Center for Outreach & Innovation

East Grand Forks campus
2022 Central Ave NE
East Grand Forks, MN  56721

Thief River Falls campus
1101 Highway One East
Thief River Falls, MN  56701

Keep this catalog for easy reference!

Developing Knowledge-Workers for the 21st Century
Center for Outreach & Innovation

Continuing Education Course Catalog

October 2008 - April 2009
Welcome to the Fall & Winter 2008/2009 Continuing Education course catalog from the Center for Outreach and Innovation (COI) at Northland Community & Technical College. On July 1, 2008 NCTC President Anne Temte appointed me to the role as the Dean of Workforce and Economic Development for Northland College, and I look forward to working throughout the communities of our region in the fulfillment of COI’s Vision and Mission. As you preview the catalog please take note of the many new or expanded learning opportunities we offer, and if you have a specific need not listed, please feel free to contact us. The following two pages highlight some of our department’s accomplishments in 2008, and as always, we look forward to serving you in the upcoming months.

Project Highlights 2008:

• COI receives a Minnesota Job Skills Partnership grant for Lean Healthcare. We continue to expand our Lean Healthcare work. Last February we were awarded a $279,483, three-year grant in partnership with Villa St. Vincent/The Summit, Crookston, and Fair Meadow Nursing Home, Fertile. The purpose of this grant is to apply Lean Healthcare to independent nursing care facilities. All partners are very excited about working together!! Training began July 1.

• LeaderImpact
The Center for Outreach and Innovation partnered with the Northwest Minnesota Foundation to develop a one of a kind training program which focuses on building leaders and finding success. LeaderImpact strives to help individuals become better at what they do. Through two transformational leadership retreats and twelve weeks of an integrated Action Learning Lab, individuals develop critical leadership skills and strategies that will improve the efficiency of their organization or business. For more information, contact Bonnie Stewart at 218-683-8648.

Our Leadership training continues to expand. Strength-based leadership has been an area of great demand as companies and organizations recognize the value of functioning as a strengths-focused organization. We continue to offer FranklinCovey programs such as 7 Habits for Highly Effective People, Project Management, Four Disciplines of Execution, Focus, Achieving Your Highest Priorities, Introduction of 7 Habits for Highly Effective People for Healthcare and more. For more information contact DeAnna Murphy at 218-686-5821.

• The COI along with the Coalition of Manufacturing Education recently launched Foundations of Manufacturing Excellence (FME), a 120 hour application–based curriculum program for employees in advanced manufacturing occupations which aligns with the national MSSC Production Technician Certification credential. COI continues to develop programs in lean manufacturing/lean enterprise with the introduction of two new courses: Hoshin Policy Deployment and Training-Within-Industry (TWI). For more information, contact Dave Jobe at 218-683-8644.

Vision:
We empower people, through innovative world class training experiences, to discover and create excellence, both within themselves and others.

Courses offered in:
East Grand Forks, Thief River Falls & Roseau
• Our partnership with 360°, Center of Excellence in Manufacturing and Applied Engineering, continues to strengthen our commitment to providing workforce education to manufacturers in northwest Minnesota. We continue to expand our course offerings to meet and exceed the needs of local industry partners. We have sponsored three ROBO Storm summer camps for junior high youth in an effort to expose students to technological career choices. For more information about 360°, please go to this website: www.360mn.org.

• Northland College has developed a unique 16 credit Entrepreneur certificate program. The Center for Outreach & Innovation will be hosting several seminars which have credit and non-credit options to meet your individual needs as part of the Swenson Institute for Entrepreneurial Development (SIED). The Extreme Entrepreneurship Tour on October 6 was the kick-off event for Northland's new entrepreneur program. Whether you already own a business or you want to develop a business plan, Northland has the resources available to help you succeed.

In an on-going effort to expand the workforce development opportunities for our business partners in the East Grand Forks region, we are happy to announce the assignment of Pat Balstad, COI's Director of Lifelong Learning to our East Grand Forks Campus. Pat has many years in the workforce development arena and is eager to help grow business and economic opportunities by creating demand-driven, responsive, training solutions. In addition, we look forward in the next year to partnering with the University of North Dakota Workforce Development Office to leverage the strengths of both organizations in order to bring best-in-class training opportunities to organizations throughout the Region.

The Center for Outreach and Innovation at Northland continues to pursue new and innovative learning opportunities for the incumbent workforce. Everyone at COI looks forward to our expanded services in 2008-2009. If you would like to discuss any of our programs or services, feel free to call me at 218-683-8643.

James Retka
Dean, Workforce and Economic Development
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360° is a collaborative enterprise of 9 credible Minnesota State Colleges and Universities institutions located throughout the state. Bemidji State University is the lead institution with 8 two year technical and community college partners.

In all we have over 50 accessible and smart manufacturing and applied engineering programs from certificates to Masters Degree. The programs in 360° primarily deal with precision manufacturing such as machining, welding, and automation and robotics in addition to engineering technology and applied engineering.

For more information about educational opportunities related to manufacturing and applied engineering, please contact Kirsten Michalke at 218-683-8647

Call the Center for Outreach & Innovation
TRF at 1-800-959-6282 ext. 8649 or
EGF at 1-800-451-3441 ext. 2487 to sign up to receive our publications.
Keep this catalog and use it to register.
### October

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### April

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**TRF = Thief River Falls  EGF = East Grand Forks**
Women’s Entrepreneur Series

Part I: Vision Your Business
This first session of a five-part series will address specific questions when formulating a business idea. What is a vision – how is it different from mission? How do you define success? What are your financial and life goals? This experiential workshop will provide motivation and hands-on tools to begin the entrepreneurial journey.

Date: October 21, 2008; Time: 6:00 pm - 9:00 pm
Instructor: Bonnie Stewart
Location: NCTC TRF Campus - Swenson House
Cost: $50.00**
Class Minimum: 6; Class Maximum: 20

Part II: Business Practices
This second session of a five-part series addresses specific questions related to developing sound business practices as you develop your entrepreneurial idea. What record keeping practices do you need to establish and why? What kind of technology will help you grow your business? And more! This interactive session, utilizing technology and hands-on activities will address a myriad of business practice issues.

Date: October 28, 2008; Time: 6:00 pm - 9:00 pm
Instructor: Bonnie Stewart
Location: NCTC TRF Campus - Swenson House
Cost: $50.00**
Class Minimum: 6; Class Maximum: 20

Part III: Business Growth
This third session of a five part series gets into the “nitty-gritty” of business planning. Why do you need a business plan? How do you create reliable financial projections? How do you create marketing materials to reach your targets? Participants will be provided with a business plan template and will participate in a variety of workshop activities.

Date: November 18, 2008; Time: 6:00 pm - 9:00 pm
Instructor: Bonnie Stewart
Location: NCTC TRF Campus - Swenson House
Cost: $50.00**
Class Minimum: 6; Class Maximum: 20

Part IV: Building Your Business Team
This fourth session of a five-part series addresses the importance of building a successful business team – whether you are hiring employees or are a sole proprietor. How do you attract the kinds of employees you want? How do you build a support team that fits you and your business? Find out how to make people want to work for and with you as you build your business.

Date: November 25, 2008; Time: 6:00 pm - 9:00 pm
Instructor: Bonnie Stewart
Location: NCTC TRF Campus - Swenson House
Cost: $50.00**
Class Minimum: 6; Class Maximum: 20

Part V: Continuous Improvement
This final session of a five-part series will identify strategies that will address the continued growth of your business. What can you do to keep your company improving? How does continuous improvement impact your growth? In addition to focusing on these issues, this final session will provide an opportunity for review and next steps in your entrepreneurial journey.

Date: December 2, 2008; Time: 6:00 pm - 9:00 pm
Instructor: Bonnie Stewart
Location: NCTC TRF Campus - Swenson House
Cost: $50.00**
Class Minimum: 6; Class Maximum: 20

**Pre-register and Pre-pay for all classes, and get Part V FREE!**
Experience Guided Imagery for Health and Wellness

This 2 hour course in Guided Imagery is a gentle yet powerful technique that focuses and directs the imagination. It mobilizes the unconscious and pre-conscious processes to assist the conscious goals. Research has evidence that Guided Imagery has a positive impact on health, creativity, and performance. Research also shows that Guided Imagery can reduce blood pressure, lower cholesterol and glucose levels in the blood, increase immune cell activity, lessen headaches and pain, increase athletic ability, increase confidence in performance, accelerate weight release, reduce anxiety and reduce adverse effects of chemotherapy especially nausea, depression and fatigue.

Instructor: Jackie Anderson, RN, Certified Guided Imagery Therapist**
Location: NCTC - EGF Campus
Dates Available: October 21; November 18; December 9
Time: 6 - 8 pm (each class is one evening)
Cost: $45.00 per person (Purchase of Guided Imagery CDs optional)
Class Minimum - 7 people; Class Maximum 20

** Jackie Anderson is a Certified Guided Imagery Therapist trained to do counseling for relaxation, stress reduction, pain control, habit control, problem solving, personal and spiritual empowerment.

Introduction to Aromatherapy

The history and science of aromatherapy is explained in detail. Students learn about essential oils and the selection of oils to alleviate stress and pain. Oils are brought to class where participants can smell and apply on themselves along with learning the methods used for various discomforts. Come and experience 100% therapeutic-grade essential oils.

Instructor: Cathy Godtland
Location: NCTC - EGF Campus,
Date: October 20, 2008; Time: 7 - 9 pm
Cost: $45.00 per person
Class Minimum - 7 people; Class Maximum 20

Introduction to Emotional Freedom Technique

This new and cutting edge modality actually “short circuits” negative emotions, creating almost instant relief from pain and suffering. Using a combination of affirmations and gentle tapping, students will practice using this technique to attract various forms of abundance, including health, happiness, peace, improved relationships and also prosperity. Come and learn how easy it is to live a life with less stress and more peace.

Instructor: Cathy Godtland
Location: NCTC - EGF Campus,
Date: November 10, 2008; Time: 7 - 9 pm
Cost: $45.00 per person
Class Minimum - 7 people; Class Maximum 20

Stress Free For Good

Ten scientifically proven life skills for Health and Happiness. These skills will make positive life changes for all that apply them to their day to day stressors. Many books are written about the modern plague of stress and hurry sickness, but most offer a break even approach. The skills taught here will provide the student with optimal health and emotional fulfillment. Come and learn how to be stress free for good!

Instructor: Cathy Godtland
Location: NCTC - EGF Campus
Date: December 8, 2008; Time: 7 - 9 pm
Cost: $45.00 per person
Class Minimum - 7 people; Class Maximum 20

Attention Healthcare Facilities!

Complementary & Alternative Medicine (CAM) is a group of diverse practices and products. Augment your patient care by training your staff in these areas:

- Intro to CAM
- Mind Body Healing
- Guided Imagery
- Aromatherapy
- Emotional Freedom Technique
- Intro to Music Therapy
- Intro to Light Therapy
- CAM Education for Patients Residents & Families

For more information on CAM courses contact:
Jackie Anderson at 218-686-5830 or email: jackie.anderson@northlandcollege.edu
Experience Guided Imagery for Health and Wellness
This 2 hour course in Guided Imagery is a gentle yet powerful technique that focuses and directs the imagination. It mobilizes the unconscious and pre-conscious processes to assist the conscious goals. Research has evidence that Guided Imagery has a positive impact on health, creativity, and performance. Research also shows that Guided Imagery can reduce blood pressure, lower cholesterol and glucose levels in the blood, increase immune cell activity, lessen headaches and pain, increase athletic ability, increase confidence in performance, accelerate weight release, reduce anxiety and reduce adverse effects of chemotherapy especially nausea, depression and fatigue.

Instructor: Jackie Anderson, RN, Certified Guided Imagery Therapist**
Location: Swenson House, Thief River Falls
Dates Available: October 14; November 4; December 2
Time: 6 - 8 pm (each class is one evening)
Cost: $45.00 per person (Purchase of Guided Imagery CDs optional)
Class Minimum - 7 people; Class Maximum 20

** Jackie Anderson is a Certified Guided Imagery Therapist trained to do counseling for relaxation, stress reduction, pain control, habit control, problem solving, personal and spiritual empowerment.

Introduction to Aromatherapy
The history and science of aromatherapy is explained in detail. Students learn about essential oils and the selection of oils to alleviate stress and pain. Oils are brought to class where participants can smell and apply on themselves along with learning the methods used for various discomforts. Come and experience 100% therapeutic-grade essential oils.

Instructor: Cathy Godtland
Location: Swenson House, Thief River Falls
Date: October 13, 2008; Time: 7 - 9 pm
Cost: $45.00 per person
Class Minimum - 7 people; Class Maximum 20

Introduction to Emotional Freedom Technique
This new and cutting edge modality actually “short circuits” negative emotions, creating almost instant relief from pain and suffering. Using a combination of affirmations and gentle tapping, student will practice using this technique to attract various forms of abundance, including health, happiness, peace, improved relationships and also prosperity. Come and learn how easy it is to live a life with less stress and more peace.

Instructor: Cathy Godtland
Location: Swenson House, Thief River Falls
Date: November 3, 2008; Time: 7 - 9 pm
Cost: $45.00 per person
Class Minimum - 7 people; Class Maximum 20

Stress Free For Good
Ten scientifically proven life skills for Health and Happiness. These skills will make positive life changes for all that apply them to their day to day stressors. Many books are written about the modern plaque of stress and hurry sickness, but most offer a break even approach. The skills taught here will provide the student with optimal health and emotional fulfillment. Come and learn how to be stress free for good!

Instructor: Cathy Godtland
Location: Swenson House, Thief River Falls
Date: December 1, 2008; Time: 7 - 9 pm
Cost: $45.00 per person
Class Minimum - 7 people; Class Maximum 20

Corporate Wellness
Allow Northland to manage your employee Wellness Program. A Registered Nurse (RN) will evaluate your employees for health risks, offer monthly individual consulting as well as group therapy. Our program offers stress management classes, smoking cessation, weight release, EFT training, newsletter material, prevention education, “Wellness from Within”, as well as health screenings. Your employees will be given tools and skills to improve the balance in their lives and improve all the aspects of their health. This program can be customized to fit your corporation’s health care needs. Experts will visit your worksite and train your employees on a monthly basis.

What you can expect:
Northland offers an RN that is a Guided Imagery Therapist, Aromatherapist, has been trained in reflexology, mind-body connection, music therapy, light therapy, emotional freedom technique, stress management, and stress reduction techniques.

For more information, please contact
Jackie Anderson at 218-686-5830 or email at jackie.anderson @northlandcollege.edu
Certified Nurse Assistant

Certified Nursing Assistant Training

78 total hours

- 50 hours of classroom/lab &
- 28 hours of clinicals & orientation

The Certified Nursing Assistant course introduces concepts of basic human needs in simple terms. Students learn to assist residents in activities of daily living. Selected common technical nursing skills are introduced. Principles of body mechanics are emphasized. This course is intended to prepare for practice at the Nursing Assistant level. This course will focus on basic nursing skills and will be presented through the use of lecture, textbook, handout materials, and demonstrations. Skills are demonstrated and practiced in supervised laboratory setting and clinical environment. Attendance is Federally mandated to successfully complete this course.

Upon successful completion of the course, the student will be eligible to take the Minnesota Nursing Assistant Competency Evaluation. See below for more details.

For dates, times and more information, contact: Susan Snedker, 218-793-2487 or 800-451-3441/2487
susan.snedker@northlandcollege.edu
Or, check out the EGF CNA hotline for a listing of training and test dates at 218-773-2405

Nurse Assistant/Home Health Aide Testing

In order to be placed on the Minnesota Nursing Assistant Registry, you must take and successfully complete the competency evaluation. An official PASS or FAIL score report is received the day of testing.

Cost: $150.00

Competency Evaluations are normally scheduled at least once per month on each campus.

To sign up for the next available exam or to set up a testing contract for your facility, contact:

Thief River Falls Campus
Melrene Kaiser, 218-683-8645

East Grand Forks Campus
Susan Snedker, 218-793-2487
CNA Hotline: 218-793-2405

CNA Training

Class #28
Starting November 17, 2008
Time: 3:30 pm - 9:30 pm
Orientation & Clinicals: TBD

Class #29
December 22, December 23, December 29, December 30 2008 & January 5, 2009
Time: 8:00 am - 5:00 pm
Orientation & Clinicals: TBD
Cost: $415 + $55 Book

Register today or check for other upcoming classes by contacting Susan Snedker 218-793-2487 or by calling our CNA hotline at 218-793-2405.
Have you upgraded to MS Office 2007?

Discover the differences between MS Office 2003 and MS Office 2007.

Learn shortcuts and efficiencies! Portable training opportunities are available in the following areas:

- Word
- Excel
- Access
- PowerPoint

For more information contact: Connie Troska at 218-683-8651 or email: connie.troska@northlandcollege.edu

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**Computer Classes**

"I can do that in Word?!" Computer Class

If you are self-taught in Microsoft Word and spend a 1/2 hour looking for a shortcut, this class is for you. Come and learn the shortcuts and hidden potential of Microsoft Word 2007.

Instructor: Connie Troska
Location: NCTC - TRF Campus
Room 605
Date: November 10, 2008
Time: 6 - 9 pm
Cost: $40 per person
Materials: $10.00
Class Minimum - 8 people; Class Maximum 12

Introduction to Microsoft Excel

This course covers Microsoft Excel 2007, a spreadsheet program that allows you to organize data, complete calculations, graph data and develop professional looking reports. This class is designed for beginners.

Instructor: Connie Troska
Location: NCTC - TRF Campus
Room 605
Date: March 9 and 23, 2009
Time: 6 - 9 pm
Cost: $75 per person
Materials: $20.00
Class Minimum - 6 people; Class Maximum 12

"I can do that in Excel?!" Computer Class

If you are self-taught in Microsoft Excel and spend a 1/2 hour looking for a shortcut, this class is for you. Come and learn the shortcuts and hidden potential of Microsoft Excel 2007.

Instructor: Connie Troska
Location: NCTC - TRF Campus
Room 605
Date: December 8, 2008
Time: 6 - 9 pm
Cost: $40 per person
Materials: $10.00
Class Minimum - 8 people; Class Maximum 12

Introduction to Microsoft Word

Learn to create professional looking documents such as letters, resumes and reports using all the tools Microsoft Word 2007 has to offer. This class is designed for beginners.

Instructor: Connie Troska
Location: NCTC - TRF Campus
Room 605
Date: February 9 and 23, 2009
Time: 6 - 9 pm
Cost: $75 per person
Materials: $20.00
Class Minimum - 6 people; Class Maximum 12

"I can do that in Excel?!" Computer Class

If you are self-taught in Microsoft Excel and spend a 1/2 hour looking for a shortcut, this class is for you. Come and learn the shortcuts and hidden potential of Microsoft Excel 2007.

Instructor: Connie Troska
Location: NCTC - EGF Campus
Date: January 26, 2009
Time: 6 - 9 pm
Cost: $40 per person
Materials: $10.00
Class Minimum - 8 people; Class Maximum 12

Introduction to Microsoft Word

If you are self-taught in Microsoft Word and spend a 1/2 hour looking for a shortcut, this class is for you. Come and learn the shortcuts and hidden potential of Microsoft Word 2007.

Instructor: Connie Troska
Location: NCTC - EGF Campus
Date: October 27, 2008
Time: 6 - 9 pm
Cost: $40 per person
Materials: $10.00
Class Minimum - 8 people; Class Maximum 12

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**East Grand Forks Campus**

"I can do that in Excel?!" Computer Class

If you are self-taught in Microsoft Excel and spend a 1/2 hour looking for a shortcut, this class is for you. Come and learn the shortcuts and hidden potential of Microsoft Excel 2007.

Instructor: Connie Troska
Location: NCTC - EGF Campus
Date: January 26, 2009
Time: 6 - 9 pm
Cost: $40 per person
Materials: $10.00
Class Minimum - 8 people; Class Maximum 12

Introduction to Microsoft Word

If you are self-taught in Microsoft Word and spend a 1/2 hour looking for a shortcut, this class is for you. Come and learn the shortcuts and hidden potential of Microsoft Word 2007.

Instructor: Connie Troska
Location: NCTC - EGF Campus
Date: October 27, 2008
Time: 6 - 9 pm
Cost: $40 per person
Materials: $10.00
Class Minimum - 8 people; Class Maximum 12
Emergency Medical Technician - Basic Class (6 Credits)

This 6-credit course follows the current National Standard curriculum. This course will include all skills and classroom information necessary to provide Emergency care at the Basic Life Support level. Modules presented include:

1. Preparation of the EMT-B
2. Airway
3. Patient Assessment (medical and trauma)
4. Medical/Behavioral Emergencies and OBGYN
5. Trauma
6. Infants and children
7. Ambulance Operations
8. Interventions (medications and semi-automatic defibrillation)

Upon successful completion of the EMT-B course of instruction, the student will be eligible to take the State/National Written and Practical Examinations.

Instructor: Tana Ostlie

Location: All classes will be held at the Grand Forks Air Force Base Fire Station.

Cost: $1260.00 ($210 per credit) There are no charges for books.

Pre-requisites: CPR Healthcare Provider or equivalent. Fulfillment of pre-requisite can be arranged with instructor.

CPR Refresher

This is a 4 hour class that will teach the new American Heart Association guidelines for CPR and AED. The students use the skills learned on a mannequin simulating a cardiac arrest situation. Upon completion, the students will receive an AHA Heartsaver AED card valid for 2 years of certification.

Instructor: Rick Besser
Location: Swenson House, Thief River Falls
Date: October 29
Time: 6 - 9 pm
Cost: $50 per person
Class Minimum - 10 people; Class Maximum 15

Mine Safety & Health Administration

Specialized training with MSHA Certified Instructors and State-of-the-Art equipment

- Annual Refresher Training
- Contractor Training
- New Miner Training/Experienced Miner Training
- CPR/First Aid
- Task Training
- Proper Lifting Techniques

For more information contact Brad Eriksen at 218-683-8642 or brad.eriksen@northlandcollege.edu
StrengthQuest!  Leveraging Your Talents for Greater Success

StrengthQuest Training
Do you have the chance to do what you do best every single day? Chances are, you don't - in fact, only 20% of all people say that they are doing what they do best each day. And that is a national tragedy according to strengths expert, Marcus Buckingham. For that 20% who do play consistently to their strengths, they are six times more likely to be emotionally engaged on the job and three times more likely to report having an excellent quality of life in general. And that makes them better employees, less stressed, more passionate, more productive, and making significant, quality contributions to the organization. Everyone wins.

Dates Available: November 5, 12, 26; December 10; March 26; April 9
Instructor: Norma Smith
Location: EGF Campus
Time: 8:00 am - 5:00 pm (8 hour course)
Cost: $85.00
Course Material: $15.00
Class Minimum: 10; Class Maximum: 20

Apply Proven Principles: Promote Personal Growth, Achieve Results
It doesn’t take a rocket scientist to realize what happens in organizations where people actively play to their strengths on a consistent basis. Gallup’s research shows that strengths-focused organizations have: High customer satisfaction scores, outstanding productivity, strong morale, low employee turnover, and heightened profitability.

The StregthQuest Workshop will help participants:
- Recognize the difference between the weakness-fixing paradigm (ineffective) and the more effective strength-building paradigm
- Discover their individual themes of talent.
- Gain awareness of other team members' areas of talent.
- Create a plan of action to expand their talents into strengths, to gain consistent near-perfect performance in the use of their talents.
- Enhance team effectiveness through strengths.

For more information contact: DeAnna Murphy at 218-686-5821 or Deanna.murphy@northlandcollege.edu

Franklin Covey Project Management Training Programs
Many organizations today face out-of-control costs brought on by projects that are full of changes, past deadline, over budget, and that require more resources than originally projected. Companies are plagued by projects that constantly need fixing because they were not done right the first time. Franklin Covey Project Management training helps you identify expectations, clarify a project’s vision, create and implement a plan, monitor progress, and evaluate success. It’s the answer to effective management of projects of all sizes.

Dates: March 3, 17, 31, 2009
Instructor: DeAnna Murphy
Location: EGF Campus
Time: 8:30 am - 12:30 pm (12 hour course)
Cost: $150.00
Course Material: $116.00
Class Minimum: 10; Class Maximum: 20

“Leaders are more powerful role models when they learn than when they teach”
Rosa Moss Kantor

“Leadership is the art of getting someone else to do something you want done because he wants to do it.”
Dwight Eisenhower

Management is doing things right; leadership is doing the right things.”
Peter F. Drucker

“A leader is a dealer in hope.”
Napoleon Bonaparte
Lean Healthcare: Lean Philosophies that Drive Quality Improvement

It has been estimated that our health care systems today are practicing at an average rate of 60-65% waste, meaning only 35-40% of the services provided are value-added. And, with today's global market, increasing financial challenges, an increase of the American population's reliance on health care, and the projected shortages of future health care employees, health care facilities are facing a crisis.

Lean Healthcare can meet these challenges head-on by helping health care organizations build safety, consistency, cooperation, quality and better bottom line performance into their day-to-day operations. By training management and staff in continuous process improvements, including eliminating waste; increasing capacity; and building efficiencies, health care employees are empowered to use their skills and experience in ever-expanding ways. It also builds employee achievement and satisfaction for higher retention rates, and creates a culture of continuous improvement that will continue to add to the bottom line for years to come.

The Lean Healthcare program trains leadership and line staff at hospitals, nursing homes and clinics in the sciences of lean disciplines: Implementing strategic plans, eliminating waste, building teamwork, reducing conflicts, reducing or eliminating mistakes and deficiencies, and improving quality of patient care.

With five modules, the Northland Community and Technical College’s Lean Healthcare training program offers all the principles to implement and create a culture around Lean:

- **Lean Healthcare Fundamentals**
  This course provides a foundation for success in applying all the additional lean tools. It helps participants to significantly enhance productivity and eliminate waste through designing work roles and responsibilities that support and sustain their natural areas of strength, mitigate their areas of weakness, and design strategic partnerships and structures to capitalize on the unique blend of capabilities found within the work team. It helps participants identify goals that assist them in better achieving the strategic objectives of their organization by clarifying, capitalizing upon, and enhancing their intrinsic faculties, and that of their work team.

- **Principle of Continuous Improvement**
  During this training module, participants will learn about the Lean philosophy, continuous improvement, and the constant pursuit of eliminating waste (time, money, motion and materials). They will learn terminology and methods associated with continuous improvement, and they will be able to identify potential improvement opportunities within the work place. The participants will begin their journey through process thinking and developing a customer focused perspective and will begin opening their minds to change and understanding the value of cross-functional teams.

- **Workplace Organization**
  This module is a sequence of activities designed to improve workplace organization and standardization. It produces clean, safe, efficient and productive work environments. These activities (that all begin with the letter “S”) include: Sort, Set-in-Order, Shine, Safety, Standardize & Sustain. Completed projects will have immediate impact at each facility resulting in efficient, productive and safe work areas.

- **Value Stream Mapping**
  This module provides the opportunity to succeed with immediate positive change. It examines current processes with an eye for eliminating waste and improving value and satisfaction. The results of Value Stream Mapping are exciting and energizing, as they almost always deliver immediate cost or time savings that grow over time.

- **Health Sigma**
  Participants will learn to apply Six Sigma concepts and tools to the service-related transactions that occur. They will learn the background, strategies and metrics of Six Sigma and learn that it can be applied anywhere in the organization where mistakes are being made. It will empower and motivate employees to do things in a new way.

For more information about Lean Healthcare, call Connie Troska, Continuous Improvement Specialist, at 218-683-8651/connie.troska@northlandcollege.edu or Pat Balstad, Director of Lifelong Learning, at 218-793-2484/pat.balstad@northlandcollege.edu
Mapping Your Retirement

When is the right time to start planning your retirement? Unfortunately, many people wait until they are close to receiving their Social Security checks to begin this important planning process. This course helps participants understand the benefits of an integrated plan for retirement including lifestyle, health and finance. This fun and interactive course gives participants the opportunity to utilize tools needed to complete a personalized retirement plan and to interact with others who are on similar retirement journeys.

Dates: Mondays, November 3 and 17
Instructor: Bonnie Stewart
Location: Swenson House, Thief River Falls
Time: 6:00 - 9:00 pm

Dates: Thursdays, November 6 and 20
Instructor: Deb Zak, UMC
Location University of Minnesota, Crookston
Time: 6:00 - 9:00 pm

Cost: $30 for individual; $40 for couples
(A light meal can be purchased for an additional $8.00)
Class Minimum - 12; Class Maximum - 24

The Success Principles™

This course is meant to help people integrate and apply the principles and strategies of success presented in The Success Principles: How to get from Where You Are to Where You Want to Be by Jack Canfield with Janet Switzer. The workshop will be customized for the entrepreneur/business owner. The core of this program is setting goals, affirming and visualizing them, and then taking action until they are complete. Participants will be provided with dozens of tools to help them map and reach entrepreneurial success!

Session I: . . . . . . . Getting Started
Session II: . . . . . . . The Power of Your Goals
Session III: . . . . . . . Vision for Success
Session IV: . . . . . . . Taking Action
Session V: . . . . . . . Sustaining Action
Session VI: . . . . . . . Building Strong Relationships

Dates: January 13, 27, February 3, 10, 17, 24, 2009
Instructor: Bonnie Stewart
Location: Swenson House, Thief River Falls
Time: 6:30 - 9:00 pm
Cost: $275 (for six sessions)
Materials: Included in Course Price
Class Minimum - 12; Class Maximum - 24

Forklift Training

This class, if successfully completed, will earn you a certificate which will satisfy the OSHA requirements to operate a forklift. Three hour class with ½ the time classroom in which you will take a small written test and ½ the time practical where you take a test to show your ability to operate a forklift safely.

Instructor: Brad Eriksen
Location: NCTC - TRF Campus Room 515
Date: October 29
Time: 6:30 - 9:00 pm
Cost: $50.00 perperson
Class Minimum - 10; Class Maximum - 15
**Powerlift Training (Back Care Training)**

Powerlift training is a material and people handling program using the POWERLIFT Training System which is designed to teach workers techniques in back injury prevention. Very importantly, this is a hands-on program. In addition to hearing and seeing the information presented to them, they must also physically experience the act of lifting. Workers must experience not only the correct way of lifting but must also compare the correct techniques of lifting with the incorrect techniques in order to make a reasonable comparison of the two.

This program focuses on lifting, pushing, pulling, bending, twisting, reaching, sitting, and carrying. The POWERLIFT Training System takes a unique approach to lifting that is a complete departure from the traditional "place your feet shoulder distance apart, and keep your back straight, lift with your legs" type training.

This three-phase training system allows workers to experience firsthand the advantage of wide stance lifting using the five basic powerlift techniques. 3M, Northwest Airlines, U.S. Postal Service, and Duinick Brothers are currently using the system plus numerous other care facilities, hospitals, and manufacturers.

This hands-on, active training promotes awareness both in the workplace as well as at home. Learn the proper body mechanic techniques to be used while lifting, carrying and sitting. Learn the difference between back lifting, squat lifting and Powerlifting. This training is customized to meet the needs of the specific work place activities.

*For more information contact: Brad Eriksen at 218-683-8642 or brad.eriksen@northlandcollege.edu*

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**MN Truck Weight Education Project**

A collaborative project between the MnDOT, the MN Technical Assistance Program (LTAP) and the Northland and Alexandria Technical Colleges to safeguard and preserve our pavements and public roadways through improved education of Minnesota’s truck weight laws.

**Who Should Attend:**
Trucking entities that want to load to the maximum legal weight possible. Scale operators, truck owners and operators, aggregate haulers, truck manufacturers who configure truck axles and tires, township and county authorities who influence truck route weights, any company representative who influences the purchase or alteration of new trucks, out-of-state companies that need to understand and comply with MN’s legal weight limits and truck driving students.

**Topics Covered:**
- An update of road weight limits and differences between the sta and local systems
- Road damage issues
- Overweight truck issues go beyond just gross and axle weights
- Classroom exercises to help you identify concerns in your own trucks
- What’s different between axle spacing? Do I have the right tires for the weight?
- Issues to consider when purchasing a new truck, or altering a current truck
- Professional, easy to understand "take home" materials to assist you with your own configurations and options

Please note: This class is basic truck weight education and is not formatted for those companies that haul permitted heavy equipment loads more than 80,000 pounds. We will cover permits for winter load increases and the harvest permits for the sugar beet, carrot, and potato industry.

*For information contact Greg Hayes at 218-684-1764 or email GAHayes@gmail.com*

*For information about truck weight training dates & locations along with on-line class registrations, please visit: www.mnltap.umn.edu/programs/truckweight/traininginfo.html*
The Firefighter education through the Center for Outreach and Innovation (COI) is dedicated to providing quality and timely educational services. We have a wide variety of classes to offer you.

**Fire Fighter Classes I and II**
The Fire Fighter I and II curriculum uses the new Jones and Bartlett text. Course curriculum includes (but is not limited to): HAZMAT & Terrorism; Incident Management System; Response and Size-up; Ropes and Knots; Forcible Entry; Search & Rescue; Vehicle Extrication; Car Fires, and a live burn. Courses are designed with the opportunity to make up any missed sessions, due to busy schedules.

Classes Begin the first week of January, 2009 in Thief River Falls and Crookston
Instructor: Rick Besser
Course Time: 130 hours
Course Cost: $900.00

**Fire and EMS Training- Fire Fighter I and II in Thief River Falls & Crookston**

To register for Fire Fighter I and II, please call 218-683-8640.

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**E85**

Courses on E85 are in high demand. With its clear burning ability, E85 fires unlike regular gasoline fires, require special foams to distinguish.

To learn more about E85 or to set up a training for your facility contact Rick Besser at: 218-683-8640 or email: rick.besser@northlandcollege.edu

For more information about Fire and EMS Training, call Rick Besser, Fire and EMS Coordinator at 218-683-8640 or e-mail at rick.besser@northlandcollege.edu
Steam Plant Engineering

This course covers steam and hot water boiler and heating plant operations. Participants are prepared for the Minnesota Grade C Boiler License.

**Low Pressure (LP)** (33 hrs) $275.00 + $90.00 for Textbook
**High Pressure (HP)** (36 hrs) $300.00 + $80.00 for Textbook

Instructor: Ward Sinn
Location: NCTC - TRF, Swenson House
Dates: Thursday's, January 8 - March 26, 2009
Time: 6:30 - 9:30 pm

Instructor: Ward Sinn
Location: NCTC - EGF Campus Room TBD
Dates: Monday's, January 5 - April 6, 2009
Time: 6:30 - 9:30 pm

For more information, please contact:

**Thief River Falls Campus**
Melrene Kaiser
melrene.kaiser@northlandcollege.edu
218-683-8645 or 800-959-6282, ext. 8645
Fax: 218-683-8980

**East Grand Forks Campus**
Susan Snedker
susan.snedker@northlandcollege.edu
218-793-2487 or 800-451-3441, ext. 2487
Fax: 218-793-2873

Motorcycle Training

Basic Motorcycle Rider Course (BRC)

$ 160.00 - 14.5 Hour course

This 14.5-hour Basic RiderCourse ® (BRC) is for anyone, 16 years or older, (15 if you have your motor vehicle instruction permit )who wants to learn to ride a motorcycle. 4.5 hours of classroom and 10 hours on on-cycle instruction, under controlled range conditions, make up the curriculum. You will be exposed to the basic skills of motorcycle operation, effective braking, cornering, obstacle avoidance, and safe, street riding strategies. Motorcycles are provided.

Advanced Motorcycle Rider Course (ERC)

$55.00 - 5 hour course

This course is designed for riders with about 1 year of experience and/or 1,000 miles on their motorcycle. The course will help you to hone skills, attack bad habits and possibly learn new things. The classroom portion (which may be conducted on the range in between exercises, or formally, in a classroom) will include discussions about balancing, the mental and physical aspects of safe riding, the Oval of Safety and increasing visibility. Riders must provide their own motorcycle.

Registration begins March 1st, 2009!

To register visit: www.northlandcollege.edu/coi/motorcycle/registration or call: 218-683-8649 or 218-683-8645

All classes approved by the Minnesota Motorcycle Safety Foundation. For more information visit: www.motorcyclesafety.org

2009 Motorcycle Trainings:

Basic Rider Courses

**Roseau:**
* May 1, 2, & 3
* May 15, 16, & 17

**East Grand Forks:**
* May 29, 30, & 31
* June 5, 6, & 7

**Thief River Falls:**
* June 12, 13, & 14
* June 26, 27, & 28
* July 10, 11, & 12

**Bemidji:**
* July 17, 18, & 19
* July 24, 25, & 26

Advanced Rider Courses

**Roseau:**
* May 12 & 13

**Thief River Falls:**
* June 23 & 24

**Bemidji:**
* July 21 & 22

* All dates are subject to final approval

17
APICS (American Production & Inventory Control Society). APICS is the global leader in production and inventory management.

A CPIM education can help you to:
- Improve efficiency
- Streamline operations
- Deliver products & services Just-in Time
- Increase profits

5 CPIM Modules (30 hrs each)
- Basics of Supply Chain Mgmt.
- Master Planning of Resources
- Detailed Scheduling and Planning
- Execution & Control of Operations
- Strategic Mgmt. of Resources

For more information contact: Dave Jobe at 218-683-8644 or email david.jobe@northlandcollege.edu

Lean Manufacturing

Lean manufacturing or lean production - the philosophy of continually reducing waste in all areas and in all forms; an English phrase coined to summarize the best of Japanese and American manufacturing techniques (specifically, the Toyota Production System). Lean practice relies heavily on the existing process expertise within any organization to identify root causes in the problematic areas of production, quality, internal and external business processes, customer service, etc. and applies techniques of standardization and continuous improvement whenever possible. Learn the application of the appropriate tools within your own "lean toolbox" and how to successfully sustain the lean journey at your organization.

Our cohort model is designed for manufacturing companies that are interested in having their employees attend college-level classes while doing continuous improvement projects within their organization, with Northland College Customized Training faculty as project mentors. This certificate program is now available on-line, as well as in an on-site cohort model for your company. Maximum class size per company learning cohort is 20 employees. Employment at a manufacturing company is a program requirement.

Manufacturing Certificates

The following certificate programs are designed for working adults sponsored by their employer. Contact the Center for Outreach & Innovation to receive more information about how you can have these certificate programs offered at your workplace. Northland Community & Technical College is currently researching how the credits from the following certificate program will transfer into other higher education institutions.

Certificate Program in Manufacturing Principles

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Credits</th>
</tr>
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<tbody>
<tr>
<td>The 5S System: Workplace</td>
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</tr>
<tr>
<td>Organizational Techniques</td>
<td>1</td>
</tr>
<tr>
<td>Precision Measuring Techniques</td>
<td>2</td>
</tr>
<tr>
<td>Print Reading / Geometric Dimensioning and Tolerancing</td>
<td>2</td>
</tr>
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<td>Machine Operations</td>
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<td>Organizational Communications</td>
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<td>Tools of Quality</td>
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<td>Production Management</td>
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Certificate in Production & Inventory Management (see page 19 under APICS)

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<thead>
<tr>
<th>Course Titles</th>
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<tbody>
<tr>
<td>Basic Supply Chain Management</td>
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<tr>
<td>Master Production or Resource</td>
<td>2</td>
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<tr>
<td>Detailed Scheduling &amp; Planning</td>
<td>2</td>
</tr>
<tr>
<td>Execution &amp; Control of Operations</td>
<td>2</td>
</tr>
<tr>
<td>Business &amp; Technical Writing</td>
<td>2</td>
</tr>
<tr>
<td>Value Stream Mapping</td>
<td>2</td>
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<tr>
<td>Introduction to Lean Manufacturing</td>
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<tr>
<td>Strategic Management of Resources</td>
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Certificate in Lean Manufacturing/ Continuous Improvement

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<th>Course Title</th>
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<tr>
<td>Intro to Cellular Manufacturing</td>
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</tr>
<tr>
<td>Principles of Lean Manufacturing</td>
<td>2</td>
</tr>
<tr>
<td>Quality Assurance Systems &amp; SPC</td>
<td>3</td>
</tr>
<tr>
<td>Value Stream Mapping</td>
<td>2</td>
</tr>
<tr>
<td>Principles of Supervision in a</td>
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<tr>
<td>Manufacturing Environment</td>
<td>2</td>
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<tr>
<td>Production &amp; Operations</td>
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</tr>
<tr>
<td>Management</td>
<td>2</td>
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<tr>
<td>Facilitating Teams in a</td>
<td></td>
</tr>
<tr>
<td>Manufacturing Environment</td>
<td>3</td>
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Certificate Program in Supervisory Leadership

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<td>Business Communications</td>
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<tr>
<td>Principles of Management</td>
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<tr>
<td>Supervision</td>
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<tr>
<td>Interpersonal Communications</td>
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<td>Human Relations</td>
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<td>Leadership</td>
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<td>Legal Environment of Business</td>
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<td>Global Business</td>
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<td>Total</td>
<td>18</td>
</tr>
</tbody>
</table>

For more information contact: James Retka at 218-683-8643; james.retka@northlandcollege.edu
NEW!

Training within Industry
(TWI)

Although several decades in existence, TWI is making a resurgence as we refine methods to transfer knowledge and skill to all associates through standardized practices of instruction in continuous improvement.

Hoshin Kanri, otherwise known as Lean Policy Deployment, assists with guiding the enterprise through a lean transition by focusing on Breakthrough Goals and Business Fundamental Goals. Hoshin Kanri utilizes these elements to create metrics for overall lean enterprise implementation and organizational performance.

For more information contact: James Retka at 218-683-8643 or email: james.retka@northlandcollege.edu

MSSC - Manufacturing Skill Standards Council’s Assessment and Certification Program

To become certified you will be assessed on four different modules that measure your skills and knowledge against the MSSC Production Skill Standards in the following areas:

- Safety
- Maintenance
- Quality Systems and Measurements
- Manufacturing Processes and Production

All assessments are delivered via an online testing system at Northland’s Testing Center.

Test results are provided immediately upon completion of the assessment and are confidential.

Each assessment is up to three hours in length and contains both multiple choice and simulation components of each assessment. You will receive certification upon successful completion of each module. All four modules must be successfully completed in order to be eligible for the Production Technician Certification.

For more information contact: James Retka (218) 683-8643 or email: james.retka@northlandcollege.edu

FME - Foundations of Manufacturing Excellence Program

The Foundations of (Minnesota) Manufacturing Excellence (FME) Program is a comprehensive program offered by the Coalition of Manufacturing Education, a twelve-college collaborative of MnSCU institutions who’s focus is demand-driven, workforce education for all sectors of advanced manufacturing. FME is the MnSCU-endorsed curriculum for Manufacturing Skill Standards Council Production Technician Certification.

Foundations of Minnesota Manufacturing Education (FME), leverages the instructional capacity and resources of 12 community and technical colleges within the Minnesota State Colleges and Universities System. The program consists of four, 30-hour instruction modules based off of the nationwide MSSC certification system, and can be customized for application in a variety of manufacturing organizations. The FME program also includes the Glencoe/McGraw-Hill textbook, “High Performance Manufacturing; Portable Production Skills” Applications Workbook, and Instructor Resource CD.

APICS - American Production & Inventory Control Society

APICS is the global leader in production and inventory management.

A CPIM education can help you to:

- Improve efficiency
- Streamline operations
- Deliver products & services Just-in Time
- Increase profits

5 CPIM Modules (30 hrs each)

- Basics of Supply Chain Mgmt.
- Master Planning of Resources
- Detailed Scheduling and Planning
- Execution & Control of Operations
- Strategic Mgmt. of Resources

For more information contact: Dave Jobe at 218-683-8644 or email david.jobe@northlandcollege.edu

Coalition of Manufacturing Education
These courses can be brought to your company!

- Certified Nursing Assistant Training
- Certified Nursing Assistant/ Home Health Aid Testing
- Clerical Assessments
- Computer Training
- Continuous Improvement
- CPR
- Emergency Medical Technician Basic
- Emergency Medical Technician Practical
- Entrepreneurial Development
- Fire
- First Responder
- Franklin Covey Training
- Healthcare
- Health and Wellness
- Human Resource Development
- Inventory Management (APICS)
- Lean Healthcare
- Lean Manufacturing
- Manufacturing Principles
- Medical Administration
- Mine Safety and Health
- Minnesota Commercial Vehicle Inspection Re-certification
- Motorcycle Training
- Occupational Safety
- PLC Training
- Project Management
- Steam Plant Engineering
- Strengthbased Leadership
- Welding
- Welding Certification

For More Information, contact:
Susan Snedker at 218-793-2487 - susan.snedker@northlandcollege.edu

Melrene Kaiser at 218-683-8645 - melrene.kaiser@northlandcollege.edu
Registration Form

Pre-payment and pre-registration are required
Complete and mail-in/fax in this registration form to the college you will be attending.
Withdrawals must be made at least two days prior to course start date for a refund.

Please print
Name _________________________________ Social Security # _______________________________
Company ______________________________ Address ______________________________________
City/State/Zip _________________________________________________________________________
Phone Number (Home) ____________________ (Work) _______________________________________
Email Address ________________________________________________________________________

Method of Payment:
☐ Cash
☐ Check (Make payable to NCTC-COI) ☐ Bill Company
☐ Credit Card ☐ VISA ☐ MasterCard
Card Number ____________________________ Expiration Date _____________________________
Signature ___________________________________ Today’s Date ________________________

Please register me for the following courses:
Course Dates Cost
____________________________________________________________________________________________
____________________________________________________________________________________________
____________________________________________________________________________________________

Make Checks payable to NCTC-COI and return with registration to:

Center for Outreach & Innovation

East Grand Forks
2022 Central Avenue NE ● East Grand Forks, MN 56721
218-793-2800 ● Fax: 218-793-2873 ● 1-800-451-3441

Thief River Falls
1101 Highway One E ● Thief River Falls, MN 56701
218-683-8800 ● Fax: 218-683-8980 ● 1-800-959-6282

www.northlandcollege.edu/coi
This document is available in alternative formats to individuals with disabilities by contacting:

**Ellen Brehmer - East Grand Forks campus**
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