00pm
RM P1842

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

FREE

Professional Certifications

BLS for Healthcare Providers – American Heart Association

The Basic Life Support (BLS) for Healthcare Providers Classroom Course is designed to provide a wide variety of healthcare professionals the ability to recognize several life-threatening emergencies, provide CPR, use an AED, and relieve choking in a safe, timely and effective manner. Wear comfortable clothing for active participation. 9.6 Contact Hours, \$99, Jeannine Mogan

ID: 39414	Sat, 5/2/15	8:00am – 4:00pm	RM: A1570
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BLS for Healthcare Providers – Renewal

This 4-hour course is a review of the skills and knowledge covered in the American Heart Association's (AHA) Basic Life Support (BLS) for Healthcare Providers Classroom Course. It is designed to provide a wide variety of healthcare professionals the ability to recognize several life-threatening emergencies, provide CPR, use an AED, and relieve choking in a safe, timely and effective manner. Wear comfortable clothing for active participation. Who Should Attend: Dental Assistants, Dental Hygienists, Daycare Providers, Security Personnel, Nursing Home Workers, and other Healthcare Providers. 4.8 Contact Hours, \$56, Jeannine Mogan

ID: 39411	Wed, 1/21/15	5:30pm – 9:30pm	RM: A1570
ID: 39412	Wed, 2/11/15	5:30pm – 9:30pm	RM: A1570
ID: 39413	Wed, 3/25/15	5:30pm – 9:30pm	RM: A1570

Nursing

Refresher Course in Nursing (RN)

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

ID: 38154	Sat, 1/24/15 – 3/28/15	8:00am – 1:00pm	RM: S2333
ID: 38155	Sat, 4/11/15 – 6/20/15	8:00am – 1:00pm	RM: S2333

NEW EHR for Nursing

Designed for RNs with little or no experience with Electronic Health Records (EHRs). An introduction to electronic documentation software, core data elements and the major categories of information found in an EHR. Hands on experience with EHR software is part of this course. 0.4 CEU, \$89, MNHIT Instructor

ID: 40541	Sat, 1/31/15 – 2/7/15	1:30pm – 3:30pm	RM: P1802
ID: 40542	Sat, 4/8/15 – 4/25/15	1:30pm – 3:30pm	RM: P1804



Emergency Medical Responder and Technician

Emergency Medical Responder (EMR) Refresher

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

ID: 39415 Sat & Sun, 4/18/15 & 4/19/15 8:00am – 4:30pm RM: A1570

Emergency Medical Technician (EMT) Refresher

This course is designed for currently working EMTs who wish to renew their certification in a new format. Topics will be reviewed with skills practice following. Practical skills will be tested with use of medical or trauma scenarios. Use of high fidelity simulation mannequins (SimMan & SimBaby) are used. CPR Recertification is included in class.

Meets MN EMSRB & NREMT requirements. 24 Contact Hours, \$225

ID: 39762	Thur, 1/15/15 &	6:00pm – 10:00pm	HTC - EP
	Fri – Sat, 1/16/15 - 1/17/15	8:00am – 6:00pm	
ID: 39763	Thur, 1/29/15 &	6:00pm – 10:00pm	HTC - BP
	Fri – Sat, 1/30/15 - 1/31/15	8:00am – 6:00pm	
ID: 39764	Thur, 2/5/15 &	6:00pm – 10:00pm	HTC - EP
	Fri – Sat, 2/6/15 - 2/7/15	8:00am – 6:00pm	
ID: 39765	Fri, 2/13/15 &	6:00pm – 10:00pm	HTC - BP
	Sat - Sun, 2/14/15 – 2/15/15	8:00am – 6:00pm	
ID: 39766	Fri, 3/6/15 &	6:00pm – 10:00pm	HTC - BP
	Sat - Sun, 3/7/15 - 3/8/15	8:00am – 6:00pm	
ID: 39767	Thur, 3/12/15 &	6:00pm – 10:00pm	HTC - EP
	& Fri – Sat, 3/13/15 – 3/14/15	8:00am – 6:00pm	

See website for directions to HTC - Eden Prairie (EP) and
HTC - Brooklyn Park (BP) locations.

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.

Professional Development

NEW Integrative Healing Therapies in Healthcare Setting

This course will review integrative healing therapies currently being offered in health care settings across the continuum of care including hospitals, home care, transitional care settings, assisted living, skilled nursing facilities and memory care settings. Healing therapies will be discussed with experiential learning offered including: aromatherapy, acupressure, breath work, guided imagery and energy therapies. 2.4 Contact Hours, \$49, Sandra McGurran

ID: 39731 Thur, 3/12/15 6:30pm – 8:30pm RM: P1810

NEW Hormone Balance: The Thyroid and Beyond

Hormones make life happen. They activate energy, stress, weight gain, reproduction, and sleep. This class will discuss how the major hormones interact and influence each other while providing practical strategies to improve hormone function for energy, weight and sleep improvements. 3.6 Contact Hours, \$49, Paul Ratté

ID: 39460 Mon, 3/2/15 6:00pm – 9:00pm RM: P0844

NEW The Mystery and Beauty of Sleep

Explore the amazing aspects of sleep- why we dream, why people struggle to fall and stay asleep, why we need sleep to maintain our physical and mental health. 3.6 Contact Hours, \$49, Michael DeSanctis

ID: 39478 Thur, 3/26/15 6:00pm – 9:00pm RM: P1840

NEW Exercise for Cancer Recovery™ Certificate

Designed for cancer survivors, caregivers, and fitness and health professionals, this program provides a safe, effective and individualized exercise program for cancer survivors. This workshop provides a cycle of exercise to build strength, balance, and flexibility, which can be adapted to variations in participants' health. ECR program participants describe it as a way to restore confidence and achieve wellness in a recovering body. 13.2 Contact Hours, \$295, Cathy Skinner

ID: 39461 Fri, 4/10/15 12:00pm – 6:00pm
 & Sat, 4/11/15 9:00am – 3:00pm RM: P1840

Dental Health Professionals

Normandale offers courses for the dental hygienist and dental assistant to help keep skills sharp and to fulfill continuing education requirements. For our Winter/Spring 2015 course offerings, please visit: www.normandale.edu/CE/classes or call 952-358-8343.



Learn When You Want, Where You Want

ONLINE LEARNING

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

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

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

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

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

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

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

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

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

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

Start whenever you're ready!

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

integrative health and wellness

Ayurveda

Ayurveda is the 5,000 year-old holistic medical system from India that emphasizes wellness and prevention and encourages health through Ayurvedic principles of right thinking, food choices, life style changes, and the use of herbs to create balance in energies responsible for body-mind functions.

NEW Ayurveda to Boost Immunity

People with poor immune systems often face reoccurring health issues. Ayurvedic medicine teaches foods, herbs, exercises, and yoga postures to boost immunity, preventing common health issues. This class will guide you through simple methods for increasing your body's immunity and making it strong. 3 Contact Hours, \$49, Asavari Manvikar

ID: 39428

Tue, 4/14/15

6:00pm – 8:30pm

RM: P1840

NEW Ayurveda Simple Home Remedies

Learn about simple home remedies for common health problems such as common cold, flu, and headaches 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, the science of self-healing. 3 Contact Hours, \$49, Asavari Manvikar

ID: 39429

Tue, 4/28/15

6:00pm – 8:30pm

RM: P1840

NEW Ayurveda for Healthy Weight

Possibly nothing could be more frustrating and challenging than experiencing an ongoing struggle with weight and overall wellness. This class will help you to learn the proven—and enjoyable—approach to weight loss based on Ayurveda, the holistic science of self-healing. You will discover a whole-life approach to reach your ideal and sustainable weight. 3 Contact Hours, \$49, Asavari Manvikar

ID: 39430

Tue, 5/12/15

6:00pm – 8:30pm

RM: P1840

Winter Warm-up for Body, Mind & Spirit

Come for some or all sessions!

Saturday, January 31, 2015

10:00am – 1:00pm

Class ID: 39732

FREE

Escape the mid-winter blahs and warm-up with Normandale's FREE Body, Mind & Spirit Sampler.

Bring your friends and make new ones as you attend 45-minute workshops including Yoga, Homeopathy, Naturopathic Medicine, Healing Touch, Numerology, and more!



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.

18 Contact Hours and \$249/series or 3 Contact Hours and \$49/class, Asavari Manvikar

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: 39422 Tue, 2/24/15 6:00pm – 8:30pm RM: P1840

Class 1: Diet & Nutrition

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

ID: 39423 Tue, 3/3/15 6:00pm – 8:30pm RM: P1840

Class 2: Constitution & Wellness

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

ID: 39424 Tue, 3/10/15 6:00pm – 8:30pm RM: P1840

Class 3: 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: 39425 Tue, 3/17/15 6:00pm – 8:30pm RM: P1840

Class 4: 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: 39426 Tue, 3/24/15 6:00pm – 8:30pm RM: P1840

Class 5: Herbs & Food for Healthy Living

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

ID: 39427 Tue, 3/31/15 6:00pm – 8:30pm RM: P1840

Physicians learn how to integrate Ayurvedic principles and healing techniques with traditional medicine at the Center for Mind/Body Medicine (CA), founded by Deepak Chopra M.D.



Herbalism

Herbalism Certificate

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

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: 39436 Mon, 3/16/15 6:30pm – 9:00pm RM: P1838

Part 2: ID: 39435 Mon, 3/23/15 6:30pm – 9:00pm RM: P1838

Class 2: The Constituents and Properties of Herbs

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

Part 1: ID: 39437 Mon, 3/30/15 6:30pm – 9:00pm RM: P1838

Part 2: ID: 39438 Mon, 4/6/15 6:30pm – 9:00pm RM: P1838

Class 3: Herbs for the Respiratory Systems

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

ID: 39439 Mon, 4/13/15 6:30pm – 9:00pm RM: P1838

Class 4: Herbs for Liver Function & 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: 39440 Mon, 4/20/15 6:30pm – 9:00pm RM: P1838

Class 5: Herbs for the Lymphatic and Urinary Systems

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

ID: 39441 Mon, 4/27/15 6:30pm – 9:00pm RM: P1838

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: 39442 Mon, 5/4/15 6:30pm – 9:00pm RM: P1838



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.



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: 39480	Sat, 2/28/15	8:00am – 4:00pm	RM: C3061
ID: 39481	Sat, 3/21/15	8:00am – 4:00pm	RM: C3061
ID: 39482	Fri, 6/12/15	8:00am – 4:00pm	RM: C3061

Reiki Energy Therapy Level 2

This class provides advanced skills in Reiki Energy Therapy, increasing the power and versatility of the use of the therapy. The practitioner develops abilities to handle more complex situations and techniques to strengthen and enhance the therapy. Upon completion of this course, the student is 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: 39483	Sat, 4/18/15	8:00am – 4:00pm	RM: C3061
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Lucille Crow, RN, RM, CHT is a speaker and educator, R.N., Reiki Master and Certified Hypnotherapist bringing a powerful perspective to her work.



Wild Plant Walk:

Identification for Food & Medicine

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

Class ID: 39443

Mon, 6/8/15	5:00pm – 7:30pm	RM: P0844
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Homeopathy

Homeopathic Medicine Certificate

This certificate program prepares you with practical skills that can be applied immediately, including; the basic laws of homeopathy, how remedies are made, and applications for infectious disease and acute conditions. Individual courses will introduce you to more in-depth treatment options for influenza, natural immunization information, and first aid applications. Classes may be taken individually or as a series.

18 Contact Hours/\$305 for series.

Class 1: Foundations of Homeopathic Medicine

This course provides an overview of the art and science of homeopathic medicine. You will learn the basics of homeopathy to treat yourself and others using the 3 basic laws of homeopathy and simple cell salts. Learn how to engage the body's natural defenses to maintain more vibrant health. 7.2 Contact Hours, \$149

ID: 39431

Sat, 2/21/15

9:00am – 4:00pm

RM: P0838

Class 2: Homeopathy and Influenza

This class will familiarize you with the natural methods to deal with influenza and other viral illnesses, examine conventional flu vaccines for ingredients and efficacy and the historic and current practical application of homeopathy for acute infectious, contagious disease. You will also learn about the history and application of homeoprophylaxis.

3.6 Contact Hours, \$59

ID: 39432

Sat, 3/14/15

9:00am – 12:00pm

RM: P0838

NEW Class 3: Homeopathy and Upper Respiratory Infections

Otitis, bronchitis, sore throats, oh my! Is there something you can do to get off the treadmill of recurrent infections and antibiotics? Yes! Homeopathy offers a reasonable and effective solution to a growing problem, whether it's recurring sinusitis, or chronic fluid in the ears. Learn practical tips and recommendations for remedies you can purchase from your local health food store. You can take back control of your child's health. 3.6 Contact Hours, \$59

ID: 39433

Sat, 3/28/15

9:00am – 12:00pm

RM: P1844

Class 4: Homeopathic First Aid

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. Each participant will go home with 30c. of arnica. *Prerequisite: Foundations of Homeopathic Medicine.* 3.6 Contact Hours, \$89

ID: 39434

Sat, 4/11/15

9:00am – 12:00pm

RM: P0838

Cilla Whatcott, H.D., RHom, CCH is a graduate of Arizona State University and Northwestern Academy of Homeopathy. She is nationally certified as a classical homeopath and an international speaker on homeopathy. Cilla is a Research Faculty member at American College of Medicine, AZ and a published author of homeopathic books and articles.





Aromatherapy

Aromatherapy Foundations Certificate

This certificate course in Aromatherapy provides the foundational information and skills you need to understand how and why essential oils work. Learn how essential oils heal simultaneously in the physical body, and emotional and energetic levels. Explore the therapeutic benefits, chemistry, safety, olfactory system and receive insider tips on the field of aromatherapy. Hands on learning in class includes learning about 7 essential oils, assessment skills, how to use diffusers and sprays, and make inhalers and topical treatments that are safe and cost effective. 15.6 Contact Hours, \$275

Recommended textbook
for Certificates:
*The Complete Guide to
Aromatherapy 2004*
(2nd edition) by Salvatore
Battaglia. Available at
major textbook retailers,
or in class, from instructor.

ID: 39421 Fri, 5/8/15 8:30am – 4:30pm
& Sat, 5/9/15 9:00am – 4:00pm RM: P1840

NEW Intention, Intuition and Aromatherapy

Practice using your intuitive skills in the art of aromatherapy. In this class, you will learn to listen to essential oils, in order to understand their emotional and energetic qualities. Learn a technique to program healing intention into your essential oils. 3.6 Contact Hours, \$69, Jodi Baglien

ID: 39486 Wed, 4/15/15 6:00pm – 9:00pm RM: P0844

Self Care with Essential Oils and Acupressure

This introductory class will teach you two powerful stress reducing techniques that you can use right away for overall healing, tension and stress relief. By pairing aromatherapy and acupressure points, you can profoundly enhance your well-being routine and add a new rich dimension to your holistic practice with essential oils. **Special Bonus!** Take home your energetically aligned essential oil used in class. 3.6 Contact Hours, \$69, Jodi Baglien

ID: 39453 Wed, 3/25/15 6:00pm – 9:00pm RM: P1840

Jodi Baglien, CA, CST, is an experienced holistic practitioner and instructor. Founder of "Jodi Baglien well being + wisdom studio" in Osseo, MN, she combines her years of training and experience in clinical aromatherapy and shiatsu therapy with her passion for awakening and mastering our inherent intuitive gifts.



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

Healing Touch is relaxing, nurturing energy therapy which uses gentle, heart-centered touch to assist in balancing physical, mental, emotional and spiritual well-being and enhances the body's natural ability to heal. The class is open to anyone who desires to study energy therapy with a commitment to help others. Healing touch works in complement with standard medical care and other health care systems and is safe for all ages. 18 Contact Hours, \$295 (workbook included), Barb Schommer

ID: 39416	Fri, 2/20/15	8:00am – 5:00pm	RM: P1840
	& Sat, 2/21/15	8:00am – 4:00pm	

NEW Healing Touch International (HTI) Level 2

Participant will have an opportunity to develop deeper assessment skills, discuss applying techniques in clinical settings, and practice the following healing techniques: One-hour Healing sequence, Spiral Meditation, Mind Clearing, Modified Mind Clearing and Back Techniques. 18 Contact Hours, \$295 (workbook included), Barb Schommer

ID: 39485	Fri, 5/8/15	8:00am – 5:00pm	RM: P1844
	& Sat, 5/9/15	8:00am – 4:00pm	

Barb Schommer, RN, MS, CHTP, CHTI, draws on her 45 year career as a public health nurse, combining standard medical care with energy therapy. As a Certified Healing Touch Instructor, Barb is gentle and loving in her approach of allowing participants to unfold in their own life healing journey as they learn Healing Touch

Applied Kinesiology

NEW Touch for Health

Touch for Health is a comprehensive model of Applied Kinesiology. Learn the art of Muscle Testing, how to perform a 14 muscle “fix as you go” meridian balance, as well as a variety of simple pain techniques for self and others care. This course offers a balanced mix of formal and hands-on instruction with the purpose of building the confidence to immediately put your knowledge into practice. 15.6 Contact Hours, \$350, Melissa Dirtzu

Level 1: ID: 38234	Fri & Sat, 2/27/15 & 2/28/15	8:00am – 4:30pm	RM: P1840
Level 2: ID: 39484	Fri & Sat, 3/20/15 & 3/21/15	8:00am – 4:30pm	RM: P1840

NEW Detoxing and Muscle Response Testing

Learn about the toxins you are exposed to everyday in our environment, their affects, and how to protect oneself and help to heal from toxic exposure. We will discuss the proper way to detoxify our bodies using foods and supplements. You will discover how to use muscle response self-testing to avoid toxins, and find the foods, supplements and products that are compatible with your body. 3 Contact Hours, \$49, Thomas Miller, Shanna Shouman, Heidi Gilman

ID: 39737	Tue, 3/31/15	6:00pm – 8:30pm	RM: P1838
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Emotional Freedom Techniques

Emotional Freedom Techniques Certificates

These hands-on workshops are part of the required training for certification as a practitioner through EFT Universe. You will learn the core concepts of EFT through step-by-step instruction, demonstration, and supervised hands-on practice. The workshops are designed to build your skills and confidence and are also intended for those who simply want to learn about and become more proficient with EFT in a supervised environment. 19.2 Contact Hours, \$395 per certificate

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

Level 1 Certificate:

ID: 39418

Sat & Sun, 3/28/15 & 3/29/15 8:00am – 4:30pm

RM: P1810

Level 2 Certificate:

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

ID: 39419

Sat & Sun, 4/11/15 & 4/12/15 8:00am – 4:30pm

RM: P1844

Flourish as a Wellness Entrepreneur

Do you want to grow your business in ways that are holistic and balanced?

The Healing Arts Business program is designed especially for healers, therapists, nutritionists, aromatherapists, educators, creatives, holistic entrepreneurs....YOU!

Healing Arts Business Practices

Preparing a Holistic Health Business Plan

2.4 Contact Hours, \$49, Sonja Brown

ID: 39446

Wed, 4/15/15

6:00pm – 8:00pm

RM: P1840

Alternative Health Practice Laws and Business Models

2.4 Contact Hours, \$49, Deanna Reiter

ID: 39447

Wed, 4/22/15

6:00pm – 8:00pm

RM: P1840

Beginning a Holistic Health Marketing Plan

2.4 Contact Hours, \$49 Sonja Brown

ID: 39448

Wed, 4/29/15

6:00pm – 8:00pm

RM: P1840

\$129 for the program or \$49 per class. See other entrepreneurship classes, page 20

Hypnosis

NEW Hypnosis for a Wealthy Mindset

Learn to change your mindset in order to achieve your goals and reach your higher potential. Whether wealth to you means love, family, accomplishment or money, greater results can be yours with the proper mindset. 3.6 Contact Hours, \$49, Jody Lee Kimmel

ID: 39475 Wed, 4/1/15 6:00pm – 9:00pm RM: P1840

NEW Hypnosis for Memory and Accelerated Learning

Learn how to use hypnosis to reach your potential to remember information when you need to, without stress, and to enhance your learning abilities to learn more easily, increase comprehension of material when reading or listening, and to stay focused on the learning task at hand. Students will experience hypnotic states in this class. 3.6 Contact Hours, \$49, Jody Lee Kimmel

ID: 39474 Wed, 4/8/15 6:00pm – 9:00pm RM: P1840

Mind Body Techniques for Anxiety Reduction

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

ID: 39420 Thur, 4/16/15 6:00pm – 9:00pm RM: P1844

Self Hypnosis Series

These experiential workshops will share the mechanics of self hypnosis and how to use it for a variety of reasons. You will experience self hypnosis in class and be given detailed instructions for practice at home to get the results you want for improving self-esteem, reducing stress, improving concentration, quitting smoking, releasing excess weight, relieving insomnia, enhancing creativity and reducing pain. **\$98 for series or \$59 per class**

Self Hypnosis 1: Introduction 3.6 Contact Hours, \$59, Cindy Locher

ID: 39450 Thur, 3/12/15 6:00pm – 9:00pm RM: P1840

Self Hypnosis 2: Deepening 3.6 Contact Hours, \$59, Cindy Locher

ID: 39451 Thur, 3/19/15 6:00pm – 9:00pm RM: P1840

Journeying for Transformation

Gain insight into your own spiritual journey and learn about Newtonian and quantum physics as well as cross-cultural healing laws. We'll explore ancient and modern teachings related to soul planes, parallel realities, and the divine realms. 8.4 Contact Hours, \$175, Cyndi Dale

ID: 39476 Sat, 3/21/15 9:00am – 4:00pm RM: P1810



Energy Medicine Certificate

The Energy Medicine Certificate introduces the philosophies and descriptions of energy anatomy and energy healing. To earn the certificate, you must take all seven classes. However, you can also choose to enroll in individual classes. **58.8 Contact Hours and \$875 for the entire series or 8.4 Contact Hours and \$145 per class**

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. Topics covered include geopathic stress, electropollution, auric fields, and morphology. **8.4 Contact Hours, \$145**

ID: 35162 Sat, 2/7/15 9:00am – 4:00pm RM: P1838

Energy Medicine Certificate classes 1 - 3 will be offered in Fall 2015. See website for more information.

Class 5: Energy Anatomy: Centers

Across time, cultures have accessed their energy centers to diagnose challenging conditions, heal disease, balance emotions, cleanse the mind, create abundance, and perform everything from manual to supernatural feats. Energy work necessitates a thorough knowledge of these centers, especially the chakras, for the same purpose. 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. **8.4 Contact Hours, \$145**

ID: 35163 Sat, 3/7/15 9:00am – 4:00pm RM: P1838

Class 6: Energy Healing

Gain techniques including energy assessment, clearing, balancing, and opening to help heal self and others. You'll leave this practical day enthused to become the healer that you are. **8.4 Contact Hours, \$145**

ID: 35164 Sat, 4/11/15 9:00am – 4:00pm RM: P1838

Class 7: Energy Medicine: Being the Practitioner

The question is—which one? There are hundreds if not thousands of different types of energy work practices. In this workshop, 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. **8.4 Contact Hours, \$145**

ID: 35165 Sat, 5/9/15 9:00am – 4:00pm RM: P1838

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



Mindfulness and Stress Reduction

NEW The Art of Mindfulness

Mindfulness is an easy antidote to a fast paced life, not to mention the evidence that reveals that practicing mindfulness can produce real health benefits. 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: 39488	Thur, 4/2/15 – 5/7/15	7:45pm – 8:45pm	RM: S2330
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NEW Finding the Best Stress Reduction Techniques for You

There are many stress reduction techniques, how can you find what works best for you? Using an assessment tool from the Canadian Institute of Stress, you will learn about your unique patterns of stress, and the techniques that are mostly likely to provide relief. You will have the opportunity to practice these techniques, so that you can incorporate these tools into your life. 4.8 Contact Hours, \$75, Elise Marquam Jahns

ID: 39487	Sat, 3/21/15	8:00am - 12:00pm	RM: P1842
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NEW Qi-Breathing

When expanded, your breath can reduce your stress, increase your energy and help you to focus and learn. Qi Breathing is a modern day twist on ancient breathing practices and eastern principles. 3 Contact Hours, \$49, Deanna Reiter

ID: 39715	Tue, 3/3/15	6:00pm – 8:30pm	RM: P1838
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Qigong Movement Forms

NEW 5 Animal Frolics Qigong

The Tai Chi Five Animal Frolics are an ancient set of exercises. The forms include the Crane to increase balance and agility, the Bear develops power, the Monkey enhances flexibility, the Deer promotes grace, and the Tiger builds muscular strength. 7.2 Contact Hours, \$65, Linda Ebeling

ID: 39549	Tue, 2/17/15 – 3/31/15	6:30pm – 7:30pm	RM: S2330
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Radiant Lotus Qigong For Women

This Qigong form is designed for women and focuses on optimizing health and healing to bring peace, grace and strength to women 15 to 95. Radiant Lotus Qigong helps support menstrual and menopausal symptoms, breast health, rejuvenating skin, hair and bones, and brings a sense of self-empowerment and ability to cope with stress. 7.2 Contact Hours, \$65, Linda Ebeling

ID: 39496	Wed, 2/18/15 – 4/1/15	6:30pm – 7:30pm	RM: S2330
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ID: 39534	Wed, 4/8/15 – 5/20/15	6:30pm – 7:30pm	RM: S2330
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8 Pieces of Brocade

See page 59 for course details.



Spring Forest Qigong

Qi-ssage with Spring Forest Qigong

Qi-ssage is a technique for opening the twelve major energy channels in your body, balancing the flow of your body's energy. Like massage, Qi-ssage involves touching and physical stimulation of the body. This workshop will prepare you to use qi-ssage for yourself and others. *Participants will receive a Qi-ssage manual, DVD and audio file.* 7.2 Contact Hours, \$239, Chunyi Lin

ID: 39463

Sat, 3/28/15

8:30am - 4:30pm

RM: P1840



Managing Stress with Spring Forest Qigong

Doctors report that stress is the #1 underlying cause of illness and disease. In this workshop, Master Lin will provide you with simple, energy-based techniques you can use at any time to relieve and release stress, return your mind and body to a relaxed and balanced state, and help you live a healthier, happier life. 2.4 Contact Hours, \$59, Chunyi Lin

ID: 39497

Wed, 5/6/15

6:30pm – 8:30pm

RM: P1840



Chunyi Lin is a certified International Qigong Master. The founder of Spring Forest Qigong, he has taught over 120,000 students about the healing benefit of Spring Forest Qigong. Master Lin is also coauthor of a #1 Amazon.com bestseller, "Born a Healer."

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



Learning Well on Edge Talk Radio

First Tuesday of the Month – 6 pm

Host **Elise Marquam Jahns** engages local and national thought leaders on topics including integrative health, meditation and mindfulness, and spiritual development.

Elise is co-author of "Creating Choices" and spent 35 years with Twin Cities Public Television.



Listen to live/archived shows at blogtalkradio.com/edgemagazine or call in at 714-364-4950.



INTEGRATIVE HEALTH EDUCATION CENTER
at Normandale Community College

Feng Shui

Discovery Feng Shui: A Personal Journey

Learn how to apply the principles of Feng Shui to your own home to maximize benefits and minimize challenges so that you can create a space that is in harmony with your life goals. 3.6 Contact Hours, \$69, Lisa Janusz

ID: 39592 Sat, 3/21/15 9:00am – 12:00pm RM: P0840

NEW Pathway to the Feng Shui Inspired Garden

Learn the application of basic Feng Shui principles to the garden: an extension of our homes. 2.4 Contact Hours, \$49, Isabelle Fertey

ID: 39594 Tue, 3/31/15 6:00pm – 8:00pm RM: P0844

Space Clearing

NEW Introduction to Diamond Dowsing

Discover the world of dowsing and experience its transformational power. 3.6 Contact Hours, \$49, Annette Rugolo

ID: 39454 Thur, 3/5/15 6:00pm – 9:00pm RM: P1840

NEW Diamond Dowsing Basics

Learn to work with geopathic stress lines, ley lines, man-made energies and electrical vibrations, that may be impacting you and your family. Learn about dowsing tools and how they can assist you in bringing more light and harmony to your home. 22.8 Contact Hours, \$398, Annette Rugolo

ID: 39455 Thur, 3/5/15 6:00pm – 9:00pm RM: P1840
Fri & Sat, 3/6/15 & 3/7/15 9:00am – 5:00pm RM: P1840

Explore Numerology

Whether looking universally at your life purpose and desires, or specifically at the time frames of cycles and phases in your life path, this series will provide insights to carry you forward. 9 Contact Hours and \$129 for series or 3 Contact Hours and \$49 per class

Class 1: Your Life Path Theme

This class will uncover your Life Path number and begin to explore its themes and characteristics. Discover core numbers in your Numerology Profile. 3 Contact Hours, \$49

ID: 39456 Tue, 3/10/15 6:00pm – 8:30pm RM: P1838

Class 2: Your Heart's Desire

Your Heart's Desire number is not always obvious to self or others. It indicates the nature of the vibration in your energy field that seeks to express more fully in your life and the outside world. 3 Contact Hours, \$49

ID: 39457 Tue, 3/24/15 6:00pm – 8:30pm RM: P1838

NEW Class 3: Time and Timing

Identify the timing in your chart and gain newfound knowledge to help you achieve your goals. 3 Contact Hours, \$49

ID: 39458 Tue, 4/7/15 6:00pm – 8:30pm RM: P1838



Creativity and Personal Development

Photo Reading®: Learn More, Read Faster, Build A Better Brain

Learn to process information the way the brain is designed—using the whole mind. You will process written information through the five step process of PhotoReading®. Achieve immediate results and increase your reading speeds and comprehension.

19.2 Contact Hours, \$349, Cheryl Hiltibran

ID: 39445 Fri & Sat, 3/13/15 & 3/14/15 9:00am – 5:00pm RM: P1840

NEW Biomimicry: Harnessing the Power of Nature

Whether you want to improve your health, take on a personal or business project, or some other goal, learn nature's toolbox for resilience and growth. 9.6 Contact Hours, \$129, Curt McNamara

ID: 39444 Wed, 3/4/15 – 3/18/15 6:00pm – 8:30pm RM: P1840

Full Voice

Learn and apply the Five Element voices—Earth, Air, Water, Metal and Fire—to your everyday communication. 7.2 Contact Hours, \$145, Barbara McAfee

ID: 39477 Sat, 2/28/15 10:00am – 4:00pm RM: P0838

NEW Fullistic Weight Loss

Engage multiple dimensions of energy and discover how to use happiness to reshape your body and your life. 3.6 Contact Hours, \$79, Robin Silverman

ID: 39452 Tue, 2/10/15 – 2/17/15 6:00pm – 8:00pm RM: P1840

NEW Journey Dance™

JourneyDance is an experiential movement system that uses the body as a starting point for personal growth, self-expression, empowerment, reflection, creativity, emotional freedom and fitness. 7.2 Contact Hours, \$140, Summer Hills-Bonczyk

ID: 40532 Mon, 4/13/15 - 5/4/15 7:00pm - 8:30pm RM: P0806

NEW Hoopdancing – Get Fit and Have Fun

Learn the hottest fitness trend while having a blast! Hoopdancing is a powerful form of joyful movement that integrates core strengthening, flexibility, and creative expression. 7.2 Contact Hours, \$65, Theresa Rose

ID: 38156 Mon, 2/23/15 – 4/6/15 6:00pm - 7:00pm RM: P0806

NEW Peaceful Parenting

Using mindfulness, Buddhist techniques, and Nonviolent Communication, gain tools to create healthy family rituals for more peace and connection at home. 3.6 Contact Hours, \$49, Marc Anderson

ID: 39449 Tue, 4/28/15 6:00pm – 9:00pm RM: P1842

tai chi				
Beginning				
Tai Chi for Arthritis and Balance				
ID: 39573	Mon, 1/26/15 – 3/9/15	7pm – 8pm	Root	\$65
ID: 39574	Mon, 3/16/15 – 4/20/15	7pm – 8pm	Root	\$65
ID: 39576	Sat, 1/31/15 – 3/7/15	11:00am – 12:00pm	Gonzales	\$65
ID: 39577	Sat, 3/14/15 – 4/18/15	11:00am – 12:00pm	Gonzales	\$65
Tai Chi for Diabetes				
ID: 39556	Sat, 1/31/15 – 3/7/15	11:00am - 12:00pm	Root	\$65
ID: 39557	Sat, 3/14/15 – 4/18/15	11:00am - 12:00pm	Root	\$65
Intro to Yang Style Tai Chi				
ID: 39494	Thu, 2/12/15 – 3/19/15	7pm – 8pm	Root	\$65
ID: 39495	Thu, 3/26/15 – 4/30/15	7pm – 8pm	Root	\$65
Intro to Tai Chi Fan				
ID: 39493	Tue, 4/7/15 – 5/12/15	6:30pm – 7:30pm	Ebeling	\$65
5 Animal Frolics Qigong				
ID: 39459	Tue, 2/17/15 – 3/31/15	6:30pm – 7:30pm	Ebeling	\$65
Radiant Lotus Qigong				
ID: 39496	Wed, 2/18/15 – 4/1/15	6:30pm – 7:30pm	Ebeling	\$65
ID: 39534	Wed, 4/8/15 – 5/20/15	6:30pm – 7:30pm	Ebeling	\$65
8 Pieces of Brocade Qigong				
ID: 39489	Thu, 2/12/15 – 3/19/15	8:00pm – 9:00pm	Root	\$65
ID: 39490	Thu, 3/26/15 – 4/30/15	8:00pm – 9:00pm	Root	\$65
Intermediate				
Tai Chi for Energy				
ID: 39545	Sat, 1/24/15 – 4/11/15	10:00am – 11:00am	Ebeling	\$120
ID: 39551	Tue, 2/17/15 – 5/19/15	7:30pm – 8:30pm	Ebeling	\$120
Sun Style 73 Form				
ID: 39579	Wed, 2/18/15 – 5/20/15	7:30pm – 8:30pm	Ebeling	\$120
Sun Style 97 Form				
ID: 39580	Sat, 1/24/15 – 4/11/15	9:00am – 10:00am	Gonzales	\$120
Yang Short Form				
ID: 39582	Sat, 1/24/15 – 4/11/15	10:00am – 11:00am	Root	\$120
Yang Long Form				
ID: 39583	Sat, 1/24/15 – 4/11/15	9:00am - 10:00am	Root	\$120

See website or contact us for more course information.



Tai Chi Teacher Certifications

Tai Chi for Arthritis - Teacher Certification 1

The Tai Chi Certified Teacher Training Programs are designed for certified exercise instructors, tai chi practitioners, and healthcare professionals to develop or enhance wellness programs. No previous tai chi experience is required. This program certifies participants to teach “Tai Chi for Arthritis,” and is endorsed by Arthritis Foundations worldwide. 16.8 Contact Hours, \$275, Linda Ebeling and Keith Root



ID: 39587	Sat, 5/2/15	9:00am – 5:00pm	RM: S2330
	& Sun, 5/3/15	9:00am – 4:00pm	

Tai Chi Workshops

8 Pieces of Brocade Qigong Workshop

This workshop introduces the 8 Pieces of Brocade or Ba Duan Jin, an ancient Qigong practice used for health maintenance. 2.4 Contact Hours, \$29, Keith Root

ID: 39770	Sat, 2/21/15	1:30pm – 3:30pm	RM: A1560
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Tai Chi for Arthritis Teacher Preparation Workshop

This class is designed to students strategies to prepare for the Tai Chi for Arthritis Teacher Certification course. 1.2 Contact Hours, \$15, Keith Root and Linda Ebeling

ID: 40555	Sat, 4/18/15	1:30pm – 2:30pm	RM: S2330
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FREE TAI CHI EVENTS

Tai Chi Open House

Come to our Open House and experience Tai Chi, meet instructors and learn about the many styles of Tai Chi.

ID: 39491	Sat, 1/24/15	12:30pm – 1:30pm	RM: S2330
ID: 39492	Sat, 3/7/15	12:30pm – 1:30pm	RM: S2330

World Tai Chi and Qigong Day

Join us to celebrate healing power of Tai Chi and Qigong. Everyone is welcome to participate in this community event.

ID: 40476	Sat, 4/25/15	9:00am – 12:45pm	RM: A1500
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Yoga

NEW Yoga Nidra: The Gift of Deep Restoration and Healing

Yoga Nidra is a non-movement, guided meditation that takes you into “yogic sleep”. It is a wonderful and effective way to reduce stress and find optimal health. It boosts the immune system, reduces or eliminates anxiety and depression, treats sleep issues, and prevents and reverses numerous ailments and diseases. One hour of Yoga Nidra is equivalent to 3 hours of sleep. 2.4 Contact Hours, \$49, Sharon Hills-Bonczyk

ID: 39465

Thur, 5/7/15

6:00pm – 8:00pm

RM: P1840

NEW Yoga and Ayurveda: Balancing Your Chakra Energy Body

Do you know what type of yoga is best for your constitution, what postures help balance your dosha, and how to use yoga and Ayurveda to balance your energy body? In this class you will identify which chakras are weak or out of balance and learn to practice yoga in a way that is best and most effective for your constitution. 2.4 Contact Hours, \$49, Sharon Hills-Bonczyk

ID: 39466

Thur, 5/14/15

6:00pm - 8:00pm

RM: P1840

NEW Restorative Yoga

Calm the mind and body with the ease of 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. 7.2 Contact Hours, \$65, Sharon Sebring

ID: 39464

Thur, 2/19/15 – 3/26/15

6:30pm - 7:30pm

RM: S2330

ID: 39499

Thur, 4/2/15 – 5/7/15

6:30pm - 7:30pm

RM: S2330

Nutrition, Fitness, and Longevity - It's all here!

Find the resources to **LOOK Your Best, FEEL Your Best and BE Your Best, and design YOUR Healthy LIFE!**

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



February 7 & 8 • 10 am – 5 pm
Minneapolis Convention Center

Register and get a FREE Admission ticket at normandale.edu/ce/classes
(click on Browse Classes/For Your Interest/Free Events)



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

**"Qigong and Aromatherapy
often accelerate the healing
in my patients"**

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

Get Certified!

LEADERSHIP AND MANAGEMENT

Supervision and Management Certificate
Business Research Certificate
Change Agent Certification
Customer Service Certificate

MARKETING

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

BUSINESS APPLICATIONS

Computer Essentials Certificate
Intermediate Computer Skills Certificate
Excel Spreadsheet Certificate
Database Management Certificate

QUALITY AND SIX SIGMA

Six Sigma Green Belt Certificate
Six Sigma Black Belt Certificate

AGILE AND SCRUM

Certified Scrum Product Owner
Certified ScrumMaster

INFORMATION TECHNOLOGY

Microsoft Network Certifications
Cisco Certifications
Programming and Development Certifications
Health Information Technology (MNHIT)

HEALTHCARE AND MEDICAL

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

INTEGRATIVE HEALTH AND WELLNESS

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

Learn about other professional training programs and certifications
visit our website or call 952-358-8343.

languages and culture

Believe it or not, most of the world does not speak English (an estimated 80 percent). And as the world seemingly gets smaller, it is important to stay connected. Learning a language will open you up to new ideas, partnerships and it will set you apart in the workplace. Enroll in a language course or schedule a customized program at your organization. Check our website for many more classes or give us a call 952-358-8343.

American Sign Language

Learn skills for conversing in American Sign Language from basic to advanced level in a fun and non-threatening learning experience. You will also learn to apply correct facial grammar and gain an appreciation and deeper understanding of Deaf culture. These classes emphasize a non-spoken classroom to help you achieve a mastery and confidence in your skills. 1.2 CEU, \$99, Jamey Guille

Level 1: ID: 39727	Wed, 2/4/15 – 3/11/15	6:00pm – 8:00pm	RM: P1842
Level 2: ID: 39728	Wed, 3/18/15 – 4/22/15	6:00pm – 8:00pm	RM: P0806A

Textbook required for all ASL courses:
See website for specific required course materials.
To obtain needed ASL text contact Harris Communications at
952-906-1180 or TTY: 952-906-1198 or at www.harriscomm.com

Jamey Guille has a Masters Degree in Deaf Education and American Sign Language. He lost his hearing at age two, and brings an authentic and caring perspective to his classes.



“Jamey was an incredible instructor who kept all learners engaged. He made ASL fun and easy to learn. Classes were awesome and informative.”- ASL student





Japanese

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

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

Level 1:		\$125, Fusako Muro	
ID: 39719	Thur, 2/19/15 – 3/26/15	6:00pm – 8:00pm	RM: P0830
Level 2:		\$99, Michiko Dressen	
ID: 39720	Thur, 4/16/15 – 5/21/15	6:00pm – 8:00pm	RM: P0830

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

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

NEW 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

ID: 39718	Wed, 4/22/15 – 5/27/15	6:00pm – 9:00pm	RM: P0830
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Chinese

Mandarin Chinese is the most widely spoken language in the world (based on the number of native-language speakers) with 873 million native speakers. In this course, students will acquire basic conversational skills and become acquainted with the civilizations, culture and business environment of China. Also included are Chinese etiquette and ethical guidelines for business. 1.2 CEU, \$99, Youmei Hou

Level 1: ID: 39699	Tue, 2/17/15 – 3/24/15	6:00pm – 8:00pm	RM: P1810
Level 2: ID: 39700	Tue, 4/7/15 – 5/12/15	6:00pm – 8:00pm	RM: P1810

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

Whether you are interested in art, opera, history or architecture, learning Italian will lead you to a deeper understanding of these and many other expressions of Italian culture.

Level 1: \$129

ID: 39701	Mon, 2/23/15 – 4/6/15	6:30pm – 8:30pm	RM: P1810
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Level 2: \$99

ID: 39702	Mon, 4/13/15 – 5/18/15	6:30pm – 8:30pm	RM: P1810
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Level 3: \$99

ID: 39703	Wed, 2/18/15 – 3/25/15	6:30pm – 8:30pm	RM: P1810
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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.

Paola Foresti Faul is a native Roman and has more than 10 years teaching languages before locating to the United States. She is passionate about teaching and sharing her interest in foreign cultures with her students.

French

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

Level 1: ID: 39725	Mon, 2/23/15 – 3/30/15	7:00pm – 9:00pm	RM: P1844
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Level 2: ID: 39724	Mon, 4/6/15 – 5/11/15	7:00pm – 9:00pm	RM: P1844
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Level 3: ID: 39723	Thur, 2/12/15 – 3/26/15	7:00pm – 9:00pm	RM: P1844
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Rose Mingo-Holtz is a native French and Creole speaker from Haiti. She has been teaching at Normandale for more than 10 years.





Spanish

Our Beginning Spanish program is designed for beginners whose goal is to eventually become fluent. These classes help learners build a solid foundation of Spanish grammar and an extensive vocabulary to equip them for a continuing, in-depth study of the language.

Beginning Spanish 1

This is the first course in our traditional Spanish series. Learn commonly used questions and answers for engaging in simple conversations, communicating numbers, dates and times, and basic vocabulary related to everyday language. By the end of the class, you will also be familiar with some regular and irregular present tense verbs. 1.2 CEU, \$129 (includes textbook for Beginning Spanish 1 - 4), Julio Fajardo

ID: 39757 Wed, 2/4/15 – 3/11/15 6:30pm – 8:30pm RM: P1844

Beginning Spanish 2

Practice basic conversational skills using reflexive verbs and some verbs in the perfect and imperfect tenses. Direct and indirect object nouns will be introduced, as you add to your vocabulary and conversational skills. 1.2 CEU, \$99, Julio Fajardo

ID: 39758 Wed, 3/25/15 – 4/29/15 6:30pm – 8:30pm RM: P1844

Beginning Spanish 3

Practice and learn more present tense verb forms, both regular and irregular. Vocabulary topics include food, drink and travel. 1.2 CEU, \$99, LeAnn Taylor

ID: 39738 Wed, 1/21/15 – 2/25/15 6:30pm – 8:30pm RM: P0844

Beginning Spanish 4

This course includes the imperfect tense, adverbs, using double object pronouns, and preterit versus imperfect. Vocabulary topics include school, household items, and outdoors. 1.2 CEU, \$125 (fee includes the cost of an additional textbook, not used for Beginning Spanish Levels 1-3), LeAnn Taylor

ID: 39739 Wed, 3/11/15 – 4/15/15 6:30pm – 8:30pm RM: P0844

Spanish for Medical Professionals

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

Level 1: ID: 38216 Online class – 3/2/15 – 3/27/15

Level 2: ID: 38217 Online class – 4/6/15 – 5/1/15



English

TOEFL Prep Class

The Test of English as a Foreign Language, or TOEFL iBT, is a proficiency test that measures the ability of non-native speakers of English to use and understand the language as it is spoken, written, and heard in a university classroom. In this preparation class, you will learn test-taking skills for the computerized TOEFL, review English grammar and usage, and practice TOEFL test questions. See website for more information. 1.6 CEU, \$148, Caren Abdelaal

ID: 39772 Tue & Thur, 2/17/15 – 3/12/15 6:00pm – 8:00pm HTC - Eden Prairie

Over 6,000 universities in 130 different countries accept the TOEFL test as part of their admissions criteria.

Technologies for English Language Learning

Technology can make learning English more interactive and dynamic and help learners become citizens of the digital age. In this course, students will apply technologies, such as digital storytelling, blogging, podcasting, and Google Docs to independently engage in learning and improving their English skills. Students will also discover online tools for continuing to develop their English skills, and have time in class to explore these resources. See website for more information. 1.0 CEU, \$98, Caren Abdelaal

ID: 39773 Sat, 3/28/15 – 4/11/15 9:00am – 12:00pm HTC - Eden Prairie

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, \$99, Claire Campbell-Tokar

ID: 40550 Thur, 4/2/15 – 5/7/15 6:30pm – 8:00pm RM: P1810

English Made Easier

FREE

An Introduction to Accent Reduction

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

ID: 40551 Thur, 3/26/15 6:30pm – 8:00pm RM: P1810



Claire Tokar

Build Your Confidence

Students from more than 45 countries have participated in our accent reduction classes. Instructor Claire Tokar describes each class as “a temporary world family, where learners can connect with each other.” Having overcome a learning disability herself, Claire knows first-hand how challenging it is to spell and pronounce unfamiliar words. “It takes courage to work on speaking skills. I admire the learners who do this, and it is an honor to teach them.”



Experience Minnesota

Experience Minnesota by joining one of these unique Saturday events! You will visit historical sites and learn about Minnesota and American culture. These courses are offered in partnership with Hennepin Technical College. Please note that you will meet on location of the event, not at the college campus.

When you register for an Experience Minnesota class, you will receive information in advance, with maps, directions and contact information.

Experience Minnesota - The Influence of Immigration

Learn more about Minnesota immigrant history and the rich cultures that have contributed to our state, past and present. 0.5 CEU, \$50, Caren Abdelaal

ID: 39775 Sat, 3/7/15

10:00am – 3:00pm

Location: The Global Market, south Minneapolis

Experience Minnesota - Minneapolis

In the spring, we will visit the Mississippi River and learn of its influence in the making of Minneapolis and our state. 0.5 CEU, \$50, Caren Abdelaal

ID: 39776 Sat, 5/16/15

12:30pm – 5:30pm

Location: Old St Anthony near downtown Minneapolis

Midwest Culture Exchange: Culture & Language

Are you new to Minnesota? This class is designed for you. The Midwest Cultural Exchange is designed for students from other countries, and au pairs, to enhance their cultural understanding of the US, improve their language skills, and broaden their knowledge of intercultural communication. 2.0 CEU, \$235, Caren Abdelaal

ID: 39774 Sat, 2/21/15 & 3/7/15

8:30am – 4:30pm

HTC - Eden Prairie

Caren Abdelaal has over 20 years of experience teaching and working with multi-cultural individuals through her ESL teaching, tutoring, and culture training in various organizations and businesses.

5 Skills Everyone Needs to Have on a Resume

1. Excel pg 24
2. Web Development (Java, HTML, SQL) pg 26-30
3. Adobe Creative Suite pg 27
4. Foreign Language pg 62
5. Google Analytics pg 16

US News & World Report, Ritika Trikha



registration information

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

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

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

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

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

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

FIVE WAYS TO REGISTER!

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

Phone: 952-358-8343

Fax: 952-358-8240

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

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



registration form

Name _____ Birthdate _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

WHEN REGISTERING PLEASE INCLUDE:

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

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

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



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.



The New World of Work

Connecting People, Insights and Skills

The new world of work is shifting the way we think about work, jobs and careers. More than ever, we need to understand our own unique abilities, transferable skills, values and goals. We also need to learn to become fluent in our efforts to self-promote and to find those opportunities that are “a match for us” whether they come in the form of a job, contract or self-generated income streams.

Career Transitions

Normandale is connected to this new world of work. We work with career counselors, talent recruiters and employers. We understand that making a career transition can be stressful and that searching for a job is challenging. Attend a career information session or call 952-358-8343 for one-to-one advising.



New World of Work

Career Information Sessions

		FREE
ID: 40543	Mon, 2/2/15	6:00pm – 7:30pm
ID: 40544	Mon, 2/23/15	6:00pm – 7:30pm
ID: 40545	Mon, 3/9/15	6:00pm – 7:30pm
ID: 40546	Mon, 3/30/15	6:00pm – 7:30pm
ID: 40547	Mon, 4/13/15	6:00pm – 7:30pm
ID: 40548	Mon, 4/27/15	6:00pm – 7:30pm
ID: 40549	Mon, 5/11/15	6:00pm – 7:30pm

Normandale Partnership Center, Room P1840

Professional Development and Career Advancement

Depending on your specific career goals, we offer programs that are designed to build key skills and offer in-demand credentials that transfer across industries.

Supervision and Management . . .page 6	Data Analysispage 3
Health ITpage 36	Six Sigmapage 15
ScrumMasterpage 14	Compression Planningpage 9
Computer Technicianpage 35	Web Design Certificatepage 33

Gain the tools, techniques and, most importantly, connections with people who truly understand what it takes to make a career change. Visit our website or give us a call 952-358-8343, we’re here to help!

"I went from working my day-to-day job with no possibilities of rising much higher, to endless opportunities to learn and excel in my career."

Jennifer Ortiz,
Sr. Applications Analyst
& Developer, HealthPartners

Jennifer earned her Health IT Certification at Normandale.



**Career Training
and
Employment
Certifications
Inside**

normandale

**continuing
education**



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COMMUNITY COLLEGE

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