



***Rochester
Community & Technical
College***

The
Gateway To
Excellence
In
Continuing
Education

Fall 2007

**Business and
Workforce
Education**

Course Offerings

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

*Equal Opportunity Employer and Educator
&
Member of
Minnesota State Colleges and Universities*

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Professional Development

Leadership Lessons

Heintz Center – Room HA110

Cost: \$389.00/person

Becoming a leader within an organization 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 seven week series are: Leadership Styles, Giving Feedback, Coaching and Mentoring, Conflict Management, Time Management, Team Building, and Project Management. The seven sessions incorporate a variety of adult learning methods including; small and large group activities, individual reflection, and practical application. Each participant will be expected to create and apply an action plan for utilizing the new skills in the workplace. 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.

Dates and Times:

Sept 12, 2007	12:30 pm – 4:00 pm– Orientation for participants & mentors 1:00 pm – 4:00 pm – Regular session for participants
Sept 26, 2007	1:00 pm – 4:00 pm – Regular session for participants
Oct 10, 2007	1:00 pm – 4:00 pm – Regular session for participants
Oct 24, 2007	1:00 pm - 4:00 pm – Regular session for participants
Nov 7, 2007	1:00 pm – 4:00 pm – Regular session for participants
Nov 21, 2007	1:00 pm – 4:00 pm – Regular session for participants
Dec 5, 2007	1:00 pm – 4:00 pm – Regular session for participants

Continuing Education:

21 Contact Hours

Instructors:

Abbey Hellickson
Vicki Majorwicz
Catherine Davis
Ted Dunnington

Dealing with Difficult People at Work

October 16, 2007 1:00 pm – 4:00 pm

Heintz Center – Room HA110

Cost: \$59.00/person

In the workplace you may encounter individuals that are difficult to get along with, yet somehow you need to find a way to work effectively with those individuals. This interactive workshop will assist participants in identifying the “difficult” and examining the real story behind the label. With a few simple techniques, negative intensity in stressful situations is transformed into positive interactions. Whether dealing with personal or professional circumstances, this approach has proven successful. Learn techniques that result in win-win situations for all. Discover the mystery of working successfully with challenging personalities.

Continuing Education: 3 contact hours

Instructor:

Eric Cleveland, M.S.W, M.A.

Project Management 101: The Basics for Success

October 25, 2007 1:00 pm – 4:00 pm

Heintz Center – Room HA110

Cost: \$59.00/person

In today's environment a critical skill is managing projects successfully. Everyone manages a project at some point in his or her career, but may not have the job title of Project Manager. This session will provide an overview of the methods used when managing either large or small projects. The participants will be introduced to the tools and procedures for designing, scheduling and controlling projects in operations and management, with emphasis on human needs in project management.

Continuing Education: 3 contact hours

Instructor:

Tony Joseph, M.A.

Sales 101: It's All About Relationships

November 29, 2007

12:30 pm – 4:30 pm

Heintz Center – Room HA110

Cost: \$59.00/person

Relationships are the key to selling success. This session focuses on teaching you techniques to develop long-term relationships with your customers. You will be introduced to a non-traditional sales model that matches customer need to your product or service. Discover new ways to approach your sales calls in this interactive workshop.

Continuing Education: 3 contact hours

Instructor:

Abbey Hellickson, M.Ed.

Navigating the Multi-Generational Workplace

December 4, 2007

1:00 pm – 4:00 pm

Heintz Center – Room HA110

Cost: \$59.00/person

Today we have four different generations working in our organizations. The Traditionalists, Baby Boomers, Generation X'ers, and Millennials each bring with them a different set of experiences and values. This class will examine how the different generations influence communication, attitudes and behaviors in the workplace. The session will provide the participants with solutions and tools to narrow the generation gap to create a more productive environment.

Continuing Education: 3 contact hours

Instructor:

Michelle Schick, M.A.

Trade & Industry

10 Hour General Industry OSHA Certification

September 18, 2007 8:00 am – 4:30 pm
September 19, 2007 8:00 am – 12:00pm
Heintz Center – Room HA110
Cost: \$214.00/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.

Continuing Education: 10 contact hours

Instructor:

Tom Vosberg

Power Limited Technician

Date: November 16, 2007 8:00 am – 5:00 pm
Heintz Center
Cost: \$160/person (lunch included)

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

Power Limited Technicians are required to earn 8 hours of CEU's every 2 years. Each class consists of NEC (National Electrical Code) related materials as required by Minnesota Statutes and Rules as well as industry related information.

The following objectives will be covered:

- Articles 725-730: Wiring methods, grounding, transformers, overcurrent protection and related topics.
- Articles 800-830: Installation methods, separation from power, fireproofing.
- Ohm's Law: Series and parallel AC and DC circuits. Meter operation.
- Systems theory: Briefly review coaxial, Cat 5, HVAC and/or speaker wiring.

Materials needed:

2005 NEC Code book. 2005 Code books are available at your local electrical wholesale house. There will also be books available for purchase the day of class for \$68.00.

Computer Training

<u>TITLE</u>	<u>DATES OF CLASS</u>	<u>DAYS OF WEEK</u>	<u>TIME</u>	<u>REG FEE</u>
MS Word 2003 Course 1 of 3	9/6/2007	TH	12:30 pm – 4:30 pm	\$69.95
MS Word 2003 Course 2 of 3	10/11/2007	TH	12:30 pm – 4:30 pm	\$69.95
MS Access 2003 Course 1 of 2	9/11/2007 & 9/12/2007	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Access 2003 Course 2 of 2	10/16/2007 & 10/18/2007	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Excel 2003 Course 1 of 3	9/18/2007 & 9/20/2007	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Excel 2003 Course 2 of 3	10/23/2007 & 10/25/2007	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Excel 2003 Course 3 of 3	11/27/2007 & 11/29/2007	T & TH	1:00 pm - 4:00 pm	\$124.95
MS PowerPoint 2003 Course 1 of 2	9/25/2007 & 9/27/2007	T & TH	1:00 pm - 4:00 pm	\$124.95
MS PowerPoint 2003 Course 2 of 2	10/30/2007 & 11/1/2007	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Project 2003 Course 1 of 2	10/1/2007 & 10/3/2007	M & W	5:30 pm – 9:30 pm	\$229.95
MS Project 2003 Course 2 of 2	11/5/2007 & 11/7/2007	M & W	5:30 pm – 9:30 pm	\$229.95
MS Office 2007 Overview	10/9/2007	T	12:30 pm – 4:30 pm	\$69.95
MS 2003 VBA for Office	11/13/2007 & 11/15/2007	T & TH	12:30 pm – 4:30 pm	\$229.95

Discount on cost of classes when registration and payment are received

3 weeks (21 days) prior to start of class

\$69.95 – Discounted Fee - \$62.95

\$124.95 - Discounted Fee- \$117.95

\$229.95 - Discounted Fee- \$207.95

HealthCare

DISCUS: Tardive Dyskinesia Monitoring

Date: September 6, 2007 9:00 am – 3:00 pm
University Center Rochester – Coffman Center – Room 206
Cost: \$109/person (lunch included)

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 who are taking antipsychotic (neuroleptic) medications.

Training skills include learning the DISCUS rating scale, the medical standard used to measure tardive dyskinesia. The MOSES, a general side effect assessment scale for psychotropic medication, is also reviewed. A series of videotapes enable participants to practice using the DISCUS and demonstrate skills for DISCUS rating.

This DISCUS training course will teach you to screen for the presence of tardive dyskinesia in all people who receive antipsychotic medication.

Continuing Education: 6.5 contact hours

Instructor: Karen Fink, RN, MS, CS

Dealing with Difficult People at Work

October 16, 2007 1:00 pm – 4:00 pm
Heintz Center – Room HA110
Cost: \$59.00/person

In the workplace you may encounter individuals that are difficult to get along with, yet somehow you need to find a way to work effectively with those individuals. This interactive workshop will assist participants in identifying the “difficult” and examining the real story behind the label. With a few simple techniques, negative intensity in stressful situations is transformed into positive interactions. Whether dealing with personal or professional circumstances, this approach has proven successful. Learn techniques that result in win-win situations for all. Discover the mystery of working successfully with challenging personalities.

Continuing Education: 3 contact hours

Instructor:
Eric Cleveland, M.S.W, M.A.

Alzheimer's Care: Reducing Pain

Date: October 24, 2007 1:30 pm – 3:30 pm

Zumbrota Public Library, Zumbrota, MN

Cost: \$30/person

When working with Alzheimer's patients it is difficult to identify when and where the patient is feeling pain. This workshop is designed to assist healthcare staff in identifying when and why patients are experiencing pain. Once the participants have gained these insights the session will include discussion on how to use this knowledge to create a person-centered approach in pain reduction.

Continuing Education: 2 contact hours

Instructor: Gerise Thompson
Regional Director, MN Dakota Chapter
Alzheimer's Association

Pain Relief through Energy Healing

Date: TBA Time: TBA

Zumbrota Public Library, Zumbrota, MN

Cost: \$45/person

Medical background not necessary

Do you or someone you know suffer from pain? In this session you will discover how to relieve muscle and joint pain, tension, sinus headaches, and more. Learn about the human energy system along with techniques for pain relief for yourself and others. You will also learn the do's and don'ts of energy healing.

Continuing Education: 3 contact hours

Instructor: Janet Hovde, OTL, CHTP

Everyday Healing with Essential Oils

Date: TBA Time: TBA

Zumbrota Public Library, Zumbrota, MN

Cost: \$45/person

Are you interested in healing with essential oils? Learn through practical hands on instruction to help yourself and others with common health issues such as virus, minor infections, headaches, aches and pain, and stress related issues.

You will learn:

- Top 3 uses of essential oils
- How to select the right oil for your needs
- Picking the right method of use - inhalation, topical, compress?
- Create your own natural first aid kit
- Unique Eastern Medicine perspective of essential oils

Whether you are new to natural healing or a wellness professional, you will take away many new ideas and tips for therapeutic uses of essential oils.

Continuing Education: 3 contact hours

Instructor: Jodi Baglien

Certified Clinical Aromatherapist

Navigating the Multi-Generational Workplace

December 4, 2007

1:00 pm – 4:00 pm

Heintz Center – Room HA110

Cost: \$59.00/person

Today we have four different generations working in our organizations. The Traditionalists, Baby Boomers, Generation X'ers, and Millennials each bring with them a different set of experiences and values. This class will examine how the different generations influence communication, attitudes and behaviors in the workplace. The session will provide the participants with solutions and tools to narrow the generation gap to create a more productive environment.

Continuing Education: 3 contact hours

Instructor:

Michelle Schick, M.A.

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

Registration Cancellation: Participants may cancel registration by notifying RCTC's Department of Continuing Education 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.

Fall 2007 Business and Workforce Education Registration Form

Mail Registration Form & Payment to:
Box 50, RCTC, 851 30th Ave. SE, Rochester, MN 55904

Or

Fax Registration Form and Payment to: (507) 280-3168

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

Name: _____ Title: _____

Soc. Sec. #: _____

Home Address: _____

City: _____ State: _____ Zip: _____

Phone (work): _____ (Home): _____

E-Mail Address: _____

Classes Registering For:

Total for 1st Registrant \$

2nd Registrant

Name: _____ Title: _____

Soc. Sec. #: _____

Home Address: _____

City: _____ State: _____ Zip: _____

Phone (work): _____ (Home): _____

E-Mail Address: _____

Classes Registering For:

Total for 2nd Registrant \$

Payment Method:

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: _____

Fall 2007 Business and Workforce Education Registration Form

Mail Registration Form & Payment to:
Box 50, RCTC, 851 30th Ave. SE, Rochester, MN 55904

Or

Fax Registration Form and Payment to: (507) 280-3168

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.

3rd Registrant

Name: _____ Title: _____

Soc. Sec. #: _____

Home Address: _____

City: _____ State: _____ Zip: _____

Phone (work): _____ (Home): _____

E-Mail Address: _____

Classes Registering For:

_____ Total for 3rd Registrant \$

4th Registrant

Name: _____ Title: _____

Soc. Sec. #: _____

Home Address: _____

City: _____ State: _____ Zip: _____

Phone (work): _____ (Home): _____

E-Mail Address: _____

Classes Registering For:

_____ Total for 4th Registrant \$

Payment Method:

TOTAL ENCLOSED for Registrants 3 & 4: \$ _____

Payment/money order# (payable to RCTC): _____

Invoice Company – P.O.# _____ Attn/Dept: _____

Credit Card# _____

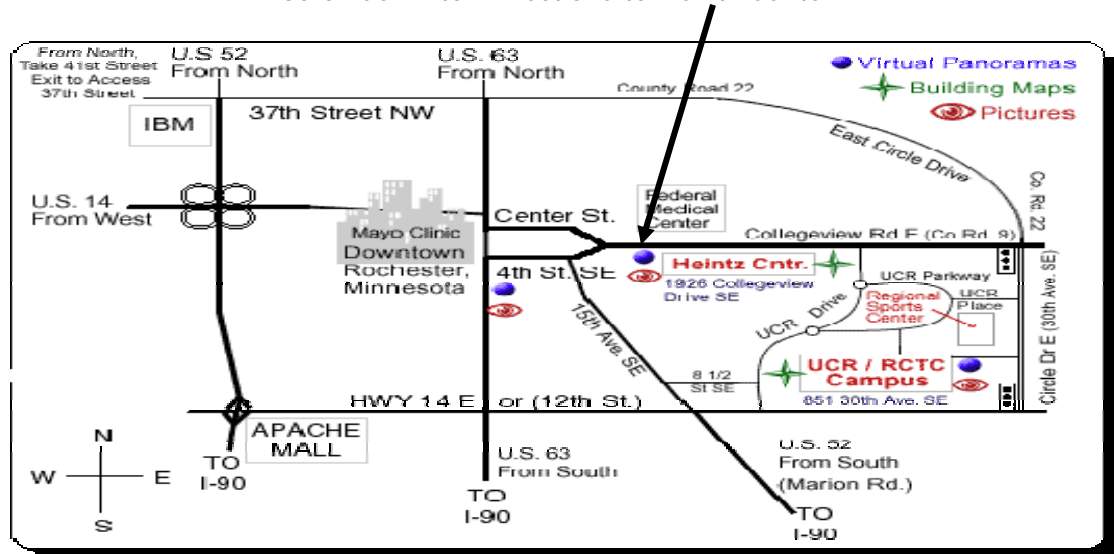
Visa or MasterCard Exp. Date: _____

Cardholder's Name: _____

MAP TO THE HEINTZ CENTER CAMPUS

For a detailed map and driving directions go to:
<http://www.rctc.edu/campustour/getting-to-ucr.html>

Scroll down to "Directions to Heintz Center"



Driving Directions to the 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.