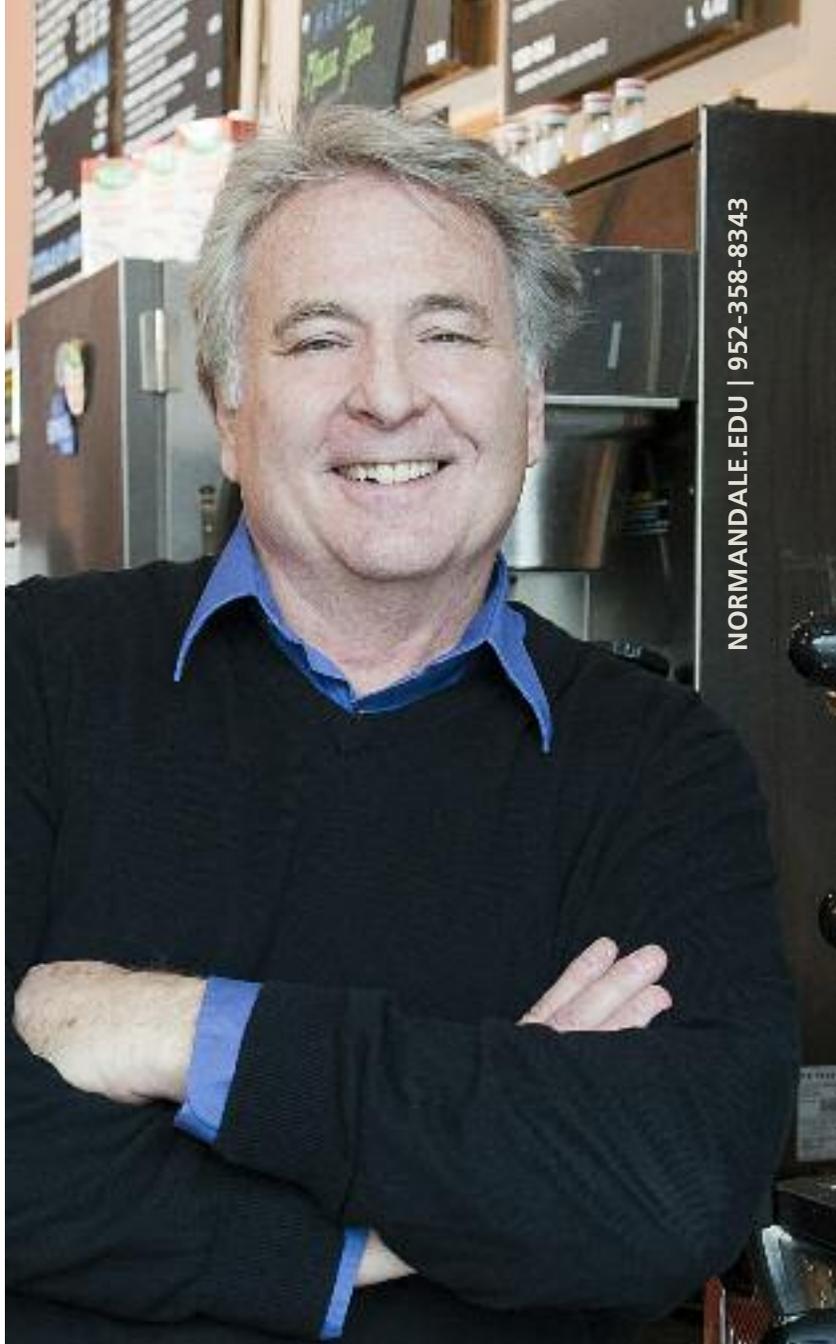


normandale

continuing education



NORMANDALE.EDU | 952-358-8343

WINTER/SPRING
2014

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**Sebastian Joe's manager,
Greg Hefferan, scoops up
new leadership skills
through the Supervision &
Management Certificate.**



NORMANDALE
COMMUNITY COLLEGE



Discover New Possibilities

2014 begins! It is a great time to look forward, clarify intentions and frame goals for the year. We seek ways to feel healthy, emotionally fulfilled, personally successful and connected within our communities. When we take time to learn, we invest in ourselves. When we expand our insights and honor our talents, we invest in our future.

This schedule is filled with courses and programs designed to inspire and prepare you to reach your aspirations, professionally and personally.



Explore Career Opportunities

If you are in the middle of a job search or unsure about the direction of your career, take a look at the many events designed to connect you to new opportunities and professional networks...many are FREE.

Change Summit	page 4
New World of Work	page 65
Healthcare Information Technology	page 32
Healthcare Careers	page 69

Enhance Workplace Skills

Businesses leaders value employees who can lead teams and facilitate change. Employers know that new thinking fosters growth, satisfies customers and improves overall competitiveness.

The Failure Forum	page 5
Certified ScrumMaster	page 16
Change Agent Certification	page 5



Delivering greater customer service and building brand value are the hallmarks of competitive advantage. There is an increasing need for employees who can apply customer research and analytical tools to enhance the customer experience, communications and business strategies.

CX: Customer Experience	page 11
Google Analytics	page 12
Customer Centric Communication	page 10

Embrace Health and Wellness

Utilizing the holistic principles of energy, balance and wellness are known to enhance our health. They also cultivate natural vigor that helps us obtain greater clarity, boost productivity in our work and feel contented.

Ayurveda Certificate	page 35
Energy Medicine	page 42
Reflexology	page 54



Whether you're looking to renew your career, advance your professional skills or enhance your wellbeing, Normandale Continuing Education can help you achieve your goals. Call us at 952-358-8343, we're here to help.

Learning for Individuals, Teams and Organizations

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page 6

enrich your organization

Business Acumen

Managing Ambiguity:

Navigating Gray in a Black and White World

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

Class ID: 32551 Tue, 4/29/14 8:30am – 12:30pm RM: P1840

Negotiation: Get What You Want

NEW

Negotiation is a key skill for success in business and everyday life. Knowing strategies to clarify what you want and how to prioritize needs will ensure you get more of what's essential. 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. See the website for more information. 1.6 CEU, \$195, INSTR: Julia King Tamang

Class ID: 32267 Online class – 3/3/14 – 3/28/14

Class ID: 32268 Online class – 5/5/14 – 5/30/14



Working with Difficult People

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

Class ID: 32542 Thur, 5/29/14 8:30am – 12:30pm RM: P1842

Managing Time, Workload, and Responsibilities

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

Class ID: 32541 Tue, 5/13/14 8:30am – 12:30pm RM: P1840

Fundamentals of Agile Development

See page 16 for course description.

CX: Customer Experience

NEW

See page 11 for course description.

Throughout our schedule, you will see this matrix barcode (or QR code). Smartphones and other devices equipped with barcode readers are able to scan this code and gain instant access to our website.



"According to a 2013 study from Brother Corporation, the average US worker loses 76 hours per year as a result of disorganization and inefficiency. This equates to an estimated \$177 billion loss to organizations."



Neuroleadership: Brain-Friendly Strategies to Enhance Performance

NEW

The exploding field of neuroleadership is teaching us important lessons about how the brain physically reacts to change and organizational decisions. In this workshop, you will learn how to create an environment and implement strategies that are conducive to supporting happy and healthy brains. Brains that are more open to collaboration and implementation of new initiatives. You will specifically learn how to enhance the structure of your teams, communicate change, and coach in a way that will engage employees and improve performance. .4 CEU, \$99, INSTR: Erika Garms, Ph.D

Class ID: 33596 Wed, 5/21/14 8:30am – 12:30pm RM: P1840

Building and Leading an Effective Team

NEW

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

Class ID: 32540 Tue, 5/6/14 8:30am – 12:30pm RM: P1840

Dump The Data, Tell The Story

NEW

Every day it seems as though we sift and sort through data. Some of it offers new insight and some supports a greater story. The problem is being able to convert and condense data into meaningful information that is compelling, illustrative, understandable and targeted to the needs of your audience. In this interactive workshop, you will learn the skills of synthesizing information into main points and translating those points into stories that create meaning and produce necessary 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. This workshop is ideal for executive assistants, marketing and sales professionals, project and financial managers, planners and analysts. .4 CEU, \$99, INSTR: Allison Broeren

Class ID: 33598 Thur, 5/22/14 8:30am – 12:30pm RM: P1840

Dr. Erika Garms speaks at the March Change Summit, page 5

New Certification in Presentation Media

see page 10

Change Management and Leadership

"The information in the Change Agent Certification is so practical. Though I have been exposed to some of those concepts before, it was never delivered in a way that is so easily applicable in my work. I am so pleased with the materials they sent us away with to actually support the use of the concepts."

*~Lori Huss
Scott County*

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

Normandale is developing key partnerships with experts in change management, and supporting the development of national certification standards. Together, we have created learning tools and classes designed to meet the varied needs of today's employees, change practitioners and businesses.

Mastering Change: Tools for Your Transition

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

.4 CEU, \$99, INSTR: Julie Berg

Class ID: 32550 Thur, 5/8/14 12:30pm – 4:30pm RM: P1842

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 that may be unpopular, there is an art and science to managing change. The class will begin with an explanation of the transition process and how it affects people. Strategies will then be provided for supporting your employees while holding them accountable for accepting change. This workshop will give you ample time to apply concepts to your own situation, so bring your issues with you and leave with a strategic action plan! .4 CEU, \$99, INSTR: Julie Berg

Class ID: 32549 Thur, 5/1/14 12:30pm – 4:30pm RM: P1840

you're invited to attend our Change Summits

There is a growing need for change management professionals in the Twin Cities due to a high concentration of Fortune 100 companies who embrace change management.

Gain new insight from featured experts while connecting with other leaders and practitioners committed to implementing and advancing change practices in their organizations.

February 20: The Failure Forum – Matt Hunt
March 20: Neuroleadership and Change – Dr. Erika Garms

Change Summits are FREE
Join us once a month from 4:30pm – 6pm
Partnership Center at Normandale

See website or call 952-358-8343 for dates and additional information.

Change Summits are sponsored by Minnesota Change Management Network in partnership with Normandale Continuing Education.

The MNCMN seeks to build a robust change management ecosystem that nurtures and develops change management talent and creates a recognized and accepted progression of change tools and skills.

Change Agent Certification

Practicing Implementation Effectiveness Change Agent Certification

This workshop is designed to help partners in the change process refine their skills. Learn to identify resistance, diagnose needs, and recognize which organizational levers can be pulled to drive change. Discover how to coach “change champions” and execute the components of a change plan. It is designed for HR professionals, project team members and leaders who wish to increase their effectiveness and implement change. In addition, communication or education practitioners seeking a deeper understanding of change principles will find this course valuable. 1.6 CEU, \$895 (If you would like to pursue Change Agent certification, there will be additional work outside of the workshop. The cost with certification is \$1,195.) INSTR: Terry Smith and Lisa Zweber-Smith

Class ID: 32552

Thur & Fri 3/27/14 & 3/28/14 8:30am – 4:30pm RM: P1844



The Change Agent Certification is ideal for HR professionals, training and development practitioners, and project managers and members.



**IMPLEMENTATION
INSTITUTE™**

THE BRIDGE BETWEEN STRATEGY AND RESULTS™

The Implementation Institute™

is dedicated to increasing organizations' capabilities to manage change and effectively implement initiatives. Through the Institute, Smith and Zweber-Smith integrate experience and cutting-edge research with innovative education, coaching, mentoring and assessment to positively impact leaders and organizations worldwide.

Upcoming Change Summit Presenters

The Failure Forum

February 20, 2014

Matt Hunt studies failure and its impact on organizations, but not the way you might think. Matt argues that failure is essential to true innovation or change, and successful organizations find ways to not only embrace it, but build an infrastructure to learn from it. Join Matt in a discussion about the importance of failure and how change practitioners can influence its integration into the organizational fabric.

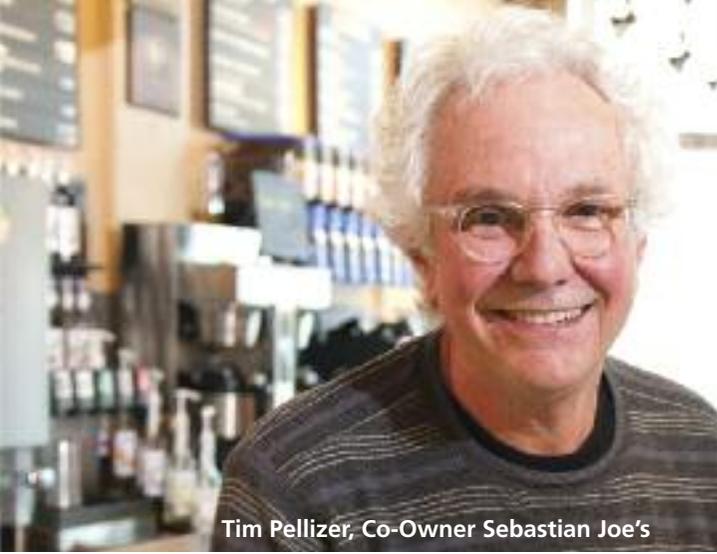


Neuroleadership and Change

March 20, 2014

Join Dr. Erika Garms as she expands on her September program discussing what we've learned from neuroscience about how the brain reacts to change. Much of this research is the basis for Erika's new book from ASTD Press, "Creating Brain-friendly Workplaces." Erika will share excerpts and be available to sign advance copies. Erika will also be teaching a related open enrollment workshop on May 21. See page 3 for more details.

Who Should Attend Change Summits: Change agents and champions in the workplace; practicing change management professionals; and consultants who drive change projects to completion and make them stick. Everyone is welcome.



Tim Pellizer, Co-Owner Sebastian Joe's

Great Organizations Develop Great Leaders

In the modern workplace, managing people has become a complex task. Many supervisors are promoted because of their excellent technical performance, but find that succeeding in this new role requires an entirely different set of skills. Greg Hefferan is a trusted store manager at local ice cream chain, Sebastian Joe's, but he didn't always realize the importance of adapting his leadership style to each individual.



Sebastian Joe's managers, Janos Dencsi, Greg Hefferan, and Zoltan Gyenes

This is a familiar challenge that many individuals and companies face, which is one reason why Normandale developed the Supervision/Management certificate. "The course helped us think about the fact that everyone has different communication styles, and if you are able to mirror or adapt to someone else's style you can be more effective," said Hefferan.

The series consists of four weekly half-day sessions taught by Julie Berg, who brings over 20 years of experience across a variety of industries as a practitioner, consultant, and educator. Normandale Program Director, Jeff Hudson, notes that these courses have proven helpful to a wide variety of individuals and organizations. "There are many audiences that benefit, but I think it really helps first time supervisors or those who have been in a supervisory role but never received guidance in making the transition," says Hudson.

Adaptable Approach

Several companies have enrolled multiple employees in the certificate series. Berg believes this dynamic can enhance the learning experience. "We focus on having a core curriculum that addresses most of the needs of the class, but we can also be flexible," said Berg. "We have been able to adapt the subject matter to our population in the room. This allows us to customize the course and gives people a chance to learn from each other's experiences."

Tim Pellizer, co-owner of Sebastian Joe's, was searching for a course to provide supervisory skills for recently promoted managers. He thought the description of Normandale's program was perfect, and he decided to enroll three management team members in the certificate program. After meeting with the managers at the end of the course, he believes he made the right choice.



Julie Berg

“Experience has enriched all three of these guys’ ability to manage people,” said Pellizer. “Even if they had only taken a handful of ideas from this course, it would have been worthwhile, but they received far more than that.” Hefferan added that the ability to interact with his co-workers both during and after class was important. “We learned a lot about asking questions to our staff to help involve them in the process. As we started to use some of the information in the workplace, we noticed we talked to our staff differently. The class is still fresh in my mind, and because of it I don’t categorize people. I try to identify their style and adapt to it to communicate clearly with them,” Hefferan said.

New Responsibilities

A similar story is told by John Saycocie, a Research and Design Engineering Manager at Smiths Medical, a leading global provider of medical devices. Due to an organizational change, many employees with a strong technical background also had to learn management skills. This past fall, he enrolled 12 of these people in the certificate series.

“This course did a great job of creating a new understanding of personal styles, how to recognize them and ways to use that information to meet each other’s styles to foster teamwork,” said Saycocie. “By sending a large group of employees from our company to these courses, we were able to improve performance through better coaching and collaboration.”

Measureable Results

Another individual who developed a newfound appreciation for leadership style is Debra Hurston, CEO/Executive Director of the Minnesota Chiropractic Association. After experiencing significant staff turnover, Hurston participated in the series to explore her potential role in the turnover and possible solutions.

During the course, it became clear to her that understanding different personality types and motivations is critical to a manager’s success. “Everyone thinks they are a good listener,” said Hurston. “However, this program made me realize my attention might be in other places when I am interacting with the staff. Additionally, it emphasized the value of listening and the way you ask a question to generate desired responses. I would say this is a great course to take as early as possible in your management journey.”

Contact Jeff Hudson to explore how the Supervision/Management Certificate program can bring these kinds of results to your organization. 952-358-8705, or jeff.hudson@normandale.edu.



Debra Hurston (left)
Paul Rys (front)

Article written by
Steven Geller

Photography by
Katie Heymer

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

- John Saycocie,
Smiths Medical



Pictured here are 5 of the 12 Smiths Medical Attendees

Front: Tom Kastan, Rick Ledford; Back: Mike Kersch, John Saycocie, Larry Gaalaas

Supervision and Management

Fundamentals of Supervision/Management Certificate

When an individual contributor is promoted to supervisor, the transition can be a difficult one. This certificate will provide the new supervisor 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. This course helps new supervisors understand how to effectively make that transition and begin the road to effective leadership. .4 CEU, \$125

Class ID: 32545 Thur, 4/3/14 12:30pm – 4:30pm 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. .4 CEU, \$125

Class ID: 32546 Thur, 4/10/14 12:30pm – 4:30pm 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 or serious misconduct. Learn how to document the problem, and explain what the employee must do to address it. Learners gain skills in discussing and imposing formal consequences while adhering to their organization’s disciplinary policies and procedures. .4 CEU, \$125

Class ID: 32547 Thur, 4/17/14 12:30pm – 4:30pm 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 their own voice and style. This final class will encourage supervisors to define the style that allows them to be effective and authentic. .4 CEU, \$125

Class ID: 32548 Wed, 4/23/14 12:30pm – 4:30pm RM: P1840

Building and Leading an Effective Team

NEW

See page 2 for course description.

Leading Through Change

NEW

See page 4 for course description.



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.

**Research indicates that when employees leave an organization,
40% of the time it's because they were frustrated
with an ineffective supervisor.**

Gallup Organization

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, \$1,095, INSTR: Tawnya Chandler

Class ID: 32522 Online class – 2/11/14 – 5/6/14



Managing Generations in the Workplace

NEW

See website for course description. 1.6 CEU, \$175, INSTR: Heather Dimitt

Class ID: 32292 Online class – 4/7/14 – 5/2/14



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

Business Communication

Refresh Your Grammar

Proper grammar is essential for good writing and credibility, but who has time to give it the attention it deserves? 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. .4 CEU, \$99, INSTR: Jeannette Grace

Class ID: 32543 Wed, 4/9/14 8:30am – 12:30pm RM: P1844

Business Writing

Writing poorly in business can reflect negatively on both you and your company. To achieve strong writing skills, you need to analyze your audience, organize your thoughts, and use appropriate tone, formatting and language. *Bring the following writing samples: 1) e-mail, 2) letter, 3) proposal (this can be an informal or formal proposal; see website for examples).* .8 CEU, \$150, INSTR: Jeannette Grace

Class ID: 32544

Tue & Thur, 4/22/14 & 4/24/14 8:30am – 12:30pm RM: P0840

Designing Successful Webinars

See website for course description. 1.6 CEU, \$195, INSTR: William A. Draves

Class ID: 32260 Online class – 3/3/14 – 3/28/14



Class ID: 32261 Online class – 5/5/14 – 5/30/14

Powerful Presentations & Effective Speaking Techniques

NEW

See website for course description. 1.6 CEU, \$195, INSTR: Bridget Brady

Class ID: 33631 Online class – 2/3/14 – 2/28/14



Class ID: 33632 Online class – 4/7/14 – 5/2/14

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

~Jeannette Grace

Customer Centric Communication

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 information on group discounts.

“When proposals authentically reflect a customer’s needs, interests and style, you will win more business and develop much stronger partnerships.”

Jeannette Grace

Take one course or earn this certificate when you complete all three courses. Enroll in the Presentation Media certificate for \$495 (a savings of \$90).

Creating Customer Centric Communication **NEW**

In today’s competitive market, we often need to respond to customer requests by submitting a proposal. Whether it is an official RFP, a letter or a presentation, proposals offer an unique opportunity to create or strengthen credibility with our customers. In this workshop, learn to produce proposals that are customer focused, responsive and easy to evaluate. See how to differentiate the benefits and value your firm offers when compared to competitors. Learn to write with clarity and brevity while also ensuring that you leave no question unanswered. It is important to organize content to reflect your customer’s request. Finally, you will gain valuable tips for enhancing readability and visual appeal. .4 CEU, \$99, INSTR: Jeannette Grace

Class ID: 32526 Wed, 5/28/14 8:30am – 12:30pm RM: P1844

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.

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 stimulated with what you are presenting as well as how you are presenting. 1.6 CEU, \$195, INSTR: Kimba Green

Class ID: 32262 Online class – 2/3/14 – 2/28/14

Class ID: 32263 Online class – 4/7/14 – 5/2/14



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 methods, such as 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, INSTR: Dan Hood

Class ID: 32264 Online class – 3/3/14 – 3/28/14

Class ID: 32265 Online class – 5/5/14 – 5/30/14



Creating Visual Presentations

Learn the graphic design techniques needed to create contemporary and professional looking presentations, including page layout, typography and basic design considerations. You’ll take away the skills needed to work in any presentation software program that you choose. Ensure that your visual presentations and materials effectively communicate your message. 1.6 CEU, \$195, INSTR: Jenna Soard

Class ID: 32266 Online class – 4/7/14 – 5/2/14



CX: Customer Experience

Moving From Customer Service to Customer Experience

NEW

Gain the information, tools and coaching needed to differentiate your business on the customer experience. You'll start by outlining your current state, including describing your customers, your interactions with them, along with the processes, technologies and employees that support these interactions. Then, you'll map your customer journey to better understand those critical touch points. You'll be able to begin to confirm what is working, what needs fixing and what gaps need filling. As you move beyond tactical fixes, you'll see that aligning efforts to customer value results in increased engagement, loyalty and profitability. See the website for more about the key learning objectives of this highly interactive workshop. .8 CEU, \$195, INSTR: Jim Tincher

Class ID: 33635

Thur, 5/8/14 & 5/15/14

8:30am – 12:30pm

RM: P1840

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. When you learn to interact and engage your customers, you will gain invaluable feedback and strategically rich information. You'll 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, promotion and 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, INSTR: William A. Draves

Class ID: 32255

Online class – 2/3/14 – 2/28/14



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*.



"A great customer experience begins with a solid understanding of your customers. It also requires that your employees use those insights to build programs that your competitors cannot duplicate." Jim Tincher

Customer Engagement:

The Secret to Life, the Customer, and Everything

Emotional Engagement is the secret to customer loyalty. Customer Engagement is formed when you solve problems and do it in a way that creates an emotional connection.

In this workshop, your employees will learn the three keys to create great customer engagement, including the need to **Solve a Problem, Make a Connection**, and understand that **customer engagement is All About You**. Your employees will leave with an understanding of a customer's true needs, and the tools to form better connections with customers. This Jim Tincher workshop is the most-requested workshop that he facilitates, particularly for B2C companies.

Custom Training Workshop

Call Jeff Hudson at 952-358-8705 to learn how customer engagement training can increase productivity and profitability for your business.

Marketing

Media Buying Strategies

NEW

Discover how to delineate the relationship between marketing and media-buying decisions. Marketing functions are examined through case analysis to successfully integrate all elements of the media-buying process. Come away with knowledge of media buying strategies to promote your organization and boost sales and profits. 1.6 CEUs, \$195, INSTR: Erin Parnell

Class ID: 32320 Online class – 3/3/14 – 3/28/14

Class ID: 32321 Online class – 5/5/14 – 5/30/14



Google Analytics

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

Class ID: 32318 Online class – 3/3/14 – 3/28/14

Class ID: 32319 Online class – 5/5/14 – 5/30/14



Google +

NEW

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, INSTR: Jeff Kart

Class ID: 33633 Online class – 4/7/14 – 5/2/14



Web Marketing and Search Engine Optimization

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

Class ID: 32425 Fri, 5/30/14 12:30pm – 4:30pm RM: P1802

Designing Your Website for Mobile Devices

Creating a website that can be viewed effectively on mobile devices is a necessity. Whether your customers are viewing your website on an iPad, iPod or Smart Phone, you want to build your site and applications in a manner that avoids frustration. Learn how to effectively design websites and applications for seamless access on a variety of media devices. Emphasis will be on hands-on application. .3 CEU, \$75, INSTR: Tim Daniels

Class ID: 32423 Wed, 4/9/14 1:30pm – 4:30pm RM: P1802

Certificate in Customer Research

See page 11 for course description.



**Graphic and
Web Design
Programs
page 25**

**See our website
for more
eMarketing
Courses and
Certificates**

Social Media for Business Certificate

Your instructors, Jennifer H. Selke and Suzanne Kart will introduce you to the new principles of marketing communications.

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

Class ID: 32303 Online class – 2/3/14 – 2/28/14

Class ID: 32304 Online class – 4/7/14 – 5/2/14



Marketing Using Social Media

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

1.6 CEU, \$195

Class ID: 32305 Online class – 3/3/14 – 3/28/14

Class ID: 32306 Online class – 5/5/14 – 5/30/14



Integrating Social Media in Your Organization

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

Class ID: 32307 Online class – 4/7/14 – 5/2/14



eMarketing Essentials Certificate

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

Improving Email Promotions

Discover new ways to improve your email promotions, 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

Class ID: 32270 Online class – 2/3/14 – 2/28/14

Class ID: 32271 Online class – 4/7/14 – 5/2/14



Boosting Your Website Traffic

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

Class ID: 32272 Online class – 3/3/14 – 3/28/14

Class ID: 32273 Online class – 5/5/14 – 5/30/14



Online Advertising

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 learn to determine the demographics and numbers of people you want to reach. 1.6 CEU, \$195

Class ID: 32274 Online class – 4/7/14 – 5/2/14



Earn the Social Media for Business certificate when you complete all three courses; just \$495 (a savings of \$90).

Creating Dynamic Websites Using WordPress

see page 28



Customers who viewed product videos were 144% more likely to add the product to their cart. Video with good SEO has a 53% higher chance of showing up on page one of Google searches.

Enroll in the certificate for \$495 (a savings of \$90)

Video Marketing Certificate

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

Video Marketing

NEW

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

Class ID: 32310 Online class – 2/3/14 – 2/28/14

Class ID: 32311 Online class – 4/7/14 – 5/2/14



YouTube for Business

NEW

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

Class ID: 32312 Online class – 3/3/14 – 3/28/14

Class ID: 32313 Online class – 5/5/14 – 5/30/14



Inbound Marketing Certificate

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

Introduction to Inbound Marketing

You will discover how to attract customers to your site, what kind of content to share, how to use landing pages and forms to collect information, and how to implement campaigns that result in sales. 1.6 CEU, \$195

Class ID: 32279 Online class – 2/3/14 – 2/28/14

Class ID: 32280 Online class – 4/7/14 – 5/2/14



Content Marketing

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

Class ID: 32281 Online class – 3/3/14 – 3/28/14

Class ID: 32282 Online class – 5/5/14 – 5/30/14



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. Gain deeper insights into user behavior, measure visitor engagement and use landing pages and forms more effectively. 1.6 CEU, \$195

Class ID: 32283 Online class – 4/7/14 – 5/2/14



Customer Service Certificate

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

Keys to Customer Service

Learning to build your customer service skills can have a powerful impact on your career as well as success in other areas of your life. In this course, you will understand the value of long-term loyal customers—and the cost of losing them. Subjects include how to listen to customers, the qualities of web-based customer service, customer turn-off and managing customer expectations. You can help translate good intentions into a workable plan for great service.

1.6 CEU, \$145, INSTR: Nanette Sanders-Cobb

Class ID: 32256 Online class – 2/3/14 – 2/28/14

Class ID: 32257 Online class – 4/7/14 – 5/2/14



Extraordinary Customer Service

Transform your customer service into something extraordinary, and gain more repeat business which will improve your 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, INSTR: Nanette Sanders-Cobb and Fred Bayley

Class ID: 32258 Online class – 3/3/14 – 3/28/14

Class ID: 32259 Online class – 5/5/14 – 5/30/14



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.



Media Sales



Media Sales is a fast growing field

Consultative Media Sales

NEW

Gain the skills to start a career in media sales. In each session, your instructor will simulate a sales meeting. You'll gain the practical coaching needed to develop key skills, such as understanding your product, knowing how to make a good match, and using your own natural style to get that all-important first meeting. In addition, you will hear from employers who will provide insights into this exciting and dynamic field. 1.8 CEU, \$375, INSTR: Norma Cox

Class ID: 33597

Wed, 4/2/14 – 5/14/14

5:30pm – 8:30pm

RM: P1842

Norma Cox is an accomplished and highly respected media sales executive in the Twin Cities and beyond. She has led sales teams in all different media types, including her most recent experience as director of national sales for American Public Media. Norma is currently working with the Center for Investigative Reporting to develop a market strategy for a new national program called "Reveal Radio."

Agile & Scrum

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

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

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



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

Fundamentals of Agile Development

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

Class ID: 32526 Thur, 1/30/14 8:30am – 12:30pm RM: P1844

Class ID: 32527 Wed, 3/5/14 8:30am – 12:30pm RM: P1844

Class ID: 32528 Wed, 4/23/14 8:30am – 12:30pm RM: P1844

Certified ScrumMaster

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. *Included in your course fee, you will receive 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, \$1,060, INSTR: Doug Shimp

Class ID: 32529

Tue & Wed, 2/18/14 & 2/19/14 8:30am – 4:30pm RM: P0806

Class ID: 32530

Wed & Thur, 3/26/14 & 3/27/14 8:30am – 4:30pm RM: P0806

Class ID: 32531

Tue & Wed, 5/13/14 & 5/14/14 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 experience in the technology field. He is certified by the Scrum Alliance.



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

Certified Scrum Product Owner

Product Owners must have the skills to navigate market pressures, solve product design issues, and channel the energy of well-formed teams to deliver results. This course is for those who have some background in Agile project work and is intended to help experienced Agile practitioners focus on 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, \$1,060, INSTR: Doug Shimp

Class ID: 32533

Tue & Wed, 4/22/14 & 4/23/14 8:30am – 4:30pm RM: P0806



Don't wait
for opportunity,
create it.

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

Dan Olson, Co-Founder STAR Collaborative

Get Certified!

PROFESSIONAL TRAINING PROGRAMS AND CERTIFICATIONS

LEADERSHIP AND MANAGEMENT

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

MARKETING

eMarketing Essentials Certificate
Graphic Design Software Certificate
Web Design Software Certificate

BUSINESS APPLICATIONS

Microsoft Office Essentials Certificate
Intermediate Microsoft Office 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
MN Health Information Technology

Many more professional training programs and certifications on our website or call 952-358-8343.

Quality and Six Sigma

"I learned much more than expected. I'm proud to be Six Sigma certified and use this knowledge."
– Six Sigma student

Boost Your Skills in Excel

See page 22



Six Sigma Green Belt Certificate

WIA Approved

This certificate is for those committed to leveraging the power of Six Sigma techniques to increase customer service, product reliability, and cost reduction. However, a desire to learn is more important than analytical abilities. Earning this certificate will enhance your resume for employers who embrace continuous improvement, and will prepare you to work on Six Sigma teams supporting Black Belts on projects. 6.4 CEU, \$3,355 (or \$2,850 if registered by 3/21/14 – fee includes course reference and textbooks), INSTR: Dale Mize

Class ID: 32436

Mon & Tue, 4/7/14 – 4/29/14 8:30am – 4:30pm RM: P1810

Six Sigma Black Belt Certificate

WIA Approved

This certificate is designed to teach individuals in any type of organization the structure, methods, techniques, and financial gains of Six Sigma. The requirements to obtain this certificate include completion of a project with demonstration of competency using the tools and a score of 80% or better on the final exam. A Six Sigma Black Belt is a professional who can explain Six Sigma philosophies and principles, including supporting systems and tools. A Black Belt should demonstrate team leadership, understand team dynamics and assign team member roles and responsibilities. Black Belts have a thorough understanding of all aspects of the DMAIC model and operate in accordance with Six Sigma principles. 15.2 CEU, \$8,950 (or \$7,600 if registered by 1/20/14 - fee includes course reference, software and textbooks), INSTR: Dale Mize

Class ID: 32437

Mon - Thur, 2/3/14 – 6/2/14 8:30am – 4:30pm RM: P1840
(See website for specific course dates)

Dale K. Mize, has more than 20 years of consulting and training experience, and 21 years of technical and managerial experience. Dale is co-author of the SPC training workbook, *An Ounce of Prevention*.

Interested in getting started or building your skills in accounting and financial management

Check out some of our most popular and affordable courses:

- Accounting Fundamentals
- Crystal Reports
- Payroll with QuickBooks
- Introduction to Business Analysis
- Finance for the Non-Finance Professional
- QuickBooks

See our website for course details



Project Management

There are more projects occurring today than at any time in history. Organizations initiate projects to create new computer applications, erect bridges and buildings, improve processes, develop new products, and reorganize company operations.

Project Management Fundamentals I

Learn to master the essentials of project management. You'll become an indispensable member of your project team by discovering and mastering the critical concepts you need to plan, implement, control and close any type of project. Develop all sections of a project plan, and a variety of powerful techniques to generate project ideas. 2.4 CEU, \$99, INSTR: Tony Swaim

Online class – start every month



Project Management Fundamentals II

Increase your value to your employer by discovering and mastering essential quantitative and qualitative project management applications. Mastering the tricks of the trade: Earned Value Performance Measurement, Gantt Charts, Network Scheduling, Work Breakdown Structure, and Cost-Volume Analysis. 2.4 CEU, \$99, INSTR: Tony Swaim

Online class – start every month



PMP Certification Prep I and II

In these courses you will learn, practice and prepare for the Project Management Institute's prestigious PMP® certification exam. You will raise your project management IQ by discovering tips and techniques related to the content and questions you'll encounter on the PMP® exam. You will also gain proven learning strategies to help absorb key terminology, concepts, and formulas. 2.4 CEU, \$109, INSTR: Tony Swaim

Online class – start every month



These courses will help you prepare for the Project Management Professional (PMP®) and the Certified Associate in Project Management (CAPM®) exams offered by the Project Management Institute (PMI®)



Professional Bookkeepers Certification

The Certified Bookkeeper program is designed to support the professional development of bookkeepers. This program was created by the American Institute of Professional Bookkeepers (AIPB) and leads to national certification.

Certified Bookkeeper

NEW

As a bookkeeper, you are expected to maintain and monitor financial records, produce financial documents and compile key data by verifying payments, balancing accounts, making purchases, and more. When you earn the AIPB certification, you verify that you have mastered the knowledge and skills of this essential business role. This program covers six separate subject areas. See website for complete course description. You will receive a set of six workbooks that will prepare you for the AIPB certification exams. 14.0 CEU, \$1,795

Online class – 1 Year Access/Instructor supported



Bookkeepers with the AIPB credential are to bookkeeping what CPAs are to accounting: the elite of the profession.

Many businesses promote certified bookkeepers into advanced and supervisory roles. Opportunities to transition into careers as auditors and accountants also exist for experienced professionals.

computer and technology



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

Microsoft Word

Introduction to Microsoft Word 2010

This class is designed for those who are new to Word, self-taught, or need to brush-up on tips and techniques. Topics include: shortcuts/tips, editing, formatting, and using templates, tabs, and clipart. *Prerequisite: Knowledge of Windows.* 0.5 CEU, \$125, INSTR: Sherri Cady

Class ID: 32365 Thur, 3/6/14 8:00am – 1:00pm RM: P1802

Class ID: 32366 Tue, 4/29/14 8:00am – 1:00pm RM: P1802

Intermediate/Advanced Microsoft Word 2010

Topics include tables, writing tools, newsletters, document sections, headers/footers, mail merge, creating templates, fill-in forms, charting, tracking/commenting, combine/compare, creating styles, macros, and reports, and table of figures *Prerequisite: Intro to Word or equivalent.* 1.0 CEU, \$250, INSTR: Sherri Cady

Class ID: 32367

Thur, 3/20/14 & 3/27/14 8:00am – 1:00pm RM: P1802

Class ID: 32368

Tue, 5/6/14 & 5/13/14 8:00am – 1:00pm RM: P1802

Enroll in Keyboarding and improve your typing speed and accuracy.

See website for more course information.

Computer Applications Certificates

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

X = Required Course for Certificate E = Elective Course Recommended



Microsoft PowerPoint

Introduction to Microsoft PowerPoint 2010

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

Class ID: 32376

Tue, 2/25/14 & 3/4/14

INSTR: Treva Bastyr

5:30pm – 8:00pm

RM: P1802

Class ID: 32377

Tue, 5/27/14

INSTR: Sherri Cady

8:00am – 1:00pm

RM: P1802

Intermediate Microsoft PowerPoint 2010

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

Class ID: 32378

Tue, 3/11/14 & 3/18/14

INSTR: Treva Bastyr

5:30pm – 8:00pm

RM: P1802

Class ID: 33594

Tue, 6/3/14

INSTR: Sherri Cady

8:00am – 1:00pm

RM: P1802

Microsoft Project

Foundations of Microsoft Project 2010

This course will introduce the tools and techniques to create a project plan file, outline tasks, identify deliverables, set constraints, assign resources, view the critical path, set a baseline, and display project summary information. 1.4 CEU, \$350, INSTR: Donna Seys

Class ID: 32375

Mon, 3/24/14 & 3/31/14

8:30am – 3:30pm

RM: P1802

Foundations of Microsoft Visio 2010

See page 24 for course description.

NEW

Class ID: 32395

Mon, 4/7/14

8:30am – 3:30pm

RM: P1802

“Treva Bastyr was very personable – great pace for learning.”

Prezi

See page 10 for course description and dates.

Jumpstart your career and stand out to employers

1.57 million new project management jobs will be created yearly through 2020, *see page 19.*

PMI Project Management Talent Gap Report, 2013

Microsoft Excel

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

Treva Bastyr is an experienced technical trainer who also works with e-learning solutions and project implementation. She uses that experience to truly understand how adults want and need to use technology in the workplace.



Excel Basics for the Absolute Beginner 2010

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

Class ID: 32379 Thur, 1/23/14 8:00am – 1:00pm RM: P1802

Class ID: 32380 Tues, 5/20/14 8:00am – 1:00pm RM: P1802

Introduction to Microsoft Excel 2010

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

Class ID: 32381 INSTR: Sherri Cady
Thur, 1/30/14 8:00am – 1:00pm RM: P1802

Class ID: 32427 INSTR: Treva Bastyr
Tue, 2/11/14 & 2/18/14 5:30pm – 8:00pm RM: P1802

Class ID: 32382 INSTR: Sherri Cady
Thur, 5/22/14 8:00am – 1:00pm RM: P1802

Intermediate Microsoft Excel 2010

Topics include: 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 efficient tips and techniques. *Prerequisite: Introduction to Excel or equivalent knowledge.* 1.0 CEU, \$250

Class ID: 32383 INSTR: Sherri Cady
Thur, 2/6/14 & 2/13/14 8:00am – 1:00pm RM: P1802

Class ID: 32426 INSTR: Treva Bastyr
Tue, 4/1/14 – 4/22/14 5:30pm – 8:00pm RM: P1802

Class ID: 32384 INSTR: Sherri Cady
Thur, 5/29/14 & 6/5/14 8:00am – 1:00pm RM: P1802

Advanced Microsoft Excel 2010

Topics in this course include: advanced functions including conversion functions, import/export issues, Excel integration with Office programs, protections, Excel presentation issues, custom views, template creation, macros, advanced charting, data tables, scenarios, and solver. *Prerequisite: Intermediate Excel or equivalent knowledge.* 1.0 CEU, \$250

Class ID: 32385 INSTR: Sherri Cady
Thur, 2/20/14 & 2/27/14 8:00am – 1:00pm RM: P1802

Class ID: 33595 INSTR: Sherri Cady
Wed, 6/25 & 7/2/14 8:00am – 1:00pm RM: P1802

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

Microsoft Access

Introduction to Microsoft Access 2010

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

Class ID: 32369 Tue, 1/28/14 8:00am – 1:00pm RM: P1802

Class ID: 32370 Thur, 4/3/14 8:00am – 1:00pm RM: P1802

Intermediate Microsoft Access 2010

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

Class ID: 32371

Tue, 2/4/14 & 2/11/14 8:00am – 1:00pm RM: P1802

Class ID: 32372

Thur, 4/10/14 & 4/17/14 8:00am – 1:00pm RM: P1802

Advanced Microsoft Access 2010

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

Class ID: 32373

Tue, 3/4/14 & 3/18/14 8:00am – 1:00pm RM: P1802
(no class 3/11)

Class ID: 32374

Thur, 5/8/14 & 5/15/14 8:00am – 1:00pm RM: P1802

SQL – Structured Query Language

Introduction to SQL—Structured Query Language

Topics include: retrieving data, filtering data, working with functions and calculations, joins, and creating/manipulating tables. *Prerequisite: Intermediate Access or equivalent knowledge of database software.*

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

Class ID: 32390 Tue, 2/18/14 8:00am – 1:00pm RM: P1802

Class ID: 32391 Thur, 4/24/14 8:00am – 1:00pm RM: P1802

Intermediate SQL – Structured Query Language

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

Class ID: 32392 Tue, 2/25/14 8:00am – 1:00pm RM: P1802

Class ID: 32393 Thur, 5/1/14 8:00am – 1:00pm RM: P1802



"Ms. Cady did an excellent job of exposing me to the program's capabilities."

"Excellent teacher! I loved Sherri, she is extremely knowledgeable."

SQL - Learn the language that allows you to read and write from a database.

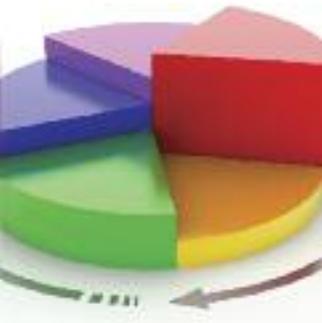
Be In Demand!

4 of the top 10 **IN-DEMAND** jobs in the Twin Cities are computer and technology related and have an average median wage of over \$51K.

— DEED LMI Occupations in Demand, June 2013

Call us at 952-358-8343 to learn more about IT training and the career opportunities that are right for YOU.

Organization And Efficiency Tools



Foundations of Microsoft Visio 2010

Visio is a drawing and diagramming tool that can help transform business and technical concepts into visual diagrams. Diagrams created in Visio enable you to communicate information clearly and with more impact than with text and numbers alone. Learn to use visual tools to represent the message, thereby eliminating confusion. Business processes, work flows, engineering diagrams, system layouts, and floor plans can be created. .7 CEU, \$175, INSTR: Donna Seys

Class ID: 32394 Mon, 3/10/14 8:30am – 3:30pm RM: P1802

Foundations of Microsoft OneNote 2010

OneNote 2010 is a collaboration and organization tool that is the best kept secret in the standard Microsoft Office Suite. Make OneNote your go-to place for all your ideas. Assemble in one handy place your typed and handwritten notes, links, web research pages, sketches, and videos and other media. Learn to use templates, organize content, search for information, see how OneNote works with other Microsoft applications, and share your notes with others using SharePoint and other platforms. Make OneNote your final destination. .7 CEU, \$175, INSTR: Donna Seys

Class ID: 32395 Mon, 4/7/14 8:30am – 3:30pm RM: P1802

QuickBooks

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

Foundations of QuickBooks 2013

Learn 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. You will build on that foundation with instruction in sales tax transactions, managing inventory, and using balance sheet accounts. This course will also cover creating estimates, job costing, time tracking, payroll, general journal, and customizing QuickBooks. 1.4 CEU, \$350, INSTR: Donna Seys

Class ID: 32389 Mon, 2/24/14 & 3/3/14 8:30am – 3:30pm RM: P1802

Adobe Acrobat

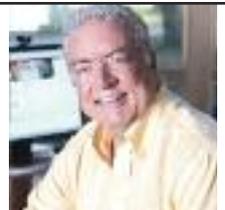
Foundations of Acrobat Pro 11

Adobe Acrobat Professional 11 is a course that covers everything from basic electronic document conversion to multimedia projects. You will learn navigational structures, how to create, edit and distribute documents, as well as how to build searchable PDF libraries and catalogs. Additionally, you will learn how to create forms that can be filled out by anyone, distributed by email or on a website, and changed at any time. .7 CEU, \$175, INSTR: Donna Seys

Class ID: 32396 Mon, 4/14/14 8:30am – 3:30pm RM: P1802

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

–Wesley Hayne, Web Design Certificate





Graphic and Web Design

The Graphic Design and Web Design Software Certificates provide skill development in high demand areas. These popular certificates are designed for those looking for jobs in communications, marketing design and business development fields. Both of these certificates offer a unique “portfolio” component. Built into each of these classes are real-world, application-oriented opportunities for you to build or add to your own portfolio.

Graphic and Web Design Software Certificates

	Graphic Design Software	Web Design
Design Basics	X	X
Introduction to Web Development		X
Adobe Photoshop I	X	X
Adobe Photoshop II	X	
Adobe Illustrator	X	X
Adobe InDesign	X	
HTML/CSS		X
Adobe Dreamweaver I		X
Adobe Dreamweaver II		X
Writing for the Web		E
Project Portfolio	X	X
Introduction to Acrobat Pro	E	E
Web Animation using Dreamweaver & JQuery		E
Designing for Mobile Devices		E
Web Marketing and Search Engine Optimization		E
Creating Dynamic Websites using WordPress		E

X = Required Course for Certificate
E = Elective Course Recommended

All Adobe classes will be taught using version CS6 in a lab with computers that use both Windows and Mac operating systems.

Design Basics

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

Class ID: 32400 Wed, 2/5/14 9:00am – 1:00pm RM: P1802

Class ID: 32401 Fri, 3/7/14 9:00am – 1:00pm RM: P1802

Class ID: 32402 Wed, 4/9/14 9:00am – 1:00pm RM: P1802

Adobe Photoshop I

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

Class ID: 32403 Wed, 2/12/14 9:00am – 4:00pm RM: P1802

Class ID: 32404 Fri, 3/14/14 9:00am – 4:00pm RM: P1802

Class ID: 32405 Fri, 4/18/14 9:00am – 4:00pm RM: P1802

Adobe Photoshop II

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

Class ID: 32406 Wed, 2/19/14 9:00am – 4:00pm RM: P1802

Class ID: 32407 Fri, 3/21/14 9:00am – 4:00pm RM: P1802

Class ID: 32408 Wed, 4/23/14 9:00am – 4:00pm RM: P1802

Adobe Illustrator

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

Class ID: 32409 Wed, 2/26/14 9:00am – 4:00pm RM: P1802

Class ID: 32410 Fri, 3/28/14 9:00am – 4:00pm RM: P1802

Class ID: 32411 Wed, 5/7/14 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.



Adobe InDesign

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

Class ID: 32412 Wed, 3/5/14 9:00am – 4:00pm RM: P1802

Class ID: 32413 Fri, 4/4/14 9:00am – 4:00pm RM: P1802

Class ID: 32414 Wed, 5/21/14 9:00am – 4:00pm RM: P1802

Adobe Dreamweaver I

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

Class ID: 32415 Wed, 3/26/14 9:00am – 4:00pm RM: P1802

Class ID: 32416 Fri, 5/2/14 9:00am – 4:00pm RM: P1802

Adobe Dreamweaver II

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

Class ID: 32417 Wed, 4/2/14 9:00am – 4:00pm RM: P1802

Class ID: 32418 Fri, 5/9/14 9:00am – 4:00pm RM: P1802

Project Portfolio

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

Class ID: 32419 Wed, 3/12/14 9:00am – 12:30pm RM: P1802

Class ID: 32420 Fri, 4/11/14 9:00am – 12:30pm RM: P1802

Class ID: 32421 Wed, 4/30/14 9:00am – 12:30pm RM: P1802

Class ID: 33615 Fri, 6/6/14 9:00am – 12:30pm RM: P1802



"As always, Tim was wonderful! He's so knowledgeable and his teaching style works really well for our group. We learned more than we expected to, and it is going to be extremely useful for servicing our clients. Please pass along to him a huge 'thank you' from metroConnections."

Rachel Barrett,
Technology
Solutions Manager

"Employment of graphic designers is projected to increase by 13 percent from 2010 to 2020, about as fast as the average for all occupations."

Source: US Department of Labor

Web Development

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

Design Your Website for Mobile Devices

See page 12 for description and dates.



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

Introduction to Web Development

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

Class ID: 32397 Tue, 1/21/14 8:00am – 2:00pm RM: P1802

Class ID: 32398 Tue, 3/25/14 8:00am – 2:00pm RM: P1802

Intermediate Web Development

Additional topics include designing with layout tables, dynamic web templates, importing pages, cascading style sheets, links, images, hotspots, adding interactivity (audio, rollovers), generating reports, and checking accessibility/compatibility. *Prerequisite: Introduction to Web Development or equivalent knowledge.* .7 CEU, \$175, INSTR: Sherri Cady

Class ID: 32399 Tue, 4/1/14 8:00am – 3:00pm 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 & HTML 5 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. .7 CEU, \$175, INSTR: Tim Daniels

Class ID: 32428 Wed, 3/19/14 9:00am – 4:00pm RM: P1802

Class ID: 32422 Fri, 4/25/14 9:00am – 4:00pm RM: P1802

Web Animation Using Dreamweaver & JQuery

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

Class ID: 32424 Fri, 4/11/14 12:30pm – 4:30pm RM: P1802

Web Marketing and Search Engine Optimization

See page 124 for course description.

Class ID: 32425 Fri, 5/30/14 12:30pm – 4:30pm RM: P1802

Creating Dynamic Websites Using WordPress

Learn how to turn a WordPress blog into a robust website. See full course description on the website. 1.4 CEU, \$350, INSTR: Tim Daniels

Class ID: 33593

Wed, 6/4/14 & 6/11/14 9:00am – 4:00pm RM: P1802

Information Technology

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

MS Network Certification

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

IT Foundations

ITIL Foundations is the most widely adopted certification for IT service management. This fall you'll find several options for these and other IT Foundations training programs.

Cisco Certifications

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

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

Programming and Development

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



Survey of CIOs Reveals Increased IT Hiring Projections

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

The areas of greatest need include:

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

The report is available at rht.mediaroom.com/ITHiringIndex



Gain the IT Edge

Information Technology is everywhere. Almost every business, job and career requires a foundational understanding of computer hardware, software and digital literacy.

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

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

healthcare and medical



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, \$1,695

Class ID: 32237 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, \$2,795

Class ID: 32239 Online class – start anytime



Medical Billing

**NEW
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, \$1,695

Class ID: 32242 Online class – start anytime



Professional Medical Coding & Billing

WIA Approved

Medical Coding and Billing Training Program is a comprehensive independent study online program. This program is 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, \$2,795

Class ID: 32241 Online class – start anytime



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

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.



Pharmacy Technician

WIA Approved

The Pharmacy Technician training program is designed to help students gain the knowledge and skills necessary to work as pharmacy technicians and prepare to sit for the PTCB national certification exam. Pharmacy technicians work in retail, hospital, and clinic pharmacies. They assist pharmacists in formulating, labeling, and dispensing medications. Numerous exercises and assessments throughout each of the 14 modules ensure that students master each concept before moving on, and knowledgeable student support advisors are available from start to finish. This program is designed to be completed in 6 months or less, with approximately 285 hours of instruction. Program provides career and graduate services to help you identify job opportunities, develop your resume and interviewing skills and perhaps obtain a letter of recommendation to show prospective employers. 342 Contact Hours, \$1,995

Class ID: 32241 Online class – start anytime



Healthcare facilities must transition to the new ICD-10 codes on October 1, 2014

ICD-10 FastTrack for Medical Coder **WIA Approved NEW**

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

Class ID: 33591 Online class – start anytime



Free Laptop or iPad or Kindle Fire

When enrolling in one of the following medical career programs before April 30, 2014.

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



OR Free Kindle Fire

When enrolling in one of the following medical career programs before April 30, 2014.

- > Medical Billing
- > Medical Administrative Assistant



Free Medical Career Information Sessions – March 12, 2014

1:00pm – 3:00pm RM: P1840 or 6:00pm – 8:00pm RM: P1840

BE IN DEMAND.

Healthcare IT is a rapidly growing industry and a critical body of knowledge across the entire spectrum of healthcare.

MN Healthcare Information Technology Certificate

This certificate brings together the healthcare and information technology concepts essential to working in the healthcare IT industry. Training builds upon transferable skills from any industry. Join over 500 HIT professionals who have taken this training to become **IN DEMAND** in their field. Choose from the following courses:

Clinical Systems Specialist

WIA Approved

This training focuses on how people in the healthcare environment use technology and are affected by it. Work with healthcare providers and medical staff and also support IT in the development of clinical applications and the facilitation of system enhancements and modifications to meet clinical needs. 909 Contact Hours, 75.75 CEU, \$2,000

Class ID: 33606

Online class, 2/3/14 – 7/21/14



Healthcare Technology Specialist

WIA Approved

This training focuses on the technology systems used by healthcare organizations, the architecture behind those systems and the hardware and network used to support them. This includes supporting the organization before, during and after implementation assuring that the technology functions properly and is configured to meet the needs of the organization. 909 Contact Hours, 75.75 CEU, \$2,050

Class ID: 33607

Online class, 2/3/14 – 7/21/14



Find out more at our MNHIT Information Sessions on January 15 or 29 at 6 p.m., see page 69.



“Combining the HIT training with my nursing and IT background has been very instrumental and rewarding in my career advancement. I have been better positioned to face the challenges ahead and ultimately align my goals with the direction that healthcare is moving toward.”

Michael Taiwo, CHTS-IS, EHR Training Coordinator,
University of Minnesota

EHR in the Dental Clinic

NEW

Electronic health record systems (EHRs) will soon be required for all dental practices. This course offers you an opportunity to navigate through the Eaglesoft EHR and learn practical activities such as charting, treatment plans, integrating digital radiography, scheduling, patient education and workflow. 3 Contact Hours, .3 CEU, \$59

Class ID: 33621

Sat, 3/15/14

9:00 – 12:00pm

RM: P1802

Nursing & Certification

Refresher Course in Nursing

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

Class ID: 33614

Sat, 4/5/14 – 6/21/14

8:00am – 1:00pm

RM: S2333

Healthcare Provider CPR - American Heart Association

Demonstrate and practice CPR and obstructed airway techniques for adults, children, and infants using American Heart Association guidelines. This 8-hour, Level “C” course meets requirements for healthcare professionals and students. Wear comfortable clothing for active participation. *Course includes AED training.* 9.6 Contact Hours, \$99, INSTR: Bob Hansen

Class ID: 32343

Sat, 5/17/14

8:00am – 4:00pm

RM: A1570

Healthcare Provider CPR - Renewal

This 4-hour course is a review of the skills and knowledge covered in the American Heart Association’s (AHA) CPR for the Professional Rescuer course. Skills include Adult, Child and Infant CPR. Upon successful completion of the course, an American Heart Assoc. Healthcare Provider course completion card will be issued. 4.8 Contact Hours, \$56, INSTR: Bob Hansen

Class ID: 32433

Sat, 3/8/14

8:00am – 12:00pm

RM: A1570

Class ID: 32434

Sat, 4/26/14

8:00am – 12:00pm

RM: A1570

Class ID: 32435

Tue, 5/6/14

5:30pm – 9:30pm

RM: A1570

Emergency Medical Responder Refresher

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

Class ID: 32344

Sat, 4/26/14

8:00am – 4:00pm &

Sun, 4/27/14

8:00am – 5:00pm

RM: A1570

New Refresher Requirements:

The MN Board of Nursing may require a refresher course if an individual has been out of nursing practice for as few as 5 years, depending on circumstances. Please visit the MN Board of Nursing website for more information.

Bob Hansen, MA, EMT, RT, PS worked in Law Enforcement as an Emergency Medical Technician for many years. He brings practical experience to the classroom.

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 2014 course offerings, please visit: normandale.augusoft.net or call 952-358-8343.

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, \$225, INSTR: Jodi Baglien

Class ID: 32351 Fri, 3/7/14 8:30am – 4:30pm
& Sat. 3/8/14 9:00am – 4:00pm RM: P1810

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

Aromatherapy Applications Certificate Reducing Stress and Pain

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

Class ID: 32561 Fri, 4/11/14 8:30am – 4:30pm
& Sat, 4/12/14 9:00am – 4:00pm RM: P1840

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

Aromatherapy and Acupressure

NEW

Do you want to experience a shift towards better balance, harmony and well-being? Then come and learn how genuine essential oils paired with key acupoints on the body produce quick, effective rebalancing on the physical, emotional and energetic bodies. 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 shiatsu, 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, \$59, INSTR: Jodi Baglien

Class ID: 32560 Mon, 2/24/14 6:15pm – 9:15pm RM: P1840



Jodi Baglien, CA, CST, is an experienced holistic practitioner and instructor, combining her years of training and experience in clinical aromatherapy and shiatsu therapy with her passion for awakening and mastering our inherent intuitive gifts. Jodi is approved by the National Certification Board for Therapeutic Massage & Bodywork (NCBTMB) as a continuing education Approved Provider.



Ayurveda Certificate

Ayurveda is the 5,000 year-old holistic medical system from India that emphasizes 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.

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.

Class ID: 32334 Tue, 2/11/14 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.

Class ID: 32335 Tue, 2/18/14 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.

Class ID: 32336 Tue, 2/25/14 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.

Class ID: 32337 Tue, 3/4/14 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.

Class ID: 32338 Tue, 3/11/14 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.

Class ID: 32339 Tue, 3/18/14 6:00pm – 8:30pm RM: P1840

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

Introduction to Ayurveda is a prerequisite for ALL other Ayurveda classes in this series.

After completing Introduction to Ayurveda, you may attend any of the courses individually or as a series.

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



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 \$310 for series or 3 Contact Hours and \$45 per class**

NEW! This series has been extended to 8 classes to expand on the depth of materials and deeper exploration of the history and development of Herbal Therapy.

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.



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

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

Part 1:

Class ID: 32355 Mon, 3/24/14 6:30pm – 9:00pm RM: P1840

Part 2:

Class ID: 32356 Mon, 3/31/14 6:30pm – 9:00pm RM: P1840

Class 2: The Constituents and Properties of Herbs

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

Part 1:

Class ID: 32357 Mon, 4/7/14 6:30pm – 9:00pm RM: P1840

Part 2:

Class ID: 32358 Mon, 4/14/14 6:30pm – 9:00pm RM: P1840

Class 3: Herbs for the Respiratory System

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

Class ID: 32359 Mon, 4/21/14 6:30pm – 9:00pm RM: P1840

Class 4: Herbs for Liver Function and Detoxification

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

Class ID: 32360 Mon, 4/28/14 6:30pm – 9:00pm RM: P1840

Class 5: Herbs for the Lymphatic and Urinary System

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.

Class ID: 32362 Mon, 5/5/14 6:30pm – 9:00pm RM: P1840

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.

Class ID: 32361 Mon, 5/12/14 6:30pm – 9:00pm RM: P1840

Wild Plant Walk:

Identification for Food & Medicine

NEW

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

Class ID: 32354 Mon, 6/9/14 5:00pm – 7:30pm RM: P1838

Herbs for the Musculoskeletal System

NEW

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

Class ID: 32554 Mon, 6/2/14 6:30pm – 9:00pm RM: P1840

"Matthew is amazing! He is a walking tome of herbs."
– Herbalism student



Learning Well

on Edge Talk Radio

First Tuesday of the Month – 6 pm

Host **Maureen Pelton** engages local and national thought leaders on topics including integrative health, meditation and mindfulness, and spiritual development.

Upcoming Shows:

"Mindful Leadership" Janice Marturano, former VP for General Mills, Founder of the Institute for Mindful Leadership

"Cravings, Addictions and the Brain"

Judson Brewer MD PhD on Mindfulness and Addiction

Visit www.blogtalkradio.com/edgemagazine or call 714-364-4750. Can't make it? Listen to the archived episodes at www.blogtalkradio.com/edgemagazine



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

See website for more information.



INTEGRATIVE HEALTH EDUCATION CENTER
at Normandale Community College

Homeopathic Medicine Certificate



This new 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. **18 Contact Hours/\$279 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**

Class ID: 32508 Sat, 2/8/14 9:00am – 4:00pm RM: P1840

Class 2: Homeopathy and Influenza

Designed for medically licensed, natural practitioners, and lay people, this class will familiarize you with the origins of homeopathic medicine for use with infectious, contagious disease. You will learn 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, \$49**

Class ID: 32509 Sat, 3/1/14 9:00am – 12:00pm RM: P1840

Class 3: Immunization from a Homeopathic Perspective

This course is designed for parents questioning the best way to protect their children as well as health professionals looking for answers to the complex issues surrounding the increased vaccine recommendations. This class will look at methods of vaccination and the safe and effective alternative solution called “homeoprophylaxis.” **3.6 Contact Hours, \$49**

Class ID: 32510 Sat, 3/22/14 9:00am – 12:00pm RM: P1842

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. You will come away with enough information to effectively use low potency remedies for safe and effective health. Each participant will go home with a sturdy plastic case for keeping remedies and 30c. of arnica. **Prerequisite: Foundations of Homeopathic Medicine. 3.6 Contact Hours, \$89**

Class ID: 32539 Sat, 4/12/14 9:00am – 12:00pm RM: P1842

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.

Complementary Medicine

Continues to Grow

Over the past ten years, sales of homeopathic medicine have yielded an increase of 10 to 20 percent each year and worldwide, 70 to 90 percent of people use alternative medicine.

All natural, over-the-counter, homeopathic remedies are FDS approved and safe for children, adults and the elderly.



Hypnosis

Self Hypnosis – Part 1

Self Hypnosis is an easy to learn and an extremely powerful tool for self improvement and healing. This introductory and experiential workshop will teach you what hypnosis is, some history, 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 such as improving self-esteem, reducing stress, improving concentration, quitting smoking, releasing excess weight, relieving insomnia, enhancing creativity and reducing pain. 3.6 Contact Hours, \$49

Class ID: 32347 Wed, 3/5/14 6:00pm – 9:00pm RM: P1840

Self Hypnosis – Part 2

This class focuses on the components of the self hypnosis session, including inductions, deepeners, writing effective suggestions and trance termination. Extra time dedicated to practice of self hypnosis and writing suggestions. 3.6 Contact Hours, \$49

Class ID: 32348 Wed, 3/12/14 6:00pm – 9:00pm RM: P1842

Medical Hypnosis

NEW

As a healthcare professional, medical hypnosis will provide you with an additional and powerful tool for patient care. Explore how to intervene appropriately with hypnosis in medical situations, how hypnosis is helpful for pre- and post-surgery. Learn to recognize the hypnotic state (whether formally induced or in a patient who is spontaneously and naturally in the hypnotic state). Learn how the traditional medical setting in and of itself creates a hypnotic state in a large percentage of patients, and how to quickly induce hypnosis in a willing patient, and ways to induce the relaxation response. You will also leave this class with a quick method of teaching your patients self hypnosis to create the relaxation response in themselves, for self care management of symptomology and increase healing. You will be able to recognize and test for the hypnotic state in others. This class will give you the fundamentals to begin to use hypnosis as a healthcare professional, and creates the basis of understanding needed to pursue further training and certification in the growing field of medical hypnosis. 7.2 Contact Hours, \$129

Class ID: 32564

Thur, 5/1/14 & 5/8/14 6:00pm – 9:00pm RM: P1840

Mind Body Techniques for Anxiety Reduction

Anxiety is a growing problem affecting many people; anxiety disorders are on the rise as our society becomes more complicated and more stressful. For many sufferers, the medications prescribed may reduce the reactions, but not overcome the anxiety entirely. This class teaches several mind/body techniques that naturally and effectively stop anxiety at its source, without the side effects of medication. You will learn the causes of anxiety, how to recognize and control your own reactions quickly and naturally, and learn tools to prevent anxiety from reoccurring. 3.6 Contact Hours, \$49

Class ID: 32349 Thur, 4/3/14 6:00pm – 9:00pm RM: P1838



"The purpose of hypnosis as a therapeutic technique is to help you understand and gain more control over your behavior, emotions or physical well-being."

– Mayo Clinic

Cindy Locher, CI, BCH, MNLP, is an author, teacher, and Board Certified Hypnotherapist. She is a graduate of the Hypnosis Motivation Institute and Center for Behavioral Sciences in Los Angeles and is a member of NGH, AHA and the International Association of Counselors and Therapists.



Nutrition and Diet



Bonus: You will make a kefir drink, and receive recipes to improve brain and digestion health.

Good Groceries: Healthy Grocery Shopping **NEW**

How do you find healthy foods? As the food industry is adept at encouraging consumption of less-than-healthy foods, the first step to healthy nutrition is knowing how to navigate the grocery store. After a brief classroom introduction, we'll take a field trip to a local grocery store. You will learn where the healthy foods are hidden and where the unhealthy foods are on display. 3.6 Contact Hours, \$49, INSTR: Paul Ratté

Class ID: 32538 Mon, 3/31/14 6:00pm – 9:00pm RM: P0838

Paleo vs. Plant Based Nutrition **NEW**

Paleo and plant-based diets are in the news. Should you eliminate grains, or eliminate meat? What happens if you do? This class will consider the advantages, and the possible challenges of these diets. Simple rules of thumb will be discussed that combine the benefits of both approaches. 3.6 Contact Hours, \$49, INSTR: Paul Ratté

Class ID: 32493 Mon, 4/7/14 6:00pm – 9:00pm RM: P1838

Brain and Digestive Health **NEW**

Our stomach is our second brain. If we are not digesting properly then our brain is not functioning at its peak. If you wonder how to improve brain health for yourself or someone you love who struggles with anxiety, depression, learning challenges, food intolerances, dementia or Alzheimer's, this class is for you. We will discuss the latest research and tools, and you will take home a kefir starter and recipes to improve your digestion and brain health. 3 Contact Hours, \$64 (including kefir starter), INSTR: Laurie Nathe

Class ID: 32489 Tue, 3/25/14 6:00pm – 8:30pm RM: P1838

Diets and Food Theories **NEW**

With so many diets available- how do you choose? We'll cover ten food theories, such as blood type, Ayurveda, low glycemic and vegan. Learn about ancient techniques such as fasting, to the latest in DNA Nutrigenomics which matches an individual DNA to food choices. You will learn the history, benefits and weaknesses of each and match diet options to your lifestyle and health goals. 3 Contact Hours, \$49, INSTR: Laurie Nathe

Class ID: 32490 Tue, 4/22/14 6:00pm – 8:30pm RM: P1838

OPEN HOUSE

Beginning Tai Chi for Health & Arthritis

Saturday, 1/25/14 12:00 – 1:00pm

Saturday, 3/8/14 12:00 – 1:00pm

RM: S2330

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

Free introduction and practice to Tai Chi for Health. This session will introduce Dr. Lam's Simplified Sun Style Tai Chi and is recommended as a starting point for your Tai Chi journey.



Over 15 million people suffer from hypo/hyper thyroidism.

Three-Systems Approach to Health

This series will enable you to gain a thorough understanding of your interactive system of hormones. Gain practical applications and tools to implement immediately. **10.8 Contact Hours, \$157 for series, INSTR: Dr. Rhys Preston**

Adrenal Fatigue: Stress, Survival, Symptoms & Healing

Adrenal fatigue occurs when the amount of stress over extends the capacity of the body (mediated by the adrenals) to compensate and recover from that stress often causing adrenal fatigue. Learn more about adrenal fatigue, signs and symptoms, coping with stress and solutions to healing. **3.6 Contact Hours, \$59**

Class ID: 32486 Tue, 4/1/14 6:00pm – 9:00pm RM: P1838

Balancing Female Hormones Naturally

Confused about female hormones? Suffer from symptoms like hot flashes, insomnia, sweet and carb cravings, weight gain? Learn the tools to prevent and manage these symptoms. Your energy levels will improve and the fat will melt off. **3.6 Contact Hours, \$59**

Class ID: 32487 Tue, 4/8/14 6:00pm – 9:00pm RM: P1838

The Natural Path to Thyroid Health

The thyroid gland controls the rate at which the body produces energy from food and therefore has a primary effect on overall energy levels. It regulates digestion, oxygen consumption, and mobilization of fat from storage. Learn why thyroid issues are difficult to treat, leading to sluggishness, weight gain, and accelerated aging. **3.6 Contact Hours, \$59**

Class ID: 32488 Tue, 4/15/14 6:00pm – 9:00pm RM: P1838

Dr. Rhys Preston, DC is a nutrition counselor, personal trainer and has taught at the Aveda Institute, Center Pointe School of Massage, and the American Academy of Acupuncture and Oriental Medicine.



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

Stop by Normandale's booth to enter our drawing for a free class. See what's new, meet our staff and explore our cutting edge programs.



Saturday and Sunday, January 11 & 12
Minneapolis Convention Center

Register and get a FREE Admission ticket at <http://normandale.augusoft.net>
(click on Courses/For Your Interest/Free Event)

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**

Classes 1 - 3 will be offered in Fall 2014

See website for more description



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.

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**

Class ID: 29812 Sat, 2/8/14 9:00am – 4:00pm RM: P0842

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**

Class ID: 29813 Sat, 3/8/14 9:00am – 4:00pm RM: P0842

Class 6: Energy Healing

We'll cover topics and 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**

Class ID: 29814 Sat, 4/12/14 9:00am – 4:00pm RM: P0842

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, and in this workshop you'll learn about and practice a number of them. 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**

Class ID: 29815 Sat, 5/10/14 9:00am – 4:00pm RM: P0842

Advanced Energy Medicine Workshop

Have you been studying healing or intuition? Are you ready to practice, practice, practice? This hands-on workshop will be conducted via demonstration and by working on the issues represented in the class. We will cover advanced insights on healing trauma, autoimmune dysfunctions, emotional and mental challenges, pain, finances, and relationship issues, by using your personal gifts to develop your own unique techniques. This is a rare opportunity to hone your special gifts while working on others. *Prerequisite: Energy Medicine Certificate (classes 1 - 7).* **3.6 Contact Hours, \$145, INSTR: Cyndi Dale**

Class ID: 29821 Sat, 5/17/14 9:00am – 12:00pm RM: P0842



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 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), INSTR: Barb Schommer

Class ID: 32563 Fri, 4/25/14 8:00 am – 5:00pm RM: P1810
& Sat, 4/26/14 8:00 am – 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.

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.

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, INSTR: Lucille Crow

Class ID: 32468 Sat, 2/1/14 8:00am – 4:00pm RM: C3061

Class ID: 33584 Sat, 3/1/14 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. The course is taught using the Traditional Usui Reiki form. *Prerequisite: Certification in Reiki Energy Therapy 1.* 8.4 Contact Hours, \$150, INSTR: Lucille Crow

Class ID: 32470 Sat, 4/12/14 8:00am – 4:00pm RM: C3061



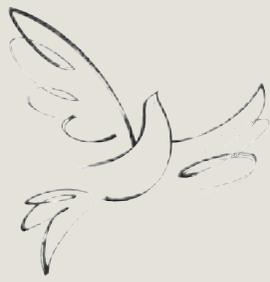
Healing Touch is endorsed by the American Holistic Nurses Association.



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

Emotional Freedom Techniques

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



These classes are required to become a Certified EFT Practitioner. For additional information on certification, visit www.eftuniverse.com.

EFT: Level 1 & 2 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

Level 1 Certificate:

Class ID: 32345

Sat & Sun, 2/22/14 & 2/23/14 8:00am – 4:30pm RM: P0842

Level 2 Certificate:

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

Class ID: 32346

Sat & Sun, 3/1/14 & 3/2/14 8:00am – 4:30pm RM: P0842



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

Winter Warm-up for Body, Mind & Spirit Free Spring Sampler

Come for some or all sessions!

Saturday, January 25, 2014

10:00am – 2:30pm

Class ID: 32565

Bring your friends or make new ones as you escape the mid-winter blahs with Normandale's **FREE** Winter Warm-Up for Body, Mind & Spirit: Spring Sampler. Attend 50 minute workshops including Tai Chi, Qigong, Belly Dance, Women's Safety, Sound Healing, EFT, Self-Mastery, Ayurveda, and more!



Healing Practices

Muscle Response Self-Testing and Trauma Release **NEW**

Toxins and trauma block one's ability to live a healthy, happy life. In this workshop, you will learn about toxins, how to identify them, and address how to protect yourself from toxins using muscle response testing. Then you will learn Quantum Techniques Trauma Release – releasing those emotions, traumas and beliefs that block us from healing the energy field and body. 6 Contact Hours, \$129, INSTR: Thomas Miller, Shanna Shouman and Heidi Gilman

Class ID: 33583 Sat, 3/29/14 9:00am – 2:00pm RM: P1842

Listening to Your Body's Signals & Activating Your Dreams for Healing **NEW**

Symptoms in the body do not arise from nowhere. Learn how to interpret some of these signals, and more importantly some simple yet effective self-care therapies to help clear through the underlying conflicts via the dreams. Learn 19 Holistic self-care therapies that use a combination of touch and a special blend of essential oils to clear blockages and help promote health and wellbeing. 7.2 Contact Hours, \$176, INSTR: ShaOn Blodgett

Class ID: 32562 Sat, 4/5/14 9:00am – 3:00pm RM: P1840

Storytelling for Health **NEW**

Learn how to craft stories in a transformative way to help you or your clients cope with whatever life is throwing at them. Stories can be used to empower the tellers and listeners through crisis, processing, and relating. You will learn storytelling techniques to aid in empowerment of experience, and how to use stories in the healing process. 3.6 Contact Hours, \$49, INSTR: Allison Broeren

Class ID: 32555 Mon, 4/28/14 6:00pm – 9:00pm RM: P0842

Creating Personal Change **NEW**

Anyone who has ever tried to change a habit knows it is not as easy as it seems. But why? We each have “immunity to change,” competing commitments that keep us stuck. This class will make change theory practical to your unique needs. Drawing on research from behavioral and social psychology, you'll uncover why changes in the past did not stick, and develop experiments to create happier, healthier patterns. 2.4 Contact Hours, \$49, INSTR: Amanda Gustafson

Class ID: 33588 Thur, 2/27/14 6:00pm – 8:00pm RM: P1840

Wellness at Work

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

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

Popular programs include stress reduction, nutrition, communication, creativity, conflict management, feng shui, yoga, tai chi, qigong and meditation. Call **952-358-8343** to learn more about how you can bring wellness to work.



Storytelling is an effective way to trigger empathy, transfer knowledge, promote two-way conversation, and support deeper, richer memories.



Sound Healing

Introduction to Sound Healing Basics

Discover how sound healing is emerging as a highly respected and invaluable treatment method. Learn to use basic sound healing tools to clear mental, physical and emotional roadblocks. Experience an introduction to multiple sound healing tools and instruments to create a circle of healing sound. 2.4 Contact Hours, \$49, INSTR: Kay Grace

Class ID: 32515 Tue, 2/12/14 6:00pm – 8:00pm RM: P1840

Drum It Up with HealthRhythms®

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

Class ID: 32461

Mon, 4/7/14 – 4/21/14

6:00pm – 8:00pm

RM: P0806

Sound Healing Mastery Certificate

NEW

This certificate program has been uniquely designed for you to learn sound healing techniques through an immersive, in-person learning experience and live, instructor led webcasts for maximum flexibility and scheduling. You will explore how sound is used to clear mental, physical and emotional roadblocks, and to harmonize with your environment. You will experience an introduction to Tibetan Singing Bowls, Tuning Forks, Crystals, Drums, a Sound Bath, and your own Voice to create a circle of healing sound. Come and harness the power of sound with conscious intention and learn to create positive, healing energy.

Coursework – 10 Live Webinar Series

Learn the art and science of sound healing and begin developing your sound healing skills and knowledge through this blended learning experience. This learning is facilitated through 10 live webcast sessions and will also be available as recordings to allow for attendance flexibility.

Thur, 2/13/14 – 4/17/14 6:30pm – 9:00pm

Retreat Experience – 3 Day Immersive

Spoil yourself with an immersive, 3-day retreat experience where you will experience hands-on learning with real sound tools and special guest presenters. Retreat includes meals, snacks and lodging and is located less than one hour from Minneapolis. See website for complete details and itineraries. Thursday (evening) – Sunday - 5/1/14 – 5/4/14

Tuition \$1,100, plus Retreat room & board \$497

Registration for this class is through

www.energyexpress.com/sound-healing-certification

Kay Grace, CAEH, CSH is a graduate of the four year certification program in advanced energy work from Inner Focus School. She has also studied Sound Healing extensively with Jonathan Goldman and the Sound Accord Healing School. Kay is a member of Healing Touch International, the International Sound Healers Association, and ABMP.

Bring a friend
discount of
\$100 available

Light Energy

Light Energy for Health and Healing Series

This exciting new series will introduce you to the healing concept of light energy. You will learn recent research and theories about the relationship of light to human physiology and health with an emphasis on the mind-body connection and the four core principles of quantum physics. To earn the certificate, you must take all five classes. However, you can also choose to enroll in individual classes.

Introduction to Light and Health

NEW

Human beings use light as information on all levels: physical, emotional, mental and spiritual. We process light from the environment through our eyes and skin. Scientists now believe that all molecular processes in the body are potential sources of biophotons – emissions of light which may be part of an unrecognized communication network in the body. This course will explore definitions of energy, the potential roles of light and biophotons in the body, and how quantum physics and theory of relativity apply to biological systems. 3.6 Contact Hours, \$65

Class ID: 33622 Sat, 2/22/14 9:00am – 12:00pm RM: P1840

Class 3: Light and Emotions

NEW

This course will focus on emotional energy in light, colors, rhythm, symbols and patterns. Using the theory of relativity as our lens, you will explore the profound emotional connection human beings have to light and time, physically on the endocrine system and energetically on the chakras. You will learn to use colors, mantras and symbols as strategies for reading energy and applying this knowledge toward generating flexibility, resiliency and managing stress. 3.6 Contact Hours, \$65

Class ID: 33623 Sat, 3/22/14 9:00am – 12:00pm RM: P1840

Class 4: Light and Breath

NEW

Learn how light and breath interact inside cells. In this class, we will explore the quantum principle of entanglement and new research into the magnetic and static fields inside cells. The cell is a cavity of resonance generating multiple fields of energy. Discover new research into the universe of the cell including how biophotons contribute to vital cellular processes. You will learn techniques to use light and breath to engage the relaxation response in the body and mind. 3.6 Contact Hours, \$65

Class ID: 33624 Sat, 4/26/14 9:00am – 12:00pm RM: P1840

Marit Solheim-Witt is the founder of Alpha Element Institute and teaches strategies for personal development, creative thinking, stress and energy management to support the wellbeing of individuals.



**18 Contact Hours
and \$275 for series
or 3.6 Contact
Hours and \$65
per class**

**Class 1:
Light and the Heart
and Class 2:
Light and the Mind
will be offered in
Fall 2014**

Self-Mastery



10.8 Contact Hours
and \$129 for series
3.6 Contact Hours
and \$49 per class

Open to anyone
who has successfully
completed the Self
Mastery Level 1
Certificate. Call
952-358-8343 to
register for this
series.



Self Mastery Level 1 Certificate

Self Mastery is necessary in the world today. When you master the self you master the world. Clarity and certainty are attainable once the powers of the mind, body, heart and spirit are harnessed.

Class 1: Unleashing the Warrior in You

Warrior ship is a way of life, a constant choice, a sculpting of mind, body, heart and spirit.

Class ID: 32438 Tue, 4/8/14 6:00pm – 9:00pm RM: P1840

Class 2: Expanding Awareness and Sensitivities

Awareness is the deepest form of knowing, one of the intuitive gifts, and can provide us with a direct link to the universal silent knowledge that is rich and deeply filled with wisdom and understanding.

Class ID: 32439 Tue, 4/15/14 6:00pm – 9:00pm RM: P1840

Class 3: Developing Your Natural Abilities

Focusing on your strengths allows you to ride through the ups and downs of life in a more fluid manner, thriving rather than just surviving.

Class ID: 32440 Tue, 4/22/14 6:00pm – 9:00pm RM: P1840

Self Mastery Level 2 Certificate:

Pathway's to Personal Power and Freedom

Become the master of your life. This series builds on Level 1's work by integrating and applying the awakened abilities and awareness to create a new path as master of your life. 10.8 Contact Hours and \$129 or 3.6 Contact Hours and \$49

Class 1: The Hero's Journey

Class 2: From Ordinary to Extraordinary

Class 3: Becoming the Master

Tue, 4/29/14 – 5/13/14 6:00pm – 9:00pm RM: P1840

The Philosophy of Nothing:

Accessing the Essence of Self and Universe

This course offers the opportunity to access, understand and utilize the everyday application of ancient knowledge and wisdom. It explains why the universe is at the heart of so many systems of understanding. Gain information about other belief systems and learn what is common and unique to your own values and life experience. 3.6 Contact Hours, \$59, INSTR: Hanakia Zedek

Class ID: 32353 Tue, 4/1/14 6:00pm – 9:00pm RM: P1840

Hanakia Zedek is a well known and respected Public Speaker, Shaman, Mystic, and Musician. He has 40+ years of hands on experience in the Metaphysical, Psycho~Spiritual, Magical, Esoteric, Healing and Martial Arts. Hanakia is the author of "TaoZen Verses."

"I've been taking classes here for years and this is one of the absolute best." - Self Mastery student

Feng Shui Personal Program

This 4-part series will provide you with a strong foundation of Feng Shui principles. You will gain a new vision of your space and develop a solid base from which to pursue more in-depth Feng Shui study. These classes are comprehensive as a series, although may also be taken individually. This program was designed for the individual interested in learning deeper in Feng Shui principles. It does not certify an individual as a Feng Shui consultant.

Class 1: Discovery Feng Shui: A Personal Journey

This program has been designed to teach you what you must know to get your home in Feng Shui order. You will 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. It provides an excellent foundation for your continued Feng Shui Journey. *Special Offer: Each student will receive a 15 minute personal phone consultation with instructor to review blueprint information and ask individualized questions.* 3.6 Contact Hours, \$69, INSTR: Lisa Janusz

Class ID: 33610 Sat, 3/29/14 9:00am – 12:00pm RM: P1808

Class 2: Attracting Wealth & Prosperity with Feng Shui

We'll show you the money! Whatever the state of your financial situation is – you will learn strategies to enhance your wealth. Whether you are protecting your current status or hoping to increase the flow of prosperity in your life, this class will give you simple Feng Shui tools to apply quickly. 2.4 Contact Hours, \$49, INSTR: Michelle Skally Doilney

Class ID: 33611 Tue, 4/8/14 6:00pm – 8:00pm RM: P1808

Class 3: Clearing Clutter with Feng Shui

Before you start applying too many Feng Shui principles, you must deal with clutter. This class will take you through the seen – and unseen – issues that too much stuff can have in your space. By the end of this session you will know what constitutes clutter, how to deal with it without feeling overwhelmed and where to start. 2.4 Contact Hours, \$49, INSTR: Jessica Hoelzel

Class ID: 33613 Tue, 4/15/14 6:00pm – 8:00pm RM: P1808

Class 4: Creating Healing Environments with Feng Shui

Thoughtfully designed environments support the healing process. This class is designed for those dealing with illness and healing, including health care professionals working in a hospitals, long-term care facilities, or clinics, and personal care-givers. Learn how the application of Feng Shui principles can create environments that enhance healing. These concepts will be applied to both health care facilities and personal living spaces. 2.4 Contact Hours, \$49, INSTR: Ellen Schultz

Class ID: 33612 Tue, 4/22/14 6:00pm – 8:00pm RM: P1808

Taught by instructors who are certified or approved by the Wind & Water School of Feng Shui (WWC) to assure quality and continuity of information.



After the first class, you will be able to start applying general Feng Shui principles immediately to affect change in various aspects of your life.



Healing Arts Business Practices



Turning Your Healing Skills into a Business

NEW

Are you a healer or spiritual teacher, but not sure how to bring your work to the world? Have you thought about receiving money for your healing or teaching skills, but unsure of where to start? Whether you want to make your passion your career, or are just curious about what it takes to have a personal practice, this series will help you decide your first steps. **7.2 Contact Hours and \$129 for the series or 2.4 Contact Hours and \$49 per class**

Class 1: Making a Difference and Making an Income

Bringing your healing and spiritual gifts to the world requires more than being excellent at your art. In this class, you will explore how to receive value in return for your time and skills. Based on your personal strengths and weaknesses, you will be able to decide if starting a practice is right for you, and where to find the expert help you may need to succeed. **2.4 Contact Hours, \$49, INSTR: Sonja Brown**

Class ID: 32566 Wed, 4/9/14 6:00pm – 8:00pm RM: P1840

Class 2: Alternative Health Practice Laws and Business Models

There are multiple ways you can organize your practice, which can feel anything from scary to exciting. This course will cover the business models from free agent, contract, solo, partnership, LLC and franchise. Learn how to create safety for yourself and your clients with the Minnesota law regulating Alternative Health practice, and insurance options. Choosing the right structure at the beginning will let you concentrate on the fun part- taking care of your clients! **2.4 Contact Hours, \$49, INSTR: Deanna Reiter**

Class ID: 32567 Wed, 4/16/14 6:00pm – 8:00pm RM: P1840

Class 3: Your Unique Value to Clients

You know there are people out there who need what you offer - how will they find you? By becoming clear on your unique services, you will be able to tell a story that attracts your ideal clients. **2.4 Contact Hours, \$49, INSTR: Sonja Brown**

Class ID: 32568 Wed, 4/23/14 6:00pm – 8:00pm RM: P1840

Grow a Healthy Business

Negotiation: Get What you Want

see page 2

eMarketing Essentials Certificate

see page 13

Entrepreneur Boot Camp

The Business Plan

see page 64



Creativity & Personal Development

Exploring Your Heart's Desire Through Numerology

Discover the essence of your Heart's Desire through the lens of numerology. In numerology your Heart's Desire represents your inner wisdom, also known as the Soul's Desire or Motivation number which indicates the nature of the vibration in your energy field that seeks to express more fully in your life and the outside world. You will receive a brief overview of numerology, learning about your inner strengths, internal motivations, and unique sources of happiness represented by your Heart's Desire number. 3 Contact Hours, \$49, INSTR: Susan Shopek

Class ID: 33609 Thur, 2/20/14 6:00pm – 8:30pm RM: P1838

Self-Discovery with Enneagram

NEW

Are you a Peacemaker? Challenger? Helper? Achiever? Come and discover your personal Enneagram type through two unique personality tools that will help you learn about how you relate to others and the world around you. This self-discovery course will deepen your self-awareness and provide a better understanding, empathy, and acceptance of others. It is ideal for navigating career pathways, relationships and making better, healthier choices. 2.4 Contact Hours, \$62 (including textbook), INSTR: Vera Snow

Class ID: 32448 Wed, 5/7/14 6:00pm – 8:00pm RM: P1840

Idea Incubator

NEW

Do you have an idea that you believe has potential? Something you could create or do, someone you believe you are becoming? Do you wish you had people with whom to share the idea...who would intentionally listen and engage in your process? Come join us in a four-week, idea transformational session. From concept to "show time," we supply the listening with no agenda other than to help you "hatch" something and/or start your creative flow. 9.6 Contact Hours, \$159, INSTR: Vera Snow & Pam Pech

Class ID: 32460

Wed, 3/5/14 – 3/26/14 9:00am – 11:00am RM: P1810

Class ID: 33589

Thur, 3/6/14 – 3/27/14 6:00pm – 8:00pm RM: P1840

Face Reading: Introduction to Physiognomy

NEW

Physiognomy is the ancient process of interpreting facial structure to learn about the inner person. Our facial structure is our "soul print." Every face is perfect, and reveals in its shape both our gifts and our challenges. This information will empower the participant in situations where we often feel less than powerful – relationships, sitting on either side of the interview table, in team meetings and the dating game. 3 Contact Hours, \$49, INSTR: Ralph Dehner

Class ID: 32462 Sat, 2/8/14 6:30pm – 9:00pm RM: P0840

Ralph Dehner, is a Certified and Licensed Occupational Therapy Practitioner (COTA/L) and learned Physiognomy from Rose Rosetree. He is a Tai Chi and Qigong Master, and also teaches our Tai Chi for Arthritis Teacher Certification.

Play to Your Brain

In this increasingly complex world, our brains are constantly being overloaded.

When we better understand our own brain, we can play to our innately wired strengths, see pages 3 and 5



Spring Forest Qigong

Managing Stress with Spring Forest Qigong **NEW**

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, INSTR: Chunyi Lin

Class ID: 32558 Wed, 3/19/14 6:30pm – 8:30pm RM: P0838

Healing Emotions with Spring Forest Qigong **NEW**

Emotional baggage may block the healthy flow of vital energy to your vital organs, causing sickness and even tremendous physical pain. International Qigong Master Chunyi Lin has developed simple, yet effective techniques to transform anxious, frustrated, or angry energy into wisdom energy that soothes and nurtures your body, mind and spirit. Join us for an evening of discovery, healing and experiential learning. 2.4 Contact Hours, \$59, INSTR: Chunyi Lin

Class ID: 32559

Wed, 4/9/14 6:30pm – 8:30pm RM: P0840

*“a healer in every family
and a world without pain.”*



SFQ

SPRING FOREST QIGONG



Chunyi Lin is a certified International Qigong Master and coauthor of a #1 Amazon.com bestseller, “Born a Healer.”

Qigong Movement Forms

5 Animal Frolics Qigong **NEW**

The Tai Chi Five Animal Frolics are an ancient set of exercises based upon the movements of animals. The forms include the Crane which increases balance and agility, the Bear to develop power, the Monkey enhances flexibility, the Deer promotes grace, and the Tiger which builds muscular strength. These exercises teach how to move the body in accordance with tai chi principles, while enhancing vitality and health. Animal Frolics can be an introduction to Tai Chi or an enhancement of your current practice. 7.2 Contact Hours, \$59, INSTR: Linda Ebeling

Class ID: 32463

Wed, 3/5/14 – 4/9/14 6:30pm – 7:30pm RM: S2330

Class ID: 33618

Wed, 4/16/14 – 5/21/14 7:30pm – 8:30pm RM: S2330

Radiant Lotus Qigong

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. This course is for women only. 7.2 Contact Hours, \$59, INSTR: Linda Ebeling

Class ID: 32464

Wed, 1/15/14 – 2/26/14 6:30pm – 7:30pm RM: S2330

Class ID: 32466

Wed, 4/16/14 – 5/21/14 6:30pm – 7:30pm RM: S2330

Free & Easy:
Spring Forest
Qigong/Qigong
Form/ Tai Chi
sampler event.

See page 44

See pages 56 & 57
for Tai Chi classes

Stress Management

Introduction to Breathwork Staying Calm, Cool and Focused

Does it ever seem like everything is going alright- and you are still stressed? Do you have moments where your emotions seem out of proportion to what is actually going on? These may be symptoms of trauma. In this class, you will learn breathing techniques to release trauma, and feel energized and alive. Learn to breathe in ways to face anxiety producing situations feeling calm, cool and collected. 3.6 Contact Hours, \$49, INSTR: Patrick Weseman

Class ID: 32485 Thur, 4/3/14 6:00pm – 9:00pm RM: P1840



Meditation

Taoist Healing & Transformation Meditation

Join Certified Universal Tao Instructor Bryan D. Bertsch for an inspiring series of self-healing meditation techniques. You will learn “The Inner Smile” and “MicroCosmic Orbit,” and the Healing Sounds meditations; the Universal Tao System as taught by Master Mantak Chia. These techniques teach you how to transform everyday stress into vitality and balance negative emotions with positive ones to create internal harmony. Learn how to relieve chronic pain, detoxify your system, increase your energy and enjoy better health. 2.4 Contact Hours, \$49, INSTR: Bryan Bertsch

Class ID: 32475 Wed, 4/30/14 6:30pm – 8:30pm RM: P1840

Meditation Methods

NEW

Not all meditation is sitting silently. In the midst of activity and change, this class will help you find inner peace and centeredness. Each week you will discover different techniques that fit you where you are. Drawing from wisdom past and present, you will learn gentle breathing techniques, heart-centered meditation, mantra meditation, and walking meditation. 7.2 Contact Hours, \$129 for series or \$49 per class. INSTR: Barbara Everett

Class ID: 32472

Mon, 2/24/14 – 3/10/14 6:00pm – 8:00pm RM: P1838

Joy of Living Level II: Opening the Heart

NEW

Learn how meditating on loving-kindness and compassion can open our hearts to the world around us, and relax the self-centered tendencies that lead to anxiety, dissatisfaction, and suffering. Cultivating loving-kindness and compassion helps us to see the basic goodness that all beings share. By relating to others in an open-hearted way, we bring peace to the mind and develop a sense of confidence and purpose. This, in turn, naturally brings harmony to our relationships and enables us to work with challenging situations more effectively. 16.8 Contact Hours, \$195, INSTR: Edwin Kelley

Class ID: 32471 Fri, 3/28/14 9:00am – 5:00pm
& Sat, 3/29/14 9:00am – 4:00pm RM: P1842



Movement and Body Work



Introduction to Foot Reflexology

NEW

This course focuses upon the relationship between the reflexology zones and maps of the feet and body systems/organs. It includes demonstration and practice of pressure point location and thumb/finger walking which stimulates the innate self-healing of the body through increased circulation, relaxation and balancing of body systems. A brief history of reflexology's origins, as well as research on the efficacy of reflexology as a complementary modality is included. 3.6 Contact Hours, \$59, INSTR: Denise Tonkinson

Class ID: 32496 Thur, 3/20/14 6:00pm – 9:00pm RM: P1838

The Pilates Method for an Ageless Body

NEW

Joseph Pilates created a body of work that is proving to be a golden treasure for “fixing” the body. It is an exercise discipline that gravity proofs the body, provides damage control and addresses everybody's needs, whether healthy and fit, de-conditioned; the child, the adult, male or female. The Pilates Method works to facilitate all other exercise regimes and disciplines and will enhance performance in any and all forms of sports, dance, fitness and conditioning programs. The course will include lecture, discussion and light exercise. 2.4 Contact Hours, \$49, INSTR: Lonna Mosow

Class ID: 32495 Tue, 4/29/14 6:00pm – 8:00pm RM: P0806

Belly Dance for Every Body

NEW

Belly dancing is extraordinarily beneficial for improving flexibility, core strength, endurance, musculature awareness, and posture improvement. You will be introduced to the foundation moves of Middle Eastern dancing. This class will involve a yoga-inspired warm up followed by a cardio shimmy drill. From there, you will be instructed on foundation movements while receiving individual attention to ensure safety and proper technique. Improve your health in a gentle, nurturing environment and have fun doing so. All ages and body types are encouraged. 7.2 Contact Hours, \$59, INSTR: Shannon Townsend

Class ID: 32455

Wed, 2/5/14 – 3/12/14 7:00pm – 8:00pm RM: A1560

Class ID: 32456

Wed, 3/19/14 - 4/23/14 7:00pm – 8:00pm RM: A1560

Class ID: 32457

Wed, 4/30/14 - 6/4/14 7:00pm – 8:00pm RM: A1560



No, Not Me!

Personal Safety and Self-Defense “Female Only”

Some estimates indicate that two million Americans are victims of violent crimes each year. Empower yourself by mastering simple and effective techniques to ensure that you don't become one of them. Learn how to prevent, escape, and defend yourself from any attacker – regardless of your size or fitness level. Developed through a combination of research and real-world experience. No other course can offer this much valuable training in a compressed timeframe. 3.6 Contact Hours, \$69, INSTR: Alan Horner, MBA, US Navy Seal Officer

Class ID: 32350 Tue, 3/4/14 5:30pm – 8:30pm RM: P0806

Yoga Sampler Series

Yoga will strengthen the body, open the heart, and quiet the mind. This four-part series will introduce you to the eight-limbed path of yoga. Bring a mat, blanket, water, and wear comfortable clothing. **9.6 Contact Hours, \$139 for series**

Class 1: The Eight-Limbed Path of Yoga

This course will introduce you to the eight-limbed path of yoga, allowing you to sample Pranayama (breathing), Pratyahara (sense withdrawal), Dharana (concentration), Dhyana (meditation), and Asana (postures). You will feel the power and love of a deep yogic experience as you come home to your body and quiet the thought-waves of your mind. **2.4 Contact Hours, \$49**

Class ID: 32504 Thur, 4/3/14 6:00pm – 8:00pm RM: S2330

Class 2: Pranayama and Yoga Nidra

Pranayama is the art and science of yogic breathing techniques. The benefits include clarity of mind, physical well-being, purpose, intention, inner and outer health and fulfillment, lightness of heart, and even weight loss. Our breathing has a profound effect on the quality of our lives. Deeper and more restorative than sleep, Yoga Nidra is like nothing you have experienced before. This practice completely relaxes the nervous system, releasing physical, emotional and mental tension. One hour of Yoga Nidra is equivalent to three hours of sleep. **2.4 Contact Hours, \$49**

Class ID: 32505 Thur, 4/10/14 6:00pm – 8:00pm RM: S2330

Class 3: Mudras, Mantras, and Meditation

Ancient yogic placement of the body (mudras), repetition of words or sounds (mantras), and techniques to quiet the thought-waves of the mind (meditation) allow you to live with increased clarity, grace and ease. In this class you will have an opportunity to try out mudras, mantras, and eight different kinds of meditation, choosing one or two that you may wish to continue as a personal practice in your life. **2.4 Contact Hours, \$49**

Class ID: 32506 Thur, 4/17/14 6:00pm – 8:00pm RM: S2330

Class 4: Bhakti Yoga of Devotion

Bhakti yoga is that of devotion. It is the yoga of selfless love, compassion, humility, purity, and the desire and serious intention to merge with God. This class will include Kirtan music and chanting, allowing you to experience the profound effects that this meditative path can have on your life. **2.4 Contact Hours, \$49**

Class ID: 32507 Thur, 4/24/14 6:00pm – 8:00pm RM: S2330

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



"This series of yoga classes deepened my understanding and helps to keep me on my journey."



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

Tai Chi Certification Programs



The Tai Chi Certified Teacher Training Programs are designed for certified exercise instructors, tai chi instructors, advanced tai chi students and healthcare professionals. No previous tai chi experience required.

Tai Chi for Arthritis – Teacher Certification 1

This course is endorsed by many arthritis foundations worldwide. The certification is “Tai Chi for Arthritis”. *Note: An instructional DVD will be sent prior to the workshop.* 16.8 Contact Hours, \$275, INSTR: Ralph Dehner

Class ID: 33585 Sat, 5/3/14 9:00am – 5:00pm RM: S2330
& Sun, 5/4/14 9:00am – 4:00pm RM: S2330

Tai Chi for Arthritis – Teacher Certification 1 Update

The Tai Chi Update is required every 2 years to keep one’s skills and knowledge current. Time will be spent reviewing the 12 Tai Chi for Arthritis movements and reviewing instructional training and theory. *Prerequisites: Tai Chi for Arthritis – Teacher Certification 1 or 2.* 9 Contact Hours, \$95 (or \$210 for both the TCA 1 update and TCA 2), INSTR: Ralph Dehner

Class ID: 33590 Sat, 5/3/14 9:00am – 5:00pm RM: S2330

Tai Chi for Arthritis – Teacher Certification 2

This workshop teaches advanced coordination skills for greater challenge and benefits. *Prerequisites: Tai Chi for Arthritis – Teacher Certification 1.* *Note: An instructional DVD will be sent prior to the workshop.* 7.8 Contact Hours, \$145 (or \$210 for both the TCA 1 update and TCA 2), INSTR: Ralph Dehner

Class ID: 33587 Sun, 5/4/14 9:00am – 4:00pm RM: S2330

Tai Chi Workshops

Tai Chi Pushing/Sensing Hands Workshop **NEW**

This workshop is open to students of any skill level who would like to try Tai Chi partner exercises. 2.4 Contact Hours, \$29, INSTR: Keith Root

Class ID: 33625 Sat, 3/22/14 2:00pm – 4:00pm RM: A1560

Class ID: 32556 Sat, 4/19/14 2:00pm – 4:00pm RM: A1560

Tai Chi Energy Review Workshop **NEW**

This workshop is a refresher for students of Dr. Paul Lam’s Tai Chi for Energy form. 2.4 Contact Hours, \$29, INSTR: Linda Ebeling

Class ID: 32535 Sat, 3/1/14 1:00pm – 3:00pm RM: S2330

Sun Style Workshop **NEW**

The morning session is a review of the Sun 41 form. The afternoon session will cover enhancements highlighting balance and weight transfer using Yin/Yang theory. 3.6 Contact Hours, \$45 per class, 7.2 Contact Hours and \$75 for both. INSTR: Keith Root & Linda Ebeling

Class ID: 32534 Sat, 3/15/14 8:30am – 11:30am RM: A1560

Class ID: 32525 Sat, 3/15/14 1:00pm – 4:00pm RM: A1560



Tai Chi & Qigong Courses

Tai Chi is a qigong system of cultivating energy by balancing the chi energy in the body. Often called "Taijichuan", it means "ultimate balance or polarity system" and includes physical balance, mental balance, psychological balance, and spiritual balance.

About the forms: The Yang style is the most practiced form in the world. Another popular form is the Sun Style which is used in the Tai Chi for Health - Arthritis course. This course is ideal newcomers and people with health issues. The Fan, Saber, and Push Hands programs all teach to martial art skills.

* check website for specific dates and rooms

Beginning Tai Chi

Beginning Tai Chi				
Beg Tai Chi for Health and Arthritis				
Class ID: 32491	Mon, 1/27/14 – 3/10/14	7pm – 8pm	Root	\$59
Class ID: 32492	Mon, 3/17/14 – 4/21/14	7pm – 8pm	Root	\$59
Class ID: 32481	Sat, 2/1/14 – 3/8/14	10:30am – 11:30am	Gonzales	\$59
Class ID: 32482	Sat, 3/15/14 – 4/19/14	10:30am – 11:30am	Gonzales	\$59
Intro to Yang Style Tai Chi				
Class ID: 32483	Thur, 1/30/14 – 3/6/14	7:00pm – 8:00pm	Root	\$59
Class ID: 32484	Thur, 3/13/14 – 4/17/14	7:00pm – 8:00pm	Root	\$59
5 Animal Frolics Qigong				
Class ID: 32463	Wed, 3/5/14 – 4/9/14	6:30pm – 7:30pm	Ebeling	\$59
Class ID: 32618	Wed, 4/16/14 – 5/21/14	7:30pm – 8:30pm	Ebeling	\$59
Radiant Lotus Qigong				
Class ID: 32464	Wed, 1/15/14 – 2/26/14	6:30pm – 7:30pm	Ebeling	\$59
Class ID: 32466	Wed, 4/16/14 – 5/21/14	6:30pm – 7:30pm	Ebeling	\$59

Intermediate/Advanced Tai Chi

Sun Style 97 Form				
Class ID: 32523	Sat, 2/1/14 – 4/19/14	9:00am – 10:00am	Gonzales	\$120
Tai Chi Fan 2				
Class ID: 32467	Wed, 1/15/14 – 4/9/14	7:30pm – 8:30pm	Ebeling	\$120
Yang Short Form				
Class ID: 32478	Mon, 1/13/14 – 4/21/14	8:00pm – 9:00pm	Root	\$120
Class ID: 33617	Sat, 1/11/14 – 4/19/14	10:30am – 11:30am	Root	\$120
Yang Long Form				
Class ID: 32476	Sat, 1/11/14 – 4/19/14	8:30am-10:00am	Root	\$150
Yang Style Saber				
Class ID: 32479	Thur, 1/30/14 – 4/17/14	8:00pm – 9:00pm	Root	\$120

Sample Tai Chi at our free open house events and at the Winter Warm up Event, see pages 40 & 44

explore languages



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/each class, INSTR: Jamey Guille

Level 1: Class ID: 32569

Thur, 2/6/14 – 3/20/14 6:00pm – 8:00pm RM: P1842
(n/c 2/27)

Level 2: Class ID: 32570

Thur, 3/27/14 – 5/1/14 6:00pm – 8:00pm RM: P1842

Level 3: Class ID: 32571

Tue, 2/11/14 – 3/18/14 6:00pm – 8:00pm RM: P1842

Level 4: Class ID: 32572

Tue, 3/25/14 – 4/29/14 6:00pm – 8:00pm RM: P1842

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.

Hebrew

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

Level 1: Class ID: 32451

Thur, 2/6/14 – 3/13/14 6:30pm – 8:30pm RM: P1810 \$139

Level 2: Class ID: 32452

Thur, 3/20/14 – 4/24/14 6:30pm – 8:30pm RM: P1810 \$99

See website for more Hebrew classes



“From my previous experience with trying to learn Chinese, I thought that this would be really hard to do. The class was all adult learners and a lot of us were initially nervous. However, Youmei Hou (the instructor) immediately created a relaxed setting and was always there to help us. Every year, I travel to China for my business and now feel much more confident because of the knowledge I gained in this class.”

– Nancy Peterson, CEO Display Sales



Normandale's Japanese Garden named one the "11 Most Relaxing Places in the Twin Cities" —KARE 11

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. Basic 30 Kanji characters are introduced in Level 3, and additional 50 in Level 4, as well as Japanese sentence structures. Japanese culture will also be discussed as you build a firm foundation for more advanced study. 1.2 CEU, (Level 1 Tuition includes the textbook, *Japanese for Busy People*), INSTR: Michiko Dressen

Level 1: Class ID: 32497		\$125
Wed, 2/19/14 – 3/26/14	6:00pm – 8:00pm	RM: P1844
Level 2: Class ID: 32498		\$99
Wed, 4/9/14 – 5/14/14	6:00pm – 8:00pm	RM: P1844
Level 3: Class ID: 32499		\$99
Mon, 2/24/14 – 3/31/14	6:00pm – 8:00pm	RM: P1844

Japanese Culture at a Glance

NEW

This course will help you develop an understanding of Japanese culture through a variety of visual materials, songs, poems, calligraphy, origami, food, tea tasting, and other activities. Learn how the old and new coexist, and become familiar with the culture in a way that'll help you communicate more effectively with native Japanese speakers. This course also provides an opportunity to explore the Japanese art collection at the Minneapolis Institute of Arts. 1.2 CEU, \$125 (textbook included), INSTR: Michiko Dressen

Class ID: 33599		
Mon, 4/7/14 – 5/12/14	6:00pm – 8:00pm	RM: P1842

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.

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, INSTR: Youmei Hou

Level 1: Class ID: 32441		
Tue, 2/18/14 – 3/25/14	6:00pm – 8:00pm	RM: P1810
Level 2: Class ID: 32442		
Tue, 4/8/14 – 5/13/14	6:00pm – 8:00pm	RM: P1810

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. Beginning Spanish 1 is for students who have little or no experience with the language. 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), INSTR: LeAnn Taylor

Class ID: 32501

Wed, 2/26/14 – 4/2/14

6:30pm – 8:30pm

RM: P1810

Beginning Spanish 2

This is the second of four courses in the Beginning Spanish sequence. You'll 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, INSTR: LeAnn Taylor

Class ID: 32502

Wed, 4/16/14 – 5/21/14

6:30pm – 8:30pm

RM: P1810

Italian

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.

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 comprehensive skills. Textbook is included in Level 1 and will be used for Levels 1 - 4. 1.2 CEU, INSTR: Paola Foresti Faul

Level 1: Class ID: 32449

\$129

Mon, 2/3/14 – 3/17/14

6:30pm – 8:30pm

RM: P1810

Level 2: Class ID: 32514

\$99

Mon, 3/31/14 – 5/5/14

6:30pm – 8:30pm

RM: P1810

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

French

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

Level 1: Class ID: 32443

Mon, 2/3/14 – 3/17/14

6:30pm – 8:30pm

RM: P1844

Level 2: Class ID: 32445

Mon, 4/7/14 – 5/12/14

6:30pm – 8:30pm

RM: P1844

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



Visual Spanish™

An Engaging Approach to Accelerating Language Learning

Visual Spanish is an innovative, accelerated Spanish program that uses a proven visual learning methodology to quickly build basic conversational skills. Popular among adult learners and business organizations alike, Visual Spanish provides you with a light-hearted and relaxed learning environment in which you will build a vocabulary of high-frequency words and phrases.

Visual Spanish 1: Essential Conversation Starters

Master the basic building blocks of initiating and responding to simple communication with another person in one-on-one conversations in Spanish. You will be able to initiate and participate in simple conversations using essential words and phrases, and basic questions and answers. In addition, you learn to speak and ask about feelings, emotions and “everyday objects” around you in a variety of situations. 1.2 CEU, \$145 (includes materials), INSTR: Tim Owen

Class ID: 32512

Thur, 2/13/14 – 3 /27/14 (n/c 2/27) 6:00pm – 8:00pm RM: P1844

Visual Spanish 2: Essential Conversation Structures

Visual Spanish 2 offers an intensive, accelerated approach to building sentences and asking questions using fourteen essential high-frequency language structures for basic Spanish conversation. You will quickly learn to incorporate fifty common verbs with the essential structures to facilitate conversations in formal and informal “one-on-one” situations. 1.2 CEU, \$145 (includes materials), INSTR: Tim Owen

Class ID: 32513

Thur, 4/3/14 – 5/15/14 (n/c 5/8) 6:00pm – 8:00pm RM: P1844

Who Should Attend:

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



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

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. Gain an understanding of the culture, and know how to ask the questions that are vital to quality healthcare. Develop confidence to effectively communicate with your Spanish-speaking patients, while improving and expanding your knowledge of the Spanish language.

1.6 CEU, \$145, INSTR: Cristina Sempé

Level 1: Class ID: 32324 Online class – 3/3/14 – 3/28/14

Level 1: Class ID: 32325 Online class – 5/5/14 – 5/30/14

Level 2: Class ID: 33619 Online class – 4/7/14 – 5/2/14



English Speaking

Since 2006, students from more than 45 countries have participated in our accent reduction classes! Current Normandale students may be eligible to attend for free. Contact Greg Lyons for more information: 952-358-8436, or greg.lyons@normandale.edu.

English Made Easier

FREE

An Introduction to Accent Reduction

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

Class ID: 32453 Mon, 3/3/14 6:00pm – 8:00pm RM: P2808

Enhance Your English Speaking Skills, All Dialects

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

Class ID: 32454

Mon, 3/10/14 – 4/14/14 6:00pm – 8:00pm RM: P2808

Class ID: 33616

Wed, 2/19/14 - 3/26/14 2:00pm - 4:00pm RM: P2808

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



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

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

Ensure Acceptance

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

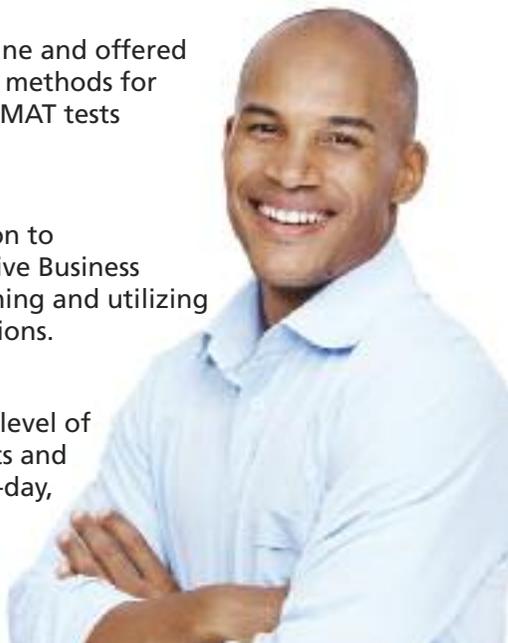
Prepare for Research

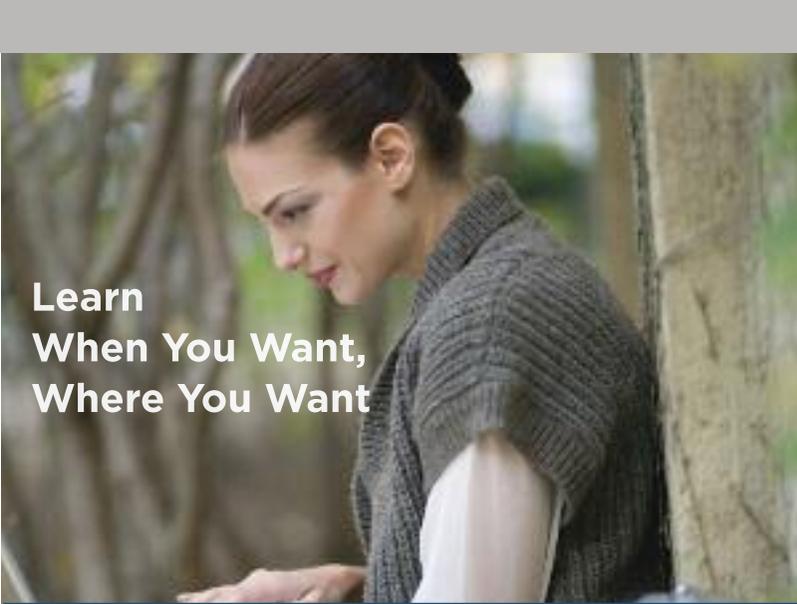
The Business Research Certificate – Introduction to Business Research, Business Statistics, Qualitative Business Research – will help you to succeed in researching and utilizing the “right” data in your papers and presentations.

Update Technical Skills

Almost all schools require at least a minimum level of proficiency with word processing, spreadsheets and databases. See pages 20 to 24 for a list of one-day, technical courses.

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





Learn When You Want, Where You Want

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

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

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.

expand your career

Entrepreneurship



Turn your healing arts passion into a business, see page 50

Entrepreneur Boot Camp

NEW

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, INSTR: Conrad Brian Law

Class ID: 32275 Online class – 2/3/14 – 2/7/14

Class ID: 32276 Online class – 4/7/14 – 5/2/14



The Business Plan

NEW

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

Class ID: 32277 Online class – 3/3/14 – 3/28/14

Class ID: 32278 Online class – 5/5/14 – 5/30/14



Business Research Certificate

NEW

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

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

Class ID: 32252 Online class

Introduction to Business Research	2/3/14 – 2/28/14
Business Statistics	3/3/14 – 3/28/14
Qualitative Business Research	4/7/14 – 5/2/14



5 Skills Everyone Needs to Have on a Resume

- | | |
|--------------------------------------|-----------|
| 1. Excel | pg 22 |
| 2. Web Development (Java, HTML, SQL) | pg 28 |
| 3. Adobe Creative Suite | pgs 26-27 |
| 4. Foreign Language | pgs 58-62 |
| 5. Google Analytics | pg 14 |

US News & World Report, Ritika Trikha



Career Assessments

Myers-Briggs Type Indicator - MBTI

.15 CEU, \$35

Class ID: 32519 Wed, 2/26/14 5:00pm – 6:30pm RM: P1838

Class ID: 32520 Mon, 3/24/14 5:00pm – 6:30pm RM: P1838

Class ID: 32521 Thur, 4/17/14 5:00pm – 6:30pm RM: P1838

Strong Interest Inventory - SII

.15 CEU, \$35

Class ID: 32516 Thur, 2/6/14 5:00pm – 6:30pm RM: P1838

Class ID: 32517 Tue, 3/4/14 5:00pm – 6:30pm RM: P1838

Class ID: 32518 Wed, 4/9/14 5:00pm – 6:30pm RM: P1838

Class note:

Participants will come to the college to take their assessment (2-3 days prior to class). You will see your results in class. To schedule an assessment, please call the Career Center at 952-358-8261.

The New World of Work

Connecting People, Insights and Skills

JOIN US and see that you can take control of your career while bringing direction, purpose and meaning to your work!

Top 10 Networking Blunders (and how to avoid them)

Are you tired of breaking out in a cold sweat, having awkward moments, and reaching out to people who don't respond? Anyone can learn to become a GREAT networker. Learn the top 10 networking blunders, how to avoid them, and 3 simple steps for fail-proof networking...every time. **FREE**

Class ID: 33605 Thur, 1/16/14 1:00pm – 3:00pm RM: P0806

Take Control of Your Interview Success

Are you tired of feeling out of control in your job interviews? Wondering what to wear, what to say, how to follow up and how to get the truth? Catherine packs 15 years of hiring secrets into a refreshing, fun & honest look at the top 10 mistakes job seekers make – and how to avoid them. **FREE**

Class ID: 33604 Tue, 3/4/14 1:00pm – 3:00pm RM: P0806

How to Get Linked-In Lucky

Are you fed up with people who don't respond to your Linked-In invitations? Joining groups that take you nowhere? Having people view your profile, but never ask to connect? Learn to get people asking you to connect. Explore the 7 essential elements, and 5 ways to boost your rank. Walk away with a Linked-In checklist. **FREE**

Class ID: 33603 Thur, 5/1/14 1:00pm – 3:00pm RM: P0806



Catherine Byers

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

**Sponsored by
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for Lutherans**

Career Development Professionals

Global Career Development Facilitator Certificate

The GCDF title designates that you have met the requirements set forth by the Center for Credentialing & Education and the National Career Development Association. The GCDF Certificate is an internationally recognized certification program for people working with clients/students in career development (career and workforce counselors, employment placement specialists, trainers, etc.).

For information, call 952-358-8343 or see our website for course details.

Educators

These online courses are designed for K-12 teachers interested in professional development. They are \$145 each, with an optional additional \$40 paid later for graduate credit.

Online Courses for K-12 Teachers

(Graduate Credit Available)



Students with ASD

(Autism Spectrum Disorder)

3/3/14 – 3/28/14

Gender in the Classroom

3/3/14 – 3/28/14

Online Teaching and Learning
for K12 Teachers

3/3/14 – 3/28/14

Generational Learning Styles
for K12 Teachers

4/7/14 – 5/2/14

Social Media and Online Tools
for K12 Teachers

4/7/14 – 5/2/14

Substitute Teacher Preparation

3/3/14 – 3/28/14

See our website for complete course descriptions and learning objectives.

Resources for K-12 Teachers

In partnership with MN Department of Education, Normandale offers K-12 certification and recertification programs.

Human Relations for Teachers -This course is designed to meet the Minnesota requirement for in-service teachers with teaching certificates and is offered several times each year.

The American Indian Component – This course is for teachers with teaching certificates who need American Indian studies to satisfy the human relations requirement for certification.

Teachers are responsible to verify their individual status with the department of education prior to registration for these courses. Additional information is available at the MN Department of Education website <http://education.state.mn.us>.

For more information, call 952-358-8343 or visit website normandale.augusoft.net

Training and Development

Training and instructional design have become valuable skills for business professionals. Training and learning occurs in different ways and through various modes. The following online courses are designed to help you deliver content that is engaging, relevant and easily applied.

Certificate in Teaching Adults

NEW

Effective facilitation of knowledge transfer and skill development is highly valued in today's workplace. In this comprehensive certificate, you will cover core topics, including How Adults Learn, Generational Learning Styles, Preparing to Teach, Using Technology, and more. 3.2 CEU, \$295, INSTR: William A. Draves and Kassia Dellabough

Class ID: 33626 Online class – 2/3/14 – 3/28/14



Developing Hybrid Courses

NEW

Whether developing new or modifying existing courses, learn to apply the best of both worlds: the strength of the face-to-face engagement and the power of the Internet. The Hybrid or “flipped” classroom encourages students to learn at their own pace while also building on the unique exchanges that can happen in both the face-to-face class and on-line. 1.6 CEU, \$195, INSTR: Kassia Dellabough

Class ID: 33627 Online class – 4/7/14 – 5/2/14



Certificate in Online Teaching

This certificate program will provide you with proven techniques for designing online instruction as well as key fundamentals for effectively teaching online. 4.8 CEU

Designing Online Instruction

NEW

Learn to navigate the online instructional environment. You'll practice managing each phase of course design and development. You'll be given instructional design guidelines and best practices and review various models and key factors for engaging learners. In addition, you will receive information on copyright issues, assessment and evaluation. 16 CEU, \$105, INSTR: Rita Marie Conrad

Class ID: 33630 Online class – 2/3/14 – 2/14/14



Building Online Learning Communities

NEW

Understand the definition of a cyberspace community while learning about dialogue as inquiry, negotiating discussion guidelines, and forms of collaboration. Learn how to build an online learning community with the authors who wrote the popular book by the same title. 1.6 CEU, \$195, INSTR: Rena Palloff and Keith Pratt

Class ID: 33629 Online class – 3/10/14 – 3/14/14



Advanced Teaching Online

NEW

The opportunities are tremendous for teaching online. Take home a ten step model for developing your online course. Experience one of the most advanced online classrooms and learn a variety of enhancements to online learning. Engage in online discussion with other teachers. An instructor's book, Advanced Teaching Online, is included. 1.6 CEU, \$195, INSTR: William Draves

Class ID: 33628 Online class – 4/24/14 – 4/18/14



Best-in-class organizations share learning:
“Organizations that extend learning to their customers and partners saw nearly double the increase in year over year revenue.”

Aberdeen Group

\$495 for the certificate or \$195 for an individual class.

Become a **Certified Online Instructor (COI)**. When you complete the Certificate in Online Teaching, you are prepared to sit for the COI certification exam. See our website for more information.

registration information

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

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

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

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

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

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

FIVE WAYS TO REGISTER!

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

Phone: 952-358-8343

Fax: 952-358-8240

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

In Person
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>



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AND UNIVERSITY SYSTEM

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.

Advance Your Career

HEALTHCARE AND MEDICAL PROGRAMS:

MN Healthcare Information
Technology (MNHIT)
Refresher Course in Nursing
Pharmacy Technician
Medical Coding and Billing
Medical Transcription Editor
Medical Administrative Assistant



“Since going through the MNHIT program, my 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

Get Certified!

**MN Healthcare Information Technology (MNHIT)
Information Sessions:**

January 15 or January 29 at 6:00pm

More info on page 32 or www.MNHealthIT.com

Learn about other professional training programs and certifications
<http://normandale.augusoft.net> or call 952-358-8343.



What's new

storytelling for health light and emotions idea incubator quickbooks sql building and leading an effective team media sales face reading access negotiation: get what you want google analytics medical coder six sigma medical hypnosis leading through change aromatherapy diet and food customer engagement building an effective team meditation methods reflexology visio customer centered communication scrummaster agile



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