

2011-2012

CENTURY  
COLLEGE



**651.779.3341**

[century.edu/continuinged](http://century.edu/continuinged)

# Law Enforcement

Continuing  
Education &  
Customized  
Training

.....  
POLICE OFFICERS

CORRECTIONS STAFF

SECURITY PROFESSIONALS

PRIVATE DETECTIVES

PROBATION OFFICERS



# Continuing Education for Law Enforcement

## New for 2011-2012

### **NEW! Project Management in Public Safety (Hybrid Classroom/Online)**

Learn to manage projects of varying sizes and difficulty in the public safety discipline. This course will provide activities to simulate selecting or analyzing an organization for an issue, procedure, process, problem, or service that can be improved or developed. You will be provided resources concerning how to design, develop, implement, evaluate, and make necessary improvements or modifications to the project. This course will also focus on presenting all the project stages and final project results in written, multi-media, and verbal formats.

See page 13.

### **Crime Scene Investigation Certificate**

Prepare to enter the exciting field of crime scene investigation (CSI) or further develop your skills and expertise in this area. Our comprehensive certificate program presents many aspects of forensic science useful to police officers, detectives, crime scene technicians, attorneys, paralegals, private and fraud investigators, insurance and medical fraud investigators, or anyone interested in this popular and fascinating subject.

#### Program Components:

- Intro to Forensic Photography (also offered online)
- Photoshop for Forensics I
- Photoshop for Forensics II
- Basics of Forensics Science
- Computer Forensics
- Crime Mapping Unit I
- Crime Mapping Unit II
- Homeland Defense
- Interrogation and the Gentle Art of Persuasion
- Interviewing and the Art of Communication
- Understanding Criminal Investigation

See page 5.

AND MUCH MORE....

## See Details Inside!



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# Century College Law Enforcement Member Agencies 2010-2011

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## **Police Departments**

- Bayport
- Cottage Grove
- Crystal
- Hudson
- Lakes Area
- Lino Lakes
- Maple Grove
- Maplewood
- Metro Transit
- Minnesota State Patrol
- Minnesota Department of Human Services, Office of Special Investigations
- Mounds View
- New Brighton
- Newport
- New Hope
- Northfield
- North St. Paul
- Oak Park Heights
- Oakdale
- St. Paul
- St. Paul Park
- Stillwater
- West St. Paul
- White Bear Lake
- Woodbury

## **Sheriff's Departments:**

- Chisago County
- Pine County
- Ramsey County
- Washington County

## **Correctional Facilities:**

- Faribault
- Lino Lakes
- Oak Park Heights
- Red Wing
- St. Cloud
- Shakopee
- Stillwater
- Minnesota Department of Corrections

## **Railways:**

- Canadian Pacific

## **Security**

- Hennepin County Property Services Security

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“It is a pleasure to work with Century College Continuing Education Department. I have always had prompt and reliable service.”

**KIM PETERSEN**

**WOODBURY POLICE DEPARTMENT**

# Welcome

Learn the skills you need, during times that fit your busy schedule! We offer up-to-date and innovative training programs to address the current and future needs of those in law enforcement, corrections, probation officers, private detectives and security personnel. Our knowledgeable instructors are experienced in teaching adult learners and law enforcement personnel, and our courses meet the requirements of Peace Officer Standards and Training (POST) continuing education.

Join our Slot Program and get the best value for your money!

- Purchase 1-5 slots at \$595 each, or 6+ at \$445 each.
- Each slot purchased allows you to send one full-time, licensed law enforcement officer or dispatcher to any course in the catalog for an entire year.
- Your agency will also gain a seat on the Century College Law Enforcement Advisory Committee.
- Slots are assigned to an agency, not an individual.

Currently, 43 law enforcement agencies, correctional facilities and security agencies have joined the 2011-2012 Slot Program.

Please call me with your questions, concerns, and suggestions about your law enforcement training needs. I consider it a privilege to work with law enforcement, security, and correctional professionals.

Thank you for your continued support and partnership.



Joan Peterson  
651.773.1743 or  
joan.peterson@century.edu

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“Century College has been a great resource for our agency.”

**CRYSTAL POLICE DEPARTMENT**

# Member Agency Advisory Committee

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Laura Eastman  
Bayport Police Department  
Tracy Graves  
Canadian Pacific Railway  
Steve Pouti  
Chisago County Sheriff's Department  
Mike Coffey  
Cottage Grove Police Department  
Stephanie Fealy  
Crystal Police Department  
Joan Hunter  
Faribault – MCF  
Bill Collumbien  
Hennepin County Property Services  
Security  
Paul Larson  
Hudson Police Department  
Kevin Stenson  
Lakes Area Police Department  
Robert Loose  
Lino Lakes – MCF  
Dale Haggar  
Lino Lakes Police Department  
Dan Wills  
Maple Grove Police Department  
Michael Sargent  
Maplewood Police Department  
Joseph Cardenas  
Metro Transit Police  
Clifford Anderson  
Minnesota Department of Corrections  
Ralph Schmidt  
Minnesota Department of Human  
Services, Office of Special Investigations  
Brad Quart  
Minnesota State Patrol  
Tom Kinney  
Mounds View Police Department  
Mary Bitzan-Hieb  
New Brighton Police Department

Dave Rudolph  
New Hope Police Department  
Curt Montgomery  
Newport Police Department  
Tom Lauth  
North St. Paul Police Department  
Brian DeRosier  
Oak Park Heights Police Department  
Dale Peterson  
Oak Park Heights – MCF  
Jack Kettler  
Oakdale Police Department  
Steve Ovick  
Pine County Sheriff's Department  
Brad Camitsch  
Ramsey County Sheriff's Department  
Judi Mickelson  
Red Wing – MCF  
Mark Pierce  
Saint Paul Police Department  
Michael Monahan  
St. Paul Park Police Department  
Janel Frank  
Shakopee – MCF  
John Gannaway  
Stillwater Police Department  
Becky Koller  
Stillwater - MCF  
John Warneke  
Washington County Sheriff's  
Department  
Brian Sturgeon  
West St. Paul Police Department  
Lynne Bankes  
White Bear Lake Police Department  
Jay Alberio  
Woodbury Police Department

# Crime Scene Investigation

## Crime Scene Investigation Certificate

Prepare to enter the exciting field of crime scene investigation (CSI) or further develop your skills and expertise in this area. Our comprehensive certificate program presents many aspects of forensic science useful to police officers, detectives, crime scene technicians, attorneys, paralegals, private and fraud investigators, insurance and medical fraud investigators, or anyone interested in this popular and fascinating subject.

This program was developed under a National Science Foundation Grant "Investigative Sciences and Law Enforcement Technology" awarded to Century College in 2005.

**For more information on the CSI certificate, contact Joan Peterson at 651.773.1743 or email [joan.peterson@century.edu](mailto:joan.peterson@century.edu).**

### PROGRAM COMPONENTS

Complete the following 11 courses:

- Intro to Forensic Photography (also offered online)
- Photoshop for Forensics I
- Photoshop for Forensics II
- Basics of Forensics Science
- Computer Forensics
- Crime Mapping Unit I
- Crime Mapping Unit II
- Homeland Defense
- Interrogation and the Gentle Art of Persuasion
- Interviewing and the Art of Communication
- Understanding Criminal Investigation

### WHO SHOULD ATTEND?

- Law enforcement personnel
- Medical employees
- Private and fraud investigators
- Paralegals and attorneys
- Insurance and medical fraud investigators
- Security professionals
- Others with related interest

### HOW DO I EARN THE "CSI" CERTIFICATE?

To earn the CSI certificate, you must complete all 11 courses and you will receive a special certificate. It is also possible to enroll in individual courses which meet your particular needs. To register for the Crime Scene Investigation (CSI) Certificate program, call 651.779.3341.

## Crime Scene Investigation

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### INTRO TO FORENSIC PHOTOGRAPHY

Photographic documentation of evidence is important in many aspects of a case, from simply recording the condition of evidence to enhancing details that may not be discernable to the human eye. This training seminar is designed to introduce the concepts of forensic photography to law enforcement officers and others. Some of the topics covered include: the

# Crime Scene Investigation



uses of forensic imaging, tools needed for the job, alternate light sources, and techniques beyond photography.

Holly Borrelli, Century Instructor

Friday, February 3, 2012

4 POST Credit

12:00-4:00pm

EAST Rm 2313

Course: 20125-001702

\$135

## **INTRO TO FORENSIC PHOTOGRAPHY (Online)**

Photographic documentation of evidence is important in many aspects of a case, from simply recording the condition of evidence to enhancing details that may not be discernable to the human eye. This online tutorial is designed to introduce the concepts of forensic photography to law enforcement officers and others. Some of the topics covered include: the uses of forensic imaging, tools needed for the job, alternate light sources, and techniques beyond photography. This course is delivered entirely online. You will need Internet connection and an email address. When you register, you will receive a user name, password, and login instructions via email. You may register and begin this course at anytime; you will have four weeks to complete.

Holly Borrelli, Century Instructor

Estimated student time for

Completion: 4 hrs

Format: D2L with no instructor

Involvement-totally self-instructional

4 POST Credits

Fall

Course Number: 20123-002049

\$169

Winter/Spring

Course Number: 20125-001701

\$169

## **PHOTOSHOP FOR FORENSICS I AND II**

These training seminars are designed to meet the needs of law enforcement personnel and others who are currently using or considering digital enhancement of photographs in a forensic application. This is a hands-on course using Adobe Photoshop CSII. Each participant will complete the lessons using a Macintosh computer.

### **Photoshop for Forensics I**

This course will cover basic Photoshop and raster imaging techniques such as adjustment layers, resolution, history logs and exposure correction.

# Crime Scene Investigation

Holly Borrelli, Century Instructor

Friday, February 17, 2012

4 POST Credits

12:00-4:00pm

EAST Rm 2381 (MAC Lab)

Course: 20125-001703

\$135

## Photoshop for Forensics II

This course will cover intermediate and advanced techniques such as subtraction, demultiplexing, de-interlacing, channel mixing. **Prerequisite: Photoshop for Forensics I**

Holly Borrelli, Century Instructor

Friday, February 24, 2012

4 POST Credits

12:00-4:00pm

EAST Rm 2381 (MAC Lab)

Course: 20125-001704

\$135

## BASICS OF FORENSIC SCIENCE

Working in law enforcement but too busy with your day-to-day responsibilities to give time and energy to learning new concepts and technologies? Gain an increased awareness and understanding of the current technologies and techniques in medico-legal (forensic) science, as well as what lies in the future. Topics to be covered include: roles and specialties of forensic scientists; crime scene processing with forensic analysis in mind; overview of forensic laboratory equipment, including microscopy, HPLC, mass spectrophotometry, DNA electrophoresis, fingerprint analysis techniques; analysis of physical evidence, including hair, fibers, paint; and analysis of biological evidence, including forensic toxicology, serology, DNA.

Pamela Thinesen, M.S., Century Instructor

Wednesday, April 11, 2012

4 POST Credits

8:00am-12:00pm

EAST Rm 2311

Course: 20125-001705

\$135

## COMPUTER FORENSICS: DIGITAL SECURITY & INVESTIGATION

This eight-hour training session will focus on the issues law enforcement personnel face involving digital evidence and computer forensics. Participants will learn the basic theory behind computer forensics and how digital data is written, stored, and deleted among a variety of devices. Participants are encouraged to bring a laptop to class. Topics will include: computer forensics as a law enforcement profession; digital evidence collection (bag & tag); legal and ethical considerations with computer forensics; email investigations; cell phone technologies; and automated computer forensic tools.

Andrew Crouse, Sergeant and Century Instructor

Wednesday, October 19, 2011

8 POST Credits

8:00am-5:00pm

EAST Rm 1765

Course: 20123-002050

\$235

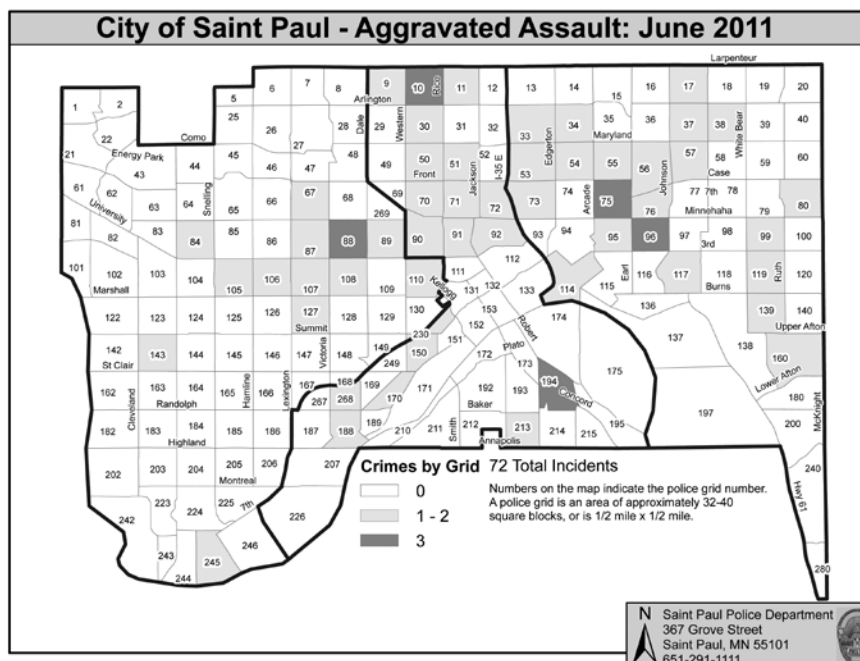
## CRIME MAPPING UNIT I & II

The Crime Mapping series is designed for persons having access to and wanting to learn the ESRI ArcGIS set of computerized mapping tools. The examples and exercises used in class are law enforcement oriented, but participants from other disciplines will also benefit. The software is designed for literally any data with location information. The Crime Mapping Units offer hands-on classes and you will learn how to make GIS maps.

### Crime Mapping Unit I

What is crime mapping and what is a geographic information system? Learn the answers to these questions through illustrated examples provided in the ArcGIS Computer Software programs. You will become familiar with its common functions and will execute a series of exercises to load crime data, geocode it, map it, change symbols, zoom to an area of interest, and remove superfluous map

# Crime Scene Investigation



information. You will also learn to prepare and print a document (map) including a title, legend, north arrow, scale, etc. You will leave with sufficient skills to create simple maps.

Doug Hicks, Century Instructor

Tuesday, October 4, 2011

3 POST Credits

6:00-9:00pm

EAST Rm 1731

Course: 20123-002051

\$110

## Crime Mapping Unit II

Building on the skills learned in Crime Mapping Unit 1, you will learn how to label your data, customize your labels, categorize your crimes and add counts to the legend. The course also teaches how to query spatially and by data attributes, and how to manually correct geocoding errors. As in Unit I, you will learn through hands-on exercises in class. You may expect to develop additional skills and knowledge to confidently tackle more complex maps.

Doug Hicks, Century Instructor

Thursday, October 6, 2011

3 POST Credits

6:00-9:00pm

EAST Rm 1730

Course: 20123-002052

\$110

## HOMELAND DEFENSE ONLINE COURSE

Delivered entirely online, this course is designed to provide an overview and assessment of the homeland security program. It will focus on issues related to terrorism, infrastructure protection, and local, state, and federal efforts to prevent terrorism, and will also address preparedness and response to terrorist attacks and constitutional issues related to homeland defense. You will need Internet connection and an email address. When you register, you will receive a user name, password, and login instructions via email. You may register and begin this course at any time; you will have four weeks to complete.

Estimated student time for completion: 4 hrs

Format: D2L with no instructor

Involvement-totally self-instructional

4 POST Credits

# Crime Scene Investigation

Fall 2011  
\$169  
Course: 20123-002053

Winter/Spring 2012  
\$169  
Course: 20125-001706

Friday, March 2, 2012  
8 POST Credits  
8:00am-5:00pm  
EAST Rm 2313  
Course: 20125-001708  
\$235

## **INTERROGATION AND THE GENTLE ART OF PERSUASION**

Noncooperative individuals require a unique set of interview and interrogation strategies. Learn from a master investigator who has developed techniques for use in hostile and noncooperative situations. Interrogation skills include persuasion strategies, question formulation, motivation, rationalization, probing, and negotiating. Real cases and interrogations will be studied and small group participation is required. For the most complete learning experience, you should pair this class with Interviewing and the Art of Communication.

Everett Doolittle, PhD, Century Instructor

Friday, March 23, 2012  
8 POST Credits  
8:00am-5:00pm  
EAST Rm 2313  
Course: 20125-001707  
\$235

## **INTERVIEWING AND THE ART OF COMMUNICATION**

Poor interviewing skills result in failed cases. Good interviewers do more than ask questions – they negotiate, motivate, and resolve conflict in order to gather critical information. Do you have the skills to conduct successful interviews? In this session, you will learn motivation strategies, five steps of conflict resolution, and the cognitive interview process. You will gain skill with in-class practice of these techniques.

Everett Doolittle, PhD, Century Instructor

## **UNDERSTANDING CRIMINAL INVESTIGATION**

CSI and similar TV programs have generated much interest and brought criminal investigation into the public eye. Real strategies for success, however, depend on sticking to the basics of crime scene investigation. The investigator or patrol officer responding to a crime has a great impact on the outcome of the investigation. He/she must understand the responsibilities of the first officer: protecting the scene, searching strategies, identifying and documenting evidence, identifying and interviewing of victims, witnesses and suspects, and understanding the follow-up or latent investigative process. This is an intermediate-to-advanced level investigative class.

Everett Doolittle, PhD, Century Instructor

Wednesday, April 4, 2012  
4 POST Credits  
8:30am-12:30pm  
EAST Rm 2313  
Course: 20125-001709  
\$135

.....  
"Very strong communication and information distribution. Good selection of classes."

**BILL NAGEL**  
**TRAINING DIRECTOR**  
**MCF – LINO LAKES**

# Other Law Enforcement/Corrections/ Security Related Programs

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## **NEW! FOUNDATIONS OF INTELLIGENCE & CRIME ANALYSIS**

Professionals in law enforcement, criminal justice, and other public safety areas will study the history of the intelligence cycle and the processes and functions of an analysis unit. You will study implementation of the intelligence cycle within an agency and community in order to develop information to support stakeholders and decision-makers. Core analytical and statistical skills will be studied using data sources commonly found in public government. **REQUIRED TEXTBOOK:** Instructor will provide textbook information the first night of class. Approx. cost \$56.

Century Staff

Wednesdays, August 24 – December 14,  
2011

42 POST Credits

6:00pm-8:50pm

EAST Rm 2213

Course: 20123-002132

\$460

## **NEW! INTELLIGENCE AND CRIME ANALYSIS METHODS I (Hybrid Classroom/Online)**

Professionals in law enforcement, criminal justice and other public safety areas will study critical thinking methodologies and how to apply them to case studies. Topics include how to conduct basic and advanced research through open sources while discussing the use of closed sources of information. You will be asked to demonstrate effective oral and written communication based on the methodologies and research techniques learned during the course. **REQUIRED TEXTBOOK:** Instructor will provide textbook information the first day of class. Approx. cost \$56

Century Staff

Some Wednesdays, August 24 – October  
19, 2011

40 POST Credits

11:00am-2:00pm

EAST Rm 3618

Course: 20123-002134

\$460

## **NEW! INTELLIGENCE AND CRIME ANALYSIS METHODS II (Hybrid Classroom/Online)**

Professionals in law enforcement, criminal justice, and other public safety areas will study how to apply critical thinking and analytical skills to case studies to conduct a critical review of real events. Topics will include the processes and structures of an organization and/or investigation to address deficiencies or gaps, and how to address the deficiencies or gaps. You will present a written and oral brief that demonstrates the mastery of the critical thinking and analytical skills. **REQUIRED TEXTBOOK:** Instructor will provide textbook information on the first day of class.

**Prerequisite: Intelligence and Crime  
Analysis Methods I.**

Century Staff

Some Wednesdays, October 26 – December  
14, 2011

40 POST Credits

11:00am-2:00pm

EAST Rm 2209

Course: 20123-002135

\$460

## **GANG MURDER INVESTIGATION**

Homicide and gang investigators, get an update on factors that help solve cases, the effective use of existing laws, and investigative techniques to solve the gang murder. Learn to use existing laws of RICO, drugs, homicide, kidnapping, wiretap, and CCE (continuing criminal enterprise) to dismantle the entire gang from the top down, and to convict gang leadership for murder even if they didn't directly pull the trigger.

Dan Craft, Century Instructor

## Other Related Programs



Wednesday, May 2, 2012  
4 POST Credits  
8:30am-12:30pm  
EAST Rm 2311  
Course: 20125-001792  
\$135

### **READING A CRIME SCENE AND MASTERING INTERROGATION**

Crimes happen because of the way people think. Learn how the criminal thinks, how he/she expresses anxiety, whether their behavior was organized or disorganized. Apply the 4 criteria used to assess behavior at the crime scene. Discern whether they are acting out of control, anger or remorse and use that information effectively in the interrogation room. This is unlike any course you have ever had on the art of interview and interrogation. Master the technique of getting a person to listen to you, to agree with you, and to tell you the truth.

Dan Craft, Former FBI special agent and Century Instructor

Wednesday, April 25, 2012  
8 POST Credits  
8:00am-5:00pm  
EAST Rm 2313  
Course: 20125-001710  
\$235

### **NEW! INTRODUCTION TO FORENSIC SCIENCE**

This course will examine the processing of crime scenes for forensic evidence, the collection and preservation of the evidence, and the analyses performed by forensic scientists. The course will utilize demonstrations and experiential learning through periodic laboratory exercises. The forensic science disciplines to be covered in the course include latent prints, DNA, trace evidence, footwear impressions, proper crime scene processing and documentation, and firearms and tool mark examinations. **REQUIRED TEXTBOOK:** Instructor will provide textbook information the first day of class. Approx. cost: \$56

Century Staff

Wednesdays, August 22 – December 14, 2011  
33 POST Credits  
4:00-4:50pm  
EAST Rm 2306  
Course: 20123-002131  
\$460

### **CRITICAL INCIDENTS**

Critical incidents are an everyday reality in law enforcement. You will examine what a critical incident can be and why it is important to have a policy in place that

## Other Related Programs

ensures officers rights are protected while conducting a criminal or internal investigation. We will also discuss what an officer should expect in the short time after a critical incident.

Paul Ford, Police Officer and Century Instructor

Tuesday, January 10, 2012

4 POST Credits

1:00-5:00pm

EAST Rm 2313

Course: 20125-001711

\$135

### **BLOODBORNE PATHOGENS AND HAZARDOUS MATERIALS**

Learn to identify and work with hazardous materials in law enforcement, including accidents, spills, and natural disasters. Discuss OSHA requirements when dealing with bloodborne and airborne pathogens, such as personal protective equipment and clean-up methods.

Joe Grafft, Century Instructor

Monday, April 16, 2012

3 POST Credits

9:00am-12:00pm

EAST Rm 2313

Course: 20125-001712

\$110

### **NEW! GANG VIOLENCE – WHAT YOU NEED TO KNOW!**

Street gangs have long been considered loosely organized thugs, engaged in petty thefts and drugs on a local level. But today's street gangs are very different. Today, sophisticated gang operations have members crossing state lines establishing syndicates and recruiting members as young as 10 years old in communities across the country. These criminal organizations engage in high-stakes narcotics and weapons trafficking, gambling, robbery and other equally serious crimes. Never before have gangs been so mobile and so dangerous, and the problem is spreading.

You will learn how to:

- Identify and investigate a street gang from the top down including gang recognition, gang terms, graffiti and hand signs
- Investigate the gang as a criminal enterprise, i.e. organized crime, and how to use existing laws of RICO, drugs
- Investigate a gang murder (the worst of the worst) and take down the entire gang, not just select individuals
- Interrogate a gang member and how to go after the leadership of the gang, and totally dismantle the street gang

Dan Craft, Retired FBI Agent and Century Instructor

May 9, 2012

4 POST Credits

8:30am-12:30pm

EAST Rm 2313

Course: 20125-001713

\$135

### **NEW! FOUNDATIONS OF PUBLIC SAFETY (Online/Fast Track)**

This survey course is an introduction to the multidisciplinary field of public safety as it applies to the disciplines of emergency medical services (EMS), the fire service, law enforcement, communications/dispatch, and emergency management. Students will not only study an overview of each discipline/occupation, but interact with peers from their own profession as well as others from across the public safety spectrum. **Recommendation:** Computer literacy and word processing skills. **REQUIRED TEXTBOOK:** Instructor will provide textbook information at the September 14 meeting. Approx. cost: \$44

Century Staff

September 14 – November 16, 2011

Participants must meet with Century Staff on both September and November 2011 dates:

September 14, 2011 – 10:00-11:00am OR 6:00-7:00pm

November 16, 2011, 10:00-11:00am OR 6:00-7:00pm

## Other Related Programs



40 POST Credits  
11:00am-2:00pm  
EAST Rm 3618  
Course: 20123-002136  
\$501

### **NEW! PROJECT MANAGEMENT IN PUBLIC SAFETY (HYBRID CLASSROOM/ONLINE)**

You will learn to manage projects of varying sizes and difficulty that you may encounter in the public safety discipline. This course will provide activities to simulate selecting or analyzing an organization for an issue, procedure, process, problem, or service that can be improved or developed. You will be provided resources concerning how to design, develop, implement, evaluate, and make necessary improvements or modifications to the project. This course will also focus on presenting all the project stages and final project results in written, multi-media, and verbal formats.

Century Staff

August 22 – December 15, 2011  
Participants must meet with Century Staff on September 14, October 12, November 16, December 14, 2011  
40 POST Credits  
11:00am-2:00pm  
EAST Rm 2209  
Course: 20123-002137  
\$461

### **USE OF FORCE REFRESHER**

This course is structured to lead participants through the current policies and best practices in incident management. Review the complex use of force issues, including: statutory and liability issues; readiness; unarmed control measures; straight/ASP expandable baton; aerosol subject restraints (ASR); and taser gun.

John Nace, Century Instructor

Wednesday, May 2, 2012  
6 POST Credits  
8:30am-3:30pm  
EAST Rm 2313  
Course: 20125-001714  
\$230

### **NEW! THE PSYCHOLOGY OF CRIMINAL CONDUCT**

Criminals commit crimes to satisfy certain needs and understanding those needs will enable the investigator to narrow down the suspect pool. By taking an in-depth look at how a criminal thinks, you can learn to read the crime scene and, based on the behavior displayed, determine what is most likely motivating the criminal. Sometimes, for example, the motivation is the need for power, domination and control; sometimes the motive is sexual, even though it may not be a sex crime.

This course will also help the investigator to use insight into the criminal mind

## Other Related Programs



to formulate the proper questions in conducting interrogations.

Dan Craft, Century Instructor

Wednesday, March 7, 2012

4 POST Credits

8:30am-12:30pm

EAST Rm 2313

Course: 20125-001715

\$135

### **DWI ENFORCEMENT UPDATE**

Get a review of the following areas:

- Existing DWI laws
- Implied consent law
- Forms and reports related to DWI enforcement
- DWI arrests at crash scenes, from misdemeanors to felonies
- Criminal vehicular injury, homicide statutes, and injury definitions
- Standardized field sobriety testing procedures
- A current DWI enforcement list of do's and don'ts based on present case law
- Tactical lessons for governing evidence-gathering at crash scenes
- Opportunities to evaluate various scenarios to determine proper charges

Don Marose, MN State Patrol and Century Instructor

Wednesday, February 8, 2012

4 POST Credits

5:00-9:00pm

EAST Rm 2311

Course: 20125-001716

\$135

### **NEW! INTRODUCTION TO SHAKEN BABY SYNDROME**

Shaken baby syndrome or abusive head trauma is a devastating form of child abuse that causes traumatic brain injury to infants and small children (birth to age five). It happens when a frustrated caregiver violently shakes a child to stop a behavior, usually crying. Since the victim is young and the abuse often occurs in isolation with no other witnesses, effective crime investigation of these cases is important.

You will learn:

- What shaken baby syndrome is, how it happens, who are the perpetrators and common triggers
- The medical aspects of shaken baby syndrome – the mechanism of shaking, how it is diagnosed, medical aspects of the brain injury, and outcomes for infants/children
- Effective crime scene investigation – role of law enforcement officers, importance of working with other professionals in a multidisciplinary team, the elements of effective

# Other Related Programs

interview, crime scene investigation,  
and common story inconsistencies

Offered through the Midwest Alliance on  
shaken baby syndrome.

Kim Kang, Century Instructor

Wednesday, October 26, 2011

3 POST Credits

1:00-4:30pm

EAST Rm 2313

Course: 20123-002140

\$135

## **BASIC REPORT WRITING**

Though it may not be your favorite task, writing reports is a critical part of your duties. And with a little guidance and practice, you can learn to write polished reports that convey the necessary information and are easy to understand. In this session, you will discover the characteristics of a well-written report, learn basic steps to help you write clearly, and get tips on how to choose the right words to convey your meaning accurately.

Doug Holtz, Police Officer & Century  
Instructor

Friday, December 16, 2011

4 POST Credits

8:30am-12:30pm

EAST Rm 2313

Course: 20123-002054

\$135

## **SEX CRIMES – BACK BY POPULAR DEMAND!**

We will look at numerous types of sexual perversions, both harmless & harmful. You will learn the differences between the types of child molesters (situational and preferential) and pedophiles, and how to investigate these crimes. You will also learn how to interview victims and subjects, and what to expect from suspects (defenses and denials), and how to overcome them.

Daniel Craft, Retired FBI Agent and  
Century Instructor

Thursday, October 6, 2011

4 POST Credits

8:30am-12:30pm

EAST Rm 2313

Course: 20123-002055

\$135

## **NEW! WHAT LAW ENFORCEMENT/ CORRECTIONS NEED TO KNOW ABOUT FETAL ALCOHOL SPECTRUM DISORDER (FASD)**

Because individuals with FASD often become involved with the juvenile and criminal justice systems there are definite costs to the justice system related to FASD. Roughly 60 percent of subjects with FASD have been in trouble with the authorities, charged with a crime, or convicted of a crime. However, the FASD disorder is largely unrecognized.

You will learn:

- Basic symptoms associated with individuals exposed to alcohol prenatally
- About the complexities and misunderstandings of FASD
- The various secondary factors associated with FASD that can lead to criminal justice and legal involvement
- Why FASD is so relevant to law enforcement professionals
- Specific intervention and communication strategies that are more effective when interacting with individuals suspected of having FASD
- About resources available to FASD impacted individuals and families
- Ten red flags associated with individuals impacted by FASD

This training class is offered through the  
FASD Clinic of Minnesota

Lois Bickford and Kathleen Beddow,  
Century Instructors

Wednesday, October 19, 2011

3 POST Credits

1:00-4:00pm

EAST Rm 2313

Course: 20123-002141

\$105

## Other Related Programs



### **BASIC NARCOTICS INVESTIGATION**

Designed for patrol officers and/or narcotics investigators, this course offers a basic overview of narcotics. Learn how to:

- Identify street drugs, club drugs, and trends
- Develop informants
- Use street tactics
- Obtain consent to search

Paul Ford, Police Officer & Century Instructor

Thursday, April 12, 2012

8 POST Credits

8:00am-5:00pm

EAST Rm 2313

Course: 20125-001717

\$235

### **NEW! MANAGING STRESS AND CREATING BALANCE**

Work-related stress has the potential to negatively affect an individual's psychological and physical health, as well as an organization's effectiveness. Unmanaged stress impacts productivity, health, happiness, and balance – four things imperative to living your best life. Why not be in control of your circumstances, instead of your circumstances controlling you? Take charge by directing your energy to achieve maximum outcomes.

You will learn to:

- Identify your common stressors
- Determine the causes of pressure at work
- Take advantage of your energy cycle
- Use physical, mental, and communication techniques to manage your stress
- Increase your productivity by prioritizing
- Develop a life of balance

Jeannette Grace, Century Instructor

Thursday, May 10, 2012

4 POST Credits

8:30am-12:30pm

EAST Rm 2313

Course: 20125-001793

\$135

### **NEW! MOTIVATION THAT GETS RESULTS**

The messages we send ourselves directly impact our level of success. Most people are great at focusing on their perceived shortcomings and failures. Their list of what they wish-to-be, is twice as big as the celebrations of who they are, draining them of possibilities. It is time to stop selling yourself short, and to begin capitalizing on the untapped awesomeness inside of you.

You will learn to:

- Translate your self-talk into results
- Differentiate between positive and

# Other Related Programs

- negative verbiage
- Determine your situation specific inherent responses
- Customize attitude adjustments that work for you
- Align your thoughts with the outcomes you desire
- Develop a motivational plan that will get you the results you want

Jeannette Grace, Century Instructor

Thursday, June 7, 2012

4 POST Credits

8:30am-12:30pm

EAST Rm 2313

Course: 20125-001794

\$135

## **NEW! THE “G” FACTOR**

Gravitational pull is the attraction one object has to another object caused by the invisible force of gravity. Human beings have the ability to create the same force. The question is, what is your gravitational pull? Are you the type of person or business who attracts people or repels them? Do others avoid you, not notice you, or gravitate to you? There is incredible power in being the force others choose to surround them with, or in being the business of choice.

You will learn to:

- Determine your “G” factor
- Identify limitations that negatively influence your pull
- Select a “Master G” to benchmark your strategy
- Build on the pull you already possess
- Create a personalized strategy with goals developed around character and behaviors
- Increase your “G” factor

Jeannette Grace, Century Instructor

Thursday, June 21, 2012

4 POST Credits

8:30am-12:30pm

EAST Rm 2313

Course: 20125-001795

\$135

## **NEW! STOP THE PROBLEM-SOLVING PARALYSIS**

Like most people, you have likely suffered from problem-solving paralysis. Not knowing where to begin when a complex issue is presented can be frustrating, sometimes even overwhelming. Looking at a problem, as if it is just an unanswered question, shrinks the challenge of solving it from a Mt. Olympus size, into let’s say, an ant hill or at least a manageable task. Being able to first pinpoint the problem, then identify goals, followed by the development of a variety of approaches, and then end with a discerning frame of mind is a way to stop any paralysis.

You will learn to:

- Stop problem-solving paralysis,
- Be action-oriented in the face of difficult situations
- Decipher the difference between surface problems and root problems
- Set short goals focused on surface problems
- Set long term goals focused on root problems
- Use creative techniques to formulate a variety of approaches
- Evaluate approaches and solutions to determine the best strategy
- Approach any problem using the DICE method

Jeannette Grace, Century Instructor

Thursday, July 19, 2012

4 POST Credits

8:30am-12:30pm

EAST Rm 2313

Course: 20131-000001

\$135

## **EXCEEDING CUSTOMER EXPECTATIONS!**

Is the customer always right? Customer service is not only about meeting their needs, but exceeding their expectations. There are many choices for people when it comes to spending their dollars – why not make them choose your business? Making your customers feel heard, understood, and important is priceless. Learn how to set yourself apart from others in your industry by providing the service your customers want and deserve.

You will learn to:

## Other Related Programs



- Define and analyze service: both great and poor experiences
- Internal versus external customers
- What do your customers want?
- Build rapport and take responsibility
- Use powerful language and avoid negative
- Handle customer complaints
- Set goals for exceptional service

Jeannette Grace, Century Instructor

Tuesday, October 11, 2011

4 POST Credits

8:30am-12:30pm

EAST Rm 2313

Course: 20123-002108

\$135

Wednesday, February 22, 2012

4 POST Credits

8:30am-12:30pm

EAST Rm 2313

Course: 20125-001796

\$135

### **PROFESSIONALISM AT WORK**

What messages are you sending through the way you carry yourself? Your attitude?

The way you interact? Your knowledge?

Your integrity? The way you speak?

Professionalism at work encompasses more than the way you look. In today's

competitive marketplace, employers seek individuals who will represent their company professionally and can communicate effectively to both internal and external customers. Learn to present yourself in a way that not only can advance your career, but can help you to build your personal brand image.

You will learn:

- Professionalism assessment
- First impressions
- Attitude
- Communication
- Etiquette
- Integrity
- Defining your personal brand image

Jeannette Grace, Century Instructor

Tuesday, October 4, 2011

4 POST Credits

8:30am-12:30pm

EAST Rm 2313

Course: 20123-002056

\$135

Wednesday, February 15, 2012

4 POST Credits

8:30am-12:30pm

EAST Rm 2313

Course: 20125-001718

\$135

# Law Enforcement/Corrections/Security Supervisory/Management Certificate Program

## Supervisory/ Management Certificate Program

Effective supervision of employees is a critical skill in organizations of all sizes. Good supervisors positively affect company morale, productivity, and the bottom line.

Gain vital supervisory management skills and reap the rewards. Complete the Century College Supervisory Management Certificate program and learn the essentials of goal setting, leadership skills, communication, working with different generations, legal considerations, coaching your employees, and hiring the right people for your team. Discover practical, easy-to-apply solutions that you can start to use immediately.

**For program information,  
please call Joan Peterson  
at 651.773.1743 or email  
joan.peterson@century.edu**

### **This program is ideal for you if:**

- You are a supervisor or a manager seeking to upgrade your skills
- You are a NEW supervisor or manager
- You aspire to a management position
- You are a technical professional assigned to management positions

### **Benefits of Supervisory Management training:**

- Inspire and motivate employees
- Successfully match employees to tasks
- Communicate with fewer misunderstandings and conflicts
- Understand legal aspects of supervision – and how to avoid being on the wrong side of a legal question
- Avoid common hiring mistakes and get the right people the first time

## Supervisory Management Certificate Program Phase I

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### **Take one class of each of the following:**

- Principles of Supervision
- Lead, Listen and Build: Creating Success Through Coaching
- Generational Diversity in the Workplace
- Responding to Conflict: Strategies for Improved Communication
- Performance Management: Effective Strategies for Improved Employee Performance
- How to Build High Performance Teams
- The Ethical Leader
- Legal Considerations: What Every Supervisor Needs to Know

# Supervisory/Management Program

## Century College Law Enforcement/Corrections/Security Leadership and Supervisory/Management Institute

	Leadership Certificate	Supervisory/Management Certificate Program Phase I	Supervisory/Management Certificate Program Phase II
Effective Business Writing			•
Time Management			•
How To Build High Performance Teams	•	•	
Project Management			•
Powerful Presentation Skills	•		•
Generational Diversity in the Workplace		•	
Conflict Management	•	•	
Preparing Leaders for Tomorrow			•
Leading Change	•		•
Building Employee Engagement			•
The Ethical Leader	•	•	
Performance Management		•	
Principles of Supervision		•	
Lead, Listen, Build: Creating Success Through Coaching	•	•	
Legal Considerations: What Every Supervisor Needs To Know		•	

# Supervisory/Management Program

## PRINCIPLES OF SUPERVISION

As a supervisor, you work with all types, but one style of supervision does not fit all. Learn the key principles to help you rapidly profile, supervise, and easily communicate with different personalities. Discover strategies for motivation, negotiation, and matching the right person to specific tasks. Tailor your conversation, email, delegation, and presentations to each of four distinct personality types.

You will learn how to:

- Enhance your leadership credibility in 10 ways
- Recognize the 14 most effective traits of top supervisors
- Start using quick tips and strategies for dealing with difficult people

...plus, you'll receive a bonus personal profile assessment and an easy-to-use profiling grid!

Mike Kiefer, Century Instructor

Thursday, September 22, 2011  
4 POST Credits  
8:30am-12:30pm  
EAST Campus, Rm 2313  
Course: 20123-002058  
\$135

Tuesday, January 24, 2012  
4 POST Credits  
8:30am-12:30pm  
EAST Campus, Rm 2313  
Course: 20125-001719  
\$135

## LEAD, LISTEN AND BUILD: CREATING SUCCESS THROUGH COACHING

Coaching is one of the most powerful one-on-one management techniques for getting the best out of every employee. As a manager or supervisor, you need to sharpen your coaching skills if you want your employees to achieve high performance. This session will demonstrate what you can do to develop employees and help them meet, and exceed, organizational expectations.

You will learn how to:

- Identify coaching styles and their consequences
- Recognize what it takes to be a great coach/leader
- Understand why coaching is critical in today's work environment
- Incorporate a simple coaching process for successful interactions
- Communicate expectations in a way that makes others want to follow through
- Learn barriers to effective coaching and how to deal with them

Lisa Lynn, Century Instructor

Wednesday, November 9, 2011  
4 POST Credits  
8:30am-12:30pm  
EAST Campus, Rm 2313  
Course: 20123-002059  
\$135

Thursday, February 16, 2012  
4 POST Credits  
8:30am-12:30pm  
EAST Campus, Rm 2313  
Course: 20125-001720  
\$135

## GENERATIONAL DIVERSITY IN THE WORKPLACE

Our workplace has become a playing field of competing viewpoints and values as five generations share the same workspace. In today's fast-paced, ever-changing work environment, finding ways to maximize the performance of every person has never been more vital. Understanding and appreciating one another's perspective has always been the key to effectiveness and productivity at work; in today's multi-generational workplace, an organization's success depends on it.

You will learn how to:

- Understand and identify generational viewpoints
- Be aware of your own generational perspectives and biases and use them to enhance outcomes
- Coach and manage intergenerational teams to maximum performance
- Deal with conflict among different generations

# Supervisory/Management Program

- Recruit, retain, and motivate employees to promote winning behaviors
- Enhance success by working with members of different generations

Lisa Lynn, Century Instructor

Thursday, October 27, 2011

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20123-002060

\$135

Thursday, March 15, 2012

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20125-001721

\$135

## **RESPONDING TO CONFLICT: STRATEGIES FOR IMPROVED COMMUNICATION**

It's time to manage conflict rather than have it manage you! Conflict is a normal by-product of working with others. How you deal with conflict and differing perspectives impacts your ability to manage people and enjoy your work.

You will learn how to:

- Recognize the types of conflict
- Practice strategies for dealing with differences
- Build skills for positively resolving differences

Nan Larsen, Century Instructor

Tuesday, December 6, 2011

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20123-002061

\$135

Tuesday, February 28, 2012

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20125-001722

\$135

## **PERFORMANCE MANAGEMENT: EFFECTIVE STRATEGIES FOR IMPROVED EMPLOYEE PERFORMANCE**

This is a hands-on, practical class that will have you gaining new skills you can put to work right away. We'll discuss effective strategies for analyzing and planning for improved employee performance. By the end of the class, you'll know how to account for skills, knowledge, systems, processes, and personal factors in the total performance equation.

You will learn how to:

- Assess employee performance discrepancies against standards and expectations
- Successfully manage conflict among employees, including the most difficult ones
- Develop a performance management system

Lisa Lynn, Century Instructor

Tuesday, November 29, 2011

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20123-002063

\$135

Thursday, April 19, 2012

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20125-001723

\$135

## **HOW TO BUILD HIGH PERFORMANCE TEAMS**

Assigning several individuals to work together does not create a team but a well formed team is a synergistic endeavor in which great things can be accomplished. The team involves many unique individuals at different levels of skills, abilities, and motivation. Through the dynamics of true teamwork, a task force or even an entire organization—can accomplish far more than any one person could ever achieve alone.

# Supervisory/Management Program



You will learn how to:

- Recognize the factors contributing to the dysfunction of a team
- Address issues such as absence of trust, fear of conflict, lack of communication, avoidance of accountability, and inattention to results

Mike Kiefer, Century Instructor

Wednesday, October 12, 2011

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20123-002064

\$135

Wednesday, February 8, 2012

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20125-001724

\$135

## THE ETHICAL LEADER

One of the greatest challenges in the public and private sectors is the supposed conflict between efficiency and ethics.

This has been a topic of discussion even during the time of Socrates, and is still a real issue today. Look at the many individuals, from all positions in life, who learned this lesson the hard way: ethics matter.

You will learn how to:

- Recognize the importance of ethics at all levels of an organization
- Be a challenging and dynamic leader – and still ethical
- Address real-life ethical dilemmas, using real-life case studies

Mike Kiefer, Century Instructor

Wednesday, October 5, 2011

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20123-002065

\$135

Wednesday, January 18, 2012

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20125-001725

\$135

# Supervisory Management Institute

## **LEGAL CONSIDERATIONS: WHAT EVERY SUPERVISOR NEEDS TO KNOW**

Employment law can seem complicated and intimidating. As a supervisor you need to understand and follow the law: you can't afford not to! This course will help you gain a basic understanding of employer and employee rights, and be ready to address them in your own situation.

You will learn how to:

- Recognize and address sexual harassment issues, including hostile environment; quid pro quo; same-sex sexual harassment; and harassment by third parties
- Understand disability discrimination and accommodations
- Avoid negligent hiring and negligent retention
- Deal with objectionable behavior
- Use effective and legal discipline
- Handle employee grievances

Rich Hodsdon, Century Instructor

Thursday, November 17, 2011

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20123-002066

\$135

Thursday, February 23, 2012

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20125-001726

\$135

## Supervisory Management Certificate Program Phase II

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Take one class of each of the following:

- Leading Change
- Building Employee Engagement: Managing Talent and Building Commitment

- Developing Powerful Presentations
- Time Management: Work Smarter Not Harder
- Principles of Successful Project Management
- Effective Business Writing Workshop
- Preparing for Leadership: What It Takes to Lead Effectively

## **LEADING CHANGE**

Do you feel under pressure to get more work done, of better quality, with fewer people, in less time, in new ways, with a smaller budget, in constantly changing conditions? If so, you are not alone!

Change has become a way of life in most organizations, and the most effective leaders are learning how to adapt. While some organizations flourish on routine and the status quo, it's more likely that today's leaders are required to embrace change as a fact of life.

You will learn how to:

- Use proven tips and techniques for leading change
- Minimize resistance and stress among your team
- Anticipate failure and mitigate risks
- Thrive on change as a path to success

Nan Larsen, Century Instructor

Tuesday, October 25, 2011

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20123-002067

\$135

Tuesday, April 10, 2012

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20125-001727

\$135

# Supervisory Management Institute

## **BUILDING EMPLOYEE ENGAGEMENT: MANAGING TALENT AND BUILDING COMMITMENT**

When employees join an organization, they're usually enthusiastic, committed, and ready to work hard for their new employer. Simply put, these employees are highly engaged. Studies show that motivation, passion, and focus can quickly recede if not nourished and managed. All too often, sick days increase and productivity declines. Research shows that a disengaged employee can cost an organization enormous resources. This class will give you practical techniques for ensuring that both you and your employees continue to be the valuable assets your organization needs to succeed.

You will learn how to:

- Apply a practical assessment to better understand what motivates different personality styles
- Measure employee engagement
- Implement techniques for enhanced success and outcomes
- Maintain higher productivity and commitment levels from all employees
- Engage employees in their own talent development

Lisa Lynn, Century Instructor

Tuesday, December 13, 2011

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20123-002068

\$135

Thursday, May 3, 2012

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20125-001728

\$135

## **DEVELOPING POWERFUL PRESENTATIONS**

More people fear public speaking than fear death. Yet to succeed in today's highly competitive business environment, you need to communicate well and present yourself successfully in a variety of settings.

The ability to overcome nerves and deliver messages to a variety of audiences is crucial. If you want to develop more skill and confidence developing the message and speaking in front of others, this workshop is for you.

You will learn how to:

- Effectively prepare your message
- Convey information in a clear and concise manner
- Make an impact with your communication
- Use different presentation styles to influence the message
- Connect with the audience effectively
- Use visual tools for an enhanced delivery
- Deal with unruly audience members
- Reinforce your message effectively
- Use practical techniques to make your next one-on-one or group presentation a success

Lisa Lynn, Century Instructor

Tuesday, October 18, 2011

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20123-002069

\$135

Thursday, March 29, 2012

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20125-001729

\$135

## **TIME MANAGEMENT: WORK SMARTER NOT HARDER**

Every organization is being forced to do more with less people. Discover how to get more done in less time with less stress and frustration. Cut your time in meetings, on the phone, searching for files, in one-on-one conversation, decision-making, negotiations, setting and achieving goals, handling paperwork, etc. Get yourself organized and working efficiently with proven methods!

You will learn how to:

- Recognize the seven major time-wasters and how to counteract each one

# Supervisory Management Institute

- Take a personal efficiency inventory and discover your time management strengths and areas needing improvement
- Balance work, personal, and family time

Mike Kiefer, Century Instructor

Thursday, December 8, 2011

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20123-002070

\$135

Thursday, March 22, 2012

4 POST Credits

8:30am-12:30pm

EAST Campus, Rm 2313

Course: 20125-001730

\$135

## PRINCIPLES OF SUCCESSFUL PROJECT MANAGEMENT

Project management is one of the fastest growing disciplines today. Learn the basic principles of project management and how you can apply them in your own work setting. Specific project review questions are provided along with template tables to help you track, maintain, and learn from every project you are involved with. Improve your efficiency and reduce your costs and stress with proven tools that work!

You will learn how to:

- Understand key principles such as origin of projects, project life cycle, milestone charting, defining projects, and evaluation
- Understand GANTT project management charts and read GANTT profiles
- Get accurate cost and time estimates from work breakdown structures
- Develop reasonable project scope – and limit “scope creep”
- Use practical tools that will help you manage every one of your projects

REQUIRED TEXTBOOK: *Project Management*, approximately \$15. Online book code 1SUP 0030.

Mike Kiefer, Century Instructor

Tuesday, September 27, 2011

6 POST Credits

9:00am-4:00pm

EAST Campus, Rm 2313

Course: 20123-002071

\$230

Tuesday, January 31, 2012

6 POST Credits

9:00am-4:00pm

EAST Campus, Rm 2313

Course: 20125-001731

\$230

## EFFECTIVE BUSINESS WRITING WORKSHOP

This workshop will help you write clear, concise, effective correspondence that reflects your professionalism. Through engaging, hands-on practice, you will sharpen your business writing skills and gain the confidence you need to be a more effective writer in any situation.

You will learn how to:

- Assess the reader before beginning to write
- Focus and clarify the purpose of the document you are writing
- Manage the tone conveyed in technical documents and correspondence
- Write attention-getting, effective openings for all correspondence
- Compose clear, concise sentences and paragraphs to convey the intended message
- Eliminate unnecessary and confusing words and phrases
- Avoid common errors in grammar, punctuation, and spelling
- Understanding how to use email for greatest impact and clarity

Lynn Moline, Century Instructor

Tuesday, November 22, 2011

7 POST Credits

8:00am-4:00pm

EAST Campus, Rm 2313

Course: 20123-002072

\$235

# Supervisory Management Institute



Thursday, March 8, 2012  
7 POST Credits  
8:00am-4:00pm  
EAST Campus, Rm 2313  
Course: 20125-001732  
\$235

## **PREPARING FOR LEADERSHIP: WHAT IT TAKES TO LEAD EFFECTIVELY**

Moving from the front line into leadership can be an exciting yet challenging opportunity. New managers sometimes fail because they don't fully understand what it means to "be in charge."

Leadership requires you to make changes that will enhance your team's performance and, in turn, help the organization achieve its goals. This workshop will help you focus on results and make a successful transition into leadership. You will become a leader who thrives, not just survives, in your first leadership journey.

You will learn how to:

- Build on your personal foundation of capabilities, character, and interpersonal skills
- Make effective decisions
- Foster employee commitment

- Develop a team through coaching and mentoring
- Establish and maintain accountability
- Build personal power (creating and using networks, understanding office politics)

Nan Larsen, Century Instructor

Thursday, November 3, 2011  
4 POST Credits  
8:30am-12:30pm  
EAST Campus, Rm 2313  
Course: 20123-002073  
\$135

Tuesday, April 24, 2012  
4 POST Credits  
8:30am-12:30pm  
EAST Campus, Rm 2313  
Course: 20125-001733  
\$135

# Computer Programs

## MOS (Microsoft Office Specialist)

Discover the only performance-based certification that validates the skills needed to get the most out of Microsoft Office. Whether you want to drive your career or increase your productivity on the job, earning the Microsoft Office Specialist (MOS) certification demonstrates the valuable expertise you need to succeed.

### Why get certified

Earning a Microsoft Office Specialist certification can help you differentiate yourself in today's competitive job market, broaden your employment opportunities by displaying your advanced skills and result in higher earning potential. Microsoft Office Specialist certification can also lead to increased job satisfaction. Research indicates that certified individuals have increased competence, productivity, and credibility with their employers, co-workers, and clients.

For employers, the certification provides skill-verification tools that not only help assess a person's skills in using Microsoft Office programs but also the ability to quickly complete on-the-job tasks across multiple programs in the Microsoft Office system.

Contact Joan Peterson for MOS testing sites in the metro area at 651.773.1743.

## Computer Proficiency Certificate

### Turning Motivated Individuals into Office Superstars

Century College's Computer Proficiency Certificate has been developed to help individuals acquire and demonstrate a body of knowledge of popular computer programs. This 81+ hour certificate provides participants with hands-on training in Microsoft® Windows, Word, Excel, Access, and PowerPoint as well as usage and benefits of the Internet. The certificate requires the following 11 courses:

- Microsoft Office Word 2007/2010 Basic
- Microsoft Office Word 2007/2010 Intermediate
- Microsoft Office Word 2007/2010 Advanced
- Microsoft Office Excel 2007/2010 Basic
- Microsoft Office Excel 2007/2010 Intermediate
- Microsoft Office Excel 2007/2010 Advanced
- Microsoft Office PowerPoint 2007/2010 Basic
- Microsoft Office PowerPoint 2007/2010 Advanced
- Microsoft Office Access 2007/2010 Basic
- Microsoft Office Access 2007/2010 Intermediate
- Microsoft Office Access 2007/2010 Advanced

Upon completion, please email [joan.peterson@century.edu](mailto:joan.peterson@century.edu) to receive your Computer Proficiency Certificate.

### MICROSOFT OFFICE WORD 2007: BASIC

Getting started with Word 2007 includes: creating documents, formatting text and paragraphs, and formatting/editing documents. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office Word 2007 Basic*, approximately \$25. Online book code 2LEF 0192.

# Computer Certificate Programs



**All classes take place at Century College, East Campus, Room 2207**

**Class Fee: \$139**

**7 POST Credits**

Tues, September 13, 2011

8:30am-4:00pm

Course: 20123-002074

Wednesday, November 16, 2011

8:30am-4:00pm

Course: 20123-002075

Tuesday, February 21, 2012

8:30am-4:00pm

Course: 20125-001734

Thursday, April 5, 2012

8:30am-4:00pm

Course: 20125-001735

Tuesday, May 29, 2012

8:30am-4:00pm

Course: 20125-001736

## **MICROSOFT OFFICE WORD 2007: INTERMEDIATE**

Learn how to illustrate a document with graphics, build a document using themes, merge Word documents, work with styles and templates and develop multipage documents. **REQUIRED TEXTBOOK:**

*Illustrated Course Guide: Microsoft Office Word 2007 Intermediate*, approximately

\$25. Online book code 2LEF 0193.

**Prerequisite: Word Basic.**

**All classes take place at Century College, East Campus, Room 2207**

**Class Fee: \$139**

**7 POST Credits**

Thursday, September 15, 2011

8:30am-4:00pm

Course: 20123-002076

Wednesday, November 23, 2011

8:30am-4:00pm

Course: 20123-002079

Tuesday, February 28, 2012

8:30am-4:00pm

Course: 20125-001737

## **MICROSOFT OFFICE WORD 2007: ADVANCED**

Learn to work with references, integrate Word with other programs, explore advanced graphics, build forms, collaborate with co-workers, and customize Word.

**REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office Word 2007*

*Advanced*, approximately \$25. Online book code 2LEF 0189. **Prerequisite: Word**

**Basic and Intermediate.**

**All classes take place at Century College, East Campus, Room 2207**

# Computer Programs

## Century College Computer Certificate Programs 2011-2012

	Word Specialist Certificate	Excel Specialist Certificate	PowerPoint Specialist Certificate	Access Specialist Certificate	Computer Competency Certificate	Computer Proficiency Certificate
MS Word Basic	•				•	•
MS Word Intermediate	•				•	•
MS Word Advanced	•					•
MS Excel Basic		•			•	•
MS Excel Intermediate		•			•	•
MS Excel Advanced		•				•
MS PowerPoint Basic			•		•	•
MS PowerPoint Advanced			•			•
MS Access Basic				•	•	•
MS Access Intermediate				•	•	•
MS Access Advanced				•		•

**Class Fee: \$139**  
**7 POST Credits**

Wednesday, October 5, 2011  
8:30am-4:00pm  
Course: 20123-002080

Tuesday, March 6, 2012  
8:30am-4:00pm  
Course: 20125-001738

Thursday, April 19, 2012  
8:30am-4:00pm  
Course: 20125-001739

Tuesday, June 12, 2012  
8:30am-4:00pm

Course: 20125-001740

Tuesday, August 14, 2012  
8:30am-4:00pm  
Course: 20131-000003

### **MICROSOFT OFFICE EXCEL 2007: BASIC**

Get started with Excel 2007 including: working with formulas and functions, formatting a worksheet, working with charts, and analyzing data using formulas. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office Excel 2007 Basic*, approximately \$25. Online book code 2LEF 0194.

# Computer Programs

**All classes take place at Century College, East Campus, Room 2207**  
**Class fee: \$139**  
**7 POST Credits**

Thursday, September 22, 2011  
8:30am-4:00pm  
Course: 20123-002081

Tuesday & Thursday, October 11 & 13, 2011  
5:30pm-9:00pm  
Course: 20123-002082

Wednesday, February 22, 2012  
8:30am-4:00pm  
Course: 20125-001741

Tuesday & Thursday April 10 & 12, 2012  
5:30pm-9:00pm  
Course: 20125-001742

## **MICROSOFT OFFICE EXCEL 2007: INTERMEDIATE**

Learn how to manage workbook data, use tables, analyze table data, automate worksheet tasks, enhance charts, share Excel files and incorporate Web information. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office Excel Intermediate*, approximately \$25. Online book code 2LEF 0195. **Prerequisite: Excel Basic**

**All classes take place at Century College, East Campus, Room 2207**  
**Class fee: \$139**  
**7 POST Credits**

Thursday, September 29, 2011  
8:30am-4:00pm  
Course: 20123-002083

Tuesday & Thursday, October 18 & 20, 2011  
5:30pm-9:00pm  
Course: 20123-002084

Tuesday, November 22, 2011  
8:30am-4:00pm  
Course: 20123-002085

Thursday, January 26, 2012  
8:30am-4:00pm  
Course: 20125-001743

Wednesday, March 7, 2012  
8:30am-4:00pm  
Course: 20125-001744

Wednesday, May 16, 2012  
8:30am-4:00pm  
Course: 20125-001745

Wednesday, July 18, 2012  
8:30am-4:00pm  
Course: 20131-000004

## **MICROSOFT OFFICE EXCEL 2007: ADVANCED**

Learn to use "what-if" analysis, analyze data with pivot tables, exchange data with other programs, customized Excel and advanced worksheet management, and program with Excel. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office Excel 2007 Advanced*, approximately \$25. Online book code 2LEF 0187.

**Prerequisite: Excel Basic and Intermediate.**

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$139**  
**7 POST Credits**

Thursday, October 6, 2011  
8:30am-4:00pm  
Course: 20123-002086

Tuesday, November 29, 2011  
8:30am-4:00pm  
Course: 20123-002087

Thursday, February 2, 2012  
8:30am-4:00pm  
Course: 20125-001746

Wednesday, May 23, 2012  
8:30am-4:00pm  
Course: 20125-001747

Wednesday, July 25, 2012  
8:30am-4:00pm  
Course: 20131-000005

# Computer Basics

## **MICROSOFT OFFICE POWERPOINT 2007: BASIC**

Learn how to create a presentation in PowerPoint 2007, modify a presentation, insert objects into a presentation, finish a presentation, and work with advanced tools and masters. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office PowerPoint 2007 Basic*, approximately \$25. Online book code 2LEF 0196.

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$139**  
**7 POST Credits**

Wednesday, September 14, 2011  
8:30am-4:00pm  
Course: 20123-002077

Tuesday, February 7, 2012  
8:30am-4:00pm  
Course: 20125-001748

Wednesday, April 4, 2012  
8:30am-4:00pm  
Course: 20125-001749

Monday, June 4, 2012  
8:30am-4:00pm  
Course: 20125-001750

## **MICROSOFT OFFICE POWERPOINT 2007: ADVANCED**

Learn how to enhance charts and insert illustrations, objects and media clips using advanced features. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office PowerPoint 2007 Advanced*, approximately \$25. Online book code 2LEF 0188.

**Prerequisite: PowerPoint Basic.**

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$139**  
**7 POST Credits**

Tuesday, October 18, 2011  
8:30am-4:00pm  
Course: 20123-002088

Tuesday, February 14, 2012  
8:30am-4:00pm  
Course: 20125-001751

Wednesday, April 11, 2012  
8:30am-4:00pm  
Course: 20125-001752

Thursday June 7, 2012  
8:30am-4:00pm  
Course: 20125-001753

Wednesday, June 27, 2012  
8:30am-4:00pm  
Course: 20125-001754

## **MICROSOFT OFFICE ACCESS 2007: BASIC**

Getting started with Access 2007 includes: building and using queries, using forms, using reports, and modifying the database structure. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office Access 2007 Basic*, approximately \$25. Online book code 2LEF 0197.

**Prerequisite: Windows experience.**

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$159**  
**8 POST Credits**

Monday, October 10, 2011  
8:00am-4:30pm  
Course: 20123-002078

Tuesday & Thursday, October 25 & 27, 2011  
5:00pm-9:00pm  
Course: 20123-002089

Thursday, February 9, 2012  
8:00am-4:30pm  
Course: 20125-001755

Tuesday & Thursday, March 27 & 29, 2012  
5:00pm-9:00pm  
Course: 20125-001756

Thursday, June 14, 2012  
8:00am-4:30pm  
Course: 20125-001757

## **MICROSOFT OFFICE ACCESS 2007: INTERMEDIATE**

Learn how to create multiple tab queries, enhance forms, analyze data with reports, import and export data, analyze data

# Computer Basics

design using Northwind, and create advanced queries. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office Access 2007 Intermediate*, approximately \$25. Online book code 2LEF 0185.

**Prerequisite: Access Basic.**

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$159**  
**8 POST Credits**

Thursday, October 20, 2011  
8:00am-4:30pm  
Course: 20123-002090

Tuesdays, November 1 & 8, 2011  
5:00pm-9:00pm  
Course: 20123-002091

Thursday, June 21, 2012  
8:00am-4:30pm  
Course: 20125-001758

## **MICROSOFT OFFICE ACCESS 2007: ADVANCED**

Learn to create advanced reports, manage database objects, create macros, modules, VBA and maintain databases. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office Access 2007 Advanced*, approximately \$25. Online book code 2LEF 0186. **Prerequisite: Access Basic and Intermediate**

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$159**  
**7 POST Credits**

Thursday, March 8, 2012  
8:00am-4:30pm  
Course: 20125-001759

## **MICROSOFT OFFICE WORD 2010: BASIC**

Learn to understand the Office 2010 suite, start and exit an Office program, view the Office 2010 user interface, create and save a file, open a file and save it with a new name, view and print your work, get help and close a file. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office*

*Word 2010 Basic*, approximately \$25. Online book code 2LEF0238 .

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$139**  
**7 POST Credits**

Tuesday, October 4 & Thursday, October 6, 2011  
5:30-9:00pm  
Course: 20123-002092

Tuesday, October 25, 2011  
8:30am-4:00pm  
Course: 20123-002093

Wednesday, January 18, 2012  
8:30am-4:00pm  
Course: 20125-001760

Tuesday & Thursday, January 24 & 26, 2012  
5:30pm-9:00pm  
Course: 20125-001761

Tuesday, February 28 & Thursday, March 1, 2012  
5:30pm-9:00pm  
Course: 20125-001762

Wednesday, March 14, 2012  
8:30am-4:00pm  
Course: 20125-001763

Tuesday & Thursday, April 3 & 5, 2012  
5:30pm-9:00pm  
Course: 20125-001764

Tuesday, April 24, 2012  
8:30am-4:00pm  
Course: 20125-001765

Tuesday, July 10, 2012  
8:30am-4:00pm  
Course: 20131-000006

## **MICROSOFT OFFICE WORD 2010: INTERMEDIATE**

Learn to insert a graphic, size and scale a graphic, position a graphic, create a text box, create WordArt, draw shapes, create a chart, and finalize page layout. **REQUIRED TEXTBOOK:** *Illustrated Course*

# Computer Basics



*Guide: Microsoft Office Word 2010 Intermediate*, approximately \$25. Online book code 2LEF0239. **Prerequisite: Word 2010 Basic.**

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$139**  
**7 POST Credits**

Tuesday, November 1, 2011  
8:30am-4:00pm  
Course: 20123-002094

Wednesday, January 25, 2012  
8:30am-4:00pm  
Course: 20125-001766

Wednesday, March 21, 2012,  
8:30am-4:00pm  
Course: 20125-001767

Tuesday, May 1, 2012  
8:30am-4:00pm  
Course: 20125-001769

Tuesday, July 17, 2012  
8:30am-4:00pm  
Course: 20131-0000007

## **MICROSOFT OFFICE WORD 2010: ADVANCED**

Learn to explore integration methods, embed an Excel worksheet, link an Excel chart, embed a PowerPoint slide, insert a Word file and hyperlinks, import a table

from Access, manage document links, and merge with an Access data source. **REQUIRED TEXTBOOK: *Illustrated Course Guide: Microsoft Office Word 2010 Advanced***, approximately \$25. Online book code 2LEF0237. **Prerequisite: Word Basic and Intermediate.**

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$139**  
**7 POST Credits**

Tuesday, November 8, 2011  
8:30am-4:00pm  
Course: 20123-002095

Wednesday, February 1, 2012  
8:30am-4:00pm  
Course: 20125-001770

Wednesday, March 28, 2012  
8:30am-4:00pm  
Course: 20125-001771

Tuesday, May 8, 2012  
8:30am-4:00pm  
Course: 20125-001772

Tuesday, July 24, 2012  
8:30am-4:00pm  
Course: 20131-0000008

## **MICROSOFT OFFICE EXCEL 2010: BASIC**

Learn to understand the Office 2010 suite, start and exit an Office program, view the

# Computer Basics

Office 2010 user interface, create and save a file, open a file and save it with a new name, view and print your work, get help and close a file. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office Excel 2010 Basic*, approximately \$25. Online book code 2LEF0233.

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$139**  
**7 POST Credits**

Wednesday, October 12, 2011  
8:30am-4:00pm  
Course: 20123-002096

Tuesday, November 29 & Thursday, December 1, 2011  
5:30pm-9:00pm  
Course: 20123-002097

Tuesday, December 6, 2011  
8:30am-4:00pm  
Course: 20123-002098

Tuesday, January 31 & Thursday, February 2, 2012  
5:30pm-9:00pm  
Course: 20125-001773

Tuesday, March 20, 2012  
8:30am-4:00pm  
Course: 20125-001774

Wednesday, April 18, 2012  
8:30am-4:00pm  
Course: 20125-001775

Wednesday, May 30, 2012  
8:30am-4:00pm  
Course: 20125-001776

Wednesday, August 1, 2012  
8:30am-4:00pm  
Course: 20131-000009

## **MICROSOFT OFFICE EXCEL 2010: INTERMEDIATE**

Learn to manage workbook data, using tables, analyzing table data, automating worksheet tasks, enhancing charts, using what if analysis. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office Excel 2010 Intermediate*, approximately

\$25. Online book code 2LEF0234.

**Prerequisite: Excel Basic.**

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$139**  
**7 POST Credits**

Wednesday, October 19, 2011  
8:30am-4:00pm  
Course: 20123-002099

Tuesday & Thursday, December 6 & 8, 2011  
5:30pm-9:00pm  
Course: 20123-002100

Tuesday, December 13, 2011  
8:30am-4:00pm  
Course: 20123-002101

Wednesday & Thursday, February 8 & 9, 2012,  
5:30pm-9:00pm  
Course: 20125-001777

Tuesday, March 27, 2012,  
8:30am-4:00pm  
Course: 20125-001778

Wednesday, April 25, 2012  
8:30am-4:00pm  
Course: 20125-001779

Monday, June 11, 2012  
8:30am-4:00pm  
Course: 20125-001780

Wednesday, August 8, 2012  
8:30am-4:00pm  
Course: 20131-000010

## **MICROSOFT OFFICE EXCEL 2010: ADVANCED**

Learn to plan and design a PivotTable report, create PivotTable report, change PivotTable's summary function and design, filter and sort PivotTable data, update a PivotTable report, change a PivotTable's structure and format, and use the GETPIVOTDATA function. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office Excel 2010 Advanced*, approximately \$25. Online book code

# Computer Basics

2LEF0232. **Prerequisite: Excel Basic and Intermediate.**

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$139**  
**7 POST Credits**

Wednesday, October 26, 2011  
8:30am-4:00pm  
Course: 20123-002102

Thursday, December 15, 2011  
8:30am-4:00pm  
Course: 20123-002103

Thursday, March 29, 2012  
8:30am-4:00pm  
Course: 20125-001781

Wednesday, May 2, 2012  
8:30am-4:00pm  
Course: 20125-001782

Wednesday, June 13, 2012  
8:30am-4:00pm  
Course: 20125-001783

Wednesday, August 15, 2012  
8:30am-4:00pm  
Course: 20131-000011

## **MICROSOFT OFFICE POWERPOINT 2010: BASIC**

Learn to understand the Office 2010 suite, start and exit an Office program, view the Office 2010 user interface, create and save a file, open a file and save it with a new name, view and print your work, get help and close a file. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office PowerPoint 2010 Basic*, approximately \$25. Online book code 2LEF0196.

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$139**  
**7 POST Credits**

Thursday, November 3, 2011  
8:30am-4:00pm  
Course: 20123-002104

Thursday, March 1, 2012  
8:30am-4:00pm  
Course: 20125-001784

Tuesday, May 15, 2012  
8:30am-4:00pm  
Course: 20125-001785

Thursday, July 26, 2012  
8:30am-4:00pm  
Course: 20131-000012

## **MICROSOFT OFFICE POWERPOINT 2010: ADVANCED**

Learn to work with charts in PowerPoint, change chart design and style, customize a chart layout, format chart elements, animate a chart, embed an Excel chart, link an Excel worksheet, update a linked Excel worksheet. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office PowerPoint 2010 Advanced*, approximately \$25. Online book code 2LEF0235.

**Prerequisite: PowerPoint Basic.**

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$139**  
**7 POST Credits**

Wednesday, November 9, 2011  
8:30am-4:00pm  
Course: 20123-002105

Tuesday, March 13, 2012  
8:30am-4:00pm  
Course: 20125-001786

Tuesday, May 22, 2012  
8:30am-4:00pm  
Course: 20125-001787

Monday, August 6, 2012  
8:30am-4:00pm  
Course: 20131-000013

## **MICROSOFT OFFICE ACCESS 2010: BASIC**

Learn to understand the Office 2010 suite, start and exit an Office program, view the Office 2010 user interface, create and save a file, open a file and save it with a new name, view and print your work, get help and close a file. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office Access 2010 Basic*, approximately \$25. Online book code 2LEF0230.

# Computer Basics

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$159**  
**8 POST Credits**

Tuesday & Thursday, February 14 & 16, 2012  
5:00pm-9:00pm  
Course: 20125-001788

Thursday, April 26, 2012  
8:00am-4:30pm  
Course: 20125-001789

Thursday, July 12, 2012  
8:00am-4:30pm  
Course: 20131-000014

Thursday, August 2, 2012  
8:00am-4:30pm  
Course: 20131-000015

## **MICROSOFT OFFICE ACCESS 2010: INTERMEDIATE**

Learn to create multi-table queries, apply sorts and view SQL, develop criteria, create calculated fields, build summary queries, build crosstab queries, build PivotTables and Pivot Charts. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft Office Access 2010 Intermediate*, approximately \$25. Online book code 2LEF0231. **Prerequisite: Access Basic.**

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$159**  
**8 POST Credits**

Thursday, May 3, 2012  
8:00am-4:30pm  
Course: 20125-001790

Thursday, July 19, 2012  
8:00am-4:30pm  
Course: 20131-000016

Thursday, August 9, 2012  
8:00am-4:30pm  
Course: 20131-000017

## **MICROSOFT OFFICE ACCESS 2010: ADVANCED**

Learn to apply advanced formatting, control layout, set advanced print layout,

create charts, modify charts, apply chart types, create multicolumn reports, use domain functions. **REQUIRED TEXTBOOK:** *Illustrated Course Guide: Microsoft office Access 2010 Advanced*, approximately \$25. Online book code 2LEF0229.

**Prerequisite: Access Basic and Intermediate**

**All classes take place at Century College, East Campus, Room 2207**  
**Class Fee: \$159**  
**8 POST Credits**

Wednesday, November 2, 2011  
8:00am-4:30pm  
Course: 20123-002106

Monday, May 21, 2012  
8:00am-4:30pm  
Course: 20125-001791

Monday, July 23, 2012  
8:00am-4:30pm  
Course: 20131-000018

Monday, August 13, 2012  
8:00am-4:30pm  
Course: 20131-000019

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**For class information, call Joan Peterson at 651.773.1743 or email joan.peterson@century.edu.**  
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## **Would you like to bring these training programs to your business/organization?**

Employers, are you looking for a way to increase the effectiveness of your supervisors? For the easiest way to train your supervisors and managers, let Century College customize our leadership program environment and deliver it to your supervisory staff at your site or ours, in the most convenient format for an attractive price.

**Contact Joan Peterson at 651.773.1743 or joan.peterson@century.edu**

# Registration

Registration for training is handled on a first-come, first-served basis with priority given to the Century College Law Enforcement Training Member Agencies. Century College reserves the right to limit the number of officers from one member agency where space is limited and where the course is in high demand. If a course should fill, officers will be put on a waiting list. If enrollment allows, member agencies may also register part-time and nonlicensed personnel on the tuition-fee basis. Non-member Police Department/County Sheriff's Department personnel are encouraged to register for the courses listed if there is space available. The number of enrollments from individual agencies may be limited in some cases in order to accommodate all member agencies fairly. Registration is confirmed by your registration and/or payment of fees.

## 4 Easy Ways to Sign-Up!

Sign up early, Some classes have limited enrollments.

1

### BY PHONE

Call 651.779.3341 during office hours. You will be asked to provide the registration information requested in the link below. Credit card payment only.

2

### BY FAX

Dial 651.779.5802. Send completed registration information requested. Credit card payment or completed business purchase order only.

3

### BY MAIL

Send completed registration form and provide credit card information, business purchase order, or separate check for exact amount of each class (to facilitate refunds should one of your requested classes be filled). Please keep copies for your records.

Mail to:

Century College Continuing Education and Customized Training (CECT)  
3300 Century Avenue North  
White Bear Lake, MN 55110

4

### IN PERSON

Come to Room 2330 on the EAST Campus.

Office Hours: Mon.-Thurs., 8:00am-7:00pm,  
Fri., 8:00am-4:00pm

## CONFIRMATION

Your class reservation is confirmed by payment of fee. You will be notified only if your class has been canceled or filled.

## CANCELLATION

Sorry, we cannot issue refunds for cancellations received within 3 business days of the first class date.

Should a class be canceled due to insufficient enrollment, you will receive a full refund. Please include 2 phone numbers and an email address so that we may notify you of any changes in the status of your class.

## SEVERE WEATHER

1. Announcements regarding closings are broadcast on WCCO 830AM. Closings of state offices/agencies include Century College.
2. Check our website at century.edu for closings or cancellations.

## ACCESSIBILITY & ACCOMMODATIONS

If you need a reasonable accommodation for a disability (e.g., wheelchair accessibility, interpreter, Braille or large print materials) such an accommodation can be made available upon advance request. Please contact our Disability Access Center to make arrangements as soon as possible. Phone 651.779.3355 or 651.773.1715 TTY.

Information in this schedule is also available in an alternate format in compliance with ADA requirements. Phone 651.779.3355 or 651.773.1715 TTY for information.

This document can be made available in alternative formats to individuals with disabilities by calling 651.779.3354, 1.800.228.1978 or through the Minnesota Relay Service at 1.800.627.3529.

## NONDISCRIMINATION POLICY

In accordance with the administrative rules of the Minnesota POST Board and the Policy of Century College, all people shall be eligible for enrollment in any program regardless of race, color, religion, sex, national origin, residency, marital status, or physical disabilities.

## QUESTIONS?

Call our helpful Customer Service staff at 651.779.3341.

## LOCATION

Century College is conveniently located at Century Avenue North (Hwy 120) just north of I-694 in White Bear Lake. For directions, call 651.779.3930.

# Registration Form

- All information is required. In order to not have duplicate transcripts, please complete Date of Birth.
- Only ONE person per registration form. Form may be duplicated.
- Mail to: Century College CECT, East Campus, 3300 Century Ave. North, White Bear Lake, MN 55110 or fax 651.779.5802.
- Please provide two phone numbers in case we need to call regarding a cancellation.

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## Century College - Continuing Education and Customized Training Law Enforcement Training Registration

3300 Century Avenue North, White Bear Lake, MN 55110  
Registration Phone: 651.779.3341/Fax: 651.779.5802

Name \_\_\_\_\_

Date of Birth \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email Address \_\_\_\_\_

Cell Phone/Alternate Phone Number \_\_\_\_\_

Agency Name \_\_\_\_\_

Agency Phone \_\_\_\_\_

Course Title \_\_\_\_\_

Course # \_\_\_\_\_ Course Date \_\_\_\_\_

Training Officer/Supervisor's Signature \_\_\_\_\_

Please charge to my  VISA  MasterCard  Discover

Card # \_\_\_\_\_

Cardholder's Name \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_

# Information

## PARKING

WEST campus parking is on the north side of the building. Use the Theater entrance for Art and Music classes. EAST campus parking is most plentiful on the northeast side of the building. Lot C is convenient for most classes in this catalog.

## CENTURY COLLEGE BOOKSTORE

651.779.3284

The Bookstore is located on the lower level of the WEST Campus.

Monday - Thursday: 7:30am - 7:00pm,

Friday: 7:30am-3:00pm

<http://centurybooks.collegestoreonline.com>

## PAYMENT

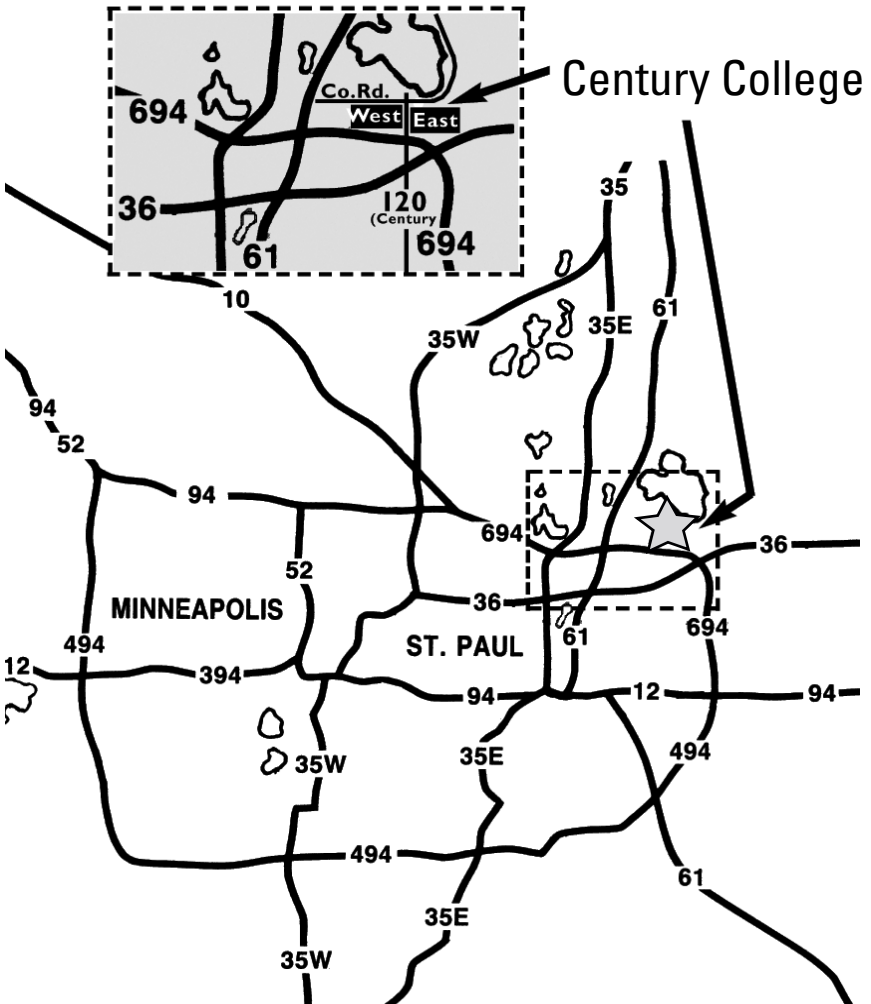
Member agencies will be billed on a quarterly basis according to the contract for their number of SLOTS purchased.

## About Law Enforcement Continuing Education Courses

### POST Credits

Peace officers who successfully complete the courses listed in this catalog will receive peace officer continuing education credits as indicated.

Visit our Web site at [century.edu/continuinged](http://century.edu/continuinged) and go to catalogs – click “law enforcement”!



# Continuing Education for Law Enforcement

## New for 2011-2012

### **NEW! Emotional Intelligence & Effectiveness in Public Safety**

Research shows that 85 percent of what sets successful public safety personnel apart from struggling personnel is their ability to use Emotional Intelligence (EI) effectively. EI is a type of intelligence that involves the ability to monitor one's own and others' emotions, to discriminate among them, and to use the information to guide one's thinking and actions. It has major impact over our ability to influence others, resolve conflict, and see our own actions more clearly in times of stress. EI is particularly important because public safety personnel engage in managing conflict on a daily basis. It also influences our personal and professional relationships as well as our general happiness and satisfaction with our lives. People with strong Emotional Intelligence competencies tend to be more successful professionally and more able to make positive changes at work.

Topics include:

- Introduction to EQ
- The Emotional and Rational Brain
- The Importance of EQ and Public Safety Personnel Effectiveness
- Measuring Our Emotional Intelligence
- The Cost of Weak Emotional Intelligence – Personally and Professionally
- Maintaining / Improving Emotional Intelligence

Lisa Lynn, Century Instructor

Wednesday, May 23, 2012

4 POST Credits

8:30am-12:30pm

EAST Rm 2313

Course: 20125-001814.

\$135

### **NEW! Critical Thinking in the Workplace**

Take a step back and look from the outside in with an open and rational mind – this is the impetus of a critical thinker. So often, our perspective is skewed by unintentional bias. Being able to recognize bias and look at a situation with multiple perspectives is a method used to break through thinking limitations. Critical thinking allows you to get at what lies underneath and then generate productive ideas. You will learn to:

- Be an appropriate skeptic
- Ask questions that are thought provoking and relevant
- Gather and assess information before interpreting
- Develop criteria to measure interpretations against
- Understand implications and consequences of interpretations
- Generate productive ideas based on a foundation of critique

Jeannette Grace, Century Instructor

Thursday, August 16, 2012

4 POST Credits

8:30am-12:30pm

EAST Rm 2313

Course: 20131-000002

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*Century College is a great resource for law  
enforcement continuing education credits.  
I have never received a poor class review.*

— Captain Jack Kettler  
Oakdale Police Department

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