

Business & Workforce Education



Spring 2010 Course Offerings

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Yourself

Invest in
Your
Employees

Equal
Opportunity
Employer
and Educator

&

Member of
Minnesota State
Colleges and
Universities



Heintz Center
1926 College View Rd SE
Rochester, MN 55904
507-280-3157
www.rctc.edu/workforce

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To Register Call 507-280-3157 or visit us at www.rctc.edu/workforce

Building Effective Work Relationships

Jerks, and Bullies, and Creeps... Oh My!

March 16, 2010

1:00 pm – 4:00 pm

Heintz Center – Room HA110

\$59 per person

Representative Joe Wilson yells out “You Lie!” during a Presidential Speech. Serena Williams tells a line judge she is going shove a ball down her throat. And a colleague snaps at you when you ask a question. It can leave a person wondering what happened to treating each other with respect? Come to this interactive session that explores how to build a civilized workplace or be civilized in an uncivilized situation.

Contact Hours: 3

Instructor: Catherine Davis

What’s with Gen Y?

April 8, 2010

2:00 pm – 4:00 pm

Heintz Center – Room HA112

\$41 per person

Generation Y, known by some as echo boomers or millennials, is the fastest growing segment of the workforce. Typically born between 1977 and 2002, they’re embarking on careers and setting higher expectations in ways that are unfamiliar or even threatening for other generations. What makes them tick? What do they really want from leaders and coworkers? How can we create mutual understanding and empathy so everyone is more productive?

Uncover the secrets of managing, inspiring and teaming up with these highly talented and goal-oriented people who’ve grown up questioning their parents...and are now questioning employers with a speak-your-mind attitude that often catches others off guard. In this interactive workshop, you’ll learn tips for communicating across generations (Facebook, anyone?), leveraging drivers and motivators (like work-life balance), appreciating individual differences (you want me to do what?), and building stronger relationships so everyone feels valued.

Contact Hours: 2

Instructor: Connie Kotke

To Register Call 507-280-3157 or visit us at www.rctc.edu/workforce

Business Writing

May 3, 2010

9:00 am – 12:00 pm

Heintz Center - Room HA110

\$59 per person

Clear, concise written communication contributes to a polished, professional image of you and your organization. This session is developed to assist you in writing concisely and effectively. This session will provide the opportunity for hands-on learning of writing techniques.

Upon completion of this class students will be able to identify the top five grammar mistakes, identify proper email etiquette, and list proofreading strategies.

Contact Hours: 3

Instructors: Pam Whitfield

Project Management

Project Management Professional Certification Preparatory Class

April 12, April 14, April 19, April 21, April 26, 28, May 3, 5, 10, 12

5:15 pm – 9:15 pm

Heintz Center – Room HA110

\$1206 per person (includes materials)

A Project Management Institute (PMI®) credential can give you an instant advantage in the marketplace. PMI credentials certify your understanding of, and competence in, the PMI Project Management Framework, and show that you know how to define business expectations, determine and provide project status measurements and are able to drive empowerment across multiple business units. This exam preparation course is designed to help you successfully gain this highly-desired, PMI credential.

Contact Hours: 40

Instructor: David Roe, Diane Moench, and Tony Joseph

Supervising Others

Leadership Lessons: Online Blended

Online start: February 10

Classroom Sessions: February 17, March 3, March 17,
March 31, April 14, April 28, and May 12

11:00 am – 12:00 pm

Heintz Center – Room HA110, HB117, HA123

\$312 per person

Becoming a leader within an organization is an exciting opportunity, yet it can be a difficult transition and requires an additional set of skills. This seven course series is designed to assist new leaders in developing crucial leadership skills. The topics covered in the series are: Leadership Styles, Effective Communication, Giving Feedback, Coaching and Mentoring, Conflict Management, Time Management, and Team Building. The sessions are delivered as a blended learning experience; the participants will take the course online, complete exercises within the online course, and attend live one-hour debrief sessions. Each participant is asked to select a mentor to assist him or her with transferring the techniques learned in the sessions to the work environment.

Contact Hours: 21

Instructors: Abbey Hellickson, M.Ed.
Sara Bunge, M.Ed.

Administrative Professionals

Administrative Professionals Conference

April 28, 2010

8:30 am – 4:00 pm

Heintz Center - Room HB117

\$99 per person (*includes lunch*)

Are you an Administrative Professional? If you answered yes, then this conference is for you! The Administrative Professional Conference is created to celebrate your role. The day is set up as an opportunity to reenergize yourself while gaining new skills and techniques that will assist you in playing a vital role to the success of your organization. This conference will provide you an opportunity to network with other professionals while attending educational session that relate directly to your position.

This year's topics include:

- Developing a Customer Service Mindset
- Selling Yourself
- MS 2007 Tips
- Time Management Tips
- Lean Office
- Project Management

When you register please specify which breakout session you wish to attend.

Breakout 1:

- MS 2007 Tips
- Time Management Tips

Breakout 2:

- Lean Office
- Project Management

Contact Hours: 6.5

Instructors: Kristy Walz
Anthony Joseph
Catherine Davis
Steve Wasson
David Roe
Valerie Halling

To Register Call 507-280-3157 or visit us at www.rctc.edu/workforce

Boiler License Prep

Beginning Boilers

Jan 20, Jan 27, Feb 3, Feb 10, Feb 17 & Feb 24

4:30 pm – 7:30 pm

Heintz Center – Room HB102

\$220 per person + Book Fee (\$55.00)

Are you looking to attain your Special Engineering Boiler License?

This course is designed for individuals who would like a Special Engineering Boiler License. This is a preparatory class designed to aid persons in taking the Minnesota Special Engineer License Exam. *(Exam administered monthly at RCTC, contact Minnesota Department of Labor & Industry, Code Administration and Inspection Services for exam information, location and times)* Subjects covered will include boiler safety, operation, fittings, accessories and Minnesota Boiler Code as it pertains to the Special Engineer License. This class will include both classroom and steam boiler lab instruction.

Additional Fee: \$55 per book (Boiler's Operator Workbook 4th Edition)

Contact Hours: 18

Instructor: Rick Yankowiak, RCTC BUM Faculty

Advanced Boiler

April 26, 27, 28 & 29, 2010

4:00 pm – 6:00 pm

Heintz Center – Room HB113

\$220 per person

Are you looking to attain your MN 2nd Class Engineers B or C License?

This review would cover all high and low pressure boilers and hydronic (hot water heating) systems in preparation for the Minnesota Second Class Engineers B and C licensing exam. *(Exam administered monthly at RCTC. Contact Minnesota Department of Labor & Industry, Code Administration and Inspection Services for exam information, location and times.)*

Contact Hours: 8

Instructor: Warren Beighley, RCTC BUM Faculty

To Register Call 507-280-3157 or visit us at www.rctc.edu/workforce

Low Voltage Continuing Education

Power Limited Technician

January 22 & 23, 2010 8:00 am - 5:00 pm Heintz Center HA132

March 25 & 26, 2010 8:00 am - 5:00 pm Heintz Center HA132

This course offering is in partnership with Riverland Community College, Austin, MN.

The Power Limited Technicians are now required to have 16 hours of continuing education every two years. As many of you transition from 8 hours to 16 hours we will be offering the training in a two day format. If you only need 8 hours you will be able to register and attend Day One which will meet the requirements for 8 hours of continuing education. All others should be registering for both days. Please check with your Electrical Licensing Board for your required continuing education if you do not know.

Please remember that we will need to meet our minimum number of registrants in order to hold the class.

Course Cost: 8 hours - \$160 (One Day Program)
 16 hours - \$320 (Two Day Program)

Materials Needed:

Current NEC Code book, Cost is \$82 soft bound. Code books are available at your local electrical wholesale house. There will also be books available for purchase the day of the class.

Computer and Technology Skills

Microsoft Office Spring 2010 Class Schedule Heintz Center – Room HA108

Discount on cost of classes when registration and payment are received
3 weeks (21 days) prior to start of class
\$124.95 - Discounted Fee- \$117.95

A refund less a 10% administrative fee will be issued if cancellation is received at least five (5) working days prior to the start of class. No refund will be issued after that date. RCTC reserves the right to cancel classes up to five (5) days prior to the class start date

Title	Dates	Day	Time	Fee
Intro to Computers	2/2 & 2/4	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Word 2007 - Level 1	2/9 & 2/11	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Word 2007 – Level 2	3/2 & 3/4	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Word 2007 - Level 3	3/23 & 3/25	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Excel 2007 - Level 1	2/16 & 2/18	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Excel 2007 - Level 2	3/9 & 3/11	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Excel 2007 - Level 3	3/30 & 4/1	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Access 2007 - Level 1	2/23 & 2/25	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Access 2007 - Level 2	3/16 & 3/18	T & TH	1:00 pm - 4:00 pm	\$124.95

To Register Call 507-280-3157 or visit us at www.rctc.edu/workforce

Safety Training

10 Hour Construction OSHA Certification

January 11, 2010	8:00 am – 4:30 pm	Heintz Center HA110
January 12, 2010	8:00 am – 12:00 pm	Heintz Center HA110

Cost: \$214 per person

This course offering is in partnership with South Central College, North Mankato, MN.

This course is set to give attendees the opportunity to receive an OSHA 10 hour card for Construction. A few of the topics that will be covered include: Introduction to OSHA, OSHA's Focus Four Hazards, Health Hazards in Construction, Personal Protective Equipment, along with many other topics.

Contact Hours: 10

Instructor: Terry Meschke

10 Hour General Industry OSHA Certification

February 23, 2010	8:00 am – 4:30 pm	Heintz Center HA110
February 24, 2010	8:00 am – 12:00 pm	Heintz Center HA110

Cost: \$214 per person

This course offering is in partnership with South Central College, North Mankato, MN.

This session is designed to certify an individual for general industry. The topics that will be covered are: Introduction to OSHA, Walking and Working Surfaces, Means of Egress and Fire Protection, Electrical Machine Guarding, Right-to-Know, and Personal Protective Equipment.

Contact Hours: 10

Instructor: Terry Meschke

To Register Call 507-280-3157 or visit us at www.rctc.edu/workforce

CPR and First Aid

American Heart Association CPR Re-Certification Class

February 17, 2010

6:00 pm – 10:00 pm

Heintz Center – Room HA136

\$60 per person

This class provides the training and skills practice necessary for recertification in Basic Life Support for Health Care Providers. The course covers:

- 1 rescuer and 2 rescuer CPR for Adults, Children, and Infants
- Automated External Defibrillator (AED)
- Bag Valve Mask (BVM) technique
- Rescue Breathing
- Relief of choking

Contact Hours: 3

Instructor: Dave Kohs

RN Refresher

RN Refresher

Start Date: February 4, 2010
9:00 am - 4:00 pm
Main Campus - Room CF202
\$995 per person (lunch on own)

Call for date of next class or to be added to the mailing list.

The Registered Nurse Refresher Program is a retraining program designed to offer inactive registered nurses the contact hours and clinical skills needed to activate their Minnesota Registered Nurse License through the Minnesota Board of Nursing and to practice in the current health care work environment.

The program is planned to meet the educational needs of nurses returning to active nursing care and to meet the skills and competencies identified by health care organizations in the community. The program is also pertinent for registered nurses who desire to maintain their skill level through didactic and experiential learning.

Content for this program is designed to meet the MN Board of Nursing continuing education requirements for a Registered Nurse Refresher Program.

For more information or how to register, check out our website:

<http://www.rctc.edu/workforce/healthcare/index.html>

Or

Call (507) 280-3191

Contact Hours: 150

Instructor: Diane Wroblewski

Healthcare Continuing Education

DISCUS: Tardive Dyskinesia Monitoring

February 10, 2010

9:00 am - 4:00 pm

Heintz Center - Room HA102

\$95 per person (lunch on own)

This program funded in part by a grant from Heartland Regional Geriatric Education Center

This interactive training course is designed to teach skills for monitoring the development and progression of Tardive Dyskinesia. Tardive Dyskinesia consists of specific involuntary movements in seven different areas of the body. It is a potentially persistent side effect for people taking antipsychotic (neuroleptic) medications.

Training skills include learning the DISCUS rating scale, the medical standard used to measure Tardive Dyskinesia. A series of videotapes enables participants to practice using the DISCUS and demonstrate skills for DISCUS rating. The MOSES, a general side effect assessment scale for psychotropic medications, is reviewed as well.

Contact Hours: 6.5

Instructor: Karen Finck, RN, MS, CS

Mild Traumatic Brain Injury and Post Concussion Syndrome

February 24, 2010

1:30 pm – 3:30 pm

Heintz Center – Room HB117

\$39 per person

Mild traumatic brain injury (TBI), also known as a concussion, is extremely common in all age groups. The majority of people who sustain a mild TBI will recover within days to weeks, understanding their injury and gradually resuming normal activities helps promote recovery. Some individuals, however, go on to experience symptoms for a longer period of time.

This presentation will review the most common causes of mild TBI, normal course of recovery, and potential lingering residual effects ranging from headaches to fatigue to concentration problems. Practical strategies for managing both early and late symptoms, identifying when to return to the hospital for acute symptoms and preventing future injuries will also be discussed. Case studies will be presented.

Contact Hours: 2

Instructors: Anne Moessner, MSN, RN, CRRN
Sue Lepore, OT

To Register Call 507-280-3157 or visit us at www.rctc.edu/workforce

Geriatric Drug Therapy: Balancing the Benefits & Risks

March 23, 2010

1:00 pm - 4:00 pm

Heintz Center - Room HA104

\$45 per person

This program made possible by a grant from Heartland Regional Geriatric Education Center

Achieving a balance between effective treatment of a disease and not bringing harm to patient can be challenging especially in the care of the elderly. However, sensitivity to the factors affecting the aging patient's response to drug therapy can help optimize the treatment as well as decrease the potential for adverse effects.

This class will explore the steps necessary to enhance the safety and effectiveness of drug therapy in older people including:

- Changes in body composition and sensitivity to drugs with advanced age that affect the patient's response to drug therapy.
- "Red flags" for adverse drug reactions in older people.
- Reviewing patient health information to identify risks for adverse drug reactions as well as suboptimal responses to drugs in order to develop a team plan for correction and action.

Contact Hours: 3

Instructor: Thomas E. Lackner, PharmD. CGP, FASCP

College of Pharmacy and Minnesota Area Geriatric Education Center,
Center on Aging, University of Minnesota

Caring for Cognitively Impaired Clients: Stop and Think - How Can I Help?

May 19th, 2010
12:30 pm – 4:30 pm
Main Campus – Room CF202
\$72 per person

Individuals with brain injury and/or cognitive impairment due to other causes generally function best with routine and structure and from specific approaches including structured verbal cueing and compensating for cognitive difficulties. Learning how to best interact with a person with brain injury or other cognitive impairment can be challenging, but several simple strategies can be employed by health care providers at all levels to promote independence as well as enhance both client and provider satisfaction.

This interactive presentation will identify, describe and demonstrate techniques useful in caring for this client population including cueing, breaking tasks down, identifying therapeutic ways to spend free time, and implementing memory notebooks and other cognitive compensation tools. Fatigue management will also be reviewed. Attendees are encouraged to bring case studies to discuss

Contact Hours: 4

Instructors: Sue Lepore, OT
Mayo Clinic Brain Rehabilitation & Research Program

Five Things You Wish You Already Knew About Diabetes

June 15, 2010
1:30 pm – 3:30 pm
Heintz Center – Room HB113
\$35 per person

This 2-hour course will provide an overview of commonly confused diabetes facts, clarify recent evidence regarding diabetes treatment and provide you some problem solving approaches for assisting your clients with diabetes. There will also be time to “Stump the Professor” so bring your diabetes-related questions.

Contract Hours: 2.4

Instructor: Audrey J. Weymiller, Ph.D.(c), MN, RN

To Register Call 507-280-3157 or visit us at www.rctc.edu/workforce

REGISTRATION INFORMATION

Register Early – Space Is Limited!

Registration Deadline For Each Class: One week prior to the class.

Registrations will only be accepted after the deadline on a space available basis.

Payment must accompany your registration.

To Register By Mail:

Send your completed registration form and payment (check/money order, purchase order number, or credit card number made payable to **RCTC**) to:

RCTC

Business and Workforce Education - Box 50

851 30th Ave. SE

Rochester, MN 55904-4999

To Register By Fax:

Send completed Registration Form and payment information to (507)280-3168

To Register On-Line:

Visit our website at www.rctc.edu/workforce

Registration Cancellation:

Participants may cancel registration by notifying RCTC's Business and Workforce Development. A refund less a 10% administrative fee will be issued if the cancellation is received at least five (5) working days prior to the start of the class. No refund will be issued if you cancel after that date.

Class Cancellation:

RCTC reserves the right to cancel classes up to five (5) working days prior to the class start date. We will notify you of a cancellation. In the event of the class cancellation, a full refund will be issued.

Confirmation:

Please mark your class information on your calendar. Please consider yourself registered when you send in payment. NO CLASS CONFIRMATIONS WILL BE SENT.

QUESTIONS?

If you have any questions regarding the program or would like to register, please contact our office at (507) 280-3157 or check out our website www.rctc.edu/workforce.

To Register Call 507-280-3157 or visit us at www.rctc.edu/workforce

Spring 2010 Business and Workforce Education Registration Form

Social Security numbers are used for positive student identification purposes on student records and to ensure your records are not confused with those of other students. Providing your Social Security number is voluntary. Your registration will be accepted without a Social Security number, however providing this information will reduce the likelihood of error when matching data with your registration.

1ST Registrant

First Name: _____ M.I. _____ Last: _____
Please Print

Social Security Number: (Last 4 digits) - ____ Date of Birth: __/__/__

Home Street Address: _____ City and ZIP: _____

Home Phone Number: _____ Work Number: _____

Email Address: _____

Classes Registering For: _____

Total for 1st Registrant:

2nd Registrant

First Name: _____ M.I. _____ Last: _____
Please Print

Social Security Number: (Last 4 digits) - ____ Date of Birth: __/__/__

Home Street Address: _____ City and ZIP: _____

Home Phone Number: _____ Work Number: _____

Email Address: _____

Classes Registering For: _____

Total for 2nd Registrant:

TOTAL ENCLOSED for Registrants 1 & 2: \$ _____

- Payment/money order# (payable to RCTC)
- Invoice Company – P.O.# Attn/Dept.:
- Credit Card# _____
- Visa or MasterCard Exp. Date: _____
- Cardholder's Name: _____

To Register Call 507-280-3157 or visit us at www.rctc.edu/workforce

Spring 2010 Business and Workforce Education Registration Form

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3rd Registrant

First Name: _____ M.I. _____ Last: _____
Please Print

Social Security Number: (Last 4 digits) - ____ - ____ Date of Birth: ____/____/____

Home Street Address: _____ City and ZIP: _____

Home Phone Number: _____ Work Number: _____

Email Address: _____

Classes Registering For: _____

Total for 3rd Registrant:

4th Registrant

First Name: _____ M.I. _____ Last: _____
Please Print

Social Security Number: (Last 4 digits) - ____ - ____ Date of Birth: ____/____/____

Home Street Address: _____ City and ZIP: _____

Home Phone Number: _____ Work Number: _____

Email Address: _____

Classes Registering For: _____

Total for 4th Registrant:

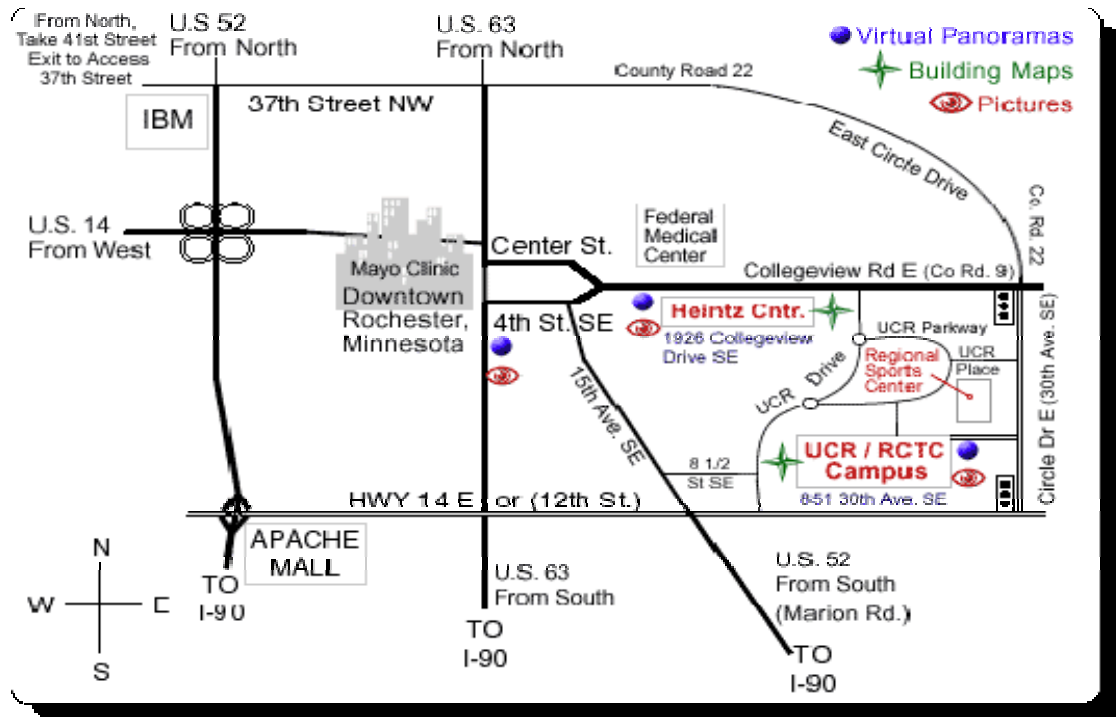
TOTAL ENCLOSED for Registrants 3 & 4: \$ _____

- Payment/money order# (payable to RCTC)
- Invoice Company – P.O.# Attn/Dept.:
- Credit Card# _____
- Visa or MasterCard Exp. Date: _____
- Cardholder's Name: _____

To Register Call 507-280-3157 or visit us at www.rctc.edu/workforce

MAP TO THE HEINTZ CENTER CAMPUS

For a detailed map and driving directions go to:
<http://www.rtc.edu/campustour/getting-to-ucr.html>
Scroll down to "Directions to Heintz Center"



Directions to Heintz Center (1926 College View Road SE, Rochester, MN 55904):

HWY 52 Southbound: Exit at 41st STREET exit to access 37th STREET NW (turns into East Circle Drive and County Road 22) and travel east through the intersection of US 63. Before the County Road 9 intersection (stop light), merge right onto Country Road 9 (College View Road). Take a left at the 4-way stop sign and another left into the parking lot of Heintz Center.

HWY 63 Southbound: Exit (left) at 37th STREET NW (turns into East Circle Drive and County Road 22). Follow directions in italics above.

HWY 63 Northbound: Exit at HWY 14 East (also known as 12th Street) and travel east. Turn left at 15th Avenue SE/Marion Road intersection. Follow 15th Avenue to 4th Street and turn right onto 4th street. At 4-way stop, turn right and then left into parking lot of Heintz Center.

I-90: Exit at HWY 63 North and follow instructions above.

HWY 14 Westbound or Eastbound: Exit at County Road 22 (30th Avenue) and follow to County Road 9 intersection. Turn left onto Country Road 9 (College View Road). Take a left at the 4-way stop sign and another left into the parking lot of Heintz Center

To Register Call 507-280-3157 or visit us at www.rtc.edu/workforce