

Spring 2012



## Personal and Professional Development Classes

Join us  
on Twitter  
[@MUN\\_LLL](https://twitter.com/MUN_LLL)



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Fax: 709.864.8486 • [lifelong.learning@mun.ca](mailto:lifelong.learning@mun.ca)

Division of  Lifelong Learning

[www.mun.ca/lifelonglearning](http://www.mun.ca/lifelonglearning)



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- (Inside back cover)



Ted Lomond, executive director of Newfoundland and Labrador Regional Economic Development Association, is an instructor for our Effective Leadership and Project Management classes.

*“Enjoyed the course (Effective Leadership) and gained some valuable insight into how I can improve my supervisory skills and maximize team productivity.”*



## Personal Enrichment Gardening Classes

with MUN Botanical Garden. Includes an introduction to growing orchids as houseplants and a variety of other captivating topics, plus FREE lunch-time lectures, a celebration of National Public Gardens Day and a rhododendron festival.

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## Kids@MUN Summer Camps (ages 5-8 and 9-12)

Mix and match from a variety of half-day theme camps to suit your child’s interests. We offer themes in art, business, science, engineering, recreation, and much more! Not only are our camps fun and activity-oriented, we also teach campers valuable life skills, such as the importance of leadership, communication, team-building, and a positive attitude. Make new friends and have fun this summer with Kids@MUN!



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## Online classes and certificates

Achieving your personal and professional development goals has never been so convenient! Participate any time. Open to everyone. A huge selection of classes. A quality learning experience.

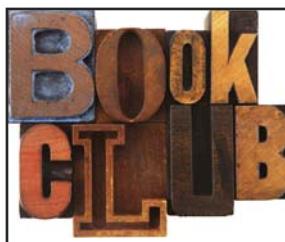
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## Professional Development

Our professional development courses and programs will keep you up-to-date with the newest trends and best practices you need to achieve success and satisfy your professional development goals.

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## Career Book Club

Join Kathy Hickman for engaging discussions fueled by the writings of successful business authors **Arlene Dickinson** (The Art of Persuasion) and **Frances Cole Jones** (How to Wow).

15

# Computer Technologies

## Computer Basics, Level 1

This is a basic introduction to the world of computers in a no-stress environment. Learn the language and the skills needed to use your personal computer. This course covers a variety of topics that start with turning on the system, proper mouse technique, how to personalize your computer and some basic word-editing tips.

.....  
 Tue., May 1 - 22 (4 classes), 9 a.m. - noon. \$149.  
 Facilitator: Darryl Jackman.

## Windows 7

This course will provide you with the basic skills needed to get started in this new operating system. You will work with the various features, tools, and options available in Windows 7. You will become familiar with the environment, learn to customize, manage folders and files, and work with simple tools and browse the Internet using Internet Explorer 8.

.....  
 Tue., May 15 (1 class), 7 - 9:30 p.m. \$69.  
 Facilitator: Ryan Hayward.

## Introduction to the Internet and E-mail

Basic knowledge of computers is required. You'll soon be on your way to navigating the World Wide Web with confidence! You will learn the use of a search engine to find your interests, complete online banking and keep up with current events. You'll also learn how to send and receive email to keep in touch with family and friends.

.....  
 Tue., May 1 - 22 (4 classes), 1 - 4 p.m. \$149.  
 Facilitator: Darryl Jackman.

## Basic Web Design

If you are thinking about starting your own website, then this is the class for you. Topics include choosing a hosting company, proper page flow, color choice, bandwidth as well as the lingo and terminology used in starting a website and for continuing on to the final product.

.....  
 Tue., May 8 (1 class), 7 - 10 p.m. \$79. Facilitator:  
 Ryan Hayward.

## iPad 101

**New!**

Apple's iPad has all the potential to serve as a serious business tool. The iPad can access traditional resources, such as your corporate network and email, and you can also use it to create, communicate and collaborate in ways that you may not have considered possible even just six months ago! In this session, you will learn how to put the iPad to work, exploring key issues such as security, connecting to the Cloud and how to work with common file formats, including PDF documents, Excel spreadsheets and Word documents. Whether you already own an iPad or are considering acquiring one, you need this class to ensure that you maximize the return on your investment. Participants should purchase and download the following apps: Pages, Numbers, and Keynote. iPads should run IOS 5.0 or higher.

.....  
 Mon., May 14 (1 class), 7 - 9:30 p.m. \$69. Facilitator:  
 Ryan Hayward.

## Microsoft Word 2007, Level 1

Create and edit documents; save, open or close documents; apply formatting options; set tabs and indents; change the view mode, manipulate the text using features such as copy and paste, and preview and print documents. Designed for those of you who require the skills necessary to create, edit, format, and print basic Word 2007 documents.

.....  
 Mon., April 30 - May 7 (2 classes), 9 a.m. - 4 p.m.  
 \$209. Facilitator: Darryl Jackman.

## Microsoft Word 2007, Level 2

Microsoft Word Level 2 teaches the intermediate skills that can be combined with basic skills to create more complex documents. You will look at features such as inserting pictures or shapes,

# Earn a certificate in Microsoft Office...

A certificate in Microsoft Office will help you differentiate yourself in today's competitive job market, broaden your employment opportunities and result in higher earning potential.

## Core Requirements

### Microsoft Word 2007, Level 1

Create and edit documents; save, open or close documents; apply formatting options; set tabs and indents; change the view mode, manipulate the text using features such as copy and paste, and preview and print documents. Designed for those of you who require the skills necessary to create, edit, format, and print basic Word 2007 documents.

.....  
Mon., April 30 - May 7 (2 classes), 9 a.m. - 4 p.m. \$209.  
Facilitator: Darryl Jackman.

### Microsoft Word Level 2

Microsoft Word Level 2 teaches the intermediate skills that can be combined with basic skills to create more complex documents. You will look at features such as inserting pictures or shapes, setting up columns of information, saving repetitive pieces of text or graphics for easy access at a later date and using styles and templates to produce professional-looking business documents.

.....  
Mon., June 4 - 11 (2 classes), 9 a.m. - 4 p.m. \$209.  
Facilitator: Darryl Jackman.

### Microsoft Excel Level 1

Work with worksheets and workbooks to analyze data using a variety of features to create, modify and format common business reports such as budgets, inventory reports, invoices and charts. This course is designed for those who desire the skills necessary to create, edit, format and print basic worksheets plus manage and audit numerical reports.

.....  
Wed., May 2 - 9, 9 a.m. - 4 p.m. and May 16, 9 a.m. - noon (2.5 classes). \$235. Facilitator: Darryl Jackman.

### Microsoft Excel Level 2

Apply basic skill-sets along with intermediate and advanced functions to manage and audit numerical reports.

You will work with various functions to perform specific types of calculations, customize charts, work with pictures and shapes in a worksheet, customize formatting for specific types of data and explore various features for managing different types of lists using a table or database format.

.....  
Wed., June 13 - 20, 9 a.m. - 4 p.m. June 27, 9 a.m. - noon (2.5 classes). \$235. Facilitator: Darryl Jackman.

### Microsoft Access Level 1

Create simple databases, create and modify database objects including tables, forms, reports and queries. You will use a variety of commands, functions, and Microsoft Office Access 2007 capabilities. This course is designed for computer users who are new to database programs.

.....  
Thu., May 5 - 19 (3 classes), 9 a.m. - 4 p.m., \$239.  
Facilitator: Rob Ryan.

### Microsoft PowerPoint 2007, Level 1

Visual aids can have tremendous audience impact when properly incorporated into presentations. You will be introduced to some guiding design principles and learn how to work with slides, how to incorporate visual elements such as graphics and tables, and how to weave the pieces together to create a compelling and dynamic presentation.

.....  
Mon., May 14 - 28 (2 classes / no class on May 21), 9 a.m. - 4 p.m. \$209. Facilitator: Darryl Jackman.

### Electives (select 1 of 2)

**Microsoft Access 2007, Level 2** (see page 4)

.....

**Microsoft Word Level 3**

.....

Scheduled for Fall 2012

## ...then earn a MS Office Specialist certification

Upon completion of the Certificate in Microsoft Office (see above), you will be given a certification voucher worth \$125 towards the writing of a certification exam for the Office application of your choice, e.g., Word. Candidates who pass the certification exam will earn a MSO certification for the selected application.

**For more information, please contact Rob Ryan: 709 864 2367 • [rwryan@mun.ca](mailto:rwryan@mun.ca)**

setting up columns of information, saving repetitive pieces of text or graphics for easy access at a later date and using styles and templates to produce professional-looking business documents.

.....  
 Mon., June 4 - 11 (2 classes), 9 a.m. - 4 p.m. \$209.  
 Facilitator: Darryl Jackman.

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Work with worksheets and workbooks to analyze data using a variety of features to create, modify and format common business reports such as budgets, inventory reports, invoices and charts. This course is designed for those who desire the skills necessary to create, edit, format and print basic worksheets plus manage and audit numerical reports.

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 Wed., May 2 - 9, 9 a.m. - 4 p.m. and May 16, 9 a.m. - noon (2.5 classes). \$235. Facilitator: Darryl Jackman.

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Apply basic skill-sets along with intermediate and advanced functions to manage and audit numerical reports. You will work with various functions to perform specific types of calculations, customize charts, work with pictures and shapes in a worksheet, customize formatting for specific types of data and explore various features for managing different types of lists using a table or database format.

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.....  
 Mon., May 14 - 28 (2 classes / no class on May 21), 9 a.m. - 4 p.m. \$209. Facilitator: Darryl Jackman.

**Microsoft PowerPoint 2007, Level 2**

Microsoft PowerPoint 2007 Level 2 introduces students to intermediate skill sets for information workers using a presentation program. You will learn how to work with slide masters for a consistent look in the presentation, set up animation schemes or customized animation for specific objects, create speaker notes or handouts, run or customize the slide show, use data from other sources in PowerPoint or export from PowerPoint to Word, and collaborate with others on presentations.

.....  
 Tue., June 19 - 26 (2 classes), 9 a.m. - 4 p.m. \$209.  
 Facilitator: Darryl Jackman.

**Migrating to Office 2007**

This class introduces you to the new and enhanced features available in four Microsoft® Office 2007 system applications: Word, Excel, PowerPoint and Outlook. You will learn about the results-oriented interface of the Microsoft® Office 2007 environment and use the tools available in Word, Excel, PowerPoint and Outlook 2007 to create, finalize and secure professional-looking documents.

.....  
 Thu., June 21 - 28 (2 classes), 9 a.m. - 4 p.m. \$209. Facilitator: Darryl Jackman.

**Microsoft Office 2010: Transition from Office 2003**

In this transition course, students will work with the new and updated features of Office 2010. It is specifically designed for users with prior experience in Office 2003. Students will learn to identify the features that are common to all applications in the Microsoft Office suite. They will also modify documents in Word 2010, present data in Excel 2010, create PowerPoint 2010 presentations, work with databases in Access 2010, manage tasks in Outlook 2010, and share files in Office 2010.

.....  
 Tue., June 5, 9 a.m. - 4 p.m. and June 12, 9 a.m. - noon (1.5 classes), \$199. Facilitator: Darryl Jackman.

## 4 Computer Technologies

### Microsoft Access 2007, Level 1

Create simple databases, create and modify database objects including tables, forms, reports and queries. You will use a variety of commands, functions, and Microsoft Office Access 2007 capabilities. This course is designed for computer users who are new to database programs.

.....  
Thu., May 3 - 17 (3 classes), 9 a.m. - 4 p.m. \$245.  
Facilitator: Darryl Jackman.

### Microsoft Access 2007, Level 2

You will learn to use some advanced commands to work with forms, reports, designing tables, manipulating queries, as well as using subforms or subreports. It is designed for computer users who are familiar with Access and now want to explore some of the intermediate to advanced skill sets.

.....  
Thu., May 31 - June 14 (3 classes), 9 a.m. - 4 p.m.  
\$245. Facilitator: Darryl Jackman.

### Simply Accounting 2011, Level 1

The perfect accounting software for fast-moving, small- to medium-size businesses. You will begin with a company file and enter transactions for general ledger, accounts receivables, accounts payable, inventory and managing capital expenses. This course will review some accounting fundamentals.

.....  
Fri., May 11 and 25 [no class May 18], 9 a.m. - 4 p.m. and June 1, 9 a.m. - noon (2.5 classes), \$235.  
Facilitator: Rob Ryan.

### Simply Accounting 2011, Level 2

The objective is to introduce some of the more advanced functions and capabilities of Simply Accounting. You will manage the wider scope of transactions encountered in bookkeeping including payroll, inventory and services, projects, accounts receivable and accounts payable.

.....  
Fri., June 8 - 15, 9 a.m. - 4 p.m. and June 22, 9 a.m. - noon (2.5 classes), \$235. Facilitator: Rob Ryan

BYOL (Bring Your Own Lunch)

## Turn your lunch hour into a learn hour.



### Noon-time workshops to help you get the most out of Microsoft Word and Simply Accounting.

A question-and-answer session will follow each workshop, so be sure to bring your questions about those pesky operations (macros) that keep defeating you, or a feature you'd like to make use of more fully.

#### Microsoft Word, 2007

This session will review several topics of popular interest including: margins, bullets and numbering, page layout, track changes and mail merges! Don't miss out on this opportunity!

.....  
Wed., May 23 (1 class), noon - 1 p.m. \$19.  
Facilitator: Rob Ryan.

#### Simply Accounting 2011

Learn some useful tips and tricks for Simply by Sage. This session will review several topics of popular interest including: system setup, fiscal year-end dates, general ledger, linked accounts, payables, receivables, and payroll!

.....  
Fri., June 29 (1 class), noon - 1 p.m. \$19.  
Facilitator: Rob Ryan

## Valuable, highly-digestible tidbits to complement your lunch.

Call (864-7979) or Click [www.mun.ca/lifelonglearning](http://www.mun.ca/lifelonglearning) and reserve a spot today.

# Cisco Networking Academy Program



## Earn your CCNA designation . . .

As a **Cisco Systems Regional Networking Academy**, Lifelong Learning offers you the technical knowledge and advanced networking skills required to prepare for and write the Cisco certified network associate exam leading to the nationally recognized computer networking designation of **Cisco Certified Network Associate (CCNA)**. Upon completion of the four courses, Lifelong Learning will also issue a certificate in Cisco networking.

### CCNA 2: Networking 2

Prerequisite: CCNA Level 1 With an introduction to networking, your focus will turn to initial router configuration, Cisco IOS software management, routing protocol configuration, TCP/IP, VLSM and CIDR. Your skills will be put to work configuring a router, managing the (Cisco) IOS software, configure routing protocols on routers, and setting access lists to control access to the routers.

.....

Thu., May 3 - June 14 (8 classes), 7 - 10 p.m.  
and Sat., June 16, 9 a.m. - 4 p.m. \$599.  
Facilitator: Rob Ryan.

### CCNA 3: Networking 3

Prerequisite: Cisco Level 2 With a focus on LAN switching and wireless technologies, you'll develop skills in troubleshooting common network problems, interpreting network diagrams, performing initial switch configuration, configuring, verifying and troubleshooting VLANs, managing IOS configuration files and identifying the basic parameters for configuring a wireless network.

.....

Wed., May 2 - June 27 (9 classes), 7 - 10 p.m.  
\$599. Facilitator: Rob Ryan.

**For more information, please contact Rob Ryan: 709 864 2367 • [rwryan@mun.ca](mailto:rwryan@mun.ca)**



## Presents of Mind: Gift Certificates

Looking for a great gift for any occasion?

Lifelong Learning gift certificates hit the mark! Easy to buy online and are available in any amount. A perfect gift for Mother's Day or Father's Day and a great way to congratulate a loved one on a birthday or to thank an employee for a job well done.

Visit [www.mun.ca/lifelonglearning](http://www.mun.ca/lifelonglearning) and click on the Course Information and Registration link and then click on the Buy eGift card link (upper right of the page).

**Give the gift of learning!**

A shared learning experience is the best learning experience. Invite a friend or colleague to register with you.

## Personal Enrichment

### GARDENING

#### Offered in partnership with MUN Botanical Garden

##### Orchids 101

An introduction to growing orchids as houseplants. Topics include: light levels, temperatures, water needs, fertilizing, potting media and re-potting will be discussed along with different types of orchids which are suitable to grow as houseplants. This workshop will take place indoors.

.....  
Thu., May 3 (1 class), 7 - 9 p.m. \$49. Facilitator:  
Todd Boland.

##### Fruit Growing for the Home Gardener

Growing edible fruit-bearing trees and shrubs in Newfoundland can be a challenge. Some are reasonably easy, others more challenging. This workshop will discuss those types and selections which perform best in Newfoundland and you will be given hints on how to grow them to maximize fruit production. This course will take place indoors.

.....  
Wed., May 9 (1 class), 7 - 9 p.m. \$49. Facilitator:  
Todd Boland.

##### Spring Edible Plant Hike

An introduction to native and naturalized Newfoundland plants that are edible. This workshop will concentrate on the edible spring shoots. Class will be held both inside and outside, rain or shine. Please dress for the weather, including comfortable walking shoes.

.....  
Wed., May 16 (1 class), 7 - 9 p.m. \$49. Facilitator:  
Todd Boland.

##### The Dirt on Garden Soils

Soil will make or break your success in creating and maintaining any type of garden. The successful cultivation of any plant comes down to proper soil preparation. During this one-hour workshop, Carl will discuss what soil is, how it

works, and how it can be created and enhanced. Samples of some the Botanical Garden's favourite soil mixes will also be available, including our peat, vegetable, perennial and rock garden soil mixes. This is an indoor class. Please feel free to bring along your lunch.

.....  
Thu., May 17 (1 class), 12:30 - 1:30 p.m. \$29.  
Facilitator: Carl White.

##### Waking up Your Spring Garden Bed

Get your garden ready for spring, even if there is still snow on your flower beds! Carl will briefly discuss several fundamentals of preparing your flower beds for spring planting, including soil amendments, dividing perennials, transplanting, mulching, etc. This walk and talk will take place in the flower gardens, so be prepared to go outside, rain or shine. Comfortable walking shoes recommended.

.....  
Thu., May 24 (1 class), 12:30 - 1:30 p.m. \$29.  
Facilitator: Carl White.

##### Where Do New Plants Come From? (Hybridizing Garden Plants)

As gardeners, every year we seem to be introduced to new plants. Ever wonder how these new plants come into existence? Plant breeders are mostly responsible by crossing two plants that have desirable characteristics in the hopes that the offspring will surpass the parents. In other situations it is happenchance. Some plants develop unusual, but unique growth that can be propagated as a stand-alone plant. This workshop will introduce you to the fascinating world of plant breeding and selection. This workshop will take place indoors.

.....  
Tue., June 5 (1 class), 7 - 9 p.m. \$49. Facilitator:  
Todd Boland.

##### Contain Yourself

With the growing pallet of new plants on the market and the wide variety of available containers, interest in growing plants in pots, window boxes and hanging baskets has skyrocketed. Try and contain yourself as Tim takes you into the world of growing plants in anything but the garden. This workshop will take place in the classroom with a visit to the Botanical

Garden nursery for a sneak-peek at Botanical Gardens selections for this year.

.....  
Sat., June 9 (1 class), 9 a.m. - noon, \$59.  
Facilitator: Tim Walsh

**Ferns in the Garden**

Ferns are an under-utilized group of plants that can provide beautiful foliage effects and contrast in the garden. Depending on the type, they can be grown in full sun to deep shade, in dry or wet soils. They may be small or quite large. The diversity appears endless. Essentially, every garden can accommodate ferns. If you would like to learn more about ferns, this is the workshop for you! This workshop will take place both inside and out, rain or shine, so please dress for the weather and wear comfortable walking shoes.

.....  
Wed., June 20 (1 class), 7 - 9 p.m. \$49. Facilitator: Todd Boland.

**Free Lunch-time Lectures  
Weekdays, March 7 - 11,  
noon – 1 p.m.**

**International Compost Awareness Week  
at MUN Botanical Garden**

Come to MUN Botanical Garden and celebrate composting! There will be free admission to the Botanical Garden, prizes, compost exhibits, information, an indoor worm bin (vermicomposter) display, family programs and free lunch-time lectures and demonstrations. International Compost Awareness Week is offered in partnership with MMSB.

- .....
- Monday, May 7: The ABCs of Composting
  - Tuesday, May 8: Worm Composting (Vermicomposting)
  - Wednesday, May 9: Getting the Most From Your Soil
  - Thursday, May 10: Waking Up Your Spring Garden Bed
  - Friday, May 11: Spring Gardening Q&A

**National Public Gardens Day  
May 11, 10 a.m. - 5 p.m.**

The fourth annual National Public Gardens Day, is a national day of celebration that invites communities to explore the beauty of their local green spaces while raising awareness of the important role public gardens play in promoting conservation, education and environmental preservation. Annually scheduled on the Friday preceding Mother’s Day weekend, everyone is invited to visit public gardens in their local community for special events and activities.

**Please visit [www.mun.ca/botgarden](http://www.mun.ca/botgarden) for a complete list of special programs scheduled for National Public Gardens Day.**

**Rhododendron Festival**

The Garden has over 200 varieties of rhododendrons. Join us the weekend of June 16/17 for special exhibits, talks and walks and information, all about rhododendrons. Rhododendron presentations will be followed by a walk in the flower gardens to look at specimens growing at MUNBG. This talk will focus on the different types of rhododendrons that exist and their differences, including flower and foliage size; azaleas are rhododendrons too.

.....  
Presentation #1: Sat., June 16

This talk will focus on the different types of rhododendrons that exist and their differences, including flower and foliage size; azaleas are rhododendrons too.

Presentation #2: Sun., June 17

This talk will focus on care and maintenance of rhododendrons and azaleas.

Registration is not required. Fee: General admission. **Free for MUN students and Friends of the Garden.**

## Conversational Language Classes

### American Sign Language (ASL)

#### **American Sign Language (ASL), Level 1**

Learn ASL vocabulary including making introductions and asking and responding to questions.

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Tue., May 8 - June 26 (8 classes), 7 - 9 p.m. \$175.  
Facilitator: Louise Skirving.

#### **American Sign Language (ASL), Level 2**

ASL, Level 1 recommended. Expand your conversational skills using turn-talking techniques and through the discussion of culturally appropriate topics. Learn to relate simple experiences and events and continue to practice facial symbols to convey grammatical information.

.....

Thu., May 10 - June 28 (8 classes), 7 - 9 p.m. \$175.  
Facilitator: Louise Skirving.

#### **American Sign Language (ASL), Level 3**

ASL Level 2 recommended. While the emphasis is on the continuation of basic grammar as basis for simple conversation, an exploration of new methods will help you expand your conversational range to encompass giving directions and making requests.

.....

Wed., May 9 - June 27 (8 classes), 7 - 9 p.m. \$175.  
Facilitator: Louise Skirving

### French

#### **French, Level 1A**

Emphasis is on developing conversational skills in a relaxed, non-competitive atmosphere. Upon completion of level 1A, you will have some basic vocabulary and will be able to ask and answer questions using simple sentences. Topics include: the alphabet, counting, introductions, greetings, the family tree and responding to questions. You will concentrate on the present tense of basic verbs, vocabulary for everyday situations and basic sentence structure.

.....

Wed., May 2 - June 20 (8 classes), 7 - 9 p.m. \$175.  
Facilitator: Ruth Roy.



#### **French, Level 1B**

In addition to building on skills developed in level 1A, you will learn to describe people, seasons, countries and daily activities. You will also begin to learn about the difference between formal and informal levels of the French language while acquiring some idiomatic expressions. You will be introduced to various cultural aspects of the francophone world including food, music, film, holidays and customs. You will review the present tense of verbs and learn about the future tense.

.....

Thu., May 3 - June 21 (8 classes), 7 - 9 p.m. \$175.  
Facilitator: Ruth Roy.

#### **French. Level 2A**

In this level you will participate, with some assistance, in basic conversation. You will review and build on your previously acquired skills while developing your ability to interact and communicate in a range of contexts. You will develop language tools to deal with life real-life scenarios including basic conversation on current events, time, counting, dates, travel arrangements, reservations and ordering at a restaurant.

.....

Tue., May 1 - June 19 (8 classes), 7 - 9 p.m. \$175.  
Facilitator: Ruth Roy.

### German

#### **German, Level 1**

Interested in learning German to travel, for work, or for personal reasons? This interactive and practical beginner course will introduce the basics of German in an encouraging and fun atmosphere. Topics will include pronunciation, comprehension, and simple sentence structure.

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Thu., May 3 - June 21 (8 classes), 7 - 9 p.m. \$175.  
Facilitator: Kathrin Ballerstaedt Gill.

**German, Level 2**

German, Level 1 recommended. Build on your conversational abilities that you learned in Level one. Improve your fluency and comprehension by combining theory with techniques to use in everyday, real-life situations. Learn how to use complete sentences to discuss information about yourself, how to communicate commonly used, specific requests and more.

.....  
Wed., May 2 - June 20 (8 classes), 7 - 9 p.m. \$175.  
Facilitators: Jessica Pike and Ashley Gosse.

**Italian**

**Italian, Level 2**

Italian Level 1 recommended. Ciao! Expand your Italian conversation skills learned in level 1. You will continue to develop your Italian vocabulary, advance your conversational skills through stimulating activities, and will be introduced to the past tense and some new grammatical structures.

.....  
Mon., April 30 - June 25 (8 classes / no class on May 28), 7 - 9 p.m. \$175. Facilitator: Daria Gallardi.

**Spanish**

**Spanish, Level 1**

A beginner's class that introduces you to the basics of Spanish while quickly building fluency and comprehension. Topics will include alphabet, pronunciation and basic sentence structure. Small group conversation will highlight introductions, greetings and responding to simple questions.

.....  
Thu., May 10 - June 28 (8 classes), 7 - 9:30 p.m. \$215. Facilitator: Margarita Dawson.

**Spanish, Level 2**

Spanish, Level 1 recommended. In level two, you will build upon the basic fluency and comprehension acquired in level one, while improving your speaking and listening skills, especially in the context of simple conversations about people, places and daily situations.

.....  
Wed., May 2 - June 20 (8 classes), 7 - 9:30 p.m. \$215. Facilitator: Francesca Boschetti.

**Spanish, Level 3**

Spanish, Level 2 recommended. In Level three, you will continue to advance your conversational range in everyday situations guiding you through the basic of the language and provide you with all the tools you need to speak, read and write confidently. It will give you the opportunity to practice and consolidate your oral language skills in a deeper level.

.....  
Thu., May 3 - June 21 (8 classes), 7 - 9:30 p.m. \$209. Facilitator: Francesca Boschetti.

**HEALTH AND WELLNESS**

**Improving Your Memory Skills**

Your memory is phenomenal! Find out how to make it work for you in this learner-centered, interactive course. You will learn memory exercises and techniques that will improve concentration and aid recall of names, numbers, facts, and daily happenings. An active, engaged memory will boost your confidence, lessen frustrations, and put more fun into your daily tasks and social relationships.

.....  
Mon., May 7 - 14 (2 classes), 7 - 9 p.m. \$69. Facilitator: John Harnett.

**Retirement Planning**

**New!**

*An Interactive Session for Memorial University and Public Sector Workers*

Retirement planning can be a challenging time! Take the guesswork out of it with an interactive, hands-on workshop with facilitator David Royle. You'll leave the workshop with the tools and the knowledge you need to ease successfully into retirement; specifically:

1. how pension income is calculated
2. how to calculate your net worth
3. what's involved in preparing a budget; i.e., can you afford to retire on your pension?
4. what options are open to you with respect to the disposal of your vacation and severance pay
5. determining if you should take CPP at age 60 or 65
7. calculating how long your money will last;

Cont'd. on page 10

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**Our classes fill quickly. Register today!**

- 8. how to invest for income and
- 9. how to teach your children to become millionaires.

To participate in the workshop, you will need to bring a:

- 1. list of your monthly expenses:
  - insurance on house and vehicles, groceries, loan payments, mortgage payments or rent,
- list of your assets:
  - guaranteed investment certificates balance, car value, bank balances, and
- list of your liabilities:
  - credit card balance, car loan balance and mortgage balance, and
- 2. a thumb drive on which to save your information.

The workshop will be held in a computer lab where you will be keying your own information to calculate your net worth statement and your budget. Sufficient space will be provided so that your information will be confidential. Templates will be provided in Microsoft Excel to complete these schedules. You will save your schedules to your own thumb drive.

.....  
Tue., May 1 (1 class) 7-9 p.m. \$39 Facilitator: David Royle.



### CULINARY

#### Gourmet Back Country Cooking

Spend time walking the beautiful trails of Pippy Park and enjoy the colorful autumn scenery. The

best part of the day? A gourmet back- country culinary experience! You won't be roughing it on this outing; learn how to cook and prepare delicious homemade meals of pizza, pasta and tasty treats in the great outdoors. (All fitness levels welcome!)

.....  
Sat., June 16 (1 class), 10 a.m. - 3 p.m. \$109. Facilitator: Shawn Stratton.



## Kids@MUN

### Writing

#### Creative Writing Level 1 (ages 11+)

Geared for young writers, 11+, students will work to develop, nurture, and improve their writing craft in a fun and supportive group. Learn to express everyday thoughts and feelings using unique and interesting written words.

.....  
Sat., May 26 - June 23 (5 classes), 1:30 - 3:30 p.m. \$69. Facilitator: Jacquie Fleming.

### Art

#### Sketching & Cartooning (ages 9-12)

Your budding artist will use a variety of drawing materials while learning basic drawing skills and techniques with specific emphasis on the importance of line, shape, value, texture, composition and perspective. Your child will then use their newly acquired skills to create cartoons and simple animation pieces.

.....  
Sat., May 5 - June 16 (6 classes / no class May 19), 12:30 - 2:30 p.m. \$99. Facilitator: Wallace Ryan.

#### Drawing and Painting (ages 5 - 8)

Your child will create works of art that are sure to become instant family treasures. By working with watercolour, pencil, pastels and everything in-between, your child will have an opportunity to express his or her creative side in a variety of media and approaches.

.....  
Sat., May 5 - June 16 (6 classes / no class May 19), 10 a.m. - noon \$99. Facilitator: Wallace Ryan.

## Computers

### Robotics, Level 1 (ages 9-12)

If you like LEGO, you'll love our Robotics class! Using LEGO's Mindstorm NXT robotics kit, you'll build a robot, link the robot to a computer and control it with software you've written yourself!

Sat., May 5 - June 16 (6 classes / no class May 19), 9 a.m. - noon \$159. Facilitator: Kourtney Duff.

### Robotics, Level 2 (ages 9-12)

Robotics Level 1 recommended. Build upon the robotics skills you learned in level one to learn more advanced skills as you continue to explore the use of sensors and investigate the use of the light sensor. You'll continue to use problem solving in your exploration of robotics in a fun team environment!

Sat., May 5 - June 16 (6 classes / no class May 19), 1 - 4 p.m. \$159. Facilitator: TBA.

## Special Interest

### Home Alone...With Confidence (ages 12+)

Learn what to do and what not to do when home alone for the first time. Your children will learn how to answer phones and doors, make good decisions, identify trouble situations, receive tips on first aid, and much more. Mom and Dad, you will feel confident about leaving them alone!

Tue., June 12 (1 class), 5:30 - 7 p.m. \$10 (covers cost of pizza and soda). Facilitator: Kevin Foley.



### English and French Theme Camps



### Specialty Camps



### New in camps for summer 2012



## GirlQuest

An opportunity for budding female scientists and engineers to explore the depths of science, engineering and technology in a way that will be interesting, fun and educational.

In partnership with MUN Faculty of Engineering

We're always looking for new course ideas. If you have a suggestion, please share it with us.

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## Professional Development

### Classes

#### Briefing Notes

Clear writing is an important communication tool when providing critical information to management and other key decision makers in your organization. In this hands-on session, you will learn to write clear, concise and comprehensive documents that summarize complex materials.

.....  
Tue., June 19 (1 class), 9 a.m. - noon \$99.  
Facilitator: Jennifer Kelly.

#### Collaborative Problem Solving for Engineers/Architects/Project Managers

When working on contracts, diverse roles are required of project managers, engineers and architects. This course will focus on what is required to ensure projects run effectively and efficiently. It will include learning about open communication; active listening and collaborative problem-solving which are important tools for ensuring contracts run smoothly and successfully. This course can be used as a credit towards your annual professional development criteria.

.....  
Tue., May 15 (1 class), 9 a.m. - 4 p.m. \$189.  
Facilitator: Andy Butt.

#### Communicating Interculturally

Develop the awareness, knowledge and skills needed to communicate effectively in today's mul-

ticultural workplace. Explore cultural differences in values and communication styles, identify barriers to effective intercultural communication and develop the necessary skills for bridging the language and culture divide.

.....  
Tue., May 22 (1 class), 9 a.m. - 4 p.m. \$189.  
Facilitator: Jennifer Kelly.

Presented via



#### Contract Administration

*An engaging, multi-morning online class you can do from office or home.* **New!**

Contract success depends on the effectiveness of how it is managed and administered. In this course you will develop a greater understanding of the contract management life cycle and learn about the critical components of outstanding contracts. This course will provide an excellent introduction to those new to this growing profession and a valuable review for seasoned practitioners. Topics include: understanding what contracts are, why they are utilized, stages of the contract life cycle and activities of each phase.

.....  
Tue./Wed./Thu., June 12, 13 and 14, 10 a.m. - noon. \$209. Facilitator: Hasnain Rizvi.

#### Assertiveness and Communicating Confidently

Do you have trouble saying no? Does your fear of conflict and criticism prevent you from giving your

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true opinion? For many people, being assertive doesn't come easily. However, not expressing your feelings, needs and wants can produce feelings of helplessness and low self-esteem, leaving you with the inability to speak and behave with confidence. It's time to take control and master the art of assertiveness! Topics include: understanding interactive communication styles, assertive rights and responsibilities, overcoming guilt, eliminating traps of irrational thinking, projecting self-confidence when interacting with others and more."

.....  
Fri., June 15 (1 class), 9 a.m. - 4 p.m. \$189.  
Facilitator: Jennifer Kelly.

## Professional Designation Programs

### Payroll Compliance Practitioner

Sponsored by Canadian Payroll Association (CPA).

*To enrol in a CPA payroll course, you must first register with and pay tuition fees to Memorial University, and then register with and pay a separate fee to the CPA for course materials and the final exam. To register with the CPA and to obtain a copy of the CPM brochure and CPM registration form, please visit the CPA at [www.payroll.ca](http://www.payroll.ca)*

### Payroll Fundamentals 2

*The prerequisite for this course is Payroll Fundamentals 1 and an introductory-level, post-secondary accounting course.* Upon completion of Payroll Fundamentals 2, you will be able to:

- calculate organizational remittances to federal, provincial and third-party stakeholders;
- prepare accounting documentation for payroll,
- complete year-end documentation and
- communicate all aspects of organizational remittances, accounting and year-end requirements to internal, external and government stakeholders.

.....  
Wed., May 30 – July 25, 7 – 10 p.m. and 4 Tue.,  
July 3 - 24, 7 – 10 p.m., Exam on Thu., Aug. 2.  
\$379. Facilitator: Debbie Slaney.

### Payroll Compliance Legislation

This course provides an overview of payroll related legislation, including the Canada Pension Plan, the

Employment Insurance Act, the Income Tax Act, employment standards legislation and Workers' Compensation Acts, as well as tools to find and apply information and communicate effectively with stakeholders.

.....  
Thu., May 3 - Aug. 2 (14 classes / exam on Aug. 2),  
7 - 10 p.m. \$379. Facilitator: Debbie Slaney.

## LEARNING PERKS

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BALANCE.**



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THE CRITICAL FACTORS IN ACHIEVING  
THAT BALANCE YOU'RE LOOKING FOR:**

### Focusing on Priorities

Explore new ways to set realistic objectives and learn how to prioritize them.

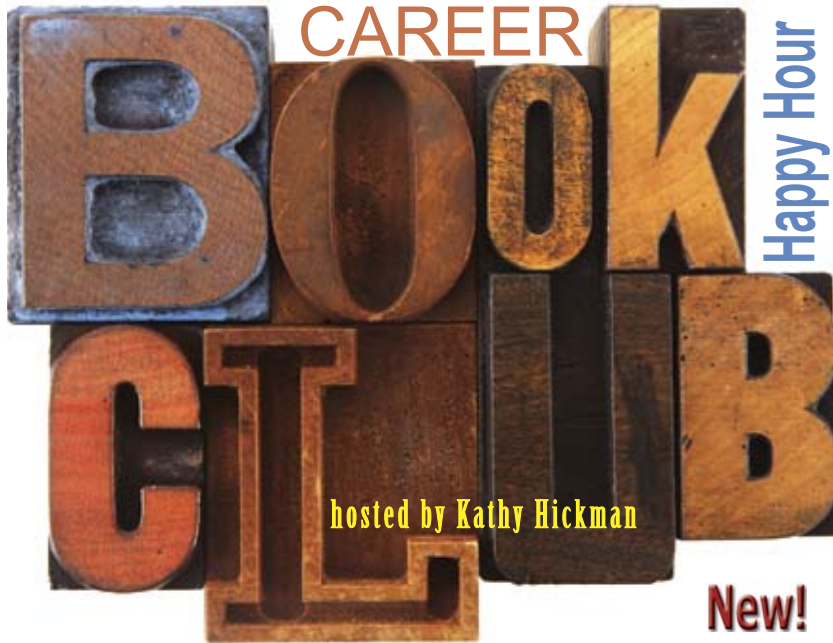
.....  
Wed., May 23 (1 class), 9 a.m. - 11 a.m. \$55.  
Facilitator: Kathy Hickman.

### Managing Your Time

Make your time work for you! Become familiar with tools and techniques that will help you to manage your time more effectively.

.....  
Thu., June 21 (1 class), 9 a.m. - 11 a.m. \$55.  
Facilitator: Kathy Hickman.

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**“Learning is a treasure that will follow its owner everywhere.”**

Join Kathy Hickman for engaging discussions fueled by the writings of successful business authors **Arlene Dickinson** (*The Art of Persuasion*) and **Frances Cole Jones** (*How to Wow*).

No matter what your interests or your career stream, these popular, highly influential reads will appeal to you. Talking points will be integrated into your reading to foster lively discussion. You'll leave with practical strategies to immediately improve your work and personal life, including the opportunity to network with others in the group.

**Refreshments will be served.**

## **How to Wow: Proven Strategies For Selling Your (brilliant) Self in Any Situation**

**by Frances Cole Jones**

Random House Publishing Group, March 3, 2009

“In today's fast-paced world, where an elevator ride with your CEO can turn into an impromptu meeting, your lunch date can become a job interview, and your conversation at a cocktail party may be a preamble to a potential business merger. Knowing how to market yourself in any situation is vital.

.....

Wed., May 16, 4:30 - 6:30 p.m. \$39.

*Corporate coach Frances Cole Jones has helped numerous CEOs, celebrities, and public personalities present their best selves on camera and onstage, in boardrooms and in person; now in her new book, How to Wow, she shares her strategies for making your mark in business and in life.*

## **The Art of Persuasion**

**by Arlene Dickinson**

HarperCollins Publishers Ltd., September 2, 2011

At work, at home and everywhere in between, we need to persuade others every day: to give us a job, to award us the account, to give us the first available appointment. Problem is, no one ever taught us how to persuade . . . **until now!**

.....

Wed., June 20 (1 class), 4:30 - 6:30 p.m. \$39.

*At thirty-one, Arlene Dickinson was going nowhere, fast. Recently divorced, she had a high school diploma, no savings and no clue how she was going to feed four young children. But just one year later, she was a partner in Venture Communications. Ten years on, she was CEO, poised to grow the business into one of Canada's largest independently owned marketing firms. Today, as a co-star of the CBC hit Dragons' Den, she is one of the country's most sought-after female entrepreneurs. The secret of her journey from poverty to the corner office? The Art of Persuasion!*

---

**Our classes fill quickly. Avoid disappointment. Register early.**

## Professional Development Certificates



### Certificate in Bookkeeping

#### Core Requirements

#### Basic Accounting, Level 1

Acquire the accounting concepts and procedures you need to make informed operating decisions. Having that knowledge not only helps you manage your business, it balances your reliance on someone else's assessment of your company's financial condition. Among the topics you'll cover are balance sheets, income statements, ledger transactions, trial balances and closing entries.

.....  
Thu., May 3 - 17 (3 classes), 9 a.m. - 4 p.m. \$225.  
Facilitator: Rob Ryan.

#### Basic Accounting, Level 2

*Prerequisite: Basic Accounting, Level 1 or equivalent.* With a basic understanding of accounting principles and procedures, you're now equipped to take a penetrating look at detailed financial statements; how to read them; the reporting conventions they follow and what they tell you and other stakeholders about your business.

.....  
Thu., May 31 - June 14 (3 classes), 9 a.m. - 4 p.m.  
\$225. Facilitator: Rob Ryan.

#### Introduction to Payroll Concepts

Scheduled for Fall 2012

**Simply Accounting 2011, Level 1** (see page 4)

**Simply Accounting 2011, Level 2** (see page 4)

**Electives** (choose one)

**Migrating to Microsoft Office 2007** (see page 3)

**Microsoft Excel 2007, Level 1** (see page 3)

*"I had been looking for work since moving back to NL. For six months I submitted over 100 resumes and had only received a handful of responses. I needed a competitive edge and that is why I took the bookkeeping certificate offered at MUN Division of Lifelong Learning. Once I completed the course I added this to my resume and within a week I secured a job."*

Terri Edwards-Lewis - March 2012

## Certificate in Business Writing

### Core Requirements

#### Basic Grammar

What is a comma splice? What is the appropriate use of a semi-colon? How do you correct a run-on sentence? Refresh your grammatical skills and learn the mechanics of writing. At the end of the course, you'll be better able to express yourself accurately and effectively.

.....  
Tue., May 1 (1 class), 9 a.m. - 4 p.m. \$189.  
Facilitator: Tamara Reynish.

#### Technical Writing

Having sound technical writing skills is a valuable asset given the impact clear writing has in effecting change and informing decisions. Under the guidance and encouragement of a skilled technical writer, you'll learn to write in a context that respects the value of concision, has a clear focus and demonstrates an effective use of visual elements.

.....  
Thu., May 17 (1 class), 9 a.m. - 4 p.m. \$189.  
Facilitator: Tamara Reynish.

#### Business Writing Fundamentals

Scheduled for Fall 2012.

### Electives (2 of 3)

#### Developing a Proposal

Producing a strong, winning proposal requires that you understand the sponsor's goals and objectives so that your proposition will intersect their needs. From there you'll move to tailoring a response, including conducting the necessary research. You'll finish by packaging and presenting a document that will be both compelling and true to purpose.

.....  
Wed., June 27, 9 a.m. - 4 p.m. and Thu., June 28, 9 a.m. - noon, \$209. Facilitator: Tamara Reynish.

#### Basic Public Relations Writing

Scheduled for Fall 2012.

#### Basics of Editing

Scheduled for Fall 2012.

## Certificate in Human Resource Administration

### Diversity Awareness

Elevate your awareness of your approach to cultural diversity through the application of the Intercultural Development Inventory (IDI) tool, supplemented by group feedback and the exploration of guidelines for managing the nuances of cross-cultural communication. The workshop will be of particular value to administrative staff, educators, employers and other professionals working with diverse cultures.

.....  
Mon., May 14 (1 class), 9 a.m. - noon, \$99.  
Facilitator: Juanita Hennessey.

### Bridging the Generation Gap

For the first time in history, four generations are working together, side by side. Each generation brings to the workplace varying beliefs, values and attitudes, hence the potential for generational clashes. Learn the various profiles of generational demographics within today's workplace, and use the knowledge to train, motivate, resolve conflicts and create new sets of shared values to create a positive workplace.

.....  
Mon., April 30 (1 class), 9 a.m. - 4 p.m. \$189.  
Facilitator: Don Crickard.

### Hiring for Retention

Handled strategically, recruitment and retention can contribute significantly to your company's operational and financial success. Join recruitment and retention specialists for a rewarding look at what it takes to hire the right people and keep them! You'll learn how to develop and implement strategic recruitment plans and how to bring them to life through effective advertising and interview techniques. You'll then learn how to keep those valuable assets in place through the implementation of appropriate support structures and the development of a succession plan.

.....  
Wed., May 2 (1 class), 9 a.m. - 4 p.m. \$189.  
Facilitator: David Yetman.

### Coaching for Peak Performance

Scheduled for Fall 2012.

## 18 Professional Development Professional Development Certificates

### **Developing a Respectful Workplace**

Scheduled for Fall 2012.

### **Successful Performance Evaluations**

Scheduled for Fall 2012.

### **Knowledge Transfer**

Scheduled for Fall 2012.

## **Certificate in Leadership**

### **Core Requirements**

#### **Effective Leadership**

Leadership is about helping others to realize their potential and, perhaps, to go beyond. It can be demonstrated by individuals at all levels of an organization. Discussions will focus on what it takes to be a leader - managing change, providing strategic thinking, setting direction, coaching, motivating, maximizing organizational performance and leading in difficult times.

.....

Thu., May 10 (1 class), 9 a.m. - 4 p.m. \$189.

Facilitator: Ted Lomond.

#### **Project Management**

Project success depends on the effectiveness of how it is managed. In this class you'll be introduced to the principles and practices of effective project management including: setting goals, assigning priorities to tasks, considering budgetary constraints, assessing performance at critical stages in the project, dealing with unanticipated situations and meeting deadlines.

.....

Wed./Thu., May 30 and 31 (2 classes), 9 a.m. - 4 p.m. \$245. Facilitator: Ted Lomond.

#### **Time Management: Getting the Most Out of Your Day**

Scheduled for Fall 2012.

### **Electives** (any two)

#### **High-Impact Presentation Skills**

An everything-you-need-to-know" workshop for delivering a solid presentation with clarity and confi-

dence. You'll learn how to organize your thoughts and information, build credibility, prepare eye-catching visuals and present with power."

.....

Wed., June 27 (1 class), 9 a.m. - 4 p.m. \$189.

Facilitator: Don Crickard.

#### **Stepping up to Supervisor**

Making the transition from working beside fellow employees to supervising them can be both exciting and challenging. It's a different working relationship requiring a different set of skills. This class will focus on the skills required to function in a supervisory role.

.....

Mon., June 18 (1 class), 9 a.m. - 4 p.m. \$189.

Facilitator: Ted Lomond.

#### **Communicating with Difficult People**

Scheduled for Fall 2012.

#### **Basic Grammar** (see page 17)

## **Certificate in Leading for Success**

### **Core Requirements**

#### **Essentials of Delegation**

Many struggle with delegation because of a fear of losing control or a desire to own" the process. You can accomplish more and develop employees' skills by learning to better delegate. This course explores the benefits and barriers to delegation, the importance of authority and responsibility, as well as strategies and tools for implementing delegation."

.....

Thu., June 7 (1 class), 9 a.m. - 4 p.m. \$189.

Facilitator: Kathy Hickman.

#### **Organizational Ethics**

An organizational culture which values trust, respect, caring, fairness, citizenship and diversity, is a place where employee engagement will drive success. This class will focus on employee and organizational culture, moral codes, and ethical frameworks. Topics include: understanding the

meaning of ethics and the role it plays in today's organizations, ethical framework benefits, and practical ways to avoid ethical dilemmas.

.....  
Tue., June 12 (1 class), 9 a.m. - 4 p.m. \$189.  
Facilitator: David Yetman.

### **Mentoring**

Scheduled for Fall 2012.

### **Motivating Employees**

Scheduled for Fall 2012.

### **Bridging the Generation Gap** (see page 17)

### **Influencing Others**

Scheduled for Fall 2012.

### **Electives** (one of two)

### **Developing a Respectful Workplace**

Scheduled for Fall 2012.

### **Diversity Awareness** (see page 17)

## **Certificate in Presentation Skills**

### **Core Requirements**

#### **Workplace Conversational Skills**

Scheduled for Fall 2012.

#### **Business Networking**

Scheduled for Fall 2012.

#### **High-Impact Presentation Skills** (see page 18)

#### **PowerPoint 2007, 2007, Level 1** (see page 3)

### **Electives** (choose one)

#### **Smart Board Training**

Scheduled for Fall 2012.

#### **PowerPoint 2007, 2007, Level 2** (see page 3)

#### **Fearless and Fabulous Public Speaking**

Scheduled for Fall 2012.

## **Certificate in Team Effectiveness**

### **Core Requirements**

#### **Developing a Personal Leadership Plan**

The workplace demands that all employees become effective and productive team members. Yet, how many of us know or take the time to discover what unique strengths and capabilities each of us brings to the team table? Discover your strengths through the lens of personality, thinking intentions, emotional intelligence and conflict management style.

.....  
Fri., May 4 (1 class), 9 a.m. - 4 p.m. \$189. Facilitator: Craig Matthews.

#### **Working Well as a Team**

Scheduled for Fall 2012.

#### **Coaching for Peak Performance**

Scheduled for Fall 2012.

### **Electives** (two of four)

#### **Communicating with Difficult People**

Scheduled for Fall 2012.

#### **Effective Leadership** (see page 18)

#### **Change Management**

Scheduled for Fall 2012.

#### **Conflict Resolution** (see page 20)

## **Certificate in Understanding Organizational Cultures**

### **Core Requirements**

#### **Strategic Planning**

Scheduled for Fall 2012.

#### **Succession Planning**

Scheduled for Fall 2012.

#### **Organizational Behaviour:**

#### **Human Relations at Work**

Scheduled for Fall 2012.

#### **Mediating Workplace Conflict**

Scheduled for Fall 2012.

**Organizational Ethics**

Scheduled for Fall 2012.

**Electives** (one)

**Finance for the Non-financial Manager**

Scheduled for Fall 2012.

**Knowledge Transfer**

Scheduled for Fall 2012.

**Marketing Your Business on the Internet**

Available online.

**Small-business Marketing on a Shoestring**

Available online.

**Business and Marketing Writing**

Available online.

**Certificate in Workplace Communications Basic**

**Conflict Resolution**

Become familiar with the dynamics of conflict and develop tools and techniques that will help you respond to conflict positively. This seminar will help you identify your own conflict management style as well as when to apply other conflict styles to meet the demands of various situations.

.....  
Tue./Wed., June 5 and 6 (2 classes), 9 a.m. - 4 p.m.  
\$229. Facilitator: Craig Matthews.

**Communication at Work**

Communication is only effective when your receiver hears, understands, and knows what to do with the information that you send. This course will help strengthen your communication skills so that you can get the best results at work, whether you are communicating with your coworkers, your boss, or your customers. Topics include: communications barriers, communications styles, nonverbal communications, active listening, attitude, and multi-cultural communications.

.....  
Thu./Fri., June 7 and 8 (2 classes), 9 a.m. - 4 p.m.  
\$229. Facilitator: Doreen Whalen.

**Customer Service: Keep Your Customers Coming Back**

Scheduled for Fall 2012.

**Stress Management**

Scheduled for Fall 2012.

**Change Management**

Scheduled for Fall 2012.

**Certificate in Workplace Communications Advanced**

*Build upon skills learned in our Workplace Communication program (Basic) and bring your communication's style to the next level.*

**Perfecting your Professional Presence**

Scheduled for Fall 2012.

**High-Impact Presentation Skills** (See page 18.)

**Project Management** (See page 18)

**Time Management: Getting the Most Out of Your Day**

Scheduled for Fall 2012

**Basic Grammar** (See page 17.)

**Certificate in Workplace Conflict Resolution**

**Negotiation in the Workplace**

Scheduled for Fall 2012.

**Communicating with Difficult People**

Scheduled for Fall 2012.

**Mediating Workplace Conflict**

Scheduled for Fall 2012.

**Influencing Others**

Scheduled for Fall 2012.

**Developing a Respectful Workplace**

Scheduled for Fall 2012.



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### Forms

We will also accept the class registration form, downloadable from our website. Please be sure to include your name, phone number(s), home address, e-mail address, name of the course(s) for which you are registering and either a credit card number, purchase order number or a cheque.

### Privacy of Information

All registration information received by the Division of Lifelong Learning will be used solely for the administration and management of the Lifelong Learning program. Personal information is collected under the authority of the Memorial University Act (RSNL 1990 Chapter M-7) and is used for the purposes of administration, program planning and human resource management. Questions about this collection and use of personal information may be directed to the assistant director at 709.864.3074.

### Refund/Credit Policy

Registrants must notify the Division of Lifelong Learning two business days prior to the class start date to be entitled to a credit note valued at 90 per cent of the class fee. If you notify us fewer than two business days prior to the class start date, you are entitled to a credit note valued at 50 per cent of the class fee. If you notify us after the class has started, regretfully, we're unable to offer you any credit. In the event a class is cancelled by Lifelong Learning, the Division will make every reasonable effort to notify registrants of that cancellation two days in advance of the commencement date/time of the cancelled class. Where classes are cancelled by the Division, registrants will receive a full refund of their registration fee. Participants who withdraw due to unusual circumstances should submit a request for special consideration, with supporting documentation, to the Division.

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