

# BWE

## Business & Workforce Education

Invest in  
Yourself

Invest in  
Your  
Employees



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

## *Spring 2009 Course Offerings*



**Heintz Center  
1926 College View Rd E  
Rochester, MN 55904  
507-280-3157  
[www.rctc.edu/workforce](http://www.rctc.edu/workforce)**

# Table of Contents

## Professional Development:

Leadership Lessons: Online Blended _____	3
Marketing on a Shoestring _____	4
Communicating Across the Generational Divide _____	4
Administrative Professionals Workshop _____	5
What Makes You Stand Out? _____	5

## Trade & Industry:

Refrigeration Universal Certification Prep Class _____	6
Beginning Boiler _____	6
10 Hour General Industry OSHA Certification _____	7
Power Limited Technician Continuing Education _____	7

## Computer Training:

Microsoft 2007—Word _____	8
Microsoft 2007—Excel _____	8
Microsoft 2007—Access _____	8
Microsoft 2007—PowerPoint _____	8
What's New with 2007 _____	8

## HealthCare:

RN Refresher _____	9
Streamlining Team Communication _____	10
Anxiety Disorders _____	10
Geriatric Drug Therapy: Balancing the Benefits & Risks _____	11

# **Professional Development**

## **Leadership Lessons: Online Blended**

Online start: February 18, 2009  
Classroom Sessions: March 4, March 18,  
April 1, April 15, April 29, May 13 & May 27  
11:30 am – 12:30 pm  
Heintz Center – Room HB120  
\$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.

### **Instructors:**

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

## **Keeping Your Attitude Positive in Hard Times**

February 19, 2009  
1:00 – 4:00 pm  
Heintz Center – Room HA104  
\$59 per person

Financial crisis, lay-offs, stock market crash, billion dollar bail-outs... it is hard to ignore the economic condition our nation/world is in. The news seems to constantly report negative predictions and stories. How do you stay positive? Is it even possible? This session will teach you how to create and maintain a positive attitude in these tough times. You will learn how to reduce your anxiety and focus on the components you can control. Join Catherine Davis in an uplifting, positive session that will give you a new and improved attitude in today's gloomy environment.

**Contact Hours:** 3 Hours

**Instructor:** Catherine Davis

## Marketing on a Shoestring

February 26, 2009

5:30 – 8:30 pm

Heintz Center – Room HA110

\$59 per person

For companies large and small, making a splash in the marketplace doesn't have to break the bank. In the struggle to improve the bottom line – especially in a down economy - few business owners and managers have a blank checkbook to spend on traditional forms of marketing. If you're willing to invest time, effort and imagination, you'll find plenty of low-cost methods to build your brand and increase your revenue. Whether your market is local, national or international, you can learn to tap into the power of the internet, public relations, direct mail, trade shows, and new trends on social responsibility to attract and retain customers. In this class, we'll review the basic elements of a cost-effective marketing communication plan, identify ways to fine-tune and target your marketing efforts, and do it all with a minimal budget.

**Contact Hours:** 3 Hours

**Instructor:** Connie Kotke

## Communicating Across the Generational Divide

March 19, 2009

9:00 am - 12:00 pm

Heintz Center – Room HA110

\$59 per person

From Baby Boomers who are eyeing retirement to Millennials who are landing their first "real" jobs, each generation uses language and technology differently. Each generation has unique expectations for what they will get out of work. In such a diverse environment, how can we bridge the gaps and get things done? This is a no-nonsense workshop that gets right to the heart of our differences, with practical tools to help you connect and communicate with others – no matter their age.

**Contact Hours:** 3 Hours

**Instructor:** Connie Kotke

## Administrative Professionals Workshop

Date: TBA (April)  
9:00 am – 4:00 pm  
Heintz Center – Room TBA  
\$99 per person (includes lunch)

An Administrative Professional's role is critical to a successful organization. Administrative Professionals typically meet and greet organization's customers and create the first impression. This workshop is design specifically for the Administrative Professional focusing on topical areas that will impact their position. This workshop will start with a vibrant keynote speaker and will have useful breakout sessions that will build skills in the following areas:

- Dealing with Difficult Citizens
- Successful Partnering with Your Boss
- Effective Problem Solving and Decision Making
- Techno Savvy
- Writing Meeting Agendas and Minutes

**Contact Hours:** 6.5 Hours

**Instructors:**

TBA

## What Makes You Stand Out?

May 21, 2009  
1:00 pm – 4:00 pm  
Heintz Center – Room HB120  
\$59 per person

What are your strengths? According to Peter Drucker, *"Most Americans do not know what their strengths are. When you ask them, they look at you with a blank stare, or they respond in terms of subject knowledge, which is the wrong answer."* As a society, we do seem more obsessed with correcting our weaknesses than developing our strengths. Wouldn't it be refreshing to know your strengths and then be able to apply them to your life? In this interactive workshop, we'll do just that by exploring your personal results from *StrengthsFinder 2.0* and how they apply to your work life by:

- Identifying your top five strengths;
- Creating a team profile of strengths; and,
- Developing a short-term action plan for utilizing your strengths.

**Contact Hours:** 3 Hours

**Instructor:** Catherine Davis

**Please note:** Participants must have completed the on-line *StrengthsFinder 2.0* assessment **PRIOR** to class and must bring their results to the workshop.

# Trade & Industry

## **Refrigeration Universal Certification Preparation Class**

Mar 31, Apr 2, Apr 7, Apr 9, Apr 14, Apr 16, Apr 21, Apr 23, Apr 28 & Apr 30

5:00 pm – 8:00 pm

Heintz Center – HB120 and HB123

\$385 per person

### **Are you in need of a Type I, II, III or Universal Refrigeration Certification?**

This class will prepare the student to take the Universal (Type I, II, & III) Certification Exam. The student will learn the 4 basic components of a refrigeration circuit and how the circuit functions. Differences between small appliances and commercial units will be discussed along with additional components for various applications. Industrial chillers will be also be discussed. Material will be presented through the reading and discussion of material, videos, and lab demonstrations. On the last night of class the students will have the opportunity to take the Universal Certification exam on-line (via computer, the cost will be \$35.00). The student will need a credit card, internet access, and an e-mail address to take the test (or consult with instructor at the first session).

**Contact Hours:** 30 Hours

**Instructor:** Tom Soltau

*Additional Fee: \$50 book fee (Troubleshooting and Servicing Modern Air Conditioning and Refrigeration Systems & EPA Certification Exam Preparatory Manual)*

## **Beginning Boiler**

Feb 11, Feb 18, Feb 25, Mar 4, Mar 11 & Mar 18

5:00 pm – 8:00 pm

Heintz Center – Room

\$169 per person

### **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 preparatory class is 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: \$48 per book (Boiler's Operator Workbook 3<sup>rd</sup> Edition)*

**Contact Hours:** 18 Hours

**Instructor:** Rick Yankowiak

## 10 Hour General Industry OSHA Certification

February 18, 2009                      8:00 am - 4:30 pm  
February 19, 2009                      8:00 am - 12:00 pm

Heintz Center – 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:** Terry Meschke

## Power Limited Technician Continuing Education

January 30 & 31, 2009    8:00 am—5:00 pm            Room HA132  
February 20 & 21, 2009   8:00 am—5:00 pm            Room HA110  
April 17 & 18, 2009       8:00 am—5:00 pm            Room HA132

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

The Power Limited Technicians will be required to have *16 hours* of continuing education every two years. As the transition from 8 hours to 16 hours takes place we will be offering the training in two separate days. Day One will meet the requirements for anyone needing only 8 hours for continuing education. Day One and Two together will meet the requirements for those persons needing to complete 16 hours of continuing education. Please check with your Electrical Licensing Board for your required continuing education.

*Please remember that we will need to meet our minimum number of registration in each day in order to hold the class.*

Each class consists of NEC (National Electrical Code) related materials as required by Minnesota Statutes and Rules as well as Industry related information.

**Course Cost:** 8 hours - \$160 (Day One)  
                          16 hours - \$320 (Day One & Two)  
**Class Time:** 8:00 a.m. – 5:00 p.m. Unless otherwise indicated

### **Materials Needed:**

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

# Microsoft Office

## Spring 2009 Class Schedule

Discount on cost of classes when registration and payment are received  
 3 weeks (21 days) prior to start of class  
 \$41.95 – Discounted Fee - \$37.95  
 \$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
MS Word 2007- Level 1	1/27/09 & 1/29/09	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Word 2007 - Level 2	3/3/09 & 3/5/09	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Word 2007 - Level 3	3/31/09 & 4/2/09	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Excel 2007 - Level 1	2/3/09 & 2/5/09	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Excel 2007 - Level 2	3/10/09 & 3/12/09	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Excel 2007 - Level 3	4/7/09 & 4/9/09	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Access 2007 - Level 1	2/17/09 & 2/19/09	T & TH	1:00 pm - 4:00 pm	\$124.95
MS Access 2007 - Level 2	3/17/09 & 3/19/09	T & TH	1:00 pm - 4:00 pm	\$124.95
MS PowerPoint 2007 - Level 1	2/24/09 & 2/26/09	T & TH	1:00 pm - 4:00 pm	\$124.95
MS PowerPoint 2007 - Level 2	3/24/09 & 3/26/09	T & TH	1:00 pm - 4:00 pm	\$124.95
What's New with 2007	1/22/09	TH	1:00 pm - 3:00 pm	\$41.95

# HealthCare

## **RN Refresher**

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

### **Description**

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. Upon successful completion of this program participants will receive a certificate of attendance for 150 contact hours.

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

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

Or

Call (507) 280-3191

**Continuing Education:** 150 Contact Hours

**Instructor:** Diane Wrobleski, RN, PhD

# Streamlining Team Communication for Maximum Effectiveness in Healthcare

February 12, 2009  
1:30 pm – 3:30 pm  
Heintz Center Room HA110  
\$41.00 per person

How many times have you heard it? “We need to improve communication around here!” This interactive, innovative training program is designed to do just that!

Learn the secrets to effective communication within your organization and outside of it with the use of SBAR. This simple tool condenses messages to concise and significant information about the situation - what is happening and what recommendations/actions are needed to resolve the problem. SBAR works well with any communication to quickly inform and move to decisions. This has shown to result in quick resolution to problems, enhanced satisfaction, fewer misunderstandings and more rapid and effective change transitions.

SBAR can also be used between staff and/or management. This tool can help staff to clearly, effectively and efficiently express the real message of the situation. Additionally, SBAR works well for interdisciplinary communication and exchange of ideas across teams and departments, which leads to goal accomplishment and satisfied employees.

**Continuing Education:** 2.4 Contact Hours

**Instructor:** Patricia Jump, MA, BSN, RN, COS-C

## Anxiety Disorders

April 23, 2009  
9:00 am – 3:00 pm  
Heintz Center Room HA134  
\$95.00 per person

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

Anxiety is a phenomenon common to all people. When life is not balanced, people are more vulnerable to anxiety. While some anxiety is perfectly normal and relatively easy to cope with, prolonged and intense anxiety may lead to crippling physical or psychosocial symptoms.

Understanding the symptoms, diagnosis, course of illness, and treatment of anxiety disorders will benefit nurses, social workers, chemical dependency counselors, program directors, job coaches and direct care staff.

**Continuing Education:** 6.5 Contact Hours

**Instructor:** Karen Finck, RN, MS, CS

# Geriatric Drug Therapy: Balancing the Benefits & Risks

March 26, 2009

1:00 pm - 4:00 pm

Heintz Center Room HA122

\$35.00 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.

**Continuing Education:** 3 Contact Hours

**Instructor:** Thomas E. Lackner, PharmD. CGP, FASCP  
College of Pharmacy and Minnesota Area Geriatric Education Center,  
Center on Aging, University of Minnesota

# 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](http://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](http://www.rctc.edu/workforce).

# Spring 2009 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  
Or  
Register online at [www.rctc.edu/workforce](http://www.rctc.edu/workforce)

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

## **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**

\$

### **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: \_\_\_\_\_

# Spring 2009 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  
Or  
Register online at [www.rctc.edu/workforce](http://www.rctc.edu/workforce)

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

## **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**

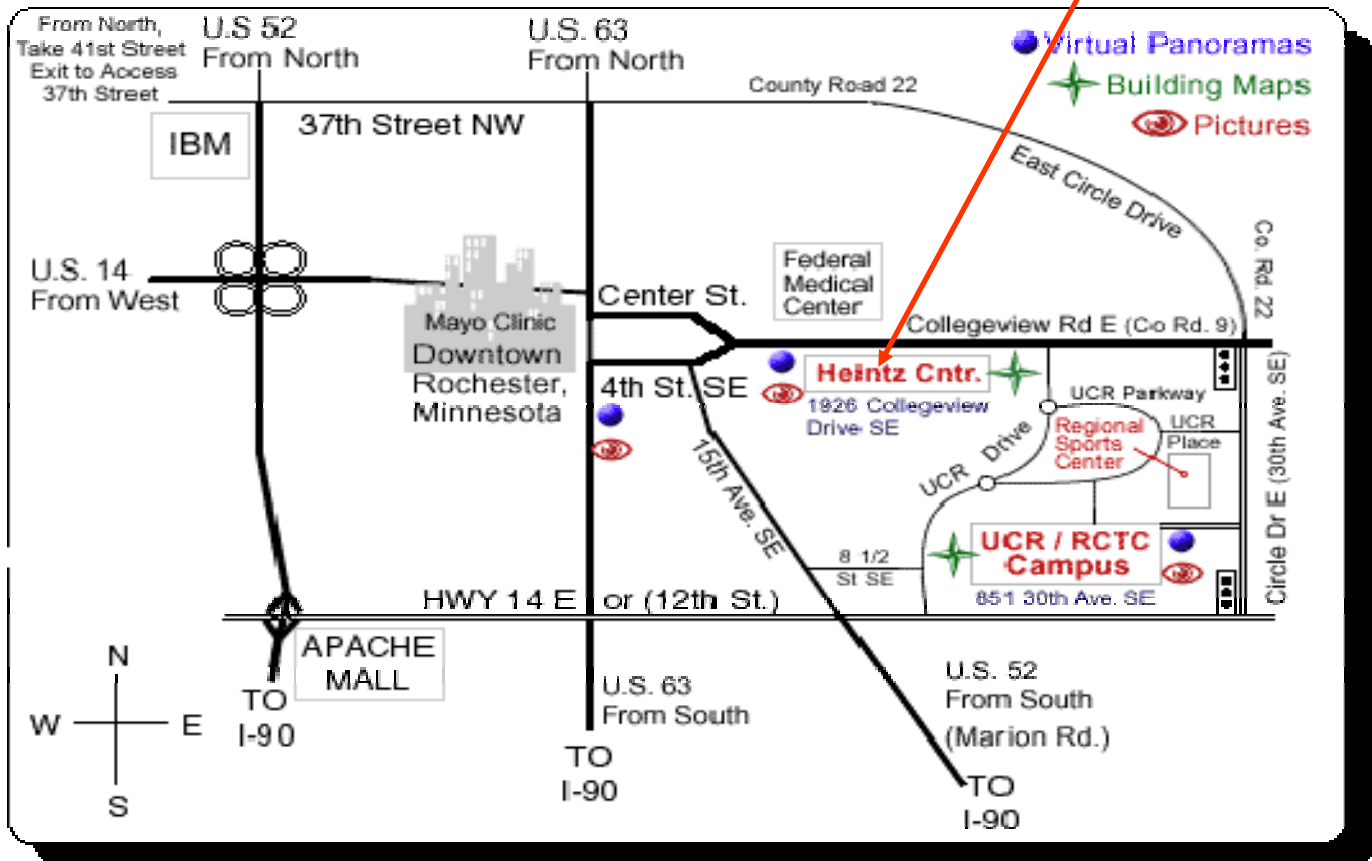
**Payment Method:**

**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"



## **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.