

normandale

continuing education

WINTER/SPRING 2021

LEARNING FOR
**HOW WE
WORK &
LIVE NOW**

A woman with dark, curly hair is sitting at a desk in a bright, modern office. She is looking at a computer monitor, resting her chin on her hand in a thoughtful pose. The background is a blurred office space with large windows and green plants.

Corporate and
Employee Training - p 36

LEARNING FOR INDIVIDUALS, TEAMS AND ORGANIZATIONS



LEARNING FOR HOW WE WORK & LIVE NOW

Normandale has felt the seismic shifts in our work arrangements, political divisions, and health of our community and country.

We feel a great obligation to provide learning that not only promotes resilience and safety but also offers the insights and skills that will help us to move forward and thrive.

Safe and Connected

Normandale is committed to providing a safe and healthy learning experience, so for the time being, programs are being offered in remote learning formats. As conditions change, we'll shift too. For now, you'll see that there are three main options.

Virtual Live: Learning delivery is real-time with live instruction via a web platform such as ZOOM. You'll enjoy interacting with your instructor and connecting with other learners in discussions and interactive activities.

Online: Learning delivery is instructor supported and schedules vary depending upon the course. This option provides flexibility and structured support to ensure that you are able to stay on track.

Self-Paced: Learning is designed to accommodate your schedule.

Scheduled and Custom

Throughout this schedule, you will see courses presented in two key ways.

Scheduled: Many of our professional development courses are scheduled on a regular basis. Check our website as new programs and dates are continually added.

Custom: Courses and programs without a date or specific registration information indicate a custom option, which works well for employers and workforce agencies looking to provide training to a group of employees or individuals.

Relevant and In-Demand

For many of us, we are now doing almost everything from home. This has created new challenges for remaining productive, keeping focused and maintaining positive relationships with colleagues and customers.

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Employers are also looking to hire and promote individuals who understand data and can create insight and solutions to improve business results.

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Sometimes we are unsure about where we want to go with our work and career. You might be thinking about a new job or an entrepreneurial venture.

Foundations in Supply Chain Certificate	p 11
Medical Coding and Billing	p 26
Entrepreneurship Certificate	p 17

As our careers and lives continue to evolve, we understand that keeping up with changes is an ongoing process. If you don't see what you are looking for, let us know how we can help you, your team or your organization. Call 952-358-8343; we're here to help you achieve your goals.

Learning for Individuals, Teams and Organizations

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REGISTRATION

Online: normandale.edu/CE/classes

Phone: 952-358-8343

Advertised discounts may not be available for online registrations. For a discount, call 952-358-8343.

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

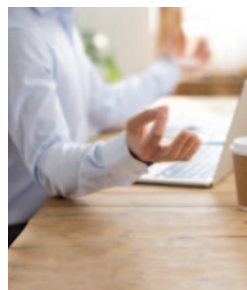
Class changes or cancellations will be communicated by email and/or phone. The college reserves the right to cancel classes due to low enrollment. A 100% refund of your registration fee will be issued if a class is cancelled by the college.

Refund Policies may vary according to class type. Our general policy requires notification 4 days prior to the class start. See our website for specific refund policies.

Advanced registration is encouraged for all programs and must be accompanied by payment or charge authorization.

Businesses and Workforce Agencies: When registering employees or individuals for continuing education classes, give us a call or email us at ncal@normandale.edu. We are able to accept a number of payment options (Credit Cards, Purchase Orders (PO), checks, training authorizations, etc.) You will receive an email confirmation for each registration. Let us know if you need any additional documentation.

Accommodations for a disability (e.g., wheelchair accessibility, interpreter, large print materials) can be available upon request. Normandale is an affirmative action, equal opportunity educator and employer. This brochure and other college publications are subject to change without notice. The information in this brochure is available in alternate formats.



LEADERSHIP

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. You will learn how to persuade others to action by leading with questions, creating common goals and establishing an enthusiastic team.

Custom scheduled for groups & organizations

Creating a Culture of Coaching

This introductory course teaches coaching basics that are critical to getting the most out of employees. Through coaching, unhelpful habits of thought and behavior can change into the improved ability to connect with others and collaboratively solve problems.

Custom scheduled for groups & organizations

Collaborative Management

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

3/1 - 3/26 Online

5/3 - 5/28 Online

CHANGE MANAGEMENT

Leading Through Change

The frontline manager is in an unenviable position when it comes to leading change. Often faced with rallying the troops to accept and embrace change, there is an art and science to it. Gain proven strategies for establishing your role as a leader while learning to support your employees and hold them accountable for accepting change. This workshop allows ample time to apply concepts to your situation, so bring your issues with you and leave with an action plan! 0.35 CEU, \$150, Julie Berg

Th 3/11 1:00pm - 4:30pm Virtual Live

"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

Management Certificate

This certificate will help you gain the skills and confidence needed to manage and motivate teams, leverage resources and enhance business results. See website for course descriptions. Sally Klauss, Joyce Odidison and Kassia Dellabough

Management Bootcamp

2/1 - 2/26 Online

Collaborative Management

3/1 - 3/26 Online

Managing Generations in the Workplace

4/5 - 4/30 Online

Individual: \$175 - \$295 | 1.6 CEU

Series: (save \$140) \$595 | 4.8 CEU

Classes are continually being added to our website. Check online for additional dates.

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. Learn the difference between change and transition, while also developing tools for managing the stress often related to change. 0.35 CEU, \$150, Julie Berg

Th 3/18 1:00pm - 4:30pm Virtual Live



Supervision and Management Certificate

The frontline supervisor is one of the most influential people in any organization. They make or break an employee's experience, but they often are not given the tools to effectively do the job. The Supervision and Management Certificate provides immediately applicable tools to help newer or experienced supervisors create a positive environment for engaged and productive employees.

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.

Th 2/25 9:00am - 12:30pm Virtual Live

Coaching for Excellent 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.

Th 3/4 9:00am - 12:30pm Virtual Live

Individual: \$150 | 0.35 CEU

Series: (save \$100) \$500 | 1.4 CEU

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.

Th 3/11 9:00am - 12:30pm Virtual Live

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 have their own voice and style. This class will encourage supervisors to find that voice.

Th 3/18 9:00am - 12:30pm Virtual Live

Virtual Live courses are delivered via Zoom.



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.

BRENÉ BROWN WORKSHOPS

These research-based programs provide the guidebook to developing brave leaders and courageous cultures. When we learn to have tough conversations, show up with whole hearts, and lean on our values, everyone is able to do their best work.

DARING GREATLY™

Developed by Dr. Brené Brown, Research Professor at the Graduate School of Social Work at the University of Houston, this powerful and transformative workshop is designed for people of all ages who want to show up, be seen and live a braver life. This workshop will help you:

- Clarify your core values and use them as an anchor
- Let go of what other people think and embrace authenticity
- Discover practices for developing gratitude and joy
- Understand how you can use vulnerability and empathy to become more courageous

The workshop will meet on Tuesday and Thursday for two consecutive weeks. When you leave the workshop, you'll be given personal reflections and exercises. 1.2 CEU, \$345, Sarah Ciavarri

Tu & Th

5/18 - 5/27

6:00pm - 9:00pm

Virtual Live

Sarah Ciavarri is a Certified Daring Way™ Facilitator-Consultant, Certified Dare to Lead™ Facilitator and a Professional Certified Coach through the International Coach Federation. Sarah has the unique honor of serving in a leadership position with the Daring Way™ as a consultant, coaching candidates through the steps of certification with Brené Brown's organization.



Improve Business Results Through DIVERSITY, EQUITY & INCLUSION



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

High Impact Talent Management,
Bersin by Deloitte

People bring their best to work when they feel valued, empowered and included by their organization.

Creating an equitable organization is the right thing to do. Research also reveals that inclusive practices yield impressive gains in employee recruitment and retention as well as revenue and customer loyalty.

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

Contact us to learn more about bringing **"Moving from Unconscious Bias to Conscious Inclusion"** and other workshops to your organization.



DARE TO LEAD™

This two-day workshop is your invitation to become a braver leader as you learn to apply the four empirically proven skill sets of courageous leadership. You will learn and practice using the language, tools and frameworks needed to put these powerful skills into immediate practice. 2.0 CEU, \$795, Sarah Ciavarri

Rumbling with Vulnerability. Learn to engage in tough conversations, face risk, uncertainty and emotional exposure with courage, clarity and empathy.

Living into Our Values. Identify, operationalize and practice the beliefs and values you hold most important.

Braving Trust. Understand what it takes to build authentic connections with your teams, colleagues and customers so you can work together from a foundation of trust.

Learning to Rise. Attend to your emotions and stories and learn how to show up and lead with courage, even when faced with failure, disappointment and setbacks.

Th 5/6 - 6/3 9:00am - 1:00pm Virtual Live

Virtual Live courses are delivered via Zoom.

Who should attend: Those who consult, coach, inspire, train and lead teams. If you want to develop your own leadership skillset and become braver in your working life, this program is for you.

Bring DARE TO LEAD™ to Your Organization

If you are committed to building an open, courageous and respectful culture, DARE TO LEAD™ can be a powerful impetus.

Bring the DARE TO LEAD™ program to your organization. Since schedules and resources don't always allow for a two-day workshop, we can deliver the training through flexible schedules and formats.

Give us a call. We look forward to finding an option that will meet your needs.



FACILITATION AND PLANNING

Accelerated Action Planning

Energize and align your team toward a common goal in the time it takes to have a regular staff meeting. Learn how to successfully plan a project, initiative or event in a matter of hours. After taking this course, you will be able to go from having no direction in a meeting to having a vision, realistic plan and a calendar of deliverables with measures for accountability.

Custom scheduled for groups & organizations

Strategic Planning

Strategic planning is left on the back burner for many organizations. Leaders are often overwhelmed with the process of getting stakeholder buy-in, monitoring accountability and measuring success. Learn a model for ensuring the engagement, insight and energy needed to create an actionable plan.

Custom scheduled for groups & organizations

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. In this immediately applicable workshop, participants develop the skills to effectively convey information in a way that appeals to adult learners, handle challenging situations and create an enjoyable learning environment.

Custom scheduled for groups & organizations

Facilitation skills are needed on a daily basis by almost everyone. Leaders, project managers, business analysts and countless others play this role in a variety of ways. The importance of this skill cannot be overstated.

WORKING REMOTELY

Working remotely is here to stay. These engaging, fast-moving courses are designed for leaders, teams and individual contributors. You and your employees will learn how to stay productive, keep your focus on your goals, and maintain positive working relationships with stakeholders – from those you’ve worked with for years, to those who have recently joined the organization.

Leading Virtual Teams

Time Management for Remote Workers

Team Building for Remote Teams

Creating Effective Virtual Presentations

Maximizing Performance While Leading Remotely

Leveraging the Benefits of Collaboration Software

“Success in remote work hinges on communication, but it’s challenging. Most of us feel Zoom fatigue, and nearly a third of the American workforce struggles to communicate about their work in a remote setting.”

Fast Company, December 22, 2020

Employees will come away with easy to implement ideas that will make a big difference in the productivity of your organization. Your employees will see that your company is not only interested in developing them as professionals but also is an inspiring place to work...wherever that place is!

Contact us to bring Working Remotely courses to your organization.



COMMUNICATION

Conflict Management Skills

Wouldn't life and work be wonderful if you interacted with only pleasant people all the time? The reality is – you don't. Identify personal triggers that ignite conflict. Learn to get along with that person who drives you crazy. Find out how to maintain your personal power when your emotional brain takes over. If you are ready to take the steps to understand what drives difficult behaviors and map out your plan for effectively dealing with conflict, this class is for you. 0.35 CEU, \$150, Jeannette Grace

Th 3/24 9:00am - 12:30pm Virtual Live

Befriending Confrontation

The ability to have courageous conversations can transform any relationship. Turning towards difficult situations and overcoming the discomfort is a critical step that helps teams align to achieve remarkable results.

Custom scheduled for groups & organizations

Scheduled and Custom

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Scheduled: Our professional development courses are scheduled on a regular basis. Check our website for new dates.

Custom: Courses and programs without a date or specific registration information indicate a custom option, which works well for employers and workforce agencies looking to provide training to a group of employees or individuals.

Interpersonal Communication

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.

Custom scheduled for groups & organizations

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.

Custom scheduled for groups & organizations

Dump The Data, Tell The Story

Every day it seems as though we sift and sort through data. The challenge is to convert and condense data into meaningful information that is compelling, illustrative, understandable and targeted to the needs of your audience. Learn the skills of synthesizing information into main points, and translating those points into stories that create meaning and produce results.

Custom scheduled for groups & organizations

BUSINESS ACUMEN

Certificate in Accounting and Finance for Non-Financial Managers

This certificate is also designed in a **self-paced** format, allowing you to start any time. Sharon deFonteny and Jodie Trana

Accounting and Finance for Non-Financial Managers

2/1 - 2/26 Online

Cash is King

3/1 - 3/26 Online

Financial Analysis and Planning for Non-Financial Managers

4/5 - 4/30 Online

Individual: \$195 | 1.6 CEU

Series: (save \$90) \$495 | 4.8 CEU

Power BI Certificate

Discover the process of creating interactive reports. Integrate financial, marketing, or any other source data in your accounting system, Excel, or on the Web. Streamline the data to what is needed using Power Query. Create charts, maps, and other visuals to see your data in real time. Power BI Desktop is a complete data analysis and report creation tool that you install for free. Add user friendly features to enhance your reports and analyze your results. Marion Williams

Introduction to Power BI

2/1 - 2/26 Online

Intermediate Power BI

3/1 - 3/26 Online

Advanced Power BI

4/5 - 4/30 Online

Individual: \$195 | 1.6 CEU

Series: (save \$90) \$495 | 4.8 CEU

Introduction to Statistics

This course provides you with the skills and knowledge to start analyzing data. Learn to use, collect and then apply data to real-life problems with charts, numbers and graphs. You will learn ways to visualize and measure relationships to make forecasts and predictions. 2.4 CEU, \$115, Ben Sellers
Online, starts monthly

Introduction to Crystal Reports

Learn how to use Crystal Reports to create attractive business documents that are easy to read and understand. 2.4 CEU, \$115
Online, starts monthly

SQL Certificate

You will learn about relational database structures, the uses of Structured Query Language, and how to use Structured Query Language to create a database, add records to database tables, and how to use SQL queries to extract meaningful data from database tables. You'll also learn how to alter data in a database and how to gather significant statistics from data stored in a database. Finally, you'll learn to write powerful queries that perform complicated searches and sorts on your data. *All three courses are offered monthly see website for additional dates.* Cecelia Allison

Introduction to SQL

2/1 - 2/26 Online

Intermediate SQL

3/1 - 3/26 Online

Advanced SQL

4/5 - 4/30 Online

Individual: \$195 | 1.6 CEU

Series: (save \$90) \$495 | 4.8 CEU

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

LEARN CODE.

See page 22



DATA ANALYTICS

Certificate in Mastering Excel

A must-have skill to succeed in business, whether an entrepreneur or a valued employee, is the ability to create, edit and manage spreadsheets. You'll begin by learning how to construct, populate, and edit a spreadsheet. You'll discover how various menu items, commands, settings and processes affects the look of your Excel worksheets and workbooks. Then, learn how to organize, display and calculate your data into useful information. This Certificate will help you discover how to attractively visualize your data into meaningful information with confidence. *See website for course descriptions.* Betsy Flanagan, Amy Klous and John Rutledge

Mastering Microsoft Excel

2/1 - 2/26 Online

Intermediate Excel

3/1 - 3/26 Online

Advanced Excel

4/5 - 4/30 Online

Individual: \$195 | 1.6 CEU

Series: (save \$90) \$495 | 4.8 CEU

Certificate in Data Analysis

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

You will gain insights into how to utilize statistics for decision making. You'll also develop the skills to communicate data insights through illustrative and understandable graphs and text. *See the website for course descriptions.* This certificate is also offered in a **self-paced format**, allowing you to start classes anytime. John Rutledge, Mary Dereshiwsky and Jeff Kritzer

Introduction to Data Analysis

2/1 - 2/26 Online

Intermediate Data Analysis

3/1 - 3/26 Online

Advanced Data Analysis

4/5 - 4/30 Online

Individual: \$195 | 1.6 CEU

Series: (save \$90) \$495 | 4.8 CEU

Remember; employers often pay for short-term courses. Talk to your HR team or manager to get support in building your skills.



SIX SIGMA

Normandale offers a suite of Six Sigma programs — Yellow, Green and Black Belt Certifications. Each customized training program is designed to ensure competency development on many levels. Learners are able to connect the concepts to their role and industry, and gain coaching and practice using the tools and techniques. In most situations, learners are able to apply what they learn to a project. Contact us for customized training options.

Custom scheduled for groups & organizations

The Six Sigma Green Belt Certificate meets **WIOA requirements**.

Normandale will schedule this program to meet the needs of dislocated workers.

SUPPLY CHAIN

Foundations in Supply Chain Certificate

Organizational success often hinges on the tiniest of details: delivery time, inventory stock, or freshness of materials. All impact the customer experience, and all tie back to a functional supply chain.

This certificate is being reviewed for WIOA approval, see website for details. It also prepares you to take the Certified Production and Inventory Analyst (CPIA) exam which is needed to earn the CPIA credential. 4.4 CEU, \$2,495 (includes CPIA exam). Chuck Nemer

T 3/2 - 5/4 8:00am - 12:00pm Virtual Live

If you have worked in purchasing, shipping, or inventory management, earning a supply chain certification will increase your marketability. This is also a great opportunity for those looking to pivot in their career path.

Other Supply Chain Certifications:

CSSC – Certified Stores and Stock Controller

CLTD – Certified Logistics, Transportation and Delivery

CSCP – Certified Supply Chain Professional

Workplace Learning

Normandale works with organizations in manufacturing, healthcare, retail, financial services and government to deliver continuous improvement training.

We can bring a workshop onsite, tailor learning to support the needs of a team, or work with a training department to create a company-wide program.

Contact us to learn more about bringing continuous improvement programs to your business.





PROBLEM SOLVING

While Kanban, Lean, TRIZ, Six Sigma and Scrum share some common methodologies, they each evolved based on their unique problem-solving goals, so the application and execution can be different. We also understand that over time organizations have introduced or utilized hybrid programs. The question is whether your employees understand how to triage and use these methods effectively.

“There’s nothing more dangerous than the right answer to the wrong question.”

Peter Drucker

Framing the Problem

Unfortunately, most of us have had the frustrating experience of being on project team that has worked hard to find a solution to the wrong problem. The consequences to this skill gap are significant—misdirected resources, employees working on low-impact projects, and customers never receiving the products they want. This workshop helps to reinforce skills needed to diagnose, test, and successfully solve problems.

Custom scheduled for groups & organizations

Root Cause Analysis

Learning the tools to systematically solve a problem and identify the root cause to prevent recurrence improves individual and organizational performance. Root cause analysis is used to identify potential causes, determine which are root causes, and identify effective countermeasures to ensure the problem does not recur. This one-day course will equip participants with the skills to identify and resolve problems rooted within an organization.

Custom scheduled for groups & organizations

LEAN

Normandale works with experts in lean methodologies who bring real-world experience and insights to the classroom. Courses are designed to offer learners hands-on knowledge and skill development to immediately put in practice on the job. Whether you work on a shop floor or in an office environment, Lean is changing how businesses are organized and generate profits. Depending on where you are in your Lean journey, Normandale can deliver training in areas like:

- Lean Overview
- Value Stream Mapping
- Streamline Your Workflow
- 5S - Visual Management
- Standard Work
- Current State Mapping

AGILE AND SCRUM

When individuals learn to use Agile methodologies, they appreciate the value that is created by working in multidisciplinary, self-managed and customer-focused teams. This approach not only accelerates profitable growth for their business but also supports their own leadership development as they enhance their abilities to establish high-performing teams, manage change, coach and collaborate.



Certified ScrumMaster

Weekdays & Weekends

Two-day,
instructor led
(via ZOOM)



Certified Scrum Product Owner

Weekdays & Weekends

See website, new dates
continually added.

Certified ScrumMaster (CSM)

WIOA

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, \$780

W & Th	2/10 - 2/11	8:00am - 4:00pm	Virtual Live
T & W	2/23 - 2/24	8:00am - 4:00pm	Virtual Live
W & Th	3/3 - 3/4	8:00am - 4:00pm	Virtual Live
S & Su	3/6 - 3/7	9:00am - 5:00pm	Virtual Live

Certified Scrum Product Owners (CSPO)

WIOA

Product Owners must have the skills to navigate market pressures, product design issues, and channel the energy of well-formed teams to deliver results. This course is for people who have some background in Agile, and is intended to help experienced practitioners focus on the challenges faced by product design teams. This two-day Certified Scrum Product Owner course will put you on the path to becoming a great leader of teams that focus their energy toward successful completion of projects with real value.

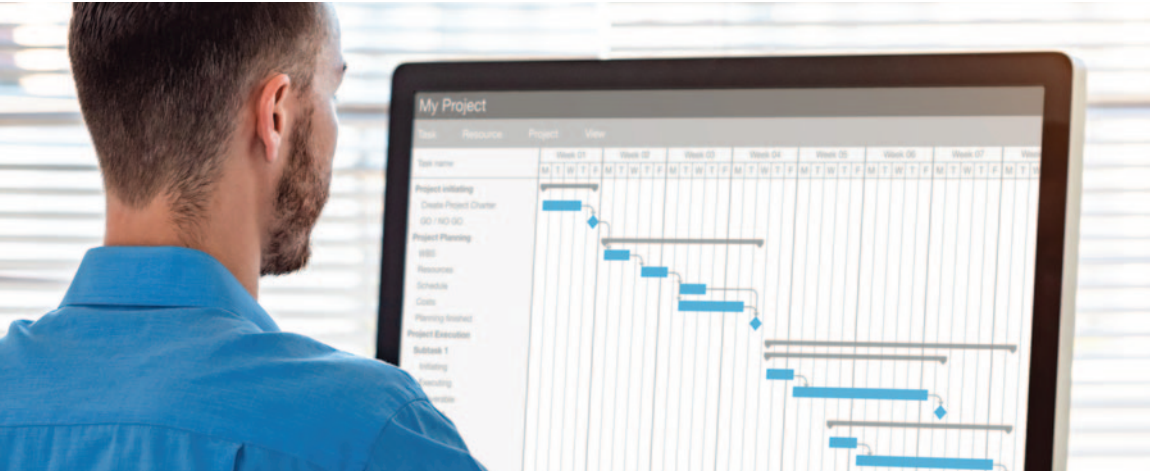
Upon completion, you will be registered as a Certified Scrum Product Owner, which includes a two-year membership in the Scrum Alliance. 1.4 CEU, \$780

W & Th	2/24 - 2/25	8:00am - 4:00pm	Virtual Live
T & W	3/2 - 3/3	8:00am - 4:00pm	Virtual Live
S & Su	3/6 - 3/7	9:00am - 5:00pm	Virtual Live



"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



PROJECT MANAGEMENT

Optimizing Productivity

This is a practical application-based course; learners apply strategies to their own situations. We will start with some foundational time management concepts and self-assessments. Topics include: breaking down big projects into “bite size” pieces, streamlining tasks, email management, juggling multiple projects, and priority setting. Learners also gain techniques to define priorities and integrate a mindfulness practice into their lives.

Custom scheduled for groups & organizations

Project Management Essentials

This workshop has been delivered hundreds of times at corporations throughout the Twin Cities and always receives great reviews. Learners appreciate the opportunity to gain practical tools and interpersonal skill development. Whenever possible, the workshop is also designed so that learners bring current projects to see how tools can be applied throughout all phases of a project.

Custom scheduled for groups & organizations

Decision Making

Being conscious about decision making can save money, increase quality and reduce the effort and duration of any project. The amount of risk and the level of buy-in impacts the type of decision that is needed. Decision tools can help expedite a decision while also making sure that decision is data driven.

Custom scheduled for groups & organizations

Project Management Certificate

Whether you are interested in project management or are already doing it, you can gain in-demand skills, tools and templates to confidently manage a project. Christina Martinez and Andy Stanhope

Introduction to Project Management

2/1 - 2/26 Online

Project Management Processes

3/1 - 3/26 Online

Project Management Knowledge Areas

4/5 - 4/30 Online

Individual: \$195 | 1.6 CEU
Series: (save \$90) \$495 | 4.8 CEU



Earn a total of 14 PDUs toward your PMP recertification when you complete any one of these certifications:
 Certified ScrumMaster
 Certified Scrum Product Owner

MARKETING COMMUNICATION

Certificate in Business Writing

Gain the skills and insights needed to be a successful writer whether you are writing a report, memo, letter or publicity notice. See [website for course details](#). Dionne Felix, Kathryn Will and William Draves

Business Writing

2/1 - 2/26 Online

Effective Copywriting

3/1 - 3/26 Online

Writing News and Press Releases

4/5 - 4/30 Online

Individual: \$195 | 1.6 CEU

Series: (save \$140) \$495 | 3.2 CEU



Graphic and Web Design Programs

See page 20

Certificate in Web Design

Learn to create and design effective web pages, even if you have no prior knowledge of HTML. Additionally, you will take away a functioning web application hosted on a web server that is both accessible and Search Engine Optimized. You will learn about responsive design process and design features using the Bootstrap framework. Plus explore CMS frameworks and industry standard technologies and frameworks.

Introduction to Web Design

2/1 - 2/26 Online

Intermediate Web Design

3/1 - 3/26 Online

Advanced Web Design

4/5 - 4/30 Online

Individual: \$245 | 1.6 CEU

Series: (save \$140) \$595 | 4.8 CEU

Grammar Refresher Certificate

Whether you're a student or a professional, a career changer or a job seeker, this comprehensive program will guide you through the linguistic twists and turns of English grammar and equip you to write more effectively from day one. The grammar knowledge you'll gain from this certificate applies to whatever kind of writing you do now or aspire to create in the future. Everything you learn will elevate your communication skills and help you polish and edit your writing.

Word Level Grammar

2/1 - 2/26 Online

Sentence Level Grammar

3/1 - 3/26 Online

Refining Your Writing

4/5 - 4/30 Online

Individual: \$145 | 1.6 CEU

Series: (save \$140) \$295 | 3.2 CEU

Digital Marketing Certificate

Gain a fundamental yet advanced introduction to eMarketing, including improving email promotions, analyzing your web site traffic, doing search engine optimization, and successfully employing online advertising. Relevant for any type of organization, including businesses, non-profits and government agencies. No eMarketing experience is necessary. This certificate is also designed for **self-paced** learning, allowing you to start classes anytime. Dan Belhassen and Susan Hurrell

Improving Email Promotions

2/1 - 2/26 Online

Boosting Your Website Traffic

3/1 - 3/26 Online

Online Advertising

4/5 - 4/30 Online

Individual: \$195 | 1.6 CEU

Series: (save \$90) \$495 | 4.8 CEU



MARKETING

Google Analytics Certificate

If you are not reviewing your website statistics, then you are missing several key opportunities to profit from your website traffic. This certificate, aimed at non-technical users, will take you through all the key techniques and how to use website analytics using the world-standard Google Analytics, a free online tool. You'll understand your visitor traffic better, learn how to calculate return on investment (ROI) for your online advertising, and find out how to get more conversions and sales from your website visitors. A must for anyone serious about leveraging more success from their website.

Google Analytics

2/1 - 2/26 Online
4/5 - 4/30 Online

Advanced Google Analytics

3/1 - 3/26 Online
5/3 - 5/28 Online

Individual: \$195 | 1.6 CEU
Series: (save \$45) \$395 | 3.2 CEU

Podcasting

See website for course description. 1.6 CEU, \$245, Travis Allison

2/1 - 2/26 Online
4/5 - 4/30 Online

Social Media for Business Certificate – page 17

Video Marketing Certificate

When done correctly, video can tell stories which connect people through emotional “triggers” that are not easily communicated through plain text. Customers who viewed product videos are 144% more likely to add the product to their cart. See website for full course description. Rob Lee

Video Marketing

2/1 - 2/26 Online

YouTube for Business

3/1 - 3/26 Online

Individual: \$245 | 1.6 CEU
Series: (save \$90) \$395 | 3.2 CEU

Graphic Design Software Essentials Certificate

Possessing graphic design skills is essential for how we market today. Learn to use Adobe software. Access to the Adobe software tools is required. Andy Helmi

Adobe Illustrator Essentials

2/1 - 2/26 Online

Adobe Photoshop Essentials

3/1 - 3/26 Online

Adobe InDesign Essentials

4/5 - 4/30 Online

Individual: \$225 | 1.6 CEU
Series: (save \$130) \$545 | 4.8 CEU

SALES AND CUSTOMER SERVICE

Visual Presentations that Hit the Mark

You've seen it. You've lived it. Heck, you may have even caused it! What is it? Death by PowerPoint! You overwhelm people with bullet point after bullet point and wonder why no one remembers anything from your presentation. In this interactive workshop, learn how to improve any presentation by being more productive with your time and creating engaging visual aids that make your audience remember what you want them to remember. Art Shore

Custom scheduled for groups & organizations

Salesforce Power User

Salesforce is the world's number one CRM. If you are a sales manager or sales person, learning the various best practices of Salesforce allows you to better manage time and increase sales. 3.0 CEU, \$695

Online, start anytime

Salesforce Administrator

Learn the core features of Salesforce to tailor the system for your implementation. The practical learning approach will equip you with everything you need including prep for the Salesforce Administrator Certification Exam. 2.4 CEU, \$595 (exam fee not included)

Online, start anytime

Professional Sales Skills

In good times or bad, companies never stop looking for sales representatives that can help them meet their financial goals. You'll learn how to turn prospects into buyers, how to provide proper customer service, how to develop a sales plan, and more! 2.4 CEU, \$115

Online, starts monthly

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

*Tom Woods, President,
ReSound North America*

Certificate in Customer Service

Stellar customer service is one of the central factors in business growth and success. Building your customer service skills will have a powerful impact on your career success. Nanette Sanders-Cobb and Fred Bayley

Keys to Customer Service

2/1 - 2/26 Online

Extraordinary Customer Service

3/1 - 3/26 Online

Individual: \$145 | 1.6 CEU

Series: (save \$45) \$245 | 3.2 CEU

Sales Representative

Learning basic sales mechanics is an effective way to start an entry-level career in sales and gain further experience in the field. This course will train you to be an effective sales representative in today's evolving global economy. You will learn the fundamentals of selling, customer relationship management, telephone sales, and more. By course completion, you will understand key sales principles and techniques for effectively translating product knowledge into customer solutions. 10.0 CEU, \$1,295

Online, start anytime



Data Analytics

Data analytics is one of the most sought-after skills in the workplace. See pages 8 & 9 and 24 & 25 or our website for more information.



ENTREPRENEURSHIP

Start and Operate Your Own Home-Based Business

Starting a home-based business is the hottest trend in today's challenging business environment. This class provides great insight for starting your own business or enhancing the one you already have.

2.4 CEU, \$115

Online, starts monthly

Google Analytics – page 15

Certificate in Accounting and Finance for Non-Financial Managers – page 8

Entrepreneurship Certificate

Boost your chances of success for your new or small business and reduce your risks. You'll gain the skills needed to manage and grow a business in today's dynamic marketplace. *See website for course details.* Conrad Brian Law, Mary Beth Izard and Kathy Nadlman

Entrepreneur Boot Camp

2/1 - 2/26 Online

The Business Plan

3/1 - 3/26 Online

Entrepreneurial Marketing

4/5 - 4/30 Online

Individual: \$195 | 1.6 CEU

Series: (save \$90) \$495 | 4.8 CEU

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, and building/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, \$115, Brad Semp

Online, starts monthly

Negotiation: Get What You Want – page 19

Social Media for Business Certificate

Entrepreneurs utilize Social Media to grow their businesses. Learn what social networks are and develop a two-way communication and marketing strategy for your organization. *See website for course details.* 2.4 CEU, \$115, Jennifer Selke

Introduction to Social Media

2/1 - 2/26 Online

Marketing Using Social Media

3/1 - 3/26 Online

Integrating Social Media in Your Organization

4/5 - 4/30 Online

Individual: \$195 | 1.6 CEU

Series: (save \$90) \$495 | 4.8 CEU

CAREER DEVELOPMENT

Certificate in Workplace Communication

Conflict Management

Discover a workable conflict management model, discuss case studies and learn strategies to apply in your workplace.

2.4 CEU, \$245, Sally Klauss

2/1 - 2/26 Online

4/5 - 4/30 Online

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. 1.6 CEU, \$195, Sally Klauss

3/1 - 3/26 Online

5/3 - 5/28 Online

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 Klauss

4/5 - 4/30 Online

Individual: \$195 - \$295 | 1.6 CEU

Series: (save \$140) \$595 | 4.8 CEU

Career Suite

Design a life that makes you happy by understanding your own interests, values, needs and abilities and using that to help find your perfect job. You will learn how to create an effective resume or transform your current one into a powerful tool that will get you interviews and the job you want quickly and easily in any economy. 7.2 CEU, \$299

Online, starts monthly

Navigating Change – page 2

Project Management – page 13

Certified ScrumMaster – page 12

Supply Chain Certificate – page 10

Managing Generations in the Workplace

Discover what motivates each generation at work, what incentives they respond to, and what messages they value. Identify practical, how-to tips and techniques for managing Boomers, Gen Xers, and Gen Yers in the workplace. 1.6 CEU, \$195, Kassia Dellabough

4/5 - 4/30 Online

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!**



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, \$115, Becky and Tony Swaim

Online, starts monthly

Resume Writing Workshop

Create an effective resume or improve the one you already have. Transform your resume into a powerful tool that will get you interviews. Learn different resume formats and the advantages and disadvantages of each. 2.4 CEU, \$115

Online, starts monthly

Given all the recent changes in our world, the ways in which we think about work, jobs and careers is also shifting. At Normandale, you will find many programs and courses designed to support career transitions and professional development.

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. 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, \$115, Todd Belmont

Online, starts monthly

5 Skills Everyone Needs to Have on a Resume

1. Microsoft Excel
2. Web Development (JavaScript, HTML, SQL)
3. Data Analysis
4. Change Management
5. Business Writing



GRAPHIC DESIGN & WEB DESIGN

Graphic and Web design concepts give you practical and creative skills to enhance your current work or bridge to a new career. Our certificate programs allow you to explore software tools, design concepts, and customer and user-experience approaches that you can apply immediately. Creative design and web skills are not just concepts that art directors, web developers, and graphic designers use. If you create communication and marketing pieces, design presentations, update or build web pages, this is an ideal program for you.

Introduction to Design Concepts

Designed to support those who are expected to utilize visual communication skills to update websites and produce image oriented reports, presentations and marketing materials. You will be introduced to the design elements and principles related to layout, typography, color, and digital file formats. 0.7 CEU, \$175

W 3/3 9:00am - 4:00pm Virtual Live

Adobe InDesign

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

W 1/27 9:00am - 4:00pm Virtual Live

W 3/24 9:00am - 4:00pm Virtual Live

Foundations of Adobe Photoshop

Discover the power of Photoshop and explore topics 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 related to image resolution, size, printing, and web production. 0.7 CEU, \$175

W 3/10 9:00am - 4:00pm Virtual Live

Advanced Adobe Photoshop - for Photography

This class walks through photo retouching, working with raw file types, advanced masking techniques, and batch processing. 0.7 CEU, \$175

W 3/31 9:00am - 4:00pm Virtual Live

Foundations of Adobe Illustrator

This application is essential to branding, working with vector-based file types, and creating print-ready layouts. Exercises will focus on best practices and practical techniques. 0.7 CEU, \$175

W 3/17 9:00am - 4:00pm Virtual Live

Advanced Adobe Illustrator - Branding

Learn how to create professional quality graphic design materials frequently needed by businesses. Work with vector files and learn techniques and workflows common in graphic design. 0.7 CEU, \$175

W 4/7 9:00am - 4:00pm Virtual Live

CERTIFICATES	GRAPHIC DESIGN	WEB DESIGN
Introduction to Design Concepts	✓	✓
Foundations of Adobe Photoshop	✓	✓
Foundations of Adobe Illustrator	✓	✓
Adobe InDesign	✓	
Adv. Adobe Photoshop - for Photography	✓	
Adv. Adobe Illustrator - Branding	✓	
Certificate Capstone	✓	✓
User Experience (UX) and Accessibility		✓
HTML/CSS Fundamentals		✓
WordPress & Content Mgmt Systems		✓



User Experience (UX) and Accessibility

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 and how to increase engagement on various platforms. 0.7 CEU, \$175

W	2/3	9:00am - 4:00pm	Virtual Live
W	4/14	9:00am - 4:00pm	Virtual Live

Grant Chandler is literally the best teacher ever! Every class was super useful and practical – his words and instruction are like gold. And he provides you with so many resources to keep you a continual learner.

*Graphic and Web
Design Student – Fall 2020*

HTML/CSS Fundamentals

HTML and CSS are a common requirement in many roles, and although the syntax is simple, the theory can be overwhelming. 0.7 CEU, \$175

W	2/10	9:00am - 4:00pm	Virtual Live
W	4/21	9:00am - 4:00pm	Virtual Live

WordPress & Content Management Systems

You will learn basic authoring techniques in WordPress and leave with a foundational understanding of how to create functional websites in several systems. 0.7 CEU, \$175

W	2/17	9:00am - 4:00pm	Virtual Live
W	4/28	9:00am - 4:00pm	Virtual Live

Certificate Capstone

Through your participation in the Graphic and Web Design certificates, you will have learned basic graphic and web design concepts in a variety of software programs. This capstone class offers you an opportunity to apply concepts learned in the graphic and web design programs to a realistic final project. When registering for this class, you will be provided access to the instructor's open calendar to sign up for a time to connect 1:1 for your capstone project. 0.7 CEU, \$175

W	2/24	9:00am - 4:00pm	Virtual Live
W	5/5	9:00am - 4:00pm	Virtual Live



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.

PROGRAMMING

Web, digital media, software design and development, gaming, data analytics, and business intelligence all require at least an entry-level understanding of programming, languages, and concepts. We offer online and self-paced courses in C#, C++, Java, Python, JavaScript, Visual Basic, Mobile App Development, SQL, and many more. Visit our website for a complete listing of options. Classes start every month.

Coding Certificate

Coding is a skill that will bolster your ability to add new value to your organization. The highest demand is for programming languages with broad applicability. Learn the basics of HTML, CSS, JavaScript and the practical uses for each. Jeff Kritzer and Andy Helmi

Introduction to Coding

2/1 - 2/26 Online

HTML Fundamentals

3/1 - 3/26 Online

CSS Fundamentals

4/5 - 4/30 Online

Individual: \$195 - \$245 | 1.6 CEU

Series: (save \$90) \$595 | 4.8 CEU

Certificate in Basic Game Design

Take the first steps into understanding the game design process, game genres, and use development application to begin your journey of designing games. Moses Wolfenstein and Jean Haefner

Introduction to Game Design

2/1 - 2/26 Online

Intermediate Video Game Design

3/1 - 3/26 Online

Individual: \$245 | 1.6 CEU

Series: (save \$95) \$395 | 3.2 CEU

CompTIA A+ Certification

Earn an in-demand certification and break into an IT career or deepen your technology competency as a stackable skill. In just 3-6 months, you can earn the **Computer Technician A+ Certification** and become a computer technician. *Certification exam included.* 18.2 CEU, \$1,999, Online

Python Developer

Whether you're new to programming or just want to learn a new language, this in-depth course will teach you the ins and outs of Python programming. 155 Contact Hours, \$1,295, Nat Dunn, Online

Front-End Web Developer

Learn the core skills needed to build websites. In this online web development course, you will learn how to use HTML, CSS, and JavaScript. 160 Contact Hours, \$2,395, Nat Dunn, Online

JavaScript Developer

Master JavaScript, jQuery, and Vue.js and build out a responsive web application for your portfolio. 180 Contact Hours, \$2,395, Nat Dunn, Online

Oracle SQL and PL/SQL Developer

This developer course will teach you how to use SQL to build applications, generate business reports, master SQL in Oracle, and learn PL/SQL to work within an Oracle database. 120 Contact Hours, \$1,295, Nat Dunn, Online



Do you have an idea for a new business?

While it may seem counter-intuitive, shifting or unstable economic conditions often present opportunities for starting a new company. During the last big recession, startups like Uber, Airbnb, and many others took advantage of changing market dynamics.

If you want to use your talents to build your own business, consider Normandale's entrepreneurship courses and certificates. See page 17.



BUSINESS PRODUCTIVITY

Gain skills to maximize productivity and effectiveness. Most courses start monthly and are offered online or self-paced. *See website for course details or to register.*

Microsoft Word

Microsoft Outlook

Microsoft PowerPoint

QuickBooks Online

Gain hands-on experience as you master the tools you need to manage the financial aspects of your small business quickly and efficiently from fundamental to advanced level. 2.4 CEU, \$129, Scott Paxton

Business Writing - page 14

Bookkeeping Certificate

Gain the knowledge needed to measure and manage the financial health of your business. 4.8 CEU, \$495, Sharon deFonteny

Mastering Computer Skills in the Workplace

Accounting Fundamentals

Learn the basics of double-entry bookkeeping, analyzing and recording financial transactions and other core banking activities. 2.4 CEU, \$129, Charlene Messier

Performing Payroll in QuickBooks

See website for course details. 2.4 CEU, \$129, Scott Paxton

Keys to Successful Money Management

Learn steps to explore and achieve true financial success. 2.4 CEU, \$129, Kirsten Iseminger



Microsoft Office Specialist Certification

Earn the title of "Microsoft Office Specialist" and show the world your skills. Microsoft Office Suite productivity skills are **essential** in almost every job and are a basic expectation of most employers.

This program prepares you to sit for the **Microsoft Office Specialist Certification Exams**, which cover Word, Excel, PowerPoint, Outlook, and Access. Exam vouchers included with program fee. \$2,695
Self-paced, start upon registration

MICROSOFT EXCEL

We live in a world of data, and those who can manage and analyze it put themselves in a great position to succeed. Most jobs require a basic understanding of Excel and developing a more sophisticated ability will greatly enhance your marketability. 0.7 CEU, \$175, Virtual Live

The instructor had great step-by-step information, encouraged individual questions, and communicated well with us, always checking in to keep us moving forward.

Excel Student – Fall 2020

Level 1	M	2/15 - 2/22	1:00pm - 4:30pm
Level 1	W	3/10 - 3/24	5:30pm - 7:50pm
Level 1	F	4/16 - 4/23	8:30am - 12:00pm

Level 2	M	3/1 - 3/8	1:00pm - 4:30pm
Level 2	W	3/31 - 4/14	5:30pm - 7:50pm

Level 3	M	3/15 - 3/22	1:00pm - 4:30pm
Level 3	W	4/21 - 5/5	5:30pm - 7:50pm

Microsoft Excel Power BI

Learn how to connect to your data, create reports and dashboards, and distribute them via a web browser or mobile app.

Prerequisite: Excel Level 1 or equivalent knowledge. 0.7 CEU

W 2/17 - 3/3 5:30pm - 7:50pm Virtual Live

MICROSOFT ACCESS

Our Access workshop series offers step-by-step guidance on how to develop a database from scratch and maintain/enhance a current database. Time is given for individual projects and to discuss real-world database needs. 0.7 CEU, \$175, Virtual Live

Level 1 T 4/6 - 4/20 5:30pm - 7:50pm

Level 1 T 5/4 - 5/11 1:00pm - 4:30pm

Level 2 T 5/4 - 5/18 5:30pm - 7:50pm

Level 3 T 6/1 - 6/15 5:30pm - 7:50pm

Any of these programs can be delivered as custom training.

You select the date, time, and location for the training.

We provide the expert instructor.

Classes are continually being added to our website. Check online for additional dates.

CERTIFICATES	MS EXCEL	SQL DESIGN	MS ACCESS
Microsoft Excel Level 1	✓		
Microsoft Excel Level 2	✓		
Microsoft Excel Level 3	✓		
SQL Level 1		✓	
SQL Level 2		✓	
SQL Level 3		✓	
Microsoft Access Level 1		✓	✓
Microsoft Access Level 2			✓
Microsoft Access Level 3			✓
Intro to SSRS & Power BI Tools		✓	



SQL – STRUCTURED QUERY LANGUAGE

SQL

SQL rivals JavaScript as the most popular programming language around because it is reliable, open source, simple in nature, and highly universal to various database systems. SQL is designed to help users search, relate, and report data in meaningful ways. You will learn to read and write simple and complex SQL statements and apply advanced data analysis techniques through hands-on activities. 0.7 CEU, \$175, Virtual Live

Level 1	Th	2/11 - 2/25	5:30pm - 7:50pm
Level 1	T	3/9 - 3/16	1:00pm - 4:30pm
Level 1	Th	4/15 - 4/22	1:00pm - 4:30pm
Level 2	Th	3/11 - 3/25	5:30pm - 7:50pm
Level 2	T	3/23 - 4/6	1:00pm - 4:30pm
Level 3	Th	4/8 - 4/22	5:30pm - 7:50pm
Level 3	T	4/13 - 4/20	1:00pm - 4:30pm

Introduction to SSRS and Power BI Tools

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

Th 5/6 - 5/20 5:30pm - 7:50pm Virtual Live

The instructor is great, well prepared and has a helpful style. I learned concepts that I have been struggling to learn on my own. Sheila had a great way to explain it.

SQL Certificate Student – Fall 2020

Virtual Live courses are delivered via Zoom.



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.

MEDICAL CAREERS

Medical Transcription

WIOA

Approved by the Association for Healthcare Documentation Integrity (AHDl), the Medical Transcription program prepares students for medical transcription and editing careers. Topics include documentation, biomedical sciences, and editing theory, among others. The program emphasizes practical experience. Enrollment includes ten e-textbooks, a transcription foot pedal, an AHDl membership, and online reference library access. 640 Contact Hours, \$3,199

Online, start anytime



Respected Certifications

Normandale's medical career programs will provide you with the knowledge and skills to feel confident in a new role.

Curriculum is continually updated to ensure it aligns to occupational, state and national requirements.

Want to learn more? Participate in an information session or call us to get started.

FREE INFORMATION SESSIONS

Webinars:

Wednesday, January 27 • 6:00 - 7:00pm

Thursday, February 25 • 6:00 - 7:00pm

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

Medical Administrative Assistant with EHR

This program prepares students to earn the Certified Medical Administrative Assistant (CMAA) and Certified Electronic Health Records Specialist (CEHRS) credentials. Topics studied include ezEMRx EHR software, Microsoft Office, healthcare documentation, and office procedures. Enrollment includes e-books and exam vouchers for the two national certifications. 285 Contact Hours, \$3,199

Online, start anytime

Medical Coding & Billing

WIOA

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. 390/445 Contact Hours, \$3,699



Online, start anytime

Medical Billing

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

Online, start anytime



Medical Assistant with Clinical Externships

WIOA

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. 640 Contact Hours, \$3,899

Online, start anytime

Pharmacy Technician

WIOA

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. 600 Contact Hours, \$2,999

Online, start anytime



Consider a career in
Medical Coding and Billing.
The U.S. Bureau of
Labor Statistics predicts
over 27,000 new jobs
in this field by 2026.

HEALTHCARE

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.

Refresher Course in Nursing (RN)

We anticipate this course will be available in mid-April. *Check our website for details.*
170 Contact Hours.

Certificate in Gerontology

25 Contact Hours, \$169, Cyndie Koopsen and Caroline Young
Online or Self-Paced

Certificate in Infectious Diseases and Infection Control

13 Contact Hours, \$119, Cyndie Koopsen and Caroline Young
Online or Self-Paced

Certificate in Nutrition, Chronic Disease, and Health Promotion

Learn how nutrition impacts health and the development of chronic diseases. This certificate reveals the role food and water play in health and how making appropriate changes in nutrition can have powerful effects on a person’s health throughout their life. 12 Contact Hours, \$109
Online, starts monthly

Certificate in Pain Assessment and Management

12 Contact Hours, \$109, Betsy Knapp
Online or Self-Paced

See website for course details.

HERBALISM

Herbalism Certificate

Herbal therapy is the oldest and most widespread form of healing on earth, generally regarded as safer and just as effective (if not more) as orthodox medicine and easily learned and used by the lay person. Through the use of tinctures, glycerites, teas, capsules, poultices, compresses, and salves, students enrolled in this course will learn to apply herbal therapy to support the body, mind and spirit. Matthew Alfs

Individual: \$54 | 2.5 Contact Hours **Series: (save \$47) \$385 | 20 Contact Hours**

Development, Forms and Energetics of Herbal Therapy – Part 1	W	2/24	6:30pm - 9:00pm	Virtual Live
Development, Forms and Energetics of Herbal Therapy – Part 2	W	3/3	6:30pm - 9:00pm	Virtual Live
Constituents and Properties of Herbs - Part 1	W	3/10	6:30pm - 9:00pm	Virtual Live
Constituents and Properties of Herbs - Part 2	W	3/17	6:30pm - 9:00pm	Virtual Live
Herbs for the Respiratory Systems	W	3/24	6:30pm - 9:00pm	Virtual Live
Herbs for Liver Function and Detoxification	W	3/31	6:30pm - 9:00pm	Virtual Live
Herbs for the Lymphatic and Urinary Systems	W	4/14	6:30pm - 9:00pm	Virtual Live
Herbs For Women’s Reproductive Health	W	4/21	6:30pm - 9:00pm	Virtual Live



NUTRITION

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. *See website for course details.*

Individual: \$54 | **2.5 Contact Hours** **Series:** (save \$47) **\$385 | 20 Contact Hours**

Traditional Diets and the Modern-American Diet - Part 1	M	2/22	6:30pm - 9:00pm	Virtual Live
Traditional Diets and the Modern-American Diet - Part 2	M	3/1	6:30pm - 9:00pm	Virtual Live
Macronutrients - Part 1	M	3/8	6:30pm - 9:00pm	Virtual Live
Macronutrients - Part 2	M	3/15	6:30pm - 9:00pm	Virtual Live
Vitamins - Part 1	M	3/22	6:30pm - 9:00pm	Virtual Live
Vitamins - Part 2	M	3/29	6:30pm - 9:00pm	Virtual Live
Minerals	M	4/12	6:30pm - 9:00pm	Virtual Live
Healing Applications of Nutrition	M	4/19	6:30pm - 9:00pm	Virtual Live

Virtual Live courses are delivered via Zoom.

Matthew Alfs, M.H., A.H.G. is a clinical herbalist and one of fewer than 300 of such practitioners nationwide whose education and clinical skills have been peer reviewed by the American Herbalists Guild so as to be granted the status of a “registered herbalist” (R.H.). He is the director of the Midwest School of Herbal Studies and has been in clinical practice since 1997, helping thousands of people to obtain optimal health since that time.



AYURVEDA

Ayurveda Certificate

Discover the world’s Oldest Healing System - practiced for more than 5,000 years. This series will introduce core Ayurvedic principles of right thinking, proper food choices, life style changes, and the use of herbs to create balance in energies responsible for body-mind functions and all mechanisms. *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.

Individual: \$54 | 2.5 Contact Hours **Series: (save \$49) \$275 | 15 Contact Hours**

Introduction to Ayurveda	T	2/9	6:30pm - 9:00pm	Virtual Live
Diet & Nutrition	T	2/16	6:30pm - 9:00pm	Virtual Live
Constitution & Wellness	T	2/23	6:30pm - 9:00pm	Virtual Live
Daily Routine & Harmony with Nature	T	3/2	6:30pm - 9:00pm	Virtual Live
Health Maintenance with Seasonal Changes	T	3/9	6:30pm - 9:00pm	Virtual Live
Herbs & Food for Healthy Living	T	3/16	6:30pm - 9:00pm	Virtual Live

Dr. Asavari is an absolute gem with a wealth of knowledge about Ayurveda and I feel so lucky to have learned an inkling of what she knows through this course. She also handled the Covid-19 crisis wonderfully well!

Ayurveda Student – Fall 2020

Ayurveda: Healing with Simple Home Remedies

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

T 3/23 6:00pm - 8:30pm Virtual Live

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

T 3/30 6:00pm - 8:30pm Virtual Live



Dr. Manvikar completed her Master’s degree in Ayurveda from the University of Pune and has been practicing for more than 15 years as a Registered Ayurveda Specialist. She is a professional member of the International Ayurvedic Association (AAPNA), and an instructor at the University of Minnesota’s Center for Spirituality.



AROMATHERAPY

Aromatherapy Foundations Certificate

Gain practical knowledge and tools that you can easily integrate into your daily lifestyle. As you explore essential oils through both a scientific and holistic perspective, you will learn how to use them in ways that are economical, effective, and safe. Upon completion, you will be able to identify the possibilities and limitations of essential oil therapies; describe how they can affect the mind and body; distinguish between risks and benefits to safely utilize oils through inhalation and topical application; and demonstrate awareness of general safety precautions and guidelines. 12 Contact Hours, \$285, Jen Shepherd
M 3/1 - 3/29 6:00pm - 8:30pm Virtual Live

Aromatherapy Advanced Applications Certificate

Discover how to use essential oils and other aromatherapy products to help mitigate emotions and other stress-related concerns such as sadness, worry, grief, anger, stress, focus, sleep, pain, and the effects of trauma. Learn about the current research that supports the use of aromatherapy for these concerns. Explore brain-based, mind-body approaches for supporting emotional wellness and mental health. Each class will have a component of creating products with essential oils, and how to incorporate them into your regular self-care routine. 12 Contact Hours, \$285, Jen Shepherd
M 4/12 - 5/10 6:00pm - 8:30pm Virtual Live

**Register for both
Aromatherapy Foundations Certificate
and Advanced Applications Certificate
for \$495 (save \$75).**



Learning Well

on Edge Talk Radio

Join the monthly conversation (every first Tuesday) @ 6pm with neuroscientists, functional doctors, renowned health authors and complementary medicine pioneers.

blogtalkradio.com/edgemagazine.

Sponsored by the Integrative Health Education Center at Normandale Community College

EMOTIONAL FREEDOM TECHNIQUES

Over 100 research peer-reviewed studies and millions of users have documented the health benefits and effectiveness of EFT Tapping. This certificate demonstrates documented training and expertise in EFT Tapping for individuals in private practice and for those working in hospitals, clinics, and long-term care facilities.

Simplified EFT Tapping™ Foundations Certificate

Each session will show you how to tap to resolve health and wellness challenges (including chronic pain, phobias, trauma and weight issues) and improve relationships and finances – core areas of a person’s overall wellness. Sessions are designed to provide ample opportunity for practical learning and hands-on application. 12 Contact Hours, \$345, Valerie Lis

Th 3/4 - 3/25 6:00pm - 9:00pm Virtual Live



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 individuals to obtain consistent, lasting results with EFT.

Classes are continually being added to our website. Check online for additional dates.

TAI CHI

BEGINNING TAI CHI CLASSES					
ABCs of Tai Chi					
Virtual Live	M	1/25 - 3/8	6:45pm - 7:45pm	\$65	Soderberg
Virtual Live	M	3/22 - 4/26	6:45pm - 7:45pm	\$65	Soderberg
Tai Chi for Arthritis					
Virtual Live	T	1/26 - 3/2	6:00pm - 7:00pm	\$65	Gonzales
Virtual Live	T	3/9 - 4/13	6:00pm - 7:00pm	\$65	Gonzales
Intro to Tai Chi					
Virtual Live	T	1/26 - 3/2	7:30pm - 8:30pm	\$65	Gonzales
Virtual Live	T	3/9 - 4/13	7:30pm - 8:30pm	\$65	Gonzales
Managing Stress Through Qigong					
Virtual Live	F	1/29 - 3/5	12:00pm - 1:00pm	\$65	Gonzales
Virtual Live	F	3/12 - 4/23	12:00pm - 1:00pm	\$65	Gonzales
INTERMEDIATE/ADVANCED TAI CHI CLASSES					
Yang Style 24 Form					
Virtual Live	Th	1/28 - 3/4	6:45pm - 7:45pm	\$65	Soderberg
Virtual Live	Th	3/11 - 4/22	6:45pm - 7:45pm	\$65	Soderberg
Yang Short Form					
Virtual Live	M	1/25 - 4/26	8:00pm - 9:00pm	\$120	Soderberg
Virtual Live	S	1/23 - 5/8	10:15am - 11:15am	\$120	Soderberg
Yang Style Long Form					
Virtual Live	S	1/23 - 5/8	9:00am - 10:00am	\$120	Soderberg
Virtual Live	Th	1/28 - 3/4	8:00pm - 9:00pm	\$120	Soderberg



QIGONG

Spring Forest Qigong – Mindfulness Qigong

Learn how to use Qigong to enhance your awareness and transform unbalanced energy into something beautiful through meditation and movement. 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. 3.0 Contact Hours, \$69, Jaci Gran M 3/26 9:00am - 12:00pm Virtual Live

INTEGRATIVE AND HOLISTIC CERTIFICATES

Certificate in Complementary and Integrative Health

Enhance your marketability by gaining a broad understanding of complementary and integrative health care options.

Online or Self-Paced 24 Contact Hours \$159

Certificate in Food, Nutrition, and Health

Gain a holistic view of nutrition issues and their impact on physical, social, and spiritual health.

Online or Self-Paced 16 Contact Hours \$109

Certificate in Mindfulness

Learn about mindfulness and meditation and happiness, mindful relationships, eating and movement (walking, yoga, Tai Chi, Qigong).

Online or Self-Paced 8 Contact Hours \$109

Certificate in Global Healing Systems

Deepen your knowledge of medical treatment by exploring alternative health care practices from around the world.

Online or Self-Paced 13 Contact Hours \$109

Certificate in Spirituality, Health, and Healing

Discover the impact spiritual values and beliefs have on health and healing.

Online or Self-Paced 25 Contact Hours \$229

Certificate in Holistic and Integrative Health

Explore the exciting, growing field of holistic and integrative health in this online program.

Online or Self-Paced 33 Contact Hours \$219

WORKPLACE WELLNESS

Intro to Mindfulness

This workshop is designed to introduce the science of mindfulness and provide practical applications that employees can incorporate into their daily routines.

Custom scheduled for groups & organizations

Time for a Well-Being Reset

Last year was exhausting for many and impacted productivity and mental health. This course introduces practices that provide a “reset” when it is needed most.

Custom scheduled for groups & organizations

WORLD LANGUAGES

Normandale language courses are designed for those new to language learning as well as those who want to refresh or build upon their skills. At each level, the courses are designed to build fluency, proficiency and confidence with the language.

French

These courses are designed to build conversational skills while integrating information about culture. Learning is interactive and a sense of community is created in each class. You'll also have access to digital materials designed for self-paced practice. 1.2 CEU, Rose Mingo

Level 1: \$119
M 2/8 - 3/22 6:30pm - 8:00pm Virtual Live

Level 2: \$119
M 4/12 - 5/17 6:30pm - 8:00pm Virtual Live

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.



Russian

Develop your Russian language skills through peer-to-peer interaction and dialogue. Learn Russian traditions and holidays, and everyday life situations. 1.2 CEU, Olga Kedrowski

Level 1: \$119
T 2/9 - 3/30 6:30pm - 8:00pm Virtual Live

Level 2: \$119
T 4/6 - 5/25 6:30pm - 8:00pm Virtual Live

Spanish

These courses are designed to build conversational skills while integrating information about culture. Learning is interactive and a sense of community is created in each class. You'll also have access to digital materials designed for self-paced practice. 1.2 CEU, Paulino Brener

Level 1: \$149
T 2/9 - 3/23 5:30pm - 7:00pm Virtual Live

Level 2: \$149
T 4/13 - 5/18 5:30pm - 7:00pm Virtual Live

Virtual Live courses are delivered via Zoom.

Spanish for Medical Professionals

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

2/1 - 3/26 Online
4/5 - 5/28 Online





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

The course is comprised of instructor-supported self-directed learning to accommodate students who have sufficient Japanese language experience to meet the requirements of the examination at their chosen level. Special emphasis will be given to examination technique, contextual knowledge of characters, vocabulary, grammar, reading and listening comprehension. *See website for textbook requirements.* 1.2 CEU, \$155, Michiko Dressen

W 2/3 - 3/10 6:00pm - 8:00pm Virtual Live
W 3/24 - 4/28 6:00pm - 8:00pm Virtual Live

Michiko Kato Dressen

is native Japanese. She received her Master's degree from the University of Minnesota, and has taught Japanese for over 20 years.



Classes are continually being added to our website. Check online for additional dates.

Discover Sign Language Series

Discover Sign Language will teach you how to sign basic phrases and complete sentences and how to put it all together, allowing you to introduce yourself and start a conversation. Along the way, you will learn signs for colors, numbers, locations, family, and the activities you like to do. You will learn practice phrases and sentences by recording your own signing and uploading them for the instructor and classmates to review. You will also continue to explore Deaf culture by learning about the history of Deaf culture in the United States and technological implications on the modern-day Deaf community. 4.8 CEU, \$199

Online, starts monthly

Instant Italian

Learn practical, everyday words, and practice dialogues based on typical situations. This course will make it simple to master your pronunciation of Italian. The audio feature lets you hear the words and phrases spoken aloud with just a click of your mouse. 2.4 CEU, \$115

Online, starts monthly



NORMANDALE
COMMUNITY COLLEGE



MINNESOTA STATE

Normandale Community College is a member of Minnesota State Colleges and Universities.

CORPORATE AND EMPLOYEE TRAINING

Achieving strategic goals means developing your most valuable resource, your employees. Let us do the heavy lifting so you can deliver impactful learning experiences that drive employee performance, engagement, and company strategy.

Ready-To-Go. Choose from proven training programs that you can serve up directly to your teams.

Customized. Our team of learning and development experts will work with you to customize programs that meet training goals while incorporating your company's terminology, work examples and processes.

Built to Order. Our experts also offer an option to help you create brand new training programs and learning solutions that align directly to business needs and strategies.

META SKILLS

- Communication & Presentation Skills
- Cultural Competency
- Diversity, Equity, & Inclusion
- Creativity & Problem Solving
- Design Thinking
- Managing Workplace Conflict
- Empathy & Growth Mindset
- Managing Stress & Wellness

HIGH PERFORMANCE WORK PRACTICES

- Leadership & Supervision
- Coaching & Mentorship
- Teamwork & Collaboration
- Conflict Management
- Change Management
- Project & Time Management
- Data & Information Literacy
- Sales and Customer Experience

WORKING WITH US

ImmunoChemistry Technologies

"Normandale played a huge role in our company becoming **ISO certified**. As a small company that mostly focuses on research, the ISO process would have been difficult for us to navigate. Normandale made sure that we were informed and prepared to succeed every step of the way."

Sally Hed Dahlquist,
owner and president

Hennepin Healthcare

Tatyana Leyderman has a background in general **Quality and Analytics**. After completing a Normandale program tailored for healthcare data analysis, Tatyana was able to fill in the gaps to transition to a Health Care Analyst role at Hennepin Healthcare. "In my work, we use data to identify specific opportunities that allow us to take action ... it's rewarding to see how your work is tied to improving care!"



Delivery Options

- ▶ Instructor-led sessions
- ▶ Virtual web-cast sessions
- ▶ On-the-job training
- ▶ Train the Trainer
- ▶ Hybrid—blended options

TECHNOLOGY & DATA

- Microsoft Office Suite
- Data Management & Applications
- Business Intelligence Practices
- SQL Data Management
- MS Excel for BI Insight
- Graphic & Web Design Software

CONTINUOUS IMPROVEMENT

- Agile and Scrum
- LEAN
- Six Sigma
- Supply Chain
- ISO Standards

WELLNESS PRACTICES

- Stress Management
- Mindfulness & Meditation
- Wellness in the Workplace
- Tai Chi, Qigong, Yoga

Normandale serves a wide range of organizations from large enterprise, small businesses, non-profits, to governmental agencies.

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

Western National Insurance

Western National Insurance Group wanted to empower their team to go above and beyond by providing even more meaningful customer support. Together with Normandale, they developed key training tools and **Customer Experience (CX)** initiatives that focus on being there for every step of their customers' journeys.

Scott County

Scott County knows that recruiting people to the public sector is a challenge. When they have a great employee, they want to keep them, and that often means preparing for promotion. To build a pool of excellent candidates, Scott County has offered Normandale's **Supervision and Management** certificate program to current and potential leaders. The result has been a group of individuals ready to succeed as leaders retire.



Distance Learning Options:

- Virtual Live
- Online
- Self-Paced

Whether you are looking to change careers or land that next promotion, these programs are designed to meet your goals:

Certified ScrumMaster

Web Design Certificate

Medical Coding and Billing

Change Management

Certificate in Data Analysis

Power BI Certificate

Normandale offers short programs that provide in-demand career credentials – classes start frequently.