

normandale

continuing education



WINTER/SPRING
2018

Learning new languages inspires
"whole-person" growth – social,
intellectual and professional.

Mary Zielund, ASL Instructor

Story on page 20.



NORMANDALE
COMMUNITY COLLEGE



“Yes, AND...”

One of the basic tenets of improv is the “Yes, and” technique. Actors, when improvising, use this phrase to validate what is being said and then add to it. The process inherently utilizes skills associated with collaboration, inclusion and creativity.

The effectiveness associated with “Yes, and” has also become a response that is heard almost everywhere. It’s as commonly said in boardrooms as it is overheard in coffee shops. The energy produced by these two words is liberating and productive. It allows for affirmation and change at the same time.

Yes, and...is also the ethos of lifelong learners. As you look through this schedule, we hope that you will say “yes, and” to a course that inspires you to reach both your professional and personal goals.



Leaders, AND Contributors

To be authentic leaders and resourceful team members, it is critical for professionals to share their expertise while utilizing the insights of others. Those who stand out are adaptable sense-makers who help others think and work outside the box.

Creative Problem Solving	page 2
ScrumMaster Certification	page 13
Collaborative Management	page 2

Complexity, AND Clarity

Sometimes, it is not a matter of getting more done, but trying to wade through the chaos to get to what matters. If you are faced with this challenge, the following workshops will help you manage the complexity, while achieving your goals.

Data Analytics Professional	page 4
Six Sigma Green Belt Certificate	page 11
Performance Excellence Network	page 10



Proven, AND New

The hallmark of competitive advantage is found in delivering superior customer value, and creating that value requires new tools to maximize the customer experience and grow your business.

Creating a Fantastic Customer Experience	page 14
Web Design Certificate	page 30
Entrepreneurship Certificate	page 67

Stretch, AND Reflect

You’ll find many classes designed to stretch your mind, body and spirit while also providing you with new approaches to cultivate greater balance and contentment at work, home and play.

Holistic Nutrition Certificate	page 45
Yoga and Ayurveda	page 42
Winter Warm-up, Free Event	page 42

If you don’t see what you are looking for, check out our website, we offer many programs and certificates online. You can also call us at 952-358-8343; we’re here to help you achieve your goals.



Learning for Individuals, Teams and Organizations

table of contents

enrich your organization | pages 2 – 19

- Business Acumen
- Project Management
- Data Analysis
- Communication Skills
- Supervision and Management
- Change Management and Leadership
- Lean and Six Sigma
- User Experience (UX), Agile and Scrum
- Customer Service and Experience
- Marketing and Social Media

computers and technology | pages 22 – 33

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

healthcare and medical | pages 34 – 41

- Health Information Technology
- Medical Careers and Professional Development
- Leadership and Practice Facilitation
- Nursing and EMT

integrative health and wellness | pages 42 – 57

- Herbalism
- Holistic Nutrition
- Ayurveda
- Aromatherapy
- Healing Touch
- Reiki Energy Therapy
- Emotional Freedom Techniques (EFT)
- Mindfulness and Spring Forest Qigong
- Energy Medicine
- Healing Practices
- Creativity and Personal Development
- Yoga
- Tai Chi

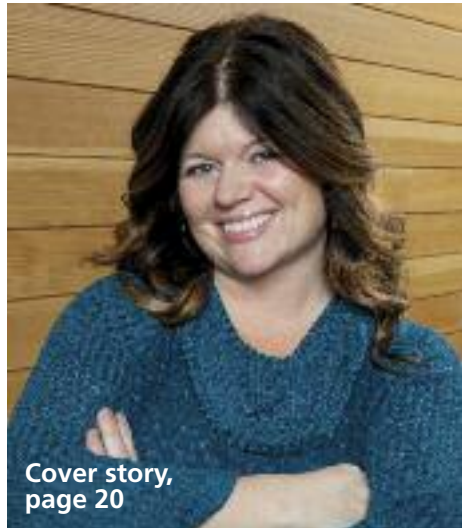
languages and culture | pages 58 – 62

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

expand your career | pages 64 – 67

- Workplace Skills
- Entrepreneurship
- Career Development

registration | page 68



Cover story,
page 20

Front and back cover photos
by Katie Heymer

enrich your organization

Business Acumen

NEW Leading Without Authority

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

ID: 56060

Thur, 5/17/18

8:30am – 12:30pm

RM: P1842

NEW Creative Problem Solving

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

ID: 56009

Online – 4/2/18 - 4/27/18

NEW Collaborative Management

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

ID: 56004

Online – 3/5/18 - 3/30/18

NEW Conflict Management Strategies

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

ID: 56242

Wed, 4/4/18

8:30am – 12:30pm

RM: P1840

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

–John Maxwell, best-selling leadership author



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

- John Saycocie, Smiths Medical



Supervision and Management

Supervision and Management Certificate

Module 1: Making the Transition to Leadership

“What got you here won’t get you there.” When individual contributors are promoted to supervisor, it is often because they were technically excellent at their job. An effective supervisor learns how to complement that competence with the ability to lead and motivate a variety of people in a variety of situations. 0.4 CEU, \$135

ID: 56053

Thur, 4/5/18

8:30am – 12:30pm

RM: P1840

Module 2: Coaching Performance

Effective leaders understand that different situations and individuals call for different approaches. This workshop introduces coaching skills for guiding individuals and teams toward achieving successful results. Leaders learn how to recognize and approach each coaching opportunity as a catalyst for success; providing the spark to prompt people toward successful results. 0.4 CEU, \$135

ID: 56054

Thur, 4/12/18

8:30am – 12:30pm

RM: P1844

Module 3: Managing Performance Problems

Even the best coaches do not control how employees perform on the job. This course builds skills in the handling of chronic performance problems and misconduct. Learn how to document the problem, and explain what the employee must do to address it. Gain skills in discussing and imposing formal consequences while adhering to your organization’s disciplinary policies and procedures. 0.4 CEU, \$135

ID: 56055

Thur, 4/19/18

8:30am – 12:30pm

RM: P1840

Module 4: Developing Your Leadership Style

Throughout this series, supervisors have learned and practiced tools for setting clear expectations, having difficult conversations, developing strong relationships, and holding people accountable for performance. While everyone has the same tools available to them, each supervisor will still have their own voice and style. This final class will encourage supervisors to define the style that allows them to be authentic and effective. 0.4 CEU, \$135

ID: 56056

Thur, 4/26/18

8:30am – 12:30pm

RM: P1840

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



This certificate provides new supervisors with the foundational skills required for success. Take the full series for \$440 (a savings of \$100).

Data Analysis

Dump The Data, Tell The Story

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

ID: 56052

Thur, 5/17/18

12:30pm – 4:30pm

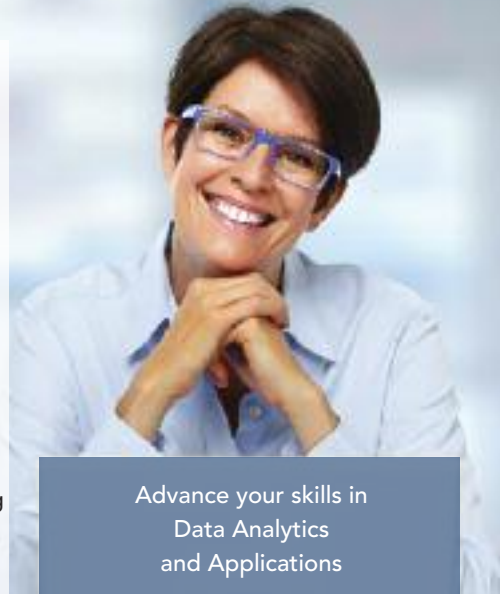
RM: P1840

Data Analytics Professional – a Primer

Becoming data savvy is a top priority for today's employers. Developing your core data skills will provide you with career advancement and growth opportunities.

This series will introduce you to the critical concepts needed to transform data into valuable knowledge. You will apply your new found knowledge to real-life case studies using common software tools like "R" and Advanced Excel. In Level 2, you will advance your skills with statistical model creation, testing applications and critical thinking exercises using data, software and your mind.

Today's organizations need individuals who understand and can provide business intelligence (BI) - for marketing insight, business strategy, quality improvement, sales growth, technology support and so much more.



Advance your skills in
Data Analytics
and Applications

NEW Level 1: Foundations of Data Analytics

Experience hands-on instruction to strengthen your data analytics knowledge and skills and begin to work with the tools and techniques needed to move data to insight. 0.7 CEU, \$175, Mark Ahrens

ID: 56803

Fri, 4/13/18 & 4/20/18

8:30am – 12:00pm

RM: P1802

NEW Level 2: Working with Data for Insight

This workshop is designed to be a "lab like learning experience." You will build on what you know, apply newly learned data concepts by using common software applications and real-life scenarios. *Prerequisite: Experience with data analytics or attendance in the Level 1: Foundations of Data Analytics.* 0.7 CEU, \$175, Mark Ahrens

ID: 56804

Fri, 4/27/18 & 5/4/18

8:30am – 12:00pm

RM: P1802



Certificate in Data Analysis

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

Introduction to Data Analysis

ID: 55966 Online – 2/5/18 - 3/2/18

Intermediate Data Analysis

ID: 55967 Online – 3/5/18 - 3/30/18

Advanced Data Analysis

ID: 55968 Online – 4/2/18 - 4/27/18

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

Infographics

Learn to transform data into eye-catching and memorable infographics. Data can be powerful when it is used to illustrate a story. You will learn the basic techniques for data visualization. You will gain the tools and background needed to design your own infographics. This course is designed to complement the skills of those who work in marketing, design, sales, operations, accounting, education, or fundraising. *See website for complete course description.* 1.6 CEU, \$195, Jeff Kritzer

ID: 55984 Online – 2/5/18 - 3/2/18

Who should attend: Anyone who knows that a picture is worth a thousand words!

MS Excel Spreadsheet Certificate – see page 25

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

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

ID: 56182 Thur, 3/8/18

9:00am – 4:00pm

RM: P1802

SQL Design and Reporting Certificate – see page 27

Communication Skills

Business Writing

Writing poorly in business can reflect negatively on the company you work for and on you. It can also result in lost business. Effective business writing means knowing how to analyze your audience, getting organized and practicing your skills. In this class, you will learn these skills, as well as how to get your point across using appropriate tone, formatting and language. 0.8 CEU, \$195, Jeannette Grace

ID: 56244 Tue & Wed, 3/13/18 & 3/14/18 8:30am – 12:30pm RM: P1840

Refresh Your Grammar

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

ID: 56245 Tue, 2/27/18 8:30am – 12:30pm RM: P1844

Effective Copywriting

Whether you are sending out a press release, communicating internally or promoting your own skills on LinkedIn, strong writing skills are the key to success. Improve your copywriting skills and avoid the common writing mistakes that can hold you back. 1.6 CEU, \$195, Kathryn Will


ID: 56243 Online – 3/5/18 - 3/30/18

Facilitation Skills for the Occasional Trainer

Being able to perform a job is completely different than being able to teach others to do that same job. You may never aspire to be a full-time trainer, but adding this supplemental skill set can make you more valuable to your organization and open up new career opportunities. In this immediately applicable workshop, you will learn how to effectively convey information in a way that appeals to adult learners, handle challenging situations and create an enjoyable learning environment. 0.4 CEU, \$99, Julie Berg

ID: 56061

Thur, 5/10/18 8:30am – 12:30pm RM: P1840



When you become an effective presenter, you widen your capabilities and stand out as a professional.



Avoiding the Horror of a Bad PowerPoint

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

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

ID: 56059

Tue, 5/1/18

8:30am – 12:30pm

RM: P1840

"I had no idea just how stale and boring the presentations we deliver at large customer events had become, until I attended this course. My team and I are now updating all of our presentations."

–Tom Woods, President,
ReSound North America

Powerful Presentations & Effective Speaking Techniques

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

ID: 56028

Online – 2/5/18 - 3/2/18

NEW Creative Problem Solving – see page 2

NEW Dealing with Difficult People in the Workplace

Gain skills to be an effective team member and leader in the workplace by taking control of the conversation, managing your reactions, and navigating problematic interactions with ease. These skills will guide you to find your voice and communicate effectively in the workplace, making day-to-day interactions run smoothly. 1.6 CEU, \$245, Kate Webster

ID: 56007

Online – 2/5/18 - 3/2/18

Dump the Data, Tell the Story – see page 4

NEW Improve Your Communication, Improve Your Work

Misunderstandings. Tension. Frustration. These are all happening in the workplace and can be resolved if we become better communicators. The best part is, once you become a better communicator others naturally follow. Discover your communication preferences and learn to adapt what and how you communicate for better interactions. The book *People Styles at Work: Making Bad Relationships Good and Good Relationships Better* by Robert Bolton and Dorothy Grover Bolton is included. 0.7 CEU, \$219, Jeanette Grace

ID: 56741

Wed, 3/28/18

8:30pm – 4:30pm

RM: P1840

Change Management

NEW Change Management Skills

Learn how to successfully plan, implement, communicate, create employee involvement and commitment, and add value during change.

1.6 CEU, \$245, Sally Schmall

ID: 55993 Online – 3/5/18 - 3/30/18

This class is beneficial for Human Resources professionals or those working in human resource strategy consulting.

Practice Facilitator Certificate – see page 37 for Change Leadership in Healthcare

NEW Managing Generations in the Workplace

Discover what motivates each generation at work, what incentives they respond to, and what messages they value. 1.6 CEU, \$175, Kassia Dellabough

ID: 56005 Online – 4/2/18 - 4/27/18

Improving Business Results Through

DIVERSITY, INCLUSION & BELONGING



Diversity efforts are more than just “nice things to do.” Extensive evidence reveals that organizations which implement inclusive practices yield impressive gains in revenue, customer wins and market share.

Today’s innovators know that they need the insights that come from high performing teams. People bring their best to work when they feel valued, empowered and included by their organization.

Normandale works with organizations to design or rethink diversity and inclusion practices and strategies. From conducting assessments to delivering workshops, we help businesses to reach their full potential.

Contact us at
952-358-8343 to
learn more or see our
website for upcoming
workshops, such as,
**Managing a Diverse
Workforce**

“Companies that embrace diversity and inclusion in all aspects of their business statistically outperform their peers.”

High Impact Talent Management, 2015, Bersin by Deloitte



Leading Through Change

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

0.4 CEU, \$99, Julie Berg

ID: 56057

Thur, 5/3/18

8:30am – 12:30pm

RM: P1840

A recent Gallup study found that nearly 70% of the American workforce is disengaged from their jobs.

Those who are willing to embrace change are much more likely to thrive under new conditions.

Navigating Change

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

0.4 CEU, \$99, Julie Berg

ID: 56058

Thur, 5/3/18

1:00pm – 5:00pm

RM: P1840

NEW Change in the Workplace

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

ID: 56001

Online – 3/5/18 - 3/30/18

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

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



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

Lean and Six Sigma

NEW Process Improvement with Root Cause Analysis and SPC

Based on demand from employers, this workshop provides a system for decision making and action. More and more companies understand that successful delivery of quality products and services ultimately depends on their employees. This course is for individuals seeking to improve processes or solve a particularly difficult problem.

See website for more details. 3.2 CEU, \$1,595, Dale Mize

ID: 56722

Fri, 3/23/18 - 4/13/18

8:30am – 4:30pm

RM: P1844

Applying Lean Six Sigma Practices to HR Functions

Utilize methodologies to advance operational excellence in your department and organization. *See website for more details.* 1.6 CEU, \$245, Sally Schmall

ID: 55992

Online – 3/5/18 - 3/30/18

Lean Six Sigma – see website

Performance Excellence and Continuous Improvement

At Normandale, we work to identify the **expertise, content and approach** that will meet the needs of our learners. Normandale is now partnering with **Performance Excellence Network (PEN)**. PEN is Minnesota's foremost network in the areas of performance excellence and continuous improvement.

January 23

Lead Meetings People WANT to Attend

Attend this workshop and see how investing four hours will save you potentially hundreds of hours in 2018! Gayle Noakes

February 8

The Principles of Excellence: Baldrige 101

This interactive workshop will provide an overview of the evidence-based, validated Baldrige Framework as a way to understand, diagnose, and improve organizational processes and outcomes. Michael Garner

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

March 29

7.5 Keys to Leadership Effectiveness & Performance Excellence

Gain the daily leadership habits and proven tactics that can build momentum and high performance for any team. Bryan Williams

May 3 & 4

PENworks 2018 — Learn from great keynote speakers and breakout sessions, held at the Earle Brown Heritage Center in Brooklyn Center

Workshops will be offered in Normandale's Partnership Center.

Visit the PEN website for more information or to register:

www.performanceexcellencenetwork.org



Performance Excellence Network

A Catalyst for Success for 25 Years



“Employees with a Green Belt make \$9,651 more than employees without training.”

–Quality Progress, annual salary survey

Six Sigma Green Belt Certificate

WIOA Approved

This training is for anyone or any organization that is committed to leveraging the power of Six Sigma to increase customer satisfaction, improve product or service reliability, reduce costs, while increasing profit margins.

This certificate provides relevant learning application. **This is not a test prep program.** See *website for course descriptions*. 6.4 CEU, courses can be taken individually or earn the certificate for \$2,950, call 952-358-8343 for dislocated worker and employer discounts. RM: P1844

Introduction to Six Sigma

ID: 56723 Thur, 4/19/18 8:30am – 4:30pm

Basic Problem Solving Tools

ID: 56724 Fri, 4/20/18 8:30am – 4:30pm

Basic Statistics

ID: 56725 Thur, 5/3/18 8:30am – 4:30pm

Statistical Process Control

ID: 56726 Fri, 5/4/18 8:30am – 4:30pm
& Thur, 5/10/18 8:30am – 12:30pm

Failure Modes and Effects Analysis

ID: 56727 Thur, 5/10/18 1:00pm – 4:30pm

Data Analysis Techniques

ID: 56728 Fri, 5/11/18 8:30am – 4:30pm

Design of Experiments

ID: 56729 Thur, 5/17/18 8:30am – 4:30pm

Process Control

ID: 56730 Fri, 5/18/18 8:30am – 4:30pm

Get Certified

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

Complete this valuable certificate in **ONE month**.

Normandale also offers Yellow and Black Belt Six Sigma programs. To schedule specific training programs at your company, call us at 952-358-8343.

Gain techniques and tools that can be utilized across industries, from **Manufacturing to Healthcare** and everything in between.

Dale K. Mize (lead instructor), has more than 25 years of consulting and training experience. He holds a bachelor's degree in Quality Management from the University of Minnesota. Dale is co-author of the SPC training workbook, *An Ounce of Prevention*. He is a senior member of the American Society of Quality, A Certified Quality Engineer and Certified Quality Auditor.

Agile and Scrum

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



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

Certified Scrum Product Owner



Product Owners must have the skills to navigate market pressures, monitor product design issues, and channel the energy of well-formed teams to deliver results. This course is for people who have some background in Agile, and is intended to help experienced practitioners focus on the challenges faced by product design teams. This two-day Certified Scrum Product Owner course will put you on the path to becoming a great leader of teams that focus their energy toward successful completion of projects that create real value. *Upon completion, you will be registered as a Certified Scrum Product Owner, which includes a two-year membership in the Scrum Alliance.* 1.4 CEU, \$1,080, Doug Shimp and Jan Beaver

ID: 56102

Tue & Wed, 4/24/18 & 4/25/18

8:30am – 4:30pm

RM: P0806



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

Jason Moffett
ScrumMaster at Cambria



Certified ScrumMaster

WIOA Approved



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

passing the online test, you will be listed on the Scrum Alliance website as a Certified ScrumMaster.

1.4 CEU, \$980, Doug Shimp and Jan Beaver

ID: 56101	Tue & Wed, 3/6/18 & 3/7/18	8:30am – 4:30pm	RM: P0806
ID: 56720	Tue & Wed, 6/12/18 & 6/13/18	8:30am – 4:30pm	RM: P0806

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



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

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



Project Management

Project Management Certificate

Introduction to Project Management

ID: 55998 Online – 2/5/18 - 3/2/18

Project Management Processes

ID: 55999 Online – 3/5/18 - 3/30/18

Project Management Knowledge Areas

ID: 56000 Online – 4/2/18 - 4/27/18

Earn this certificate when you complete all three courses for \$495 and 4.8 CEU, or take individual courses for \$195 and 1.6 CEU.

See website for course descriptions.

Customer Service & Sales

Certificate in Sales

NEW Getting Started in Sales

Finding new clients and actually making a sale can be challenging. Save time, money and effort with these proven sales techniques. 1.6 CEU, \$195, Tim Street

ID: 55973 Online – 3/5/18 - 3/30/18

NEW Power Selling

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

ID: 55974 Online – 4/2/18 - 4/27/18

NEW Strategic Selling with Social Media

Learn social media sales techniques to help you throughout the sales cycle, from prospecting to referrals to closing sales. 1.6 CEU, \$195, Geoff Evans

ID: 55972 Online – 2/5/18 - 3/2/18

Social Media for Business Certificate – see page 66

Negotiation: Get What You Want

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

1.6 CEU, \$195, Sally Klauss

ID: 55988 Online – 3/5/18 - 3/30/18

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

Earn this certificate for \$495 (a savings of \$90).

CUSTOMER SERVICE **IS A STRATEGY** NOT A DEPARTMENT.



Creating a Fantastic Customer Service Experience

This workshop will help your team members identify customer expectations, solve problems and create a memorable, positive and measurable experience. 0.8 CEU, \$150, Jennifer Pollard

ID: 56062

RM: P0806A

Wed & Thur, 5/2/18 & 5/3/18

8:30am – 12:30pm

Call **952-358-8343** for a 20% discount when sending 3 or more employees to this workshop.

Organizations that truly stand out do so because they spend the time to develop standards and skills in customer service.



Customer Service Certificate

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

Keys to Customer Service

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

ID: 55982 Online – 2/5/18 - 3/2/18

Extraordinary Customer Service

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

ID: 55983 Online – 3/5/18 - 3/30/18

The Bureau of Labor Statistics projects that employment for customer service professionals will grow 5 percent between 2016 and 2026. Employment of representatives in their centers is projected to grow 36 percent.

CX: Customer Experience

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

Normandale offers training and consulting in CX, including:

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

Call us at **952-358-8343** to bring CX to your organization.



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

—Mara Bain, Chief Experience Officer,
Western National Insurance

Marketing

NEW Instagram for Business

Make the most of Instagram and lead your business to greater exposure. Discover ways to have your audience generate excellent content for you. An Android or iOS device is needed to take full advantage of the exercises in this class. 1.6 CEU, \$195, Nicole Siscaretti

ID: 56031 Online – 2/5/18 - 3/2/18

NEW Introduction to Internet Writing Markets

You'll learn the secrets of how to be successful in publishing online. Learn things like search skills, website traffic evaluation, identifying your own expertise and gathering it into a curriculum vitae, research strategies, RSS feeds, online interview tips, crowdfunding large projects, and more. 2.4 CEU, \$109, Linda Aksomitis

Online – starting every month (1/17, 2/14, 3/14, 4/11, 5/16)

NEW Podcasting

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

ID: 56023 Online – 2/5/18 - 3/2/18

NEW Achieving Top Search Engine Positions

Gain the knowledge you need to boost your website's visibility. You'll discover how search engines crawl the Web, rank websites, and find previously undiscovered sites, and learn which HTML tags are key to getting sites on a search engine's radar. You'll also explore how to select keywords, why you should amass as many potential keyword choices as possible, and which keywords hold the most potential. 2.4 CEU, \$109, Chris Minnick

Online – starting every month (1/17, 2/14, 3/14, 4/11, 5/16)



DESIGNING THE **PRODUCT**

VS

DESIGNING THE **EXPERIENCE**

USER EXPERIENCE

Through a grant project, Normandale has had the opportunity to partner with **The Nerdery** to develop a UX learning program. The program includes training topics such as:

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

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

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



Digital Marketing Certificate

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

Improving Email Promotions

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

ID: 56013 Online – 2/5/18 - 3/2/18

Boosting Your Website Traffic

Learn to analyze your visitor traffic, use search engine optimization and gain greater exposure in Google searches. 1.6 CEU, \$195

ID: 56014 Online – 3/5/18 - 3/30/18

Online Advertising

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

ID: 56015 Online – 4/2/18 - 4/27/18

Certificate in Google Tools

Google Analytics

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

ID: 56010 Online – 2/5/18 - 3/2/18

Google Apps for Business

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

ID: 56011 Online – 3/5/18 - 3/30/18

Google +

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

ID: 56012 Online – 4/2/18 - 4/27/18



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

Mastering Video Marketing Certificate

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

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

Video Marketing

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

ID: 56024 Online – 2/5/18 - 3/2/18

YouTube for Business

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

ID: 56025 Online – 3/5/18 - 3/30/18

Inbound Marketing Certificate

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

Introduction to Inbound Marketing

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

ID: 56017 Online – 2/5/18 - 3/2/18

Content Marketing

Discover ways to identify and define your ideal audience, and create content that is purposeful. 1.6 CEU, \$195

ID: 56018 Online – 3/5/18 - 3/30/18

Advanced Inbound Marketing

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

ID: 56019 Online – 4/2/18 - 4/27/18



Entrepreneurship

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



Social Media Platforms Certificate

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

Twitter for Business

ID: 56032 Online – 2/5/18 - 3/2/18 \$195

Facebook for Business

ID: 56033 Online – 3/5/18 - 3/30/18 \$245

LinkedIn for Business

ID: 56034 Online – 4/2/18 - 4/27/18 \$195

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

Social Media for Business Certificate – see page 66

Mobile Marketing Certificate

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

Introduction to Mobile Marketing

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

ID: 56020 Online – 2/5/18 - 3/2/18

Creating Cell Phone Apps for your Business

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

ID: 56021 Online – 3/5/18 - 3/30/18

Advanced Mobile Marketing

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

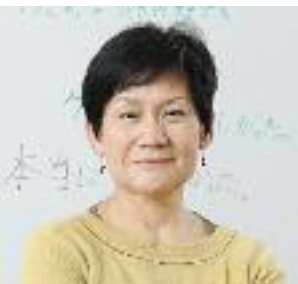
ID: 56022 Online – 4/2/18 - 4/27/18

found in trans·la·tion

THE CONNECTING POWER OF LANGUAGE

Learning a language has provided deeper insights into my own values, priorities and perceptions as I see them reflected in other cultures. The instructors keep things moving and engage our brains in different ways. I can't believe how quickly I have been able to advance.

These comments reflect the core themes we heard while interviewing both our language learners and instructors. We also came across powerful stories of how practicing and connecting with language revealed some hidden treasures for our learners.



enhancing professional opportunities

Most of our learners are working professionals who are balancing a day job and enriching their skills in the evening. In several cases, the learning is directly related to a business connection. Such is the case with Michael Migliacio, a game designer who has completed several levels of Japanese with instructor Michiko Kato Dressen. “Thanks to the additional practice provided by Michiko-sensei’s class, I was able to successfully present my game to a Japanese publisher—and we launched it in Japan on a Nintendo platform last year!”



Rachael Youngs, one of Michael’s peers, is currently studying for her Japanese Language Proficiency Test (JLPT)—a globally recognized professional certification. “I was blown away to find a program that catered specifically to working professionals and also offered a space for peers to meet and an instructor who was passionate about teaching.”



strengthening family connections

Amy Manicor wanted to learn Italian to connect with her husband’s extended family through social media, and also to prepare for an Italian foreign exchange student who would be living with them. “I was able to speak with our exchange student’s mother in her native language, which brought her a lot of comfort. Learning Italian really helped me form meaningful relationships across cultures.”



Katie Ojanpa learned Italian for a similar reason. Her mother-in-law, a first generation immigrant, was slipping into dementia—which had progressed to the point where she was only speaking Italian. It became increasingly difficult for the family to communicate with her, which is when Katie decided to learn basic Italian. “I was so excited when I arrived at the nursing home and spoke (my very primitive) Italian to her. She looked at me and, in a rare lucid moment, told me I had learned the wrong dialect.” This somewhat funny moment led to very sweet memories. Katie’s mother-in-law has since passed away, but Katie continues to practice speaking Italian with her four grandchildren.

joining a learning network

While everyone has an individual reason for learning a language, many people find that the learning community is a bonus. Italian instructor Paola Foresti Faul says, “Many adult learners have not been in a classroom for years, so we ease the transition by creating a warm and welcoming environment where people can learn from each other.”

Jean Moeller, an American Sign Language (ASL) student, echoed this sentiment. “I really enjoyed networking with others and connecting to the ASL community, which opened my eyes to so much. You’re not just learning a language, you’re learning a whole culture.”

Mary Zielund and Melissa Schroeder, ASL instructors, recognize that language proficiency is accelerated when it is practiced. They utilize an immersion approach, which emphasizes “non-spoken classrooms.” “The learning environment is designed to build mastery and confidence,” Mary shares. “It is also very dynamic and inclusive. When the students complete the coursework, they have gained new skills and friendships. They often continue their learning through the guided practice sessions.”

No matter the motivation, our learners find unique and supportive learning resources and programs. In addition to Normandale’s many continuing education programs, the college also boasts the largest world languages division (college credit courses) in Minnesota.

To find the connection right for you, please contact us at 952-358-8343 or visit our website.

Get Connected

- ASL
- Chinese
- French
- Italian
- Japanese
- Russian
- Spanish

see pages 58 – 62

Pictured left:
Michiko Kato Dressen
Jean Moeller
Michael Migliacio

Pictured above:
Rachael Youngs
Katie Ojanpa
Amy Manicor

Photos by Katie Heymer

computers and technology

Basics

Keyboarding

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

2.4 CEU, \$109, Kathy Van Pelt

Online – starting every month (1/17, 2/14, 3/14, 4/11, 5/16)

Mastering Computer Skills for the Workplace

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

ID: 56042 Online – 2/5/18 - 3/2/18

ID: 56732 Online – 4/2/18 - 4/27/18

We offer flexible learning options.

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

Visit our website for a complete listing of our programs.

Business Productivity

Microsoft PowerPoint

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

Online – start every month (1/17, 2/14, 3/14, 4/11, 5/16)

Microsoft Outlook

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

Online – start every month (1/17, 2/14, 3/14, 4/11, 5/16)

Microsoft Word (2 Levels offered)

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

Online – start every month (1/17, 2/14, 3/14, 4/11, 5/16)

Business Intelligence (BI) Tool for Data Insight with Excel – see page 5

NEW Productivity eTools

Find out the top 40 favorite applications and eTools of productive workers. Discover how to select the right tools for your needs, evaluate your productivity system and develop a framework that gets things done. Learn about different new productivity tools each week, while also blending an evaluation of your own productivity needs. 1.6 CEU, \$245, Jennifer Selke

ID: 56171 Online – 3/5/18 - 3/30/18

NEW Productivity and Time Management Certificate – see website



Presentation Media

Certificate in Presentation Media

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

Infographics

See page 5 or website for more information. 1.6 CEU, \$195, Jeff Kritzer

ID: 55984 Online – 2/5/18 - 3/2/18

Photoshop for Presentations

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

ID: 55985 Online – 3/5/18 - 3/30/18

Graphic Design for Visual Presentations

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

ID: 55986 Online – 4/2/18 - 4/27/18

Avoiding the Horror of a Bad PowerPoint – see page 7

Powerful Presentations & Effective Speaking Techniques – see page 7

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

Enhance Your Visual Design Skills

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

See pages 28 - 31



“Every course in the Graphic Design certificate was so valuable.” Katie Goodwin, Regis Corporation

Accounting and Finance

Introduction to Quickbooks

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

Online – starting every month (1/17, 2/14, 3/14, 4/11, 5/16)

Intermediate Quickbooks

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

Online – starting every month (1/17, 2/14, 3/14, 4/11, 5/16)

Accounting Fundamentals

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

Online – starting every month (1/17, 2/14, 3/14, 4/11, 5/16)

Financial Analysis and Planning for Non Financial Managers

Designed for non-financial managers, business owners, entrepreneurs, and other decision-makers, this course will take the mystery out of money matters. Learn to make smart decisions when it comes to budgeting, setting goals, and assessing performance within your own area of influence. This course is part of the Accounting and Finance for Non-Financial Managers certificate. *See website for more information.* 1.6 CEU, \$195, Sharon deFonteny

ID: 55965 Online – 2/5/18 - 3/2/18

Data Analysis Certificate – see page 5

Bookkeeping

The Basics of Bookkeeping

See website for class details. 1.6 CEU, \$195

Bookkeeping Administration (Certification)

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

Bookkeeping Administration

Expert (Certificate)

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

Accounting and Finance for Non Financial Managers (Certificate)

See website for class details. 4.8 CEU, \$495



Microsoft Excel

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

Microsoft Excel Level 1

Microsoft Excel 2016 Level 1 introduces you to the spreadsheet, how to design formulas, charts and graphs and reviews critical math skills needed to build effective spreadsheets. 0.7 CEU, \$175, Sheila Arnett and Christy Leach

ID: 56121	Mon, 1/29/18	9:00am – 4:00pm	RM: P1802	C. Leach
ID: 56122	Sat, 2/10/18	9:00am – 4:00pm	RM: P1802	C. Leach
ID: 56123	Thur, 3/1/18	9:00am – 4:00pm	RM: P1802	S. Arnett
ID: 56124	Mon, 3/26/18	9:00am – 4:00pm	RM: P1802	C. Leach
ID: 56125	Sat, 4/21/18	9:00am – 4:00pm	RM: P1802	C. Leach
ID: 56126	Mon, 5/7/18	9:00am – 4:00pm	RM: P1802	S. Arnett

Microsoft Excel Level 2

This course is for students with some prior spreadsheet experience. You will learn spreadsheet construction, how to design more sophisticated formulas, absolute addressing, charting graphs, formatting, and multi-sheet activities plus much more.

Prerequisite: Excel Level 1 or equivalent knowledge. 0.7 CEU, \$175, Christy Leach

ID: 56143	Mon, 2/5/18	9:00am – 4:00pm	RM: P1802	C. Leach
ID: 56144	Sat, 3/10/18	9:00am – 4:00pm	RM: P1802	C. Leach
ID: 56145	Thur, 3/15/18	9:00am – 4:00pm	RM: P1802	C. Leach
ID: 56146	Mon, 4/9/18	9:00am – 4:00pm	RM: P1802	C. Leach
ID: 56147	Mon, 5/14/18	9:00am – 4:00pm	RM: P1802	C. Leach

Microsoft Excel Level 3

This course moves you to an advanced level that will allow you to visualize, analyze and connect data elements. You will learn vertical/horizontal lookup; database analysis tools; advanced functions such as pivot tables; pivot charts; slicers; financial functions; protections; 3D formulas; file-linking formulas; and multi-sheet methods plus much more. *Prerequisite: Excel Level 2 or equivalent knowledge.* 0.7 CEU, \$175, Christy Leach

ID: 56139	Mon, 2/12/18	9:00am – 4:00pm	RM: P1802	C. Leach
ID: 56154	Sat, 3/24/18	9:00am – 4:00pm	RM: P1802	C. Leach
ID: 56155	Mon, 4/16/18	9:00am – 4:00pm	RM: P1802	C. Leach
ID: 56156	Mon, 5/21/18	9:00am – 4:00pm	RM: P1802	C. Leach

Business Intelligence (BI) Tool for Data Insight with Excel

See page 5 for details. 0.7 CEU, \$175, Sheila Arnett

ID: 56182	Thur, 3/8/18	9:00am – 4:00pm	RM: P1802	S. Arnett
-----------	--------------	-----------------	-----------	-----------

Microsoft Access

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

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

Microsoft Access Level 1

Microsoft Access 2016 Level 1 will guide you through database design theory and development, creating and working with tables and relationships, and setting field properties. Queries, forms and reports using the wizards will also be introduced.

0.7 CEU, \$175, Sheila Arnett

ID: 56132	Thur, 2/8/18	9:00am – 4:00pm	RM: P1802
ID: 56133	Tue, 3/27/18	9:00am – 4:00pm	RM: P1802
ID: 56134	Tue, 6/5/18	9:00am – 4:00pm	RM: P1802

Microsoft Access Level 2

This course will teach you the essential database design skills, taking a deeper dive into queries, forms and reports, advanced query wizards and other advanced design features.

0.7 CEU, \$175, Sheila Arnett

ID: 56135	Tue, 4/24/18	9:00am – 4:00pm	RM: P1802
-----------	--------------	-----------------	-----------

Microsoft Access Level 3

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

“These classes were fantastic! Sheila was extremely knowledgeable and helpful.”
~MS Access student

ID: 56136	Tue, 5/15/18	9:00am – 4:00pm	RM: P1802
-----------	--------------	-----------------	-----------

Introduction to Crystal Reports

Crystal Reports is a business intelligence tool that allows you to develop reports against any database or structured file format, from SQL and Oracle, to flat file, text file or spreadsheets. Knowledge of Crystal Reports is a much sought-after subject matter expertise right now, especially within the healthcare industry. 2.4 CEU, \$109, Allen Taylor Online – starting every month (1/17, 2/14, 3/14, 4/11, 5/16)

Data Analysis

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

See pages 4 and 5 or our website for more information.





SQL – Structured Query Language

SQL is a queries-based computer language used to view, add or remove data within a database. This is a powerful and in-demand skill to have! Valuable textbooks included.

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

SQL Level 1

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

ID: 56149	Tue, 2/6/18 & 2/13/18	8:30am – 12:00pm	RM: P1802
ID: 56150	Thur, 4/12/18 & 4/19/18	8:30am – 12:00pm	RM: P1802

SQL Level 2

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

ID: 56152	Tues, 2/20/18 & 2/27/18	8:30am – 12:00pm	RM: P1802
ID: 56153	Thur, 5/3/18 & 5/10/18	8:30am – 12:00pm	RM: P1802

NEW Introduction to SSRS and Power BI Tools for Excel

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

ID: 56113	Tue, 3/6/18 & 3/13/18	8:30am – 12:00pm	RM: P1802
ID: 56114	Thur, 5/24/18 & 5/31/18	8:30am – 12:00pm	RM: P1802

PHP & MySQL (2 Levels offered)

Learn how to create dynamic web pages and create your very own content management system. In the Intermediate level, you'll learn to create a complete commercial online store with inventory and purchasing process. 2.4 CEU per class, \$109 per class, Richard Blum

Online – starting every month (1/17, 2/14, 3/14, 4/11, 5/16)

Sheila Oakes Arnett has been working in the computer industry since 1987. Sheila has worked with over 150 companies to create and modify custom databases and developed AccessAbility Advisor, a program for Disability Service Centers for colleges and universities across the US. She is committed to bringing students industry-relevant knowledge and up-to-date techniques.



Graphic Design

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

Introduction to Design Concepts

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

ID: 56128	Wed, 2/7/18	9:00am – 4:00pm	RM: P1802
ID: 56129	Wed, 3/21/18	9:00am – 4:00pm	RM: P1802
ID: 56130	Wed, 5/9/18	9:00am – 4:00pm	RM: P1802

Foundations of Adobe Photoshop

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

ID: 56140	Wed, 2/14/18	9:00am – 4:00pm	RM: P1802
ID: 56141	Wed, 5/16/18	9:00am – 4:00pm	RM: P1802

Graphic Design Software Certificate

Earn this certificate when you complete the following courses:

- Intro to Design Concepts
- Foundations of Photoshop
- Advanced Photoshop
- Illustrator
- InDesign
- Certificate Capstone

Add 3 more classes and earn the **Web Design Certificate** too!

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

See pages 30 and 31.



Programmers and Developers

Employers are desperate for candidates with in-demand programming and development skills. A sample of training areas include:

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

See our website and pages 27 - 33 for more information. Or call 952-358-8343 if you are looking for specific training.



Adobe Illustrator

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

ID: 56163	Wed, 2/21/18	9:00am – 4:00pm	RM: P1802
ID: 56164	Wed, 5/23/18	9:00am – 4:00pm	RM: P1802

Adobe InDesign

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

ID: 56166	Wed, 2/28/18	9:00am – 4:00pm	RM: P1802
ID: 56167	Wed, 5/30/18	9:00am – 4:00pm	RM: P1802

Advanced Adobe Photoshop - for Photography

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

ID: 56169	Wed, 3/7/18	9:00am – 4:00pm	RM: P1802
-----------	-------------	-----------------	-----------

NEW Certificate Capstone

Through your participation in the certificate series, you will have learned basic graphic design concepts in a variety of software programs. This “Project Portfolio” class offers you an opportunity to apply those concepts to a realistic final project. Final project discussions will be introduced in the “Introduction to Design Concepts” course. 0.7 CEU, \$175, Grant Chandler

ID: 56172	Wed, 3/14/18	9:00am – 4:00pm	RM: P1802
ID: 56173	Wed, 4/25/18	9:00am – 4:00pm	RM: P1802

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

LEARN CODE.

See page 32

Web Design

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

NEW UX and Responsive Web Design

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

ID: 56176

Wed, 3/28/18 9:00am – 4:00pm RM: P1802

Infographics – see page 5

Web Design Software Certificate

Earn this certificate when you complete the following courses:

- Intro to Design Concepts
- Foundations of Photoshop
- Illustrator
- UX and Responsive Web Design
- HTML/CSS
- WordPress and CMS
- Certificate Capstone

Add 2 more classes and earn the **Graphic Design Certificate** too!

- Advanced Photoshop
- InDesign

See pages 28 and 29.

Graphic and Web Design Certificates



"I knew that I wanted to improve my technical skills as a designer. And, I was also interested in exploring how design connects to areas like UX (user experience.) The Web Design certificate offered that real world perspective for how the work of designers is changing."

Melanie Schumacher,
Designer, artist and entrepreneur

Gain In-Demand Skills.

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

Benefit from 1:1 Coaching.

Each class offers an interactive learning experience and opportunities to receive personalized feedback to hone your skills and improve your project.

Enhance Your Portfolio.

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

Get Certified!



HTML/CSS

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

0.7 CEU, \$175, Grant Chandler

ID: 56175 Wed, 4/4/18 9:00am – 4:00pm RM: P1802

WordPress & Content Management Systems

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

ID: 56178 Wed, 4/18/18 9:00am – 4:00pm RM: P1802

NEW Certificate Capstone

See page 29 for details. 0.7 CEU, \$175, Grant Chandler

ID: 56172 Wed, 3/14/18 9:00am – 4:00pm RM: P1802

ID: 56173 Wed, 4/25/18 9:00am – 4:00pm RM: P1802



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

Game Design

NEW Introduction to Game Design

Get an overview to what goes into the design and development of both video and analog games, with a particular focus on the use of games outside of consumer entertainment. Take the first steps into understanding game design, and how it can be applied in your field. 1.6 CEU, \$245, Moses Wolfenstein

ID: 55980 Online – 2/5/18 - 3/2/18

NEW Intermediate Video Game Design

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

ID: 55981 Online – 3/5/18 - 3/30/18

information technology

Programming

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

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

Introduction to Coding

Even if we aren't the ones building sites from scratch, we are able to make more meaningful contributions when we understand coding. Gain the basics of computer programming and various programming languages. New technologies allow people outside of the computer science field to be able to create their own web pages using code. Learn the basics of HTML, CSS, and Java Script as well as practical uses for each.

1.6 CEU, \$195, Jeff Kritzer

Ruby for Rails

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

Java (2 Levels offered)

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

C++

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

Introduction to Python

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

GET STARTED HERE



Programming activity:

Try one of these:

Really want to stand out? Then add this:

Front-end, Client-side

HTML, CSS, JavaScript

CX (customer experience) knowledge

Back-end, Server-side

Python, Ruby, PHP, Java or .Net

Graphic design skills

Mobile/Apps

Objective-C or Java, HTML/CSS

Server-side programming knowledge

3D/Game

C/C++, OpenGL, Animation

Artistic/design skills

High-Performance

C/C++, Java

Math and quantitative analysis skills



JavaScript (2 Levels offered)

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

Visual Basic (2 Levels offered)

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

C# (2 Levels offered)

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

ASP.NET

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

IT Certifications

Foundations

ITIL Foundations
CompTIA A+
CompTIA Cloud Essentials
Microsoft SharePoint

Networking & Security

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

Server & Operating Systems

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

Visit our website for more information.



Gain the IT Edge

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

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

Enroll today for \$1,999 and get a laptop plus FREE eBook textbooks!

health information technology

Health IT Professional Series

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



MNHIT Level 1 Certificate

Take three courses and earn the Level 1 Certificate for \$555 (a savings of \$30).

Overview of Health Information Technology (OHIT)

Gain a clear understanding of healthcare and public health systems in the U.S. and the history and integration of Health IT into the culture of healthcare. 7.0 CEU, \$195

Language of Health Information Technology (LHIT)

Language and culture go hand-in-hand. Become fluent in the terminology, professionalism and customer service needed to navigate the world of healthcare, IT and Health IT. 7.0 CEU, \$195

Health Management Information Systems (HMIS)

Develop a strong foundation in information and computer science, and learn about the systems used to manage and support healthcare. 7.0 CEU, \$195

Learning Delivery:

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

Class Schedule:

Classes are five weeks long and start every five weeks: 1/10/18, 2/14/18, 3/21/18

See website for more dates.

Every role in healthcare requires a deeper understanding of data.

Data Analytics Professionals	pg 4
Certificate in Data Analysis	pg 5
BI Tools for Data Insight with Excel	pg 5
MS Excel Spreadsheet Certificate	pg 25
Healthcare Data Analytics Certificate	pg 36





MNHIT Level 2 Certificate

Take three courses and earn the Level 2 Certificate for \$555 (a savings of \$30).

HIT Workflow Analysis & Change Management (WKFL)

Understand workflow process analysis and redesign in healthcare and how change management can be used to enhance user-centered design and evaluation, usability and effects on downstream processes. 7.0 CEU, \$195

Leadership & Teams in Health IT (LDTM)

Understand leadership roles, principles of leadership and effective management of teams. There is an emphasis on the leadership modes and styles best suited for IT deployment and changes. 7.0 CEU, \$195

Networking & Health Information Exchange (NHIE)

Health Information Exchange (HIE) organizations, networks and initiatives at the local, regional and state levels are critical for meaningful use of health IT. 7.0 CEU, \$195

MNHIT Level 3 Certificate

Take three courses and earn the Level 3 Certificate for \$665 (a savings of \$40).

Business of Health IT (BHIT)

Gain an understanding of HIT regulations as you learn about quality improvement, public health IT, privacy and security. 7.0 CEU, \$195

Electronic Health Records Bootcamp - Virtual Lab (EBOT)

Learn key concepts working with electronic health records (EHR) systems with hands-on experience to accelerate your learning. Develop an understanding of various EHR software vendors and learn skills which can be applied to any system. **Recommended prerequisite: WKFL.* 7.0 CEU, \$255

Health IT Project Management (HIPM)

Understand the project management tools and techniques necessary to create and follow a HIT project management plan. **Recommended prerequisite: WKFL.* 7.0 CEU, \$255

Health IT Professional Certificate

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



Health IT Transformation Series

New knowledge and skills are necessary for healthcare professionals to participate in this data and value-driven era. These certificates are designed to build a foundational understanding of healthcare transformation in a practical, usable way. See website for course and certificate information. \$95 per class. Earn a certificate or take individual courses.



Classes are three weeks long, online and start every month.
Start Dates: 1/3/18, 1/31/18,
2/28/18, 3/28/18

NEW Healthcare Data Analytics Certificate

Every role in the healthcare industry requires a deeper understanding of data, what it is, and how to gain insights. This certificate provides valuable working knowledge of healthcare data analytics as it relates to care delivery, quality and improvements, and financial and operational considerations.



Understanding Healthcare Data Analytics (8 hours)

Clinical Data Analytics and the Learning Health System (9.5 hours)

NEW Population Health Certificate

Population health shifts the focus from the individual patient to the population, allowing providers and health organizations to improve the healthcare experience and business models by leveraging population-level data.



Population Health Policy (6 hours)

Population Health Data Analytics (7.5 hours)

Population Health Interventions (9 hours)

NEW Value-Based Care Certificate

Healthcare is changing at the speed of light - care delivery, payment and reimbursement, quality standards - everything is transforming. Value-based care is a key driver to move these changes forward in meaningful ways. This certificate covers key concepts related to value-based care (VBC) and healthcare reform. Gain the skills and training needs to manage day-to-day work including care delivery, quality measurement and improvement as well as satisfaction.



The Business of Value-Based Care (8.25 hours)

Applications of Value-Based Care (6.75 hours)

Negotiating Contracts for Value-Based Care (2 hours)

Become a leader in healthcare and empower yourself and your team to BE the transformation. Earn a certificate or take courses individually.
www.MNHealthIT.com



This activity is jointly provided by Johns Hopkins University School of Medicine and Normandale Community College.



Change Leadership in Healthcare

NEW Practice Facilitator Certificate

Develop the unique and necessary skills to support improvement activities in healthcare delivery and to transform practices.

You will gain practical approaches to facilitating effective change in healthcare through quality improvement and systems improvement activities. You will also advance your skills, knowledge and insights in leadership, change management; key environmental trends impacting primary care; technology and systems optimization; effective team-building and much more.

In addition to weekly online classes and industry guest lecturers, participants will engage in a 20-40 hour practicum to gain real-work experience and exposure to practice facilitation activities and concepts. The first two days of class will meet in-person. All classes thereafter will be online. **Learn more at www.MNHealthIT.com. 32 Contact Hours, \$3,995**

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



MN Consortium for Practice Facilitation

ID: 55958 **Thur, 4/12/18 & Fri, 4/13/18**
Teleseminars – **Thur, 4/5/18 - 6/28/18**

8:30am – 4:30pm **RM: P0806**
3:00pm – 4:30pm

Be a part of the **Healthcare Transformation**



“ As a leader in the evolution of training for healthcare workers, Normandale is one of a handful of higher ed organizations that has kept up with industry’s rapid pace of change.”

–Dr. Kevin Larsen, Centers for Medicare and Medicaid Services (CMS)

medical career programs

Pharmacy Technician

WIOA Approved

The Pharmacy Technician program is the only online program approved by the State of Minnesota Board of Pharmacy. The Pharmacy Technician program prepares students to earn their national certification by passing the Pharmacy Technician Certification Board (PTCB) Exam. Topics studied include pharmacology, pharmaceutical calculations, and pharmacy law, regulations, and standards, among others. During the training, students will participate in an on-site externship at a local Walgreens or CVS Pharmacy. In addition to one-on-one instructor support and personalized graduate support, students receive six e-textbooks and a drug reference handbook. 285 Contact Hours, \$1,999

ID: 56103 Online – start anytime

NEW Medical Assistant with Clinical

WIOA Approved

Medical assisting is becoming a must-have skill set for anyone interested in working in the healthcare industry – whether you want to become a care giver or work in an operational or administrative role. Learning the required skills and knowledge will open doors to many career opportunities and demonstrate an understanding of health care delivery and operations. A Medical Assistant provides general patient care in healthcare facilities such as physicians' offices, hospitals, and clinics. This course offers the flexibility of online learning and also includes a 220 hour in-person clinical experience – a must have for on-the-job success. A complete ebook library, one-on-one help from instructors and technical support team, and a CCMA exam voucher are also included. *See website for more details.* 640 Contact Hours, \$3,999

ID: 56104 Online – start anytime

NEW Medical Administrative Assistant with EHR

WIOA Approved

This program prepares students to earn the Certified Medical Administrative Assistant (CMAA) and Certified Electronic Health Records Specialist (CEHRS) credentials. Topics studied include eEMRx EHR software, Microsoft Office, healthcare documentation and office procedures. Enrollment includes e-books and exam vouchers for the two national certifications. 285 Contact Hours, \$2,999

ID: 56105 Online – start anytime

Students who pay in full for the following programs are eligible for a promotional item or discount before April 30, 2018

Free Laptop or iPad Air

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

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



Professional Medical Coding & Billing

WIOA Approved

Medical Coding and Billing Training Program is a comprehensive online program designed by industry experts for individuals who would like to work in the healthcare coding and billing industry. Mastering medical terminology, documentation, confidentiality, ethics, healthcare structure, pharmacology, disease processes, diagnostic coding and healthcare reimbursement are just a few of the subjects covered. This program prepares students to sit for the CCA (AHIMA) and/or CPC (AAPC) certification exams. 640 Contact Hours, \$3,499

ID: 56106 Online – start anytime

Medical Transcription Editor

WIOA Approved

Approved by the Association for Healthcare Documentation Integrity (AHDI), the Medical Transcription Editor program prepares students for medical transcription and editing careers. Topics studied include documentation, biomedical sciences, and editing theory, among others. The program emphasizes practical experience. Enrollment includes ten e-textbooks, a transcription foot pedal, an AHDI membership and online reference library access. 640 Contact Hours, \$2,999

ID: 56107 Online – start anytime

Medical Billing

WIOA Approved

Developed by industry experts, this program includes real-world practical experience and is designed to help you gain the knowledge and skills needed to follow insurance claims all the way through to payment. You'll be prepared to work with industry-specific forms such as the CMS-1500 and UB-40. You will also gain a valuable body of knowledge to employ when working on process and health information system implementation or redesign, and healthcare revenue cycle projects. This program includes access to student support, technical support and graduate support teams throughout the training. 180 Contact Hours, \$2,999

ID: 56108 Online – start anytime

Medical Career Information Session

ID: 56235	Thur, 2/15/18	6:00pm - 8:00pm	RM P1840
ID: 56236	Thur, 5/3/18	6:00pm - 8:00pm	RM P1840

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

FREE

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.

BLS for Healthcare Provider – American Heart Association

The Basic Life Support (BLS) course is designed to provide a wide variety of healthcare professionals the ability to recognize several life-threatening emergencies, provide CPR, use an AED, and relieve choking in a safe and effective manner. 7 Contact Hours, \$109, Kristin Windschitl

ID: 56218 Sat, 2/24/18 8:00am – 3:00pm RM: A1570

BLS for Healthcare Provider Renewal

This course is a review of the skills and knowledge covered in the BLS for Healthcare Provider (AHA) course. *See website for course description.* 3.5 Contact Hours, \$56, Cindy Carow-Schiebe

ID: 56219 Wed, 1/24/18 5:30pm – 9:00pm RM: A1570

ID: 56220 Wed, 3/14/18 5:30pm – 9:00pm RM: A1570

ID: 56221 Wed, 4/18/18 5:30pm – 9:00pm RM: A1570

The Basic Life Support (BLS) courses are designed for:
Dental Professionals,
Daycare Providers,
Security Personnel,
Nursing Home Workers,
and other Healthcare Providers.

Emergency Medical Technician (EMT)

This program is designed for individuals who are interested in becoming an Emergency Medical Technician or gaining EMT skills and practical experience.

Training includes patient assessment; airway management; AHA basic life support for health professionals; trauma management; medical emergencies management; mass casualty and bio-terrorism response, critical thinking and decision-making.

Successful completion of this course and the National Registry Examination lead to certification as an Emergency Medical Technician at the Basic level. This program is a blend of in-class learning and outside online and independent coursework.

See website for full program details and prerequisites.
80 Hours, \$2,125, Hennepin County Medical Center (HCMC) Faculty



ID: 56384

Tue & Thur, 2/13/18 - 4/26/18

12:30pm – 4:30pm

RM: P0806



Nursing & Professional Development

Refresher Course in Nursing (RN)

This course is designed for registered nurses (RN) who need a review and update of nursing skills to return to active status. Prearranged supervised clinical experience is included. *See website for full course description.* 168 Contact Hours, \$1,395, Leanne Meier

ID: 56099	Sat, 1/20/18 - 4/7/18	8:00am – 1:00pm	RM: S2333
ID: 56098	Sat, 4/21/18 - 6/30/18	8:00am – 1:00pm	RM: S2333

Reiki Energy Therapy – see page 50

Spanish for Medical Professionals

This workshop is designed specifically for healthcare professionals. You will practice the basic, practical language skills needed to communicate with your Spanish-speaking patients and their families. 32 Contact Hours, \$290, Cristina Sempé

ID: 55991 Online – 2/5/18 - 3/30/18

The Art of Muscle Testing Certificate – see page 55

Business Bootcamp for Holistic Practitioners – see page 52

NEW Certificate in Infectious Diseases and Infection Control

This certificate program offers insights into infectious diseases that are essential for medical professionals. The program begins by examining basic techniques and procedures for preventing the transmission of infectious disease. Then you'll take a closer look at some of the most common and dangerous infectious diseases: influenza, pneumonia, tuberculosis, hepatitis, HIV/AIDS, zoonoses (diseases that are spread from pets to people) and tickborne diseases. *See website for more details.* 13 Contact Hours, \$119, Cyndie Koopsen and Caroline Young

Online – start every month (1/17, 2/14, 3/14, 4/11, 5/16)

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 2018 course offerings, please visit www.normandale.edu/CE/classes or call 952-358-8343.



integrative health and wellness

Ayurveda

NEW Spice up Your Life with the Ancient Science of Ayurveda

You will explore 10 commonly used spices and their healing effects. Learn the amazing facts about these enticing spices and take home effective spice blends that you can use in various recipes. 2.5 Contact Hours, \$59, Asavari Manvikar

ID: 56066

Tue, 3/27/18

6:00pm – 8:30pm

RM: P1840

NEW Ayurveda: Healthy Recipes

When diet is wrong, medicine is of no use. When diet is correct, medicine is of no need. Explore various heart-healthy recipes to combine foods with optimum amounts of nutrition. 2.5 Contact Hours, \$59, Asavari Manvikar

ID: 56065

Tue, 4/3/18

6:00pm – 8:30pm

RM: P1840

NEW Ayurveda: Yoga for Your Dosha

Yoga, Meditation and Ayurveda are the triad of healthy living. When one integrates the techniques of yoga and meditation with principles of Ayurveda, you can experience immense benefits to your health. Explore the concept of dosha, and learn about how to adjust your asana, pranayama and meditation practice to balance each dosha. 2.5 Contact Hours, \$59, Asavari Manvikar

ID: 56067

Tue, 4/10/18

6:00pm – 8:30pm

RM: P1840

NEW Ayurveda: Healing with Simple Home Remedies

Learn simple home remedies for common health problems such as cold, flu, headaches, etc. through diet, herbs, essential oils, exercise and yoga. These home remedies, used to correct imbalances and restore the body to the natural order, are based on the principles of Ayurveda. 2.5 Contact Hours, \$59, Asavari Manvikar

ID: 56064

Tue, 4/17/18

6:00pm – 8:30pm

RM: P1840

Winter Warm-up for Body, Mind & Spirit

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

Attend 45 minute sessions to sample some of our most popular workshops.

See website for additional details.

**Bring your friends
and make new ones!**

FREE

Saturday, February 3

10:00am – 1:00pm

Partnership Center

ID: 56721



Dr. Manvikar is a Registered Ayurveda Specialist. She completed her Master's degree in Ayurveda from the University of Pune and has been practicing Ayurveda for more than 16 years.

Ayurveda Certificate

Introduction to Ayurveda is a prerequisite for ALL other Ayurveda classes in this series. After completing the Introduction to Ayurveda course, you may attend any of the courses individually or as a series. See website for complete course description. **15 Contact Hours and \$249 for series or 2.5 Contact Hours and \$49 per class, Asavari Manvikar**

Class 1: Introduction to Ayurveda

This foundational course covers the history, science and purpose of Ayurveda, the attributes of the five elements and the concept of Dosha.

ID: 56096 Tue, 2/13/18 6:00pm – 8:30pm RM: P1840

Class 2: Diet & Nutrition

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

ID: 56068 Tue, 2/20/18 6:00pm – 8:30pm RM: P1840

Class 3: Constitution & Wellness

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

ID: 56069 Tue, 2/27/18 6:00pm – 8:30pm RM: P1840

Class 4: Daily Routine & Harmony with Nature

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

ID: 56070 Tue, 3/6/18 6:00pm – 8:30pm RM: P1840

Class 5: Health Maintenance with Seasonal Changes

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

ID: 56071 Tue, 3/13/18 6:00pm – 8:30pm RM: P1840

Class 6: Herbs & Food for Healthy Living

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

ID: 56072 Tue, 3/20/18 6:00pm – 8:30pm RM: P1840

Herbalism

See website for complete course description and textbook information.

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. **20 Contact Hours and \$355 for series or 2.5 Contact Hours and \$49 per session, Matthew Alfs**

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

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

Part 1: ID: 56079	Wed, 3/21/18	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 56080	Wed, 3/28/18	6:30pm – 9:00pm	RM: P1844

Class 2: The Constituents and Properties of Herbs

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

Part 1: ID: 56081	Wed, 4/4/18	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 56082	Wed, 4/11/18	6:30pm – 9:00pm	RM: P1844

Class 3: Herbs for the Respiratory System

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

ID: 56805	Wed, 4/18/18	6:30pm – 9:00pm	RM: P1844
-----------	--------------	-----------------	-----------

Class 4: Herbs for Liver Function and Detoxification

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

ID: 56806	Wed, 4/25/18	6:30pm – 9:00pm	RM: P1844
-----------	--------------	-----------------	-----------

Class 5: Herbs for the Lymphatic and Urinary Systems

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

ID: 56807	Wed, 5/2/18	6:30pm – 9:00pm	RM: P1844
-----------	-------------	-----------------	-----------

Class 6: Herbs for Women's Reproductive Health

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

ID: 56808	Wed, 5/9/18	6:30pm – 9:00pm	RM: P1844
-----------	-------------	-----------------	-----------

Wild Plant Walk: Identification for Food & Medicine – see website



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.



Nutrition

NEW Holistic Nutrition Certificate

This certificate focuses on real nutrition: how to nourish the body, mind and spirit. It contrasts the Standard American Diet (S.A.D.) with the nourishing diet of primitive cultures. Learn which foods are highest in particular nutrients and how these nutrients function in the body. Discover the seven most deficient nutrients in the American diet. Explore the nutrient value of wild foods compared to that of marketed foods. The book *Edible & Medicinal Wild Plants of the Midwest*, by Matthew Alfs, \$40, will be available for purchase in class. See website for course descriptions. **2.5 Contact Hours and \$49 per session or 20 Contact Hours and \$355 for the entire certificate**

Class 1: Traditional Diets and the Modern-American Diet

Part 1: ID: 56090	Mon, 3/19/18	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 56091	Mon, 3/26/18	6:30pm – 9:00pm	RM: P1844

Class 2: Macronutrients

Part 1: ID: 56089	Mon, 4/9/18	6:30pm – 9:00pm	RM: P1844
Part 2: ID: 56088	Mon, 4/16/18	6:30pm – 9:00pm	RM: P1844

Class 3: Vitamins (Part 1)

ID: 56092	Mon, 4/23/18	6:30pm – 9:00pm	RM: P1844
-----------	--------------	-----------------	-----------

Class 4: Vitamins (Part 2)

ID: 56093	Mon, 4/30/18	6:30pm – 9:00pm	RM: P1844
-----------	--------------	-----------------	-----------

Class 5: Minerals

ID: 56094	Mon, 5/7/18	6:30pm – 9:00pm	RM: P1844
-----------	-------------	-----------------	-----------

Class 6: Healing Applications of Nutrition

ID: 56095	Mon, 5/21/18	6:30pm – 9:00pm	RM: P1844
-----------	--------------	-----------------	-----------

Herbs for Musculoskeletal System

See page 53 for course description. 2.5 Contact Hours, \$49, Matthew Alfs

ID: 56087	Wed, 5/16/18	6:30pm – 9:00pm	RM: P1844
-----------	--------------	-----------------	-----------

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



Healing Touch

A relaxing, nurturing energy therapy, Healing Touch uses gentle, heart-centered touch to assist in balancing your physical, emotional, mental and spiritual well-being. It enhances the body's natural ability to heal through the human energy centers and energy field/biofield and works in harmony with standard medical care and is complementary to other health care systems. It is safe for all ages.

This continuing education program has been approved and endorsed by the American Holistic Nurses Association.

Class 1: Foundations of Healing Touch

Come and explore theoretical concepts which underlie holistic healthcare practices along with how they relate to the core values which guide the practice of Healing Touch.

See website for complete course description. 16 Contact Hours, \$335 (workbook included for class 1 and 2), Sheila Judd

ID: 56076	Fri, 1/19/18 & Sat, 1/20/18	8:00am – 5:00pm 8:00am – 4:00pm	RM: P1838
------------------	--------------------------------	------------------------------------	-----------

ID: 56187	Fri, 5/4/18 & Sat, 5/5/18	8:00am – 5:00pm 8:00am – 4:00pm	RM: P1840
------------------	------------------------------	------------------------------------	-----------

Class 2: Energetic Patterning & Clinical Application

In this class, you will integrate techniques learned in the Foundations course into useful applications. You will deepen your appreciation of Healing Touch through a technique to assist the patient in expanding their heart energy. Assessment skills, clinical applications of energetic interventions, and proper documentation of clinical findings will also be covered. Upon completion, you will be able to describe how the Healing Beyond Borders Code of Ethics, Standards of Practice and Scope of Practice relate to your development as a Healing Touch practitioner. *Prerequisite: completion of Healing Touch Class 1: Foundations of Healing Touch.* 16 Contact Hours, \$295, Barb Schommer

ID: 56077	Fri, 2/9/18 & Sat, 2/10/18	8:00am – 5:00pm 8:00am – 4:00pm	RM: P1840
------------------	-------------------------------	------------------------------------	-----------

ID: 56189	Fri, 5/11/18 & Sat, 5/12/18	8:00am – 5:00pm 8:00am – 4:00pm	RM: P1840
------------------	--------------------------------	------------------------------------	-----------

LOOK, FEEL and BE Healthy!

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

March 3 & 4
10:00am – 5:00pm
Minneapolis Convention Center



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



Aromatherapy

Aromatherapy Foundations Certificate

You will learn the scope and enormous potential of essential oil therapies; how they affect our body, mind and spirit; differentiate oils between chemistry, aroma energetics and safety; understand appropriate uses of oils via inhalers, diffusers, and more. Gain guidance for use on children, elderly and understand contraindications of use. You will be exposed to best practices of the Professional Holistic Aromatherapy from a Certified Clinical Aromatherapist. Finally you will also create your own take-home blend of oils using your newfound skills. *Note: Student oil/materials kits are available for purchase in class, but not required.*

14 Contact Hours, \$275

ID: 56063 Fri, 3/23/18 8:30am – 4:30pm RM: P1842
 & Sat, 3/24/18 9:00am – 4:00pm

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

Aromatherapy Advanced Applications Certificate

Once you have successfully completed the Aromatherapy Foundations Certificate, you'll be prepared to dive into more advanced applications of essential oils for health and healing. This certificate focuses on two critical health areas: stress and pain, providing effective therapies and strategies to meet specific needs for yourself and others. Learn to use oils to improve mood, sleep, imbalance and digestion. You will create a blend in class specific to your needs. This course is taught within a holistic framework and will combine simple acupressure skills with essential oils to heighten their effectiveness. *See website for complete course description.* **14 Contact Hours, \$275**

ID: 56184 Fri, 4/13/18 8:30am – 4:30pm RM: P1838
 & Sat, 4/14/18 9:00am – 4:00pm RM: P1840



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

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

Advanced classes are available online. See website for the most up-to-date class offerings.

NEW Understanding Empaths

This class will help you understand characteristics, abilities, gifts and challenges that Empaths (perhaps yourself?) experience. Topics such as healing, energetic boundaries, intuition and specific techniques and mantras will be discussed to weave into everyday life. This class will help you understand how energies of others affect your mood, body and health.
6 Contact Hours, \$149, Beth Jacobson

ID: 56306

Thur, 4/12/18 - 4/26/18

6:00pm – 8:00pm

RM: P1844

Introduction to Natural Health and Healing

Gain a knowledge of using the power of the mind for healing the body, herbal healing, aromatherapy, therapeutic touch, natural remedies for common emergencies and much more. 24 Contact Hours, \$109, Theresa Snyder

Online – start every month (1/17, 2/14, 3/14, 4/11, 5/16)



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

- February 6** **Taking Pain Relief Into Your Own Hands** – Dr. Michael Pinkus is a nutritionist known as the National Spokesperson for Alternative Health Care.
- March 6** **Experiencing Thriving while Surviving** – Annie Brandt is the President emeritus of The Best Answer for Cancer Foundation (BAFC), an alternative medicine pioneer, and author of *The Healing Platform*.
- April 3** **Defeating the Stories We Tell Ourselves** – Dr. Gail Saltz is a psychiatrist, columnist, TV commentator, and author of the critically-acclaimed *Becoming Real*.



Host **Elise Marquam Jahns** engages local and national thought leaders on integrative health topics. Elise is co-author of *Creating Choices: How Adult Children can turn Today's Dreams into Tomorrow's Reality*, and spent 35 years with Twin Cities Public Television.

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

Sponsored by the Integrative Health Education Center at Normandale Community College



Mindfulness

NEW Mindfulness Qigong

You will learn how to use Qigong to enhance your awareness and transform unbalanced energy into something beautiful through meditation and movement. Experience how this practice will lead to improved life energy, a calm mind and mindful living by applying Spring Forest Qigong techniques to enhance health and develop mindful awareness of oneself. All levels of experience are welcome. 5.5 Contact Hours, \$129, Gadu Schmitz



ID: 56379

Sat, 4/7/18

9:00am – 3:00pm

RM: P1840



Master Gadu, Katsushi F. Schmitz has been practicing Spring Forest Qigong since 2008 and was awarded Qigong Master in 2017 by Master Chunyi Lin.

The Art of Mindfulness

Mindfulness is an easy antidote to a fast paced life. Being mindful makes it easier to savor the pleasures in life as they occur. Learn about eating, movement, gratitude practices and other activities as you begin to open and develop your own mindfulness practice for a healthier life. 6 Contact Hours, \$65, Mike Groth

ID: 56202

Wed, 3/7/18 - 3/28/18

6:00pm – 7:30pm

RM: P1840

Self-Hypnosis

Learn and experience self hypnosis in class and receive instructions for practice at home to reduce stress, improve concentration, relieve insomnia and reduce pain. 3 Contact Hours, \$49, Amy Scharlau

ID: 56203

Thur, 3/29/18

6:00pm – 9:00pm

RM: P1840

Cultivate a Mind-Body Connection

NEW Tibetan Sound Healing & Kwan Yin Meditation

See website for details. 1.5 Contact Hours, \$49, Linda Ebeling

ID: 56809

Tue, 1/30/18

7:30pm – 9:00pm

RM: S2330

Silk Reeling Workshop

See website for details. 1.5 Contact Hours, \$49, Linda Ebeling

ID: 56810

Sat, 3/31/18

1:00pm – 2:30pm

RM: S2330

Reiki Energy Therapy

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

Reiki Energy Therapy Level 1

This course prepares you to become a Certified Reiki Energy Therapy practitioner with the skills and abilities to fully utilize Reiki Energy Therapy including the theory and principles, historic origins, the ethics and the skills to administer Reiki Energy Therapy. Please bring a bag lunch and pillows, towels, and/or mat. 7 Contact Hours, \$150, Lucille Crow

ID: 56237 Sat, 3/10/18 8:00am – 4:00pm RM: P1844

ID: 56238 Sat, 4/14/18 8:00am – 4:00pm RM: P1844

Reiki Energy Therapy Level 2

Advance your skills by increasing the power and versatility of the use of Reiki Energy Therapy. Upon completion of this course, you are certified as an Advanced Practitioner. *See website for complete course description. Prerequisite: Certification in Reiki Energy Therapy Level 1 or equivalent experience.* 7 Contact Hours, \$150, Lucille Crow

ID: 56239 Sat, 5/12/18 8:00am – 4:00pm RM: P1838

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

Emotional Freedom Techniques

Over 100 research studies, 4 meta-analyses, and millions of users have documented the effectiveness of EFT Tapping. This certificate course provides an interactive overview of this simple tool. To receive a certificate, attendance at all four classes is required.

Simplified EFT Tapping™ Foundations Certificate

Learn how to tap for improved relationships and finances and to resolve health challenges, including weight control and chronic pain. Sessions are designed to provide ample opportunity for practical learning and hands-on application. 12 Contact Hours, \$345, Valerie Lis

ID: 56194 Tue, 4/3/18 - 4/24/18 6:00pm – 9:00pm RM: P1844

Learn how to use this self-help tool to resolve your own personal issues; work with clients or patients in private practice or healthcare; or to become an EFT Practitioner.



Valerie Lis, EFT, MA, a.k.a. “The Tapping Teacher,” and founder of Simplified EFT Tapping™, has conducted hundreds of workshops and supported thousands of clients to obtain consistent, lasting results with EFT.



Energy Medicine

Energy Medicine Certificate

The Energy Medicine Certificate introduces the philosophies and descriptions of energy anatomy and energy healing. **Classes 1 - 3 will be offered again in the Fall 2018.** Classes can be taken in any order. See website for course descriptions. Earn the Energy Medicine Certificate when you take all seven classes. **49 Contact Hours and \$875 for the certificate or 7 Contact Hours and \$145 per class.**

Class 4: Energy Anatomy: Fields

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

ID: 54724 Sat, 1/27/18 9:00am – 4:00pm RM: P1840

Class 5: Energy Anatomy: Centers

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

ID: 54725 Sat, 2/24/18 9:00am – 4:00pm RM: P1840

Class 6: Energy Healing

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

ID: 54726 Sat, 3/24/18 9:00am – 4:00pm RM: P1840

Class 7: Energy Medicine: Being the Practitioner

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

ID: 54727 Sat, 4/21/18 9:00am – 4:00pm RM: P1840



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

NEW Advanced Energy Medicine: Healing Trauma

This approach looks at healing and support for depression, anxiety, addictions, and codependency. You need to have a basic understanding of energy to participate in this course. 7 Contact Hours, \$145, Cyndi Dale

ID: 55913 Sat, 6/23/18 9:00am – 4:00pm RM: P1840



Creativity and Personal Development

Numerology – An Ancient Science

Numerology is a fairly simple language of cycles, patterns and potentials, speaking to you through symbols (numbers). Your personal numerology information (derived from your birth date and given name) can help to deepen your understanding of your talents, challenges, traits and potential, relationships and the Universe.

Numerology is a practical tool that can empower your path in countless ways!

Your Personal 2018 Year in Numerology

A new year, a new number vibration for you! This fun and interactive class provides newfound insights and knowledge to support your goals through the coming year. 2.5 Contact Hours, \$49, Susan Shopek

ID: 54810

Wed, 1/24/18

6:00pm – 8:30pm

RM: P1844

Unlock the Hidden Wisdom in Your Name

Discover the key number vibrations reflected in your unique name. Learn how to unlock your Heart's Desire (Soul), Personality, and Expression numbers and explore how they work together. Learn how these numbers can be understood in the context of your personal numerology chart and your journey through life. Nicknames and name changes will be discussed. 2.5 Contact Hours, \$49, Susan Shopek

ID: 56378

Wed, 2/21/18

6:00pm – 8:30pm

RM: P1844

Time and Timing

Numbers also reveal the timing of various cycles found in your birth chart. Discover the nature of the opportunities, challenges, and themes you will encounter during your personal cycles and phases. 2.5 Contact Hours, \$49, Susan Shopek

ID: 56377

Wed, 3/7/18

6:00pm – 8:30pm

RM: P1842

Business Bootcamp for Holistic Practitioners

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

Join us for this business bootcamp to discover the big picture to becoming an entrepreneur as well as to work out the fine details of owning a business. This course will cover a step-by-step process on starting a business, including business types, laws, taxes, insurance, marketing, financing and business strategies. Taking the right steps now will let you concentrate on the fun part - helping improve your clients' health and wellness. 3 Contact Hours, \$89, Deanna Reiter

Wed, 2/7/18 • 6:00pm – 9:00pm

ID: 56205 • RM: P1840





Healing Practices

Herbs for the Musculoskeletal System

Herbs can support the health of the joints, tendons, ligaments, bones (including bone density), muscles, and skin. This class will highlight these herbs and their specific applications to the 21st-century American, for whom modern-day stress has wreaked havoc, leading to a bumper crop of osteoporosis, chronic tendonitis, osteoarthritis, autoimmune forms of arthritis, acne, eczema, psoriasis, and other skin conditions. 2.5 Contact Hours, \$49, Matthew Alfs

ID: 56087

Wed, 5/16/18

6:30pm – 9:00pm

RM: P1844

Certificate in Brain Health

Gain insights into the amazing brain and explore how to support health and happiness through lifestyle choices that impact this remarkable organ. This course is ideal for healthcare professionals and nurses or anyone who wants to better understand how supporting brain health can foster health, happiness, and wellbeing. 10 Contact Hours, \$109, Cyndi Koopsen and Caroline Young

Online - starts every month (1/17, 2/14, 3/14, 4/11, 5/16)

Introduction to Natural Health and Healing – See page 48

Stress Management

Stress itself isn't the enemy. It is our perception of stress that fuels our anxiety. Events happen every day. How we interpret those events can set the stage for how we feel and react to others. Reducing stress is as easy as understanding what stress is to you, and using that knowledge to restructure your thoughts. Gain specific techniques to turn stress into a stepping stone, not a stumbling block! 16 Contact Hours, \$145, Meredith Brown

ID: 56006

Online – 4/2/18 - 4/27/18

One World. One Breath.

World Tai Chi and Qigong Day

Join the celebration! At 10:00am across the world, people will practice, Tai Chi simultaneously to create a global wave of pure energy. Experience beautiful, moving Tai Chi and Qigong demonstrations and then try it yourself in fun interactive breakout sessions.

FREE



Saturday April 28, 2018

9:45am – 1:00pm

ID: 56802 • RM: A1500

Yoga

NEW Introduction to Yoga

This beginner course will introduce basic poses and alignment, breathing and relaxation techniques. Gentle Kripalu yoga is beneficial for everyone including those with physical issues. It creates spaciousness and grounding, inviting a greater sense of ease and peace. Students will learn how yoga can increase strength, flexibility and confidence, plus much more. 4 Contact Hours, \$69, Sharon Hills-Bonczyk

ID: 56206 Tue, 3/6/18 & 3/13/18 6:00pm – 8:00pm RM: A1560

Yoga Nidra: The Gift of Deep Restoration and Healing

Yoga Nidra is a non-movement, guided meditation that takes you into “yogic sleep.” It is a wonderful and effective way to reduce stress and find optimal health. It boosts the immune system, reduces anxiety and depression, treats sleep issues, prevents and alleviates numerous ailments and diseases. 4 Contact Hours, \$79, Sharon Hills-Bonczyk

ID: 56207 Tue, 3/27/18 & 4/3/18 6:00pm – 8:00pm RM: A1560

Restorative Yoga

Calm the mind and body with this quiet yoga practice focused on deep breathing and gentle postures designed to release physical tension. This combination of breath and gentle movement activates the relaxation response, calming the nervous system while relieving stress. Sleep better and feel more at ease in your body while gaining the benefits of increased flexibility and balance in your life. 4 Contact Hours, \$65, Sharon Sebring

ID: 56208 Wed, 4/4/18 - 4/25/18 5:00pm – 6:00pm RM: A1560

NEW Yoga for Your Back

This course offers simple yet powerful, therapeutic yoga practices carefully designed to alleviate pain and promote a healthy back with pain-free range of motion. You will leave with a daily practice to relax and strengthen your back, focusing on posture education, stress-reduction and stretching components. 1.5 Contact Hours, \$35, Sharon Sebring

ID: 56209 Sat, 2/24/18 10:30am – 12:00pm RM: P1844

ID: 56210 Sat, 5/19/18 1:00pm – 2:30pm RM: S2330



Laugh for the Health of It

This amazing session will stir your soul as it energizes your body—and you can even shed a few pounds if you practice it regularly! If you need an emotional pick-me-up or want that exercise “high” but hate the physical exertion, this workshop incorporates hearty laughter with yogic breathing to help you laugh deeply even when you don’t feel like laughing. Bring a friend for double the FUN! 2 Contact Hours, \$39, Sarah Routman

ID: 56204

Sat, 2/10/18 9:00am – 11:00am RM: P1844



NEW The Art of Muscle Testing Certificate

Muscle testing can be used for oneself and others to test for food and substance sensitivities, emotional imbalances and general pain relief. This series will introduce multiple applications to ensure the accuracy of your testing and results.

Class 1: The Art of Muscle Testing 101

This is a hands on course teaching self, others and surrogate testing. Learn how to test 4 different muscles in order to ensure that testing can be done with most any situation; infants, elderly, injured, medically challenged. The uses of muscle testing is vast, from food sensitivities and general pain relief, to detecting specific areas of self that needs support.

ID: 56109 **Thur, 4/5/18** **6:00pm – 8:00pm** **RM: P1840**

Class 2: Food and Substance Muscle Testing

Learn and experience the basic technique and procedures for muscle testing self and others for substance specific sensitivities.

Learn which foods/substances strengthen or cause stress to your body. Please bring in food, vitamins, essential oils, etc. that you'd like to test yourself and others for sensitivity.

ID: 56110 **Thur, 4/12/18** **6:00pm – 8:00pm** **RM: P1840**

Class 3: Emotional Balance – Part 1

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

ID: 56111 **Thur, 4/19/18** **6:00pm – 8:00pm** **RM: P1840**

Class 4: Emotional Balance – Part 2

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

ID: 56112 **Thur, 4/26/18** **6:00pm – 8:00pm** **RM: P1840**

Often referred to as Applied Kinesiology, muscle testing is a method of identifying muscle weakness that may be linked to particular organs and glands.

8 Contact Hours and \$169 for series or 2 Contact Hours and \$49/class, Melissa Dirtzu

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



tai chi

Beginning	Tai Chi for Arthritis and Balance			
	ID: 56158	Sat, 1/20/18 - 3/3/18	11:00am – 12:00pm	Gonzales \$65
	ID: 56159	Sat, 3/10/18 - 4/21/18	11:00am – 12:00pm	Gonzales \$65
	ID: 56188	Mon, 1/29/18 - 3/5/18	7:00pm – 8:00pm	Root \$65
	ID: 56190	Mon, 3/19/18 - 4/23/18	7:00pm – 8:00pm	Root \$65
	Shibashi			
	ID: 56157	Sat, 1/20/18 - 3/3/18	10:00am – 11:00am	Gonzales \$65
	Yang 10			
	ID: 56212	Tue, 1/9/18 - 2/20/18	6:30pm – 7:30pm	Ebeling \$65
	ID: 56213	Sat, 3/10/18 - 4/21/18	10:00am – 11:00am	Gonzales \$65
	ABC of Tai Chi - Intro to Yang Style			
	ID: 56197	Thur, 1/25/18 - 3/1/18	6:30pm – 7:30pm	Root \$65
	ID: 56198	Thur, 3/15/18 - 4/19/18	6:30pm – 7:30pm	Root \$65
	Shiba Louhan Level 1			
	ID: 56193	Wed, 1/10/18 - 2/14/18	7:30pm – 8:30pm	Ebeling \$65
	Radiant Lotus Qigong			
ID: 56195	Wed, 2/21/18 - 3/28/18	7:30pm – 8:30pm	Ebeling \$65	
Intro to TCM & Five Element Theory				
ID: 56196	Wed, 4/4/18 - 5/23/18	7:00pm – 8:00pm	Ebeling \$85	
Intermediate/Advanced Tai Chi	Tai Chi for Energy			
	ID: 56214	Wed, 1/10/18 - 3/28/18	6:30pm – 7:30pm	Ebeling \$120
	Saber			
	ID: 56179	Sat, 1/20/18 - 4/21/18	11:00am – 12:00pm	Root \$120
	Tai Chi Fan			
	ID: 56192	Tue, 2/13/18 - 5/1/18	7:30pm – 8:30pm	Ebeling \$120
	Sun Style Long Form			
	ID: 56160	Sat, 1/20/18 - 4/21/18	9:00am – 10:00am	Gonzales \$120
	Shiba Luohan Qigong Level 2			
	ID: 56191	Tue, 2/27/18 - 5/8/18	6:30pm – 7:30pm	Ebeling \$120
	Tai Chi San Shou Partner Form			
	ID: 56199	Thur, 1/25/18 - 4/12/18	7:30pm – 8:30pm	Root \$120
	Yang Style Short Form			
ID: 56161	Sat, 1/20/18 - 4/21/18	10:00am – 11:00am	Root \$120	
ID: 56162	Mon, 1/29/18 - 4/23/18	8:00pm – 9:00pm	Root \$120	
Yang Style Long Form				
ID: 56180	Sat, 1/20/18 - 4/21/18	9:00am – 10:00am	Root \$120	

See website or contact us for more course information.



Teacher Certifications

These Certified Teacher Training Programs are designed for exercise instructors, tai chi practitioners, and healthcare professionals to develop or enhance wellness programs. These programs certify participants to teach “Tai Chi for Arthritis and Falls Prevention” and are endorsed by Arthritis Foundations worldwide.



NEW Tai Chi for Arthritis and Falls Prevention Instructor Training – Level 1

This program will teach you the twelve movement Sun Style tai chi form, designed by Dr. Paul Lam and associates. You will also learn the efficacy of preventing falls. It is easy to learn, effective and safe. It increases heart/lung activity, aligns posture, improves balance and integrates mind and body. Students will learn how to safely modify the movements based on learner capabilities or limitations. Upon successful completion of this program, you will be certified as a Tai Chi for Arthritis and Falls Prevention Instructor for 2 years. *Note: An instructional DVD and book are required to purchase prior to the workshop; see website for details.* 14 Contact Hours, \$285, Linda Ebeling

ID: 56200 Sat & Sun, 5/5/18 & 5/6/18 8:30am – 4:30pm RM: S2330

NEW Tai Chi for Arthritis and Falls Prevention Instructor Update Training – Level 1

This program will update and refresh the twelve movement Sun Style tai chi form and re-inforce the efficacy of preventing falls. Students will practice techniques to safely modify the movements based on learner capabilities or limitations. Upon successful completion of this program, you will be re-certified as a Tai Chi for Arthritis and Falls Prevention Instructor for 2 years. *Prerequisite: Participant must have current certification (TCAFP) within 30 days of expiration date.* 7 Contact Hours, \$125, Linda Ebeling

ID: 56201 Sun, 5/6/18 8:30am – 4:30pm RM: S2330

OPEN HOUSE

FREE EVENT

Beginning Tai Chi for Health & Arthritis

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.

ID: 56185 Sat, 1/20/18 12:30pm – 1:30pm RM: S2330

ID: 56186 Sat, 2/24/18 12:30pm – 1:30pm RM: S2330

For free tai chi meditation sessions, visit our website or call 952-358-8343.



languages and culture

Russian

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

Level 1: ID: 56240	Tue, 2/20/18 - 3/27/18	6:30pm – 8:30pm	RM: P1810
Level 2: ID: 56241	Tue, 4/3/18 - 5/8/18	6:30pm – 8:30pm	RM: P1810

English

FREE Introduction to Accent Reduction

Attend this session to find out more about accent reduction techniques. You will learn secrets to make consonants less difficult to pronounce in the English language. All dialects (Spanish, Asian, East Indian and others) are welcome. FREE, Claire Campbell-Norman

ID: 56230 Thur, 3/8/18 6:00pm – 8:00pm RM: P2808

Enhance Your English Speaking Skills, All Dialects

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

ID: 56231 Thur, 3/15/18 - 4/19/18 6:00pm – 8:00pm RM: P2808



Claire Campbell-Norman an English Language Learner instructor at Normandale since 2007, has worked with learners from 55 countries in small classes and as a private coach for over 25 years.



Join the
global community

Get connected.

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

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

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



Japanese

Beginning Japanese

Learn the essential language patterns used in everyday life. Hiragana, the first phonetic alphabet of Japanese will be introduced in Level 1, and Katakana, the second phonetic alphabet in Level 2. Learn about Japanese culture as you build a firm foundation for more advanced study. *See website for complete course description.* 1.2 CEU, *Japanese for Busy People* textbook is included in Level 1 and will be used for Levels 1 - 4, Michiko Dressen

Level 1: \$135

ID: 56223 Thur, 3/15/18 - 4/19/18 6:30pm – 8:30pm RM: P1810

Level 2: \$109

ID: 56224 Thur, 4/26/18 - 5/31/18 6:30pm – 8:30pm RM: P1810

Level 3: \$109

ID: 56225 Wed, 5/2/18 - 6/6/18 6:30pm – 8:30pm RM: P1810

Level 4: \$109

ID: 56226 Thur, 6/7/18 - 7/19/18 6:30pm – 8:30pm RM: P1810



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

Japanese Language Proficiency Test (JLPT)

Preparatory Course (N5-N1)

This globally recognized certification can open doors both academically and professionally. This course will prepare students of all JLPT levels (N5-N1) who have sufficient Japanese language experience to meet the requirements of the examination at their chosen level. The course is comprised of instructor supported self-directed learning with participation in comprehensive exercises and proficiency tests at students' target levels. *See website for more details and textbook requirement.* 1.2 CEU, \$135

ID: 56227 Mon, 5/7/18 - 6/25/18 6:30pm – 8:30pm RM: P2808

Chinese

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

Level 1: ID: 56577 Tue, 2/13/18 - 3/20/18 6:30pm – 8:30pm RM: P2808

Level 2: ID: 56578 Tue, 4/3/18 - 5/8/18 6:30pm – 8:30pm RM: P2808

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. You will experience a fun learning environment with many opportunities to interact and practice all four modes of communication through the use of audio, video, everyday expressions and to develop your speaking and comprehension skills. Textbook is included in Level 1 and will be used for Levels 1 - 4. 1.2 CEU, Paola Foresti Faul

Level 1: \$135

ID: 56579 Thur, 2/8/18 - 3/15/18 7:00pm – 9:00pm RM: P1810

Level 2: \$109

ID: 56580 Thur, 5/17/18 - 6/21/18 7:00pm – 9:00pm RM: P1810

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

Our Italian courses are designed to improve your proficiency for engaging in simple conversations. For more information on our advanced level courses, check our website or contact us.



Paola Foresti Faul is a native Italian with a degree in English and Biology. She has taught Italian in Japan and in Italian high schools, and became a tenured high school teacher of English Conversation in Trezzo before relocating to the U.S.

French

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

Level 1: ID: 56073 Mon, 4/16/18 - 6/4/18 6:30pm – 8:30pm RM: P1810

Level 2: ID: 56074 Mon, 6/11/18 - 7/16/18 6:30pm – 8:30pm RM: P1810



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



Spanish

Beginning Spanish

You will gain a solid foundation of Spanish grammar and an extensive vocabulary. Learn commonly used questions and answers for engaging in simple conversations, communicating numbers, dates and times, and basic vocabulary related to everyday language. 1.2 CEU, LeAnn Taylor and Paulino Brener

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

ID: 56582 Tue, 1/30/18 - 3/13/18 6:30pm – 8:30pm RM: P0808A

Level 2: \$109

ID: 56583 Tue, 3/20/18 - 4/24/18 6:30pm – 8:30pm RM: P0808A

Level 3: \$109

ID: 56100 Tue, 1/16/18 - 3/6/18 6:30pm – 8:30pm RM: P1844

Level 4: \$135 (including textbooks for Beginning Spanish 4-6)

ID: 56584 Tue, 3/13/18 - 4/17/18 6:30pm – 8:30pm RM: P1842

LeAnn Taylor has successfully taught Spanish to adults for more than 24 years. Her approach combines accelerated learning with building block language structures, ensuring that students come away with usable methods and opportunities to practice and apply their knowledge.

NEW Guided Spanish Practice Group

This guided conversation group will help students with mixed levels of proficiency to practice speaking with each other to improve their Spanish language skills. The instructor will provide topics, news, and stories to guide the conversation. Grammar explanation will be provided as necessary. *Prerequisite: Must have completed at least Spanish Level 4.* 1.2 CEU, \$109, Paulino Brener

ID: 56735

Wed, 1/17/18 - 3/7/18

6:30pm – 8:30pm

RM: P1844

Spanish for Medical Professionals – See page 41



Metro Transit Police Learn Spanish

Making Connections

Becoming more connected to your customers, employees or community is just one of the many reasons to learn a language.

Call **952-358-8343** if you are interested in language training for your employees.

American Sign Language

Instructors utilize an immersion approach, which emphasizes “non-spoken” classrooms. The learning environment is designed to help students achieve mastery and confidence in their skills.

Beginning ASL

Experience a new language and culture with ASL. In this language series, you will gain an appreciation and understanding of the deaf culture and community. Gain the skills necessary to communicate in ASL using effective in-class learning strategies. Learn basic vocabulary, grammar and expressive practice for everyday communication, beginning with personal information and moving to impersonal, polite to informal, and concrete to abstract. 1.2 CEU, \$109, Mary Zielund

Level 1:

ID: 56233 Mon, 2/5/18 - 3/19/18 4:30pm – 6:30pm RM: P0838

Level 2:

ID: 56234 Mon, 4/2/18 - 5/7/18 4:30pm – 6:30pm RM: P0838

Level 5:

ID: 56736 Mon, 2/5/18 - 3/19/18 6:45pm – 8:45pm RM: P0838

Level 6:

ID: 56737 Mon, 4/2/18 - 5/7/18 6:45pm – 8:45pm RM: P0838

Textbook required *Signing Naturally Unit 1-6 Student Set*, see website for more information. To obtain needed ASL textbook contact Harris Communications at 952-906-1180 or TTY: 952-906-1198 or at www.harriscomm.com. See website for advanced level offerings.

NEW American Sign Language Advanced Practice Group

In this highly interactive and dynamic course, you will develop your new and advanced skills. This course is designed for students to stay current and build upon their ASL skills. The practice sessions will be facilitated and will include deaf, hard of hearing and hearing signers to increase your ASL fluency and understanding of the Deaf Culture. It is recommended that you have completed ASL Level 3 or equivalent knowledge.

Prerequisite: ASL Level 3. 1.2 CEU, \$109, Melissa Schroeder

ID: 56774 Mon, 2/5/18 - 3/19/18 5:30pm - 7:30pm RM: P1840



Mary Zielund holds a Master’s in Deaf Education from the University of Minnesota and has taught and interpreted in local schools since 1999. She is a Level 3 Generalist certified by the American Consortium of Certified Interpreters.



Melissa Schroeder is an Interpreter Referral Specialist with ASL Interpreting Services, and a deaf ASL practice group facilitator in the Continuing Education department at Normandale. She has a passion for teaching ASL and Deaf culture to adult learners.



ONLINE LEARNING

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

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

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!

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

**Online learning
anytime,
anywhere ...**

just a click away!

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

**Learn
When You Want,
Where You Want**

Start whenever you're ready!

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

expand your career

Career Development

NEW Individual Excellence

Master twelve career enhancing skills including goal setting, time management and personal organization. Learn how to improve your creative abilities, gain confidence with financial matters and how to minimize conflict in your life. Develop a fulfilling career plan and improve relationships with co-workers, friends and family. 2.4 CEU, \$109, Becky and Tony Swaim
Online - starts every month (1/17, 2/14, 3/14, 4/11, 5/16)

The new world of work is shifting the way we think about work, jobs and careers. At Normandale, you will find many programs and courses designed to support career transitions and professional development.

NEW Twelve Steps to a Successful Job Search

This course will help you identify the job that is best for you. Gain step-by-step instructions on how to get that job, regardless of your level of expertise. You will learn how to build rapport with interviewers, both verbally and nonverbally, while mastering the six phases of a successful job interview. This motivational course will increase your confidence, help you feel great about yourself, and provide you with the skills you need to get the job you want. 2.4 CEU, \$109, Todd Bermont
Online - starts every month (1/17, 2/14, 3/14, 4/11, 5/16)

Six Sigma Green Belt Certificate – see page 11

Mastering Computer Skills for the Workplace – see page 22

Certificate in Business Writing – see website for dates and details.

Seeking A New Career Direction?

What marketable skills do I have that employers most value?

How do I take steps to transition from where I am, to where I want to be?

Who can I count on for guidance to begin a career change?

Normandale will help you to identify the steps needed to explore and reach your career goals.

Give us a call at 952-358-8343; we are here for YOU!



Certificate in Workplace Communication

Courses may be taken individually, or take all three for \$595 (a savings of \$140).

See website for complete course descriptions.

Conflict Management

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

ID: 55987 Online – 2/5/18 - 3/2/18

Negotiation: Get What You Want

See page 14 for details. 1.6 CEU, \$195, Sally Klaus

ID: 55988 Online – 3/5/18 - 3/30/18

Using Personality Profiles for Better Work Performance

Learn to improve your communication skills, convey your ideas effectively, and improve your ability to understand what is important to those who don't share your same style.

Fee includes DiSC assessment and review. 1.6 CEU, \$295, Sally Klaus

ID: 55989 Online – 4/2/18 - 4/27/18

Data Analysis Certificate – see page 5

NEW 21st Century Strategies for Productivity and Time Management

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

ID: 56165 Online – 2/5/18 - 3/2/18



5 Skills Everyone Needs to Have on a Resume

- | | |
|--|-------------|
| 1. Microsoft Excel | page 25 |
| 2. Web Development (JavaScript, HTML, SQL) | pages 27-33 |
| 3. Adobe Creative Suite | pages 28-29 |
| 4. Foreign Languages | pages 58-61 |
| 5. Google Analytics | page 17 |

US News & World Report, Ritika Trikha

Entrepreneurship

NEW Start Your Own Online Business

Learn a step-by-step approach to build a simplified strategy for branding your business. You'll dive into details of creating a product, building and launching your website. Learn how to use tools and resources to engage with prospects and customers online to drive fresh leads to your business. 2.4 CEU, \$109, Brad Semp
Online - starts every month (1/17, 2/14, 3/14, 4/11, 5/16)

Self Publishing Ebooks

A book can often do more to promote your business than any other form of advertising. *See website for course description.* 1.6 CEU, \$195, Tim Street
ID: 56738 Online – 3/5/18 – 3/30/18

Social Media for Business Certificate

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

Introduction to Social Media

ID: 56035 Online – 2/5/18 - 3/2/18

Marketing Using Social Media

ID: 56036 Online – 3/5/18 - 3/30/18

Integrating Social Media in Your Organization

ID: 56037 Online – 4/2/18 - 4/27/18

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



GET A JUMP START ON YOUR CAREER DREAMS

from Dreaming to Doing

Whether you're starting a business, becoming an artist, or trying to figure out who you want to be when you grow up, this interactive course will take you from dreaming to experimenting to progressing on a plan of action that will transform your career day-dreams into the daily business of your life. Meeting weekly with your cohort and instructor is like having your own coach and accountability team to support you. You'll create a visualization journal, develop and share a prototype, and create and commit to daily habits to turn your dreams into a tangible goal. 0.8 CEU, \$190

ID: 56211

Sat, 3/10/18 - 4/7/18

9:00am – 11:00am

RM: P1810

Cherie Anderson has 20 plus years of experience as a leader, consultant and trainer in both non-profit and business environments.



Entrepreneurship Certificate

Boost your chances of success for your new or small business and reduce your risks.

Entrepreneur Boot Camp

Gain insights into the characteristics, abilities and techniques needed to develop and successfully manage your new business.

1.6 CEU, \$195, Conrad Brian Law

ID: 55975 Online – 2/5/18 - 3/2/18

The Business Plan

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

ID: 55976 Online – 3/5/18 - 3/30/18

Entrepreneurial Marketing

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

ID: 55978 Online – 4/2/18 - 4/27/18

NEW Mobile Marketing Certificate – see page 19

Entrepreneurial Finance Certificate

Finances are a key to entrepreneurial success, and a lack of financial knowledge is one of the leading causes of failure for entrepreneurial ventures. See *website for course descriptions*. Register for this certificate for \$495 (a savings of \$90).

Finance Analysis and Planning for Non Financial Managers

1.6 CEU, \$195, Sharon deFonteny

ID: 55965 Online – 2/5/18 - 3/2/18

Cash is King

1.6 CEU, \$195, Jodie Trana

ID: 55964 Online – 3/5/18 - 3/30/18

Funding Your Business

1.6 CEU, \$195, Jodie Trana

ID: 55977 Online – 4/2/18 - 4/27/18

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

Enhance Key Skills

Presentation page 7
Data Analysis page 5
Negotiation page 14
Sales page 14

registration information

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

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

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

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

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

FIVE WAYS TO REGISTER!

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

Phone: 952-358-8343

Fax: 952-358-8240

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

In Person
Partnership Center, RM P1820
Monday – Friday,
8am – 4:30pm

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

registration form

Name _____ Birthdate _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

WHEN REGISTERING PLEASE INCLUDE:

CLASS TITLE	CLASS ID	BEGIN DATE	TIME	FEE
-------------	----------	------------	------	-----

_____	_____	_____	_____	_____
-------	-------	-------	-------	-------

_____	_____	_____	_____	_____
-------	-------	-------	-------	-------

TOTAL FEES _____

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

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



MINNESOTA STATE

Normandale Community College,
a member of Minnesota State

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



WORKPLACE LEARNING

Normandale works with businesses (large and small) to deliver targeted workplace learning solutions.

Whether your company is facing an organizational transformation, looking for training to support a new initiative, or wanting to offer a greater array of learning options, consider one of these approaches:

On-demand

If you are looking for a quality **menu** of learning programs, this affordable strategy provides you with a myriad of programs – **data analytics, problem solving, supervision, customer service, six sigma, scrum, cultural competence, web design, UX**, etc. – ranging from short courses to certificate programs, as well as a variety of delivery formats including online, hybrid and face to face. This is an **“easy button”** if you are looking to expand your training resources.

Customized

When you have limited time or resources, we can design training that addresses specific business needs and skill gaps. We have a network of teaching and learning experts (trainers, instructional designers, SMEs, technologists) who can create learning solutions to build employee **competencies** and organizational **momentum**.

Strategic

For organizations pursuing significant learning investments, we provide assessment, research and possibly the funding (grants) needed to stage and align workplace learning to **career paths, performance plans** and **corporate strategy**. Every day, we work with corporations to deliver comprehensive solutions in areas like **continuous improvement, change management, health IT, CX** and **innovation**.

[#normandalelearning@work](https://twitter.com/normandalelearning@work)



Our goal is to deliver the right solutions, in the right way, in order to enhance learning at work. Give us a call 952-358-8343!



Visual Culture: The Demand for Design

“You don’t need to be an artist to be a good designer. No matter your skill set or position, a better sense for design will help you visually communicate with any audience.”

– Grant Chandler, Graphic and Web Design Instructor

See pages 28-31



NORMANDALE
COMMUNITY COLLEGE

9700 France Avenue South
Bloomington, MN 55431-4399

continuing
education

normandale