PROFESSIONAL DEVELOPMENT

AT BISMARCK STATE COLLEGE

Developing you and your business beyond

Registered online at: bscprofessionaldevelopment.com
SAVE THE DATE

ENERGY GENERATION CONFERENCE
BY BISMARCK STATE COLLEGE

JANUARY 27-29, 2015
Bismarck Events Center/Exhibit Hall
315 South 5th Street, Bismarck, ND

Register online at bismarckstate.edu/ceti/energy
CETI does that!

Whether you, your organization or your employees need to train for a specific need, develop a new skill or stay abreast of technology changes central to your bottom line, Bismarck State College's Continuing Education, Training and Innovation (CETI) team can help!

CETI extends BSC’s mission of educating people for work and life into the workplace. We help organizations move beyond to become better businesses, and we help employees become more well-rounded professionals.

TIPS TO REGISTER

• You may browse or search offerings without signing in. You must sign in to register.

• In order to sign in and to register, you must set up a profile in our registration system.

• You may set up an individual profile or a household profile.

• We are part of the North Dakota University System, so many of the terms used on the registration site refer to “student.” This term refers to anyone participating in a professional development class.

• Click on for step-by-step directions and screen shots.

• If you have any questions, please call our office at 701-224-5600 or email bsc.ceti@bismarckstate.edu.

FREQUENTLY ASKED QUESTIONS

What is the refund/drop policy?
Learners/students must contact the BSC Continuing Education, Training & Innovation office at least five business days prior to the start of class for a refund (701-224-5600). A $25 processing fee will be deducted from the amount refunded. If a transfer to another course is made the $25.00 processing fee is still applied. If a learner/student cancels less than five business days prior to the start of class, the entire registration is forfeited. There are no refunds if an online course has been accessed.

All refunds are made by mail unless paid with a credit card; in which case the card is credited. Please allow three weeks to process refunds.

For additional information, please visit our website at bscprofessionaldevelopment.com.

CONVERSATIONS

AT BISMARCK STATE COLLEGE

December 7, 2014
World War I (The Great War): A Centennial Introduction

February 8, 2015
Violence and the American Dream

April 19, 2015
John Wilkes Booth: The Last Journey

May 3, 2015
The Idea of the National Parks with a Particular Focus on Theodore Roosevelt

Free and open to the public. Sundays at 3 p.m., Bavendick Stateroom, NECE, BSC
Register online at: bscprofessionaldevelopment.com

Worker Refresher
This class will cover information pertinent to asbestos workers and will include updated information related to working with asbestos.

1/12/2015
BSC NECE, Room 101
Instructor: Gary Snow & Associates
Fee: $225
Course ID: 2100005

Communication Skills

Exceptional Customer Conversations
Research shows that customers are often frustrated because service providers do not ask the right questions! Organizations providing services need to be efficient, effective, consistent, intentional, and memorable, with the customer at the heart of everything they do. Customers value the deeper connections that are formed through true conversations, not merely transactions. At the heart of this connection is the ability to truly listen and ask the right questions. The techniques you will learn are just as useful internally, with co-workers, as they are externally, with customers. You will gain insights and tips that you can use as soon as you return to work.

2/9/2015
BSC NECE, Room 101
Instructor: Lisa Jean Smith
Fee: $259
Course ID: 5650010

Inspector Refresher Half-Day
This class meets for the first half of the Inspector/Management Planner Refresher Course. The Inspector’s role in asbestos abatement is reviewed.

1/14/2015
BSC NECE, Room 101
Fee: $175

4/14/2015
BSC NECE, Room 101
Fee: $175

Inspector/Management Planner Refresher
The first half of the day reviews the Inspector’s role in asbestos abatement. The Management Planner’s role in asbestos hazard assessment, response actions and operations and maintenance programs will be covered the second half.

1/14/2015
BSC NECE, Room 101
Fee: $225

4/15/2015
BSC NECE, Room 101
Fee: $225

Project Designer Refresher
Updates on new asbestos legislation as well as an overview of work practices, safety and air monitoring will be covered.

1/14/2015
BSC NECE, Room 101
Fee: $225

Supervisor/Contractor Initial Course
Federal law requires asbestos control professionals to be trained on how to properly inspect structures for the presence of asbestos as well as how to repair and remove it. This intensive five day initial course provides instruction on asbestos abatement projects, safe work practices and liability as well as providing hands-on exercises and procedures.

4/13 - 4/17/2015
Mon, Tue, Wed, Thu, Fri 8:00 AM - 5:00 PM (5xs)
BSC NECE, Room 103
Fee: $675

Supervisor/Contractor Refresher
Updates on new asbestos legislation as well as an overview of work practices, safety and air monitoring will be covered.

1/13/2015
BSC NECE, Room 101
Fee: $225

4/13/2015
BSC NECE, Room 101
Fee: $225
Exploring Your Strengths

Do you have the opportunity to do what you do best every day? Chances are, you do not. All too often, our natural talents go untapped. From the cradle to the cubicle, we devote more time to fixing our shortcomings than to developing our strengths. To help people uncover their talents, Gallup introduced the first version of its online assessment, StrengthsFinder, in the 2001 management book “Now, Discover Your Strengths”. The book spent more than five years on the bestseller lists and ignited a global conversation, while StrengthsFinder helped millions to discover their top five talents. In StrengthsFinder 2.0, Gallup unveiled the new and improved version of its popular assessment, language of 54 themes, and much more. While you can read this book in one sitting, you will use it as a reference for decades. Loaded with hundreds of strategies for applying your strengths, this Wall Street Journal, Business Week, and USA Today bestseller will change the way you look at yourself and the world around you forever. Registration ends one week before class due to prework that needs to be completed.

12/3/2014
BSC NECE, Room 101
Fee: $259
Instructor: Lisa Jean Smith
Course ID: 5200006

12/4/2014
BSC NECE, Room 101
Fee: $169
Instructor: Lisa Jean Smith
Course ID: 5200015

Taking Action on Your Strengths

(Pre-Requisite-Exploring Your Strengths) Now that you have had some time to reflect on your top 5 strengths, you’ve probably asked yourself, “Where do I go from here?” Strengths identification does not magically leap us through the door of getting great results. This workshop is designed to take you on the next step of your strengths journey and getting to do more of what you do best every day. You will learn strategies for putting your strengths to work for you, how to collaborate with others, overcome weakness, and execute more effectively from your strengths. This action packed workshop includes reflective exercises, group discovery and action plans. (Approximately one hour of prework is required.)

2/10/2015
BSC NECE, Room 101
Fee: $169
Instructor: Lisa Jean Smith
Course ID: 5200017

Conquer That Fear of Giving a Speech!

Do you have a fear of standing in front of a group of people and telling them about something you should know? Conquer that fear and learn skills you can use to give presentations at work. We will discuss the way you prepare for a speech, how to write so people really understand what you are trying to tell them, and learn basic skills to get your message across. We will discuss four kinds of speeches, and you will walk away with feedback to help increase your confidence! This course will be led by Barry Wolcott, Adjunct Faculty, Taft College.

3/3 - 3/31/2015 (Skip 3/17)
BSC NECE, Room 103
Fee: $89
Instructor: Barry Wolcott
Course ID: 5250043

Detecting Lying and Deception

This training is specialized and targeted to assist any person that is involved in investigative type work. We will address body language, the science of lying, and examination of the content and structure of interviewees that may be deceptive.

3/24/2015
BSC NECE, Room 101
Fee: $49
Instructor: Jerry Balistreri
Course ID: 5250044

Generations in the Workplace

Recognizing the strengths and values of each generation promotes respect for diversity and fosters cohesiveness within relationships. Join us for this interactive session to heighten your awareness of each generation. Learn effective communication techniques and identify the most successful feedback techniques. Begin to understand expectations of work/life balance by generation and recognize each generation’s different reaction to conflict.

3/19/2015
BSC NECE, Room 101
Fee: $49
Instructor: Cindy Solberg
Course ID: 5250045

Non-Verbal Communication in Negotiation

Any business negotiation requires the ability to read your counterparts non-verbal communication, and doing this can give you a distinct advantage. Having a well planned out bargaining strategy is important, but not the only important item to have going in the room. This class will give you the “edge” by being aware of what to look for with your counterparts and what you need to be aware of so that you do not give away valuable information to them.

3/25/2015
BSC NECE, Room 103
Fee: $49
Instructor: Jerry Balistreri
Course ID: 5250042

Handling Emotions Amid the Chaos

In today’s high-pressure work environment, emotions are bound to erupt. The challenges are to prevent them from building to the point where they inhibit rational and productive interactions, and to transform them from negative outbursts into positive opportunities for solving problems. In this skill building workshop, you will learn a process for handling your emotions and the emotions of others in daily work situations. The techniques you will learn will be useful internally, with co-workers, as they are externally, with customers.

12/4/2014
BSC NECE, Room 101
Fee: $169
Instructor: Lisa Jean Smith
Course ID: 5200015

Hello Happiness-It’s Nice to Meet You

What does it take to make you happy, a rewarding career, a big bank account, or the perfect person in your life? What if you could experience happiness from the inside-no matter what is going on in your life? Research shows we all have a happiness set-point and just like your thermostat at home, we can raise our happiness set-point. In this workshop you will get an overview of the science behind the study of happiness, why happiness is so important, how happiness is measured, and some practical ways you can increase happiness in your own life. You will be participating in a series of exercises, techniques, and thought activities designed to maximize your happiness set-point on a daily basis.

12/2/2014
BSC NECE, Room 101
Fee: $169
Instructor: Lisa Jean Smith
Course ID: 5200016

Register online at: bscprofessionaldevelopment.com
Public Speaking Boot Camp

Join us to improve and increase your public speaking through effective use of the spoken word. This intensive workshop will teach you the nuts and bolts of effective public speaking and public speaking as a career. We will discuss steps to conquer your stage fright, how to present with your body, recognizing the business aspects of public speaking and much more!

3/25/2015
BSC NECE, Room 103
Fee: $109
Course ID: 52500041

Advanced Word 2010

Want a challenge using MS Word? Then this class is what you have been looking for. We will perform mail merges, create and use forms, create master documents, and also discuss macros, customize the ribbon and Quick Access toolbar and more! We recommend participants take Beginning and Intermediate Word 2010 prior to this class. Registration fee includes course materials.

4/9/2015
BSC NECE, Room 104
Fee: $149
Course ID: 5270021

All About Outlook

Microsoft Outlook is often used mainly as an email application but has many more features including calendar, task manager, contact manager, note taking, a journal and web browsing. Come and explore the many features of Outlook! We will discuss the elements of a good email message and what things to avoid, calendaring options including appointments and meetings, what events are and how to set them up, and all about the tasks feature.

3/12/2015
BSC NECE, Room 104
Fee: $89
Course ID: 5270005

AutoCAD Applications

Students in this class will gain valuable real-world CAD skills that translate to successful projects on the job. Topics that will be covered are a more advanced 2D application set, 3D object creating & modeling, drawing file management, and printing/publishing drawing files. This workshop style class allows the students to use the tool sets within AutoCAD 2015 on dual 19” monitors, which closely resembles most professional CAD workstations. Students should have previously taken an Intro level CAD class or have prior CAD experience. Registration fee includes course materials.

5/21/2015
BSC NECE, Room 309
Fee: $189
Course ID: 5270054

Basic Adobe Acrobat 11.0

Everybody knows what a PDF document is, right? It’s a file that you print. If that is all you have seen Acrobat do, you are in for a huge surprise! In this class, you will discover how to change text, create new files, add pages and images from a variety of other files. This software allows you to do all that and more! From bringing together content to adding bookmarks, document navigation and protection, you will see just how powerful this software is. Join us to learn how editing PDF documents might be easier than you think! Registration fee includes course materials.

2/24/2015
BSC NECE, Room 101
Fee: $89
Course ID: 5250029

Basic MS InfoPath 2010

Do you handle a wide variety of forms in your daily activities? Are you responsible for designing, distributing and maintaining these forms? If that is the case, consider joining us to learn about Microsoft InfoPath and see how this innovative program could make your life easier. In this class, you will learn how to create InfoPath forms, import, export and distribute forms along with customizing form layouts, managing controls and working with a database of the data you will collect. We recommend participants have a working knowledge of MS Office and MS Access. Registration fee includes course materials.

3/26/2015
BSC NECE, Room 104
Fee: $89
Course ID: 5270029

Advanced Excel 2010

If you are someone that uses Microsoft Excel daily and have mastered the basic skills, this is the perfect class to help you advance your know how and skills even further! In this class, you will use the PMT and FV functions, as well as Goal Seek, Solver, the Analysis Tool-Pak and the Scenario Manager. Learn to use 3-D cell references and use the HLOOKUP, VLOOKUP and IF functions, and consolidate data from detail worksheets and group worksheets. We will discuss how to use Data Validation and Conditional Formatting, as well as, data tables and trendlines. Join us for this one day class and go back to work with the knowledge that yes, Excel can help you do that! We recommend participants take Beginning and Intermediate Excel 2010 prior to this class. Registration fee includes course materials.

4/7/2015
BSC NECE, Room 104
Fee: $149
Course ID: 5270042

Register online at: bscprofessionaldevelopment.com
Beginning Access 2010

If you have a lot of data that you are trying to manage but you don't know where to begin, you should join us for MS Access 2010! This class will cover the basic functions and features of Access. We will start with an introduction to database concepts and the Access environment and Help systems, and then will cover how to design and create databases. We will also work with tables, fields, and records; sort and filter data; and set field properties and data entry rules. Learn to create queries, forms, and reports and have your data managed in no time! Registration fee includes course materials.

2/3/2015 BSC NECE, Room 104 Fee: $149
Instructor: Debbie Mantz Course ID: 5270010

Beginning Excel 2010

Learn to use Microsoft’s powerful spreadsheet application that is an essential tool for today’s workplace. We will discuss the basic concepts of Excel in this slower-paced class. Discover how to build, edit and modify spreadsheets, design charts, and create basic formulas and functions. Basic knowledge of Windows is recommended. Registration fee includes course materials.

3/10/2015 BSC NECE, Room 104 Fee: $149
Instructor: Debbie Mantz Course ID: 5270009

Beginning Word 2013

Now that you are comfortable with Word 2010, it is time to explore the changes introduced with Word 2013! This latest version of Word is more cloud-based than previous versions, and can now be used to insert video and audio from online sources, as well as, the capability to broadcast documents on the Web. We will discuss to create, save, edit and print documents and will also discover various formatting options including converting pdf files to Word. We will also create tables, insert headers and footers, proof and print documents, and insert graphics. Registration fee includes textbook and course materials. Please note that this class will be taught using Microsoft tablets, not personal computers.

3/3/2015 BSC NECE, Room 102 Fee: $149
Instructor: Debbie Mantz Course ID: 5270044

Blogs, Wikis, Facebook and MORE

The Internet is an integral part of life today, and it has changed the way we work, play and communicate. Have you ever asked yourself what is a Blog, Wiki, or the Cloud? How can I use these tools to my advantage? In this class, participants will learn how online tools from bookmarks and podcasts to YouTube, online photo sites, search engines and social media can be used to their advantage. We recommend participants bring an email address and email login information with to class. Registration fee includes course materials.

12/11 BSC NECE, Room 104 Fee: $89
Instructor: Debbie Mantz Course ID: 5270032

Computer Skills for the Workplace

Employers today expect their staff to have the skills and knowledge to send emails, schedule appointments, use spreadsheets to create graphs, and develop reports. In addition, it is important to have database skills, understand file sizes, computer memory limitations and a basic understanding of networking. Anyone that has all of skills will be ready to accomplish any tasks that come their way. This course is designed to help you work faster and more efficient in Windows and Microsoft Office products, and you will leave with basic technology skills that are essential for business today.

2/5/2015 BSC NECE, Room 104 Fee: $69
Instructor: Debbie Mantz Course ID: 5270016

Get Certified with Microsoft Office!

Certification is the way to that promotion or new job. Most of the Microsoft Office programs have a certification exam that is recognized nationally. You will become familiar with the website on the certification and then we will work through the tasks in MS Word and MS Excel only. BSC gives the MOS exam (Microsoft Office Specialist) here on campus and at the end of class, we will provide more information on how to set up your exam.

12/9 BSC NECE, Room 102 Fee: $79
Instructor: Debbie Mantz Course ID: 5270030

Getting to Know Constant Contact

Need a tool to help in your marketing campaigns? This beginner’s guide will walk you through using the online marketing tool Constant Contact and all of the things it can do for you. This service can be used for email newsletters, announcements, offers, promotions, events, and feedback and surveys. In addition, we will review how to import a list of contacts into the system, and the reports that are generated. Please note: you will need an email address to get started, and we will set up a FREE account in class.

3/5/2015 BSC NECE, Room 104 Fee: $69
Instructor: Debbie Mantz Course ID: 5270031

Help! My Inbox is a Mess!

Is your email box overflowing? Are you wasting too much time with your email? If so, join us for this workshop and receive strategies, tips and ideas for reducing email volume, improving quality, organizing email and coaching others about the same issues.

2/24/2015 BSC NECE, Room 101 Fee: $89
Instructor: Cindy Solberg Course ID: 5270023

Intermediate Access 2010

Join us to learn more in MS Access! What can table relationships, lookup fields, and calculations do to help you with you data? How about advance reports and forms. Come and take your skills to the next level. We recommend participants take Beginning Access 2010 prior to this class. Registration fee includes course materials.

2/24/2015 BSC NECE, Room 104 Fee: $149
Instructor: Debbie Mantz Course ID: 5270014

Register online at: bscprofessionaldevelopment.com
**Intermediate Excel 2010**

Using Microsoft Office 10, take your spreadsheet skills to the next level. In this hands-on course, we will use multiple worksheets and workbooks efficiently, and work with advanced formatting options including styles, themes, backgrounds, and watermarks. You will also explore how to create outlines and subtotals, how to create and apply cell names, and how to work with lists and tables. *Beginning Excel or equivalent experience is necessary. Registration fee includes course materials.*

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**Intermediate PowerPoint 2010**

It is time to make your PowerPoint presentation a sensation! In this course, you will learn how to enhance your presentations by using features that will transform them into powerful means of communication. You will customize the PowerPoint to suit your requirements, create custom templates, learn about SmartArt and special effects and learn about securing your presentations for sharing with others. We will also discuss how to import slides into your presentation. *Beginning PowerPoint or equivalent experience is recommended. Registration fee includes course materials.*

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**Intermediate Word 2010**

With Microsoft Office 2010, harness the power of Microsoft’s advanced word processing program. Join us to work with styles, sections, and columns. We will format tables, print labels and envelopes, and work with graphics. This course also includes information about on using document templates, making document revisions, and working with web features. *Beginning Word or equivalent experience is recommended. Registration fee includes course materials.*

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**Intro to AutoCad 2014**

This hands-on course introduces students to the fundamentals of CAD (Computer Aided Design) on the AutoCAD 2015 platform. The most essential tools and concepts that industry demands will be covered. These include the AutoCAD workspace and user interface, basic drawing, editing and viewing tools, layers, text, dimensioning and plotting. Students will see demonstrations from the instructor and access the software via dual monitor workstations in a smartboard equipped computer lab. *Students must have a working knowledge of MS Windows. Registration fee includes course materials.*

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<td>BSC NECE, Room 309</td>
<td>$259</td>
<td>Mark Steele</td>
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**Introduction to Adobe InDesign**

This course will teach students fundamental concepts, terminology, and the basic features of Adobe InDesign CS6. Students will learn how to create documents, place text and graphics, and create custom color swatches. Students will also learn how to work with master pages and multi-page documents. In addition, students will learn how to format text, apply styles, position and group objects, and work with layers. *Registration fee includes course materials.*

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**Office 365**

Have you heard about Office 365? It is the same Microsoft Office that you use every day, but it is also more! Office 365 is an online, subscription based tool. This means that you can get to your files and applications from almost anywhere. This class will show you what Office 365 is, what is included with your subscription, and how to access the software and your files. 365 works with Windows 7 and 8, and it also works with desktop computers and also tablets. Expand what you already know about Microsoft Office and learn how good life is in the cloud!

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**Up to Speed with MS Publisher**

MS Publisher is a gem in the Microsoft Office Professional Suite. This program allows you to make professional looking publications with minimal effort, and can be used for brochures, signs, newsletters, postcards and much more! This quick course will show you the basics so that you can walk away with valuable skills you can use right away.

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**Use Your Smart Phone-Increase Your Productivity!**

Use your smart phone to increase productivity? Yes, it is possible! In this class, you will discover multiple smart phone apps that will allow you to be effective and productive as a business professional with your smart phone. Using your smart phone in class is encouraged! Download any apps you are interested in right away. Apps will be compatible with iPhone and Android phones. Most will be free. A list of all apps will be provided for reference. This is an open forum class, and participation is encouraged! *Familiarity with your smart phone is necessary.*

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<td>Cindy Solberg</td>
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Register online at: [bscprofessionaldevelopment.com](http://bscprofessionaldevelopment.com)
Wow, the Things Windows 7 Has!
Did you know that Windows 7 has many hidden tools that might make your life easier? These tools can all be found in the Windows Accessories Folder and are often over looked and under-utilized. From easy screen clipping to simple image editing to on-screen sticky notes, these every day, simple programs will make your day to day tasks seem easy!

Your Efficient iPad (at Work)
Now that you have the basic iPad tips and tricks down, it is time to get to work! You will learn how to organize and manage documents and PDF’s, print from your iPad, synch and backup, secure your iPad, and use the App Store to find podcasts. Join us to get even more productive on the iPad by using notes, word processing, spreadsheets. We will also discuss Point of Sale. Participants must bring their own iPads to class. Resource materials will be provided.

The Alzheimer’s Association is approved provider #20 for the ND Social Work Board. The ND Board of Nursing and the ND State Board of Occupational Therapy Practice, as well as, others have accepted these contact hours toward continuing education requirements (please check with your respectable board).

About Dementia
One of the key elements in providing quality dementia care is to understand Alzheimer’s disease and dementia, and how changes in the brain contribute to different behaviors and communication limitations. About Dementia provides participants with a definition of dementia and its impact on a person’s ability to function. Special attention is paid to the importance of care practices that consider individual preferences, needs and abilities in understanding and responding to communication challenges and behaviors. The module includes three one-hour sessions; dementia basics, improving communication, and understanding behavior.
Foundations of Dementia Care: Enhancing Mealtime

To ensure that each resident has a pleasant dining experience and receives enough to eat and drink requires the participation of all care staff. This course will teach the importance of proper nutrition, how to identify resident difficulties, causes and approaches for challenging mealtime situations and encouraging independence.

11/20
BSC NECE, Room 103
Fee: $69

4/20/2015
BSC NECE, Room 101
Fee: $69

Foundations of Dementia Care: Making Connections

Simple things can make all the difference in the world, turning bad days into good ones. These simple things are the most valuable tools that we have to soothe, comfort, and bring joy to persons with dementia. In this course we will address the social needs of residents and will provide tools and techniques for ways to get to know and have meaningful interactions with residents at all stages of dementia.

4/6/2015
BSC NECE, Room 101
Fee: $69

Innovation DNA - Orientation

Wanting to know more about innovation? This class will introduce you to the basics. Learn about the principles and processes of innovation so you are more aware of the skills that support innovation. With the information provided, you will be able to begin to incorporate innovation at work, home and play.

2/25/2015
BSC NECE, Room 103
Fee: $89

Personal Innovation Competencies

Boost your creative impact and competitive edge by learning to be more innovative. This interactive session is designed to enhance personal innovative competencies by developing the skills necessary to make a positive impact. Learn the five fundamental building blocks as well as simple tricks to apply to real problems, challenges, and opportunities.

4/15/2015
BSC NECE, Room 101
Fee: $89

True Colors

We all have our own style, preferences, and ways of doing things. With so many individual personalities how can we all work together effectively? Knowing each other’s True Colors can help build teamwork and communication skills. True Colors is an interactive, entertaining way to identify strengths, stressors, and values to help improve relationships and increase personal effectiveness.

2/10/2015
BSC NECE, Room 101
Fee: $89

Innovation Tools I: Creativity

Want to incorporate innovation into your workplace or personal life but not sure how to start? In this class you will practice techniques such as Innovation Openers, Springboard Stories, Cracking Questions, and Thinking 360 to get you thinking innovatively. This class is fun, invigorating, and interactive.

12/3
BSC NECE, Room 103
Fee: $89

Tools III: Brainstorming

This highly interactive class will increase your understanding of brainstorming and the skills it requires. Learn the importance of setting criteria to evaluate and techniques to sort and organize a variety of ideas. Participants will leave with simple ways to apply these skills at work, home, and play.

4/21/2015
BSC NECE, Room 103
Fee: $89
Exceptional Performers Certificate

BSC has partnered with Development Dimensions International (DDI) to offer the Exceptional Performers Certificate. In a rapidly changing, fast-moving world, it is vital that non-leader professionals possess the interpersonal skills to complement their technical skills. Individuals may aspire to rise through the levels of the leadership pipeline or to be the very best in their specialized area. Either way, certain core skills are essential to their personal achievement as well as the organization’s business goals. You are able to earn a certificate in this program by attending the following six courses. For certification, participants will have two years to complete the courses.

Communicating with Impact

Individuals will learn effective communication skills that are critical to any organization. By understanding and meeting the needs of their colleagues and customers, individuals will build trust, strengthen partnerships and achieve more success. This course is a prerequisite for the other Exceptional Performers courses.

2/5/2015 Thu 1:00 PM - 5:00 PM (1x)
BSC NECE, Room 101
Instructor: Paula Graner
Fee: $169
Course ID: 5250035

High Impact Feedback and Listening

In this course, individual performers learn how to effectively deliver both positive and developmental feedback. They also learn how to be receptive to feedback and to listen to and accurately understand the speaker’s intended message.

2/12/2015 Thu 1:00 PM - 5:00 PM (1x)
BSC NECE, Room 101
Instructor: Dot Frank
Fee: $169
Course ID: 5250031

Navigating Beyond Conflict

In this course, individual performers learn how to recognize the warning signs of conflict and take action to prevent situations from escalating or to work out the conflict if it does escalate.

2/19/2015 Thu 1:00 PM - 5:00 PM (1x)
BSC NECE, Room 101
Instructor: Paula Graner
Fee: $169
Course ID: 5250037

Embracing Change

This course focuses on the role of individual performers in implementing change. Participants discover their Change IQ and learn about the phases of change that many people experience when undertaking a new initiative.

2/26/2015 Thu 1:00 PM - 5:00 PM (1x)
BSC NECE, Room 101
Instructor: Wayne Brostrom
Fee: $169
Course ID: 5350027

Taking the HEAT

This course equips individual performers with skills to turn dissatisfied, angry customers into satisfied, loyal ones.

3/5/2015 Thu 1:00 PM - 5:00 PM (1x)
BSC NECE, Room 101
Instructor: Cindy Solberg
Fee: $169
Course ID: 5350026

Working as a High-Performing Team

This course focuses on the importance of working as a team, not individuals simply carrying their own weight. They must involve, support and share information with their teammates. The individual performers learn the stages of team development and the success factors that will help them advance through these stages to performing “full speed ahead”.

3/12/2015 Thu 1:00 PM - 5:00 PM (1x)
BSC NECE, Room 101
Instructor: Dot Frank
Fee: $169
Course ID: 5600031

We have several other course options available. If your organization would like to discuss other courses or leadership programs, please call us at 701-224-5600.
Exceptional Leaders Certificate

BSC has partnered with Development Dimensions International (DDI) to offer the Exceptional Leaders Certificate. These courses serve as the foundation to help new and experienced leaders operate in the ever-changing environment and face the challenges in today’s workplace. You are able to earn a certificate in this program by attending the following six courses. For certification, participants will have two years to complete the courses.

Communicating for Leadership Success

Leaders are introduced to the essential interaction skills that are critical to leadership success. These Interaction Essentials are the core behaviors that leaders need to be effective in the many situations that they handle daily. They will learn how to communicate effectively so they can spark action in others. This course is a prerequisite for the other Exceptional Leaders courses.

2/4/2015 Wed 1:00 PM - 5:00 PM (1x)
BSC NECE, Room 101
Instructor: Cindy Solberg
Fee: $169
Course ID: 5600014

Coaching for Peak Performance

By understanding the importance of four coaching techniques and how to effectively handle both proactive and reactive coaching discussions, leaders can have more effective and efficient interactions.

2/11/2015 Wed 1:00 PM - 5:00 PM (1x)
BSC NECE, Room 101
Instructor: Wayne Brostrom
Fee: $169
Course ID: 5600025

Delegating with Purpose

Delegation is a critical skill in today’s “do more with less” business environment. In this course, leaders learn the skills they need to address these challenges, gain the commitment of team members, develop individual skills and abilities, and enhance the overall capability of their teams, and ultimately the organization.

2/18/2015 Wed 1:00 PM - 5:00 PM (1x)
BSC NECE, Room 101
Instructor: Cindy Solberg
Fee: $169
Course ID: 5600028

Resolving Workplace Conflict

People are working longer and harder at jobs that are more complex and have a wider range of responsibilities. At the same time, the way people work and communicate is changing, creating added stress. An unfortunate byproduct is conflict. This course teaches leaders how to recognize the signs of escalating conflict and take appropriate action to minimize damage.

2/25/2015 Wed 1:00 PM - 5:00 PM (1x)
BSC NECE, Room 101
Instructor: Paula Graner
Fee: $169
Course ID: 5600027

Setting Goals and Reviewing Results

People are more engaged and strive for better results when they feel ownership of their work in both the process and the outcomes. Unfortunately, leaders fail to engage and reinforce this sense of ownership in performance management discussions. This course will show the positive effect of shifting the traditional role of planner and evaluator from the leader to a shared responsibility between leader and employee. This shift builds ownership with the employee and frees up time for leaders to focus on coaching and developing throughout the performance cycle. Leaders will experience how to use effective (SMART) goals to help them and their employees track progress and fairly evaluate outcomes. A well-written performance plan is also a powerful tool for leaders to use when determining where to focus their development and coaching discussions with their employees.

3/4/2015 Wed 1:00  - 5:00 PM (1x)
BSC NECE, Room 101
Instructor: Dot Frank
Fee: $169
Course ID: 5600034

Driving Change

This course provides the skills and resources leaders need to accelerate the process of implementing change with their team members and to create an agile work environment where people are more open to change. Leaders will learn how to turn resistance into commitment and inspire team members to take ownership of change.

3/11/2015 Wed 1:00 PM - 5:00 PM (1x)
BSC NECE, Room 101
Instructor: Wayne Brostrom
Fee: $169
Course ID: 5600026
### Management & Leadership

#### Accelerating Business Decisions

The speed of business impacts everything leaders must do to be successful, including how they make decisions. This course teaches leaders an approach for making decisions when speed is important, they have sufficient information and resources, and the risks are reasonable. You will also learn how to identify your own and others’ decision-making tendencies and understand how to balance them in situations requiring accelerated decisions. Leaders will learn that they can also leverage intuition, when it is based on experience, to make sound business decisions in less time.

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<td>BSC NECE, Room 101</td>
<td>Wayne Brostrom</td>
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<td>5/20/2023</td>
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<td>BSC NECE, Room 101</td>
<td>Lisa Jean Smith</td>
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#### Accountability That Works

With accountability, you get better results, improved teamwork, and clarity. Without it, you get blame, fingerpointing, missed deadlines and low morale. This workshop reveals an approach to accountability that improves individual and organizational performance. At every level of the organization, projects begin, tasks are assigned, efforts are made, and deadlines are met or missed. Directions are given but employees don’t understand them. Agreements are misunderstood or never made. It is not really anyone’s fault—it is just a part of how people fail to communicate in a specific and clear manner about the tasks they assign or accept. This workshop provides a systematic way to overcome these challenges. We focus on a 3-stage cycle of accountability - Responsibility, Empowerment, and Accountability - tied together by clear agreements.

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<td>BSC NECE, Room 101</td>
<td>Lisa Jean Smith</td>
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#### Developing Yourself and Others

Development is critical to attracting and retaining talent, driving employee engagement, preparing future leaders, and ultimately ensuring the success of the organization. Clearly, development is equally important to leaders as well as direct reports. In this course, learners will be introduced to a practical process to guide their own and their direct reports development planning efforts. The outcome is a meaningful development plan that supports the current and future business needs of the organization.

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<td>Cindy Solberg</td>
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#### Essential Competency-Based Interviewing Skills

The best hiring decisions result in productive employees who enjoy their responsibilities and contribute to your organization’s success. Hiring the wrong person for the job can be very costly in terms of time, money, resources, customer relations, productivity, and employee morale. Interviewers make the best hiring decisions when they gather meaningful, job-related information from applicants. Each job has inherent, distinct responsibilities, so each job has a unique set of competencies-behaviors, knowledge, and motivations that are needed to be successful in the job. The Essential Interviewing SkillsSM course teaches participants how to interview for the behaviors, knowledge, and motivations that are needed to be successful in a job.

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<td>BSC NECE, Room 101</td>
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#### Your Leadership Journey

This course prepares new (three years or less) and prospective leaders with the knowledge and skills needed to confront the challenges they face early in their leadership career. The learner is encouraged to think about the transitions that newer leaders face and how to handle those challenges. Learners will be introduced to three leadership differentiators that are most important to build a positive reputation as well as add to the organization’s success.

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<td>Wayne Brostrom</td>
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Register online at: bscprofessionaldevelopment.com
Understanding Your Auto Insurance

When you ask people about what type of automobile insurance coverage they have, the response is typically, “we have full coverage.” “Full coverage” is most often not “appropriate coverage.” Knowing what types and levels of insurance coverage to buy can be complex and confusing. This course is designed to help you understand the various types of coverage available, the levels of coverage that may best meet your needs, and the risks involved to you and your family by not having appropriate insurance coverage. The course will be taught by a local attorney with over 30 years of experience dealing with automobile insurance issues. Real life examples of problems associated with not having adequate insurance coverage will be referenced. This information is important for anyone who wants to learn more about auto insurance coverage and how to be “appropriately insured,” not just “fully insured.”

This course, valued at $29, is being presented compliments of Maring Williams Law Office. Participants are encouraged to bring a copy of their automobile insurance declarations page to class.

Basic MS Project 2010

Project management is an essential task for every business. MS Project is a great tool to help you with that task! In this course, we will cover the basic commands and features of Microsoft Project 2010. You will learn how to create and modify task lists, establish a project schedule, create calendars, assign resources to tasks, track costs, and work with different views and tables. We will also cover how to apply filters and groups, and sort task and resource data. Finally, we will discuss how to resolve resource conflicts. Registration fee includes course materials.

4/2/2015
BSC NECE, Room 104
Fee: $149
Instructor: Debbie Mantz
Course ID: 5700010

3/23/2015
BSC NECE, Room 101
Fee: No fee (pre-registration is required)
Instructor: David Maring
Course ID: 9600017
Project Management Essentials for the Unofficial Project Manager

FranklinCovey’s Project Management Essentials for the Unofficial Project Manager will help participants consistently complete projects successfully by teaching them to implement a disciplined process to execute projects and to master informal authority. Project management isn’t just about managing logistics and hoping the project team is ready to play to win. The skills of “informal authority” are more important than ever before, so team members are inspired to contribute to the project’s success!

Fee: $379

Course ID: 5700009

ONLINE
Class Start Dates: January 21, February 18, March 18, April 15, May 20, June 17
Lessons released Weds & Fri
Ed2Go
Fee: $99

Business Finance for Non-Finance Personnel

Are you interested in making better business decisions to increase your company’s profits, move you up the corporate ladder, and help you reach a better, personal financial position? Then you need to take this course. Using practical explanations and real-life examples, this course will help you understand basic financial information and use that information to make decisions that will positively affect your company’s financial situation.

This is a business finance course for non-financial employees and managers. In six weeks, you will obtain significantly improved business acumen skills and financial understanding. Position yourself to be more confident in your business and financial decisions!

Intermediate QuickBooks 2014

Learning how to use QuickBooks to its full potential goes far beyond learning the basic features of the program. Even many experienced users struggle when applying certain business situations to QuickBooks. In this course, we’ll go beyond the basic introductory concepts, and you'll master many of the more advanced features and applications. You'll learn how to manage multiple company files and how to export and import list data from one file to the next. If your business handles inventory, you'll learn how to enter price levels and track discounts and credits. This course also covers many other common topics that small business owners encounter. You’ll learn how to create customer statements and assess finance charges on overdue balances, and write-off these past due balances when it appears that the customer is not going to pay.

This course is designed for those QuickBooks users who have a good grasp on the basics or have successfully completed the Introduction to QuickBooks course. Whether you are a small business owner, bookkeeper, or accountant needing a QuickBooks refresher, after taking this course, you'll feel more confident and secure in accounting for your business.

ONLINE
Class Start Dates: January 21, February 18, March 18, April 15, May 20, June 17
Lessons released Wednesdays & Fridays
Ed2Go
Fee: $99

Online Accounting & Finance

Accounting Fundamentals

Demand for accounting professionals currently exceeds supply. If you’re interested in increasing your financial awareness while also gaining a marketable skill, this course is for you. You'll get hands-on experience with handling accounts receivable, accounts payable, payroll procedures, sales taxes, and various common banking activities. We'll cover all the bases, from writing checks to preparing an income statement. Whether you’re a sole proprietor looking to manage your business finances or you simply want to gain an understanding of accounting basics for career advancement, this course will give you a solid foundation in financial matters.

ONLINE
Class Start Dates: January 21, February 18, March 18, April 15, May 20, June 17
Lessons released Weds & Fri
Ed2Go
Fee: $99

Online Welding Classes

This series includes courses essential to the welding field beginning with a solid understanding of metals, nonmetals and other materials commonly used in the industry. The series covers the basics of gas and arc welding followed by specific “how-to” instructions on all types of welding practices. The series also explains the proper procedures for brazing and cutting with welding equipment.

• Arc Welding Operations
  Course ID: 2600007

• Metals in the Plant
  Course ID: 2600003

• Non-Metals in the Plant
  Course ID: 2600004

• Oxyfuel Operations
  Course ID: 2600006

• Welding Principles
  Course ID: 2600005

Classes start:
December 2, January 6, February 3, March 3, April 7, May 5

Tuition includes registration fee and course materials, which will be mailed to participants prior to the start of class.

For additional information on cost and class descriptions, visit our website.

Register online at: bscprofessionaldevelopment.com
We provide customized training programs designed to serve the specific needs of business and industry.

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To serve your training needs contact us today

Dave Huizenga  224-5683
Deb Larson  224-2534
Karen Selensky  224-5688
Sara Vollmer  224-5639

bismarckstate.edu/ceti/training

To register for an online ed2go class visit us today at bsc.augusoft.net or call 701-224-5600 for more information.