SLOT
SPRING 2024 CATALOG

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Discover What’s Next
century.edu/training
Extreme Risk Protection Orders
(Red Flag Laws)

On January 1, 2024, Minnesota became the 20th state to enact a set of laws called Extreme Risk Protection Orders (Red Flag Laws) as a tool to reduce the risk of gun violence by people with serious mental health and safety issues. In this course, we will examine the new statutes from various perspectives including, mental health, law enforcement, the courts and a variety of practical and legal implications. The statutes leave many unanswered questions and gaps as to how this system should work, we will dig deeply into the details of the statute from all of these perspectives. This course should be of interest to law enforcement, attorneys, mental health practitioners and those who have friends or family members who are providers or consumers in the mental health community.

Course: 2LEF-0598
Instructor: Richard Hodsdon
Post: 9250-0981
Post Hours: 4
Tuition: $179.00

SECT 1  Th  5/16/2024 8:30 AM - 12:30 PM
LOCATION: Century East Campus - 2311 OR
Online via Zoom**

Reading a Crime Scene: Taking it into the Interrogation Room & Getting to ‘Yes’

People are predictable. Thoughts, feelings, and emotions are seen in their crime and can be read through the crime scene. Understanding what to look for and how to use what you learn from the crime scene can help you see the ‘psychological fingerprint’ left behind and help you understand the MO of your suspect. Get into the head of the offender, understand why they do what they do so you can observe and collect evidence that an investigator can use to determine during interrogation if they have the right suspect. Crimes are solved with three things: Witnesses, Physical Evidence, and Confessions. First responding officers, crime scene techs and investigators must all be working together to close cases and convict the suspect. This course will help all three groups better understand their roles and help a department collectively solve more crimes. The crime scene is critical, especially when there are no witnesses narrow the pool of suspects and to feed the investigator facts that can be used during an interrogation.

Course: 2LEF-0600
Instructor: Daniel Craft
Post: 9250-0982
Post Hours: 4
Tuition: $249.00

SECT 1  Th  3/21/2024 8:00 AM - 3:30 PM
LOCATION: Online via Zoom**

**SPECIAL NOTICE: This course will be held virtually through Zoom. You will need Internet connection and an email address. Approximately three days prior to the start of class, you will receive an email with the Zoom link to your class meeting. To prepare for your class, setup and test your Zoom connection. A troubleshooting guide can be found here. Your instructor will not be able to troubleshoot technology issues during class.
State and Federal Gun Laws in 2024: A New Landscape

In this course, you will learn the Minnesota laws on the carrying of handguns, restrictions on venues, carrying under the influence and the rights and obligations of gun permit holders. From there, we will move on to an overview of the carry permit process in Minnesota, the requirements needs to get a permit, and how street officer documentation and enforcement can make or break whether a permit is issued, denied, or can be revoked once it has been granted. We will finish with a discussion of what makes a person ineligible to possession a firearm under state and federal law and how, in many cases, the way an officer on the street processes paperwork and documents encounters with a subject will make the critical difference in this important public safety issue. Improper document and enforcement efforts can tie the hands of the public safety professional and cause needless civil liability.

Course: 2LEF-0597
Instructor: Richard Hodsdon
Post: 9250-0979
Post Hours: 4
Tuition: $179.00

SECT 1 Th 4/25/2024
8:30 AM - 12:30 PM

LOCATION: Century East Campus - 2311 OR Online via Zoom**

Accounting I: Recording Information

Begin your understanding of the basics of accounting and how to properly record information in this hands-on class. Learn the accounting cycle, debit/credit theory, and who are the various users of accounting information. Apply this knowledge to enter in a journal and post to the ledger, and gain understanding of adjustments and the trial balance.

Course: 2LEF-0376
Instructor: Dhanmati Ramlall
Post: Not eligible
Post Hours: N/A
Tuition: $279.00

SECT 1 W 2/14/2024
9:00 AM - 3:00 PM

LOCATION: Century East Campus - 2312

NOTE: Students need a basic understanding of MS Excel to be successful in class. Taking MS Excel Level I is recommended. Bring a calculator to class. This course is not POST eligible.
Coach the Coach

Coaching conversations that bring reflection and action to the forefront of the conversation have a much greater impact than the traditional ‘what to do & how to do it’ conversation. Using practice scenarios and a brain-based four-step model, you will learn the framework of coaching, the strategy behind it, and how to apply it to all preferred communication styles.

**Course:** 2LEF-0505  
**Instructor:** Liz Nolby  
**Post:** Not eligible  
**Post Hours:** N/A  
**Tuition:** $159.00

**SECT 1**  
**Tu**  
**3/26/2024**  
**8:00 AM - 12:00 PM**  
**LOCATION:** Online via Zoom**

Accounting III: Analyzing Information

Take your accounting knowledge to the next level by learning to use financial statements to drive better business decisions. Drawing upon knowledge from the previous two classes, students will do a detailed analysis of local company financial statements, including ratio analysis, vertical analysis, and horizontal analysis.

**Course:** 2LEF-0378  
**Instructor:** Dhanmati Ramlall  
**Post:** Not eligible  
**Post Hours:** N/A  
**Tuition:** $279.00

**SECT 1**  
**W**  
**2/28/2024**  
**9:00 AM - 3:00 PM**  
**LOCATION:** Century East Campus - 2312

**NOTE:** Prerequisite: Accounting I and II. Students need a basic understanding of MS Excel to be successful in class. Taking MS Excel Level I is recommended. Bring a calculator to class. This course is not POST eligible.

Accounting II: Reporting Information

Building on the principles learned in Accounting I: Recording Information, this hands-on class will focus on preparing financial statements. Learn to prepare an income statement, statement of earnings, a balance sheet and statement of cash flows.

**Course:** 2LEF-0377  
**Instructor:** Dhanmati Ramlall  
**Post:** Not eligible  
**Post Hours:** N/A  
**Tuition:** $279.00

**SECT 1**  
**W**  
**2/21/2024**  
**8:30 AM - 4:00 PM**  
**LOCATION:** Century East Campus - 2312

**NOTE:** Prerequisite: Accounting I. Students need a basic understanding of MS Excel to be successful in class. Taking MS Excel Level I is recommended. Bring a calculator to class. This course is not POST eligible.
Coaching for Success: People Growing

Workforce trends are requiring leaders and team members to use coaching strategies more frequently, learn the tools necessary to coach someone from start to finish! In this course, participants will learn how to: set up the right environment for coaching, goal setting, giving and receiving feedback, establishing check points and review. As an in-class activity, participants will use the GROW model to design a personalized coaching plan.

Course: 2LEF-0575  
Instructor: Michael Kiefer  
Post: Not eligible  
Post Hours: N/A  
Tuition: $159.00

SECT 1  Tu  5/21/2024  
8:00 AM - 12:00 PM  
LOCATION: Century East Campus - 2311

Creating an Internship Program

The internship experience is a critical investment in the future of a business and the professional workforce. Interns gain first-hand experience in the work life of the professionals they shadow and in turn provide agencies with skilled, motivated employees. This course will focus on creating an internship program that benefits both the organization and the intern. Participants will identify suitable types of responsibilities in order to meet specific learning objectives, while also addressing recruitment, mentorship, and other issues related to the development of a quality internship program.

Course: 2LEF-0577  
Instructor: John Stutzman  
Post: Not eligible  
Post Hours: N/A  
Tuition: $119.00

SECT 1  Tu  4/16/2024  
9:00 AM - 12:00 PM  
LOCATION: Century East Campus - 2313

**SPECIAL NOTICE:** This course will be held virtually through Zoom. You will need Internet connection and an email address. Approximately three days prior to the start of class, you will receive an email with the Zoom link to your class meeting. To prepare for your class, setup and test your Zoom connection. A troubleshooting guide can be found here. Your instructor will not be able to troubleshoot technology issues during class.
Employee Retention: Keeping Good People Around

Wondering how to keep great people in their roles? In today’s market that’s increasingly more difficult to hire, building a retention strategy is key to stem the tide of ‘churn and burn.’ Learn what makes good employees leave and how you can take steps to reduce turnover, prevent attrition, and foster employee engagement.

Course: 2LEF-0585
Instructor: Carolyn Vreeman
Post: Not eligible
Post Hours: N/A
Tuition: $99.00

SECT 1 Th 1/25/2024
1:00 PM - 3:00 PM

LOCATION: Online via Zoom**

Employee Engagement: Beyond the Buzzword

Employee engagement comes in all shapes and sizes and is critical to the success of any organization. However, how is it different from employee motivation? How does it differ from coaching? And, more importantly, what simple steps can leaders and supervisors take to elevate employee engagement? This course will demystify employee engagement and define the two critical factors essential for organizations and employees to work in tandem to achieve higher business results. Learn to leverage the five different levels of engagement found in the workplace and how to move your team members up the ladder to full engagement and contribution.

Course: 2LEF-0579
Instructor: Liz Nolby
Post: Not eligible
Post Hours: N/A
Tuition: $159.00

SECT 1 W 4/17/2024
8:00 AM - 12:00 PM

LOCATION: Century East Campus - 2313

**SPECIAL NOTICE: This course will be held virtually through Zoom. You will need Internet connection and an email address. Approximately three days prior to the start of class, you will receive an email with the Zoom link to your class meeting. To prepare for your class, setup and test your Zoom connection. A troubleshooting guide can be found here. Your instructor will not be able to troubleshoot technology issues during class.
Enhancing Influence

To be effective in organizations today, you must be able to influence people. To drive ideas forward, you need to positively influence and persuade decision makers. In this course, you will discover methods and strategies for effectively influencing others to listen and accept your perspective and recommendations. You will improve your ability to influence people in situations where you cannot use formal authority. Proven techniques for improving your ability to influence and motivate others to buy products, services, and ideas will be reviewed.

Course: 2LEF-0580
Instructor: Lisa Sorensen
Post: Not eligible
Post Hours: N/A
Tuition: $159.00

SECT 1  Tu  1/23/2024
8:00 AM - 12:00 PM

LOCATION: Online via Zoom**

Ethics and Moral Courage

Ethical struggles can be far more difficult and have devastating consequences when we fail to have the moral courage to do the right thing when confronted with an ethical conflict. This course will look at ethical struggles and how to apply ethical tools in helping you when confronted with an ethical dilemma. This is not a time to act intensively and hope for the right outcome. We see the consequence within law enforcement and business as they are now more than even being held at a higher standard. This course looks at real life cases and hopeful draws for the participants in addressing their concerns and struggles, for you have a better chance of losing your job, or worst, for failing to be ethical than violating a law. Learn to make the right decision when confronted with that choice.

Course: 2LEF-0586
Instructor: Everett Doolittle
Post: Not eligible
Post Hours: N/A
Tuition: $119.00

SECT 1  Thu  6/27/2024
9:00 AM - 12:00 PM

LOCATION: Online via Zoom**

Fostering Inclusion

Inclusion is ultimately about how your team functions and performs based on the quality of social connections, openness to learning, agility, and depth of decision making. How can you foster greater inclusion within your workgroup? Throughout this course you will be asked to reflect upon your own experiences and apply the lessons in your own role. You will examine the concept of climate, specifically inclusive climates, as well as learn about the specific behaviors and skills you need to demonstrate in order to be successful in shaping an inclusive climate. Analyze strategies for enforcing ethical standards, assess the inclusiveness of your unit’s climate, and examine the critical role of leadership in setting an inclusive climate.

Course: 2LEF-0587
Instructor: Carolyn Vreeman
Post: Not eligible
Post Hours: N/A
Tuition: $159.00

SECT 1  Th  2/1/2024
12:00 PM - 4:00 PM

LOCATION: Online via Zoom**
Leadership Agility

In today’s fluctuating and complex work environments, leaders must adapt and rise to the challenges created by constant changes. During times of stress, threat, complexity, and change, many leaders will retreat to their comfort zones by over-relying on their habits and strengths that have served them well in the past which may or may not work in today’s environment. Leadership agility means leaders who are more self-aware and actively balanced in real time when navigating the world of work. Agile leaders are generally capable of identifying more options, engaging stakeholders more collaboratively, and making more informed decisions, which result in more successful outcomes.

Course: 2LEF-0589
Instructor: Lisa Sorensen
Post: Not eligible
Post Hours: N/A
Tuition: $159.00

SECT 1  Tu  2/27/2024
8:00 AM - 12:00 PM

LOCATION: Online via Zoom**

Making Decisions that Stick

Information is essential in making intelligent decisions, yet in today’s data-rich environment it can feel overwhelming. Navigating a challenging issue is considerably easier when you have some fundamental tools at your disposal. We will look at and practice a few decision-making tools, (a simple decision matrix, multi-voting, and a force field analysis – depends on what is covered in the complex course) to gain new skills in how to use practical decision-making tools and make an immediate impact back on the job.

Course: 2LEF-0590
Instructor: Nanette Gesche
Post: Not eligible
Post Hours: N/A
Tuition: $159.00

SECT 1  Tu  4/9/2024
8:00 AM - 12:00 PM

LOCATION: Online via Zoom**

Mediation for Beginners

What is mediation? How is it similar and how does it differ from negotiation or other forms of dispute resolution? In this class you will learn about mediation and its’ assorted styles, take a self-assessment to discover how you handle conflict, and work through simulated mediations which will provide opportunities to try different styles.

Course: 2LEF-0591
Instructor: Benjamin Lacy
Post: Not eligible
Post Hours: N/A
Tuition: $279.00

SECT 1  W  3/13/2024 & 3/20/2024
9:00 AM - 12:00 PM

LOCATION: Century East Campus - 2311 - Classroom

Mentorship

Most professionals can recognize a superb individual, or several, who took an interest in their professional development. They were provided guidance, motivation, and support which influenced a successful career. Learn the benefits and strategies to “pay it forward,” either by creating a formal mentorship program for your organization and/or create a personal opportunity to develop a mutually beneficial mentorship relationship to aid the growth of another professional.

Course: 2LEF-0592
Instructor: John Stutzman
Post: Not eligible
Post Hours: N/A
Tuition: $119.00

SECT 1  Tu  5/7/2024
9:00 AM - 12:00 PM

LOCATION: Century East Campus - 2313
Resilience: Bending During Times of Changes

Change takes its toll on our ability to accomplish personal and organizational goals unless we know how to bounce back when things don’t go as planned. Yet, life is full changes, good and bad. While we can’t stop change from happening, we can change our response to it. Resilient people don’t dwell on things that didn’t work. They accept the situation, learn from the experience, and move forward. As a result, resilient people tend to be happier, more productive, and more innovative. Doesn’t that sound like a better way to deal with change?

Course: 2LEF-0412  
Instructor: Nanette Gesche  
Post: 9250-0936  
Post Hours: 4  
Tuition: $159.00

SECT 1 Tu  1/30/2024  
8:00 AM - 12:00 PM  
LOCATION: Online via Zoom**

The Lost Art of Customer Service

When was the last time you had a great customer service experience? Most customer service training programs have been long forgotten. Many employees don’t have any idea on how to deliver excellent service. This session focuses on service through empowered, knowledgeable employees. In most cases when customer service complaints escalate, they result in big losses and serious public image/social media damage for the organization. This can all be avoided with proper training. This session covers: individual responsibility, the “bucket theorem,” organizational public image, exact factors that contribute to poor and excellent service, a formula for dealing with difficult customers, the CPR technique, going the extra mile, speed of service, creating surprise and delight in the customer’s mind. Learn what works in today’s society.

Course: 2LEF-0560  
Instructor: Michael Kiefer  
Post: Not eligible  
Post Hours: N/A  
Tuition: $159.00

SECT 1 Th  3/28/2024  
8:00 AM - 12:00 PM  
LOCATION: Century East Campus - 2311

**SPECIAL NOTICE: This course will be held virtually through Zoom. You will need Internet connection and an email address. Approximately three days prior to the start of class, you will receive an email with the Zoom link to your class meeting. To prepare for your class, setup and test your Zoom connection. A troubleshooting guide can be found here. Your instructor will not be able to troubleshoot technology issues during class.**
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### Communicate with Style

In a meeting, you observe a teammate with their brows furrowed and arms crossed. You believe they are angry. They could simply be demonstrating behaviors common to their learning style. Another team member jumps to conclusions without seeming logical thought. This could be an outcome of their preferred learning style. Move from assumptions to sound reasoning for communication behaviors. Discover your preferred learning style and how it shows up in day-to-day work life. Lacking an understanding of learning styles, can lead to negative assumptions and an unhealthy work environment. This class will bring many “aha” moments about yourself and your co-workers. The formal learning assessment completed during the workshop is the 4MAT Leadership Behavior Inventory.

**Course:** 2LEF-0534  
**Instructor:** Liz Nolby  
**Post:** Not eligible  
**Post Hours:** N/A  
**Tuition:** $159.00

**SECT 1**  
**Tu 2/6/2024**  
**8:00 AM - 12:00 PM**  
**LOCATION:** Century East Campus - 2313

### Conflict Management for Beginners

In this class you will learn the basic art of conflict management, look at conflict management from external, internal, and global perspectives, and workshop conflicts collaboratively by applying the concepts we have learned to develop potential management models.

**Course:** 2LEF-0576  
**Instructor:** Benjamin Lacy  
**Post:** Not eligible  
**Post Hours:** N/A  
**Tuition:** $119.00

**SECT 1**  
**W 4/24/2024**  
**9:00 AM - 12:00 PM**  
**LOCATION:** Century East Campus - 2313 - Classroom

### Conversations with Challenging People in the Workplace

As our workplaces evolve, so does our ability to communicate. Despite having more ways than ever before to connect with each other, many still find themselves struggling to convey their objectives. These miscommunications can often lead to challenging conversation with our coworkers and supervisors. However, we can learn techniques and skills to improve our communication skills to overcome challenging conversations in the workplace.

**Course:** 2LEF-0426  
**Instructor:** Holly Phillips  
**Post:** Not eligible  
**Post Hours:** N/A  
**Tuition:** $159.00

**SECT 1**  
**Th 4/11/2024**  
**12:00 PM - 4:00 PM**  
**LOCATION:** Online via Zoom**
How Stress Impacts Performance

Experiencing stress at work is normal and is to be expected in any working environment. A little stress heightens alertness and improves our performance on complex tasks. Yet too much stress at work can leave you feeling overwhelmed and out of control. It’s disabling, capable of diminishing your drive and decreasing your productivity. With its consistent presence in every workplace, it is important to understand how to better manage stress. This course can help by exploring the chief causes of workplace stress and how we respond to it effectively.

Course: 2LEF-0588  
Instructor: Lisa Sorensen  
Post: Not eligible  
Post Hours: N/A  
Tuition: $159.00

SECT 1  Tu  4/23/2024  
8:00 AM - 12:00 PM  
LOCATION: Century East Campus - 2311

Interviewing and the Gentle Art of Persuasion

Research shows that a poor interview is the leading cause of why-cases-fail far more than the interrogation. Interviewing is more than a questioning process of asking questions and getting a response. Poor interviewing can lead to bad information, resulting in wasted time in following misleading and poor information. To enhance participants’ skills and knowledge, you will learn and practice “the Cognitive Interview Process” in interviewing victims and witnesses, for this will greatly assist them in the gathering reliable facts and knowledge. You will then move on to one of the major roadblocks within the interview process: confronting the subject. Persuasion, rather than interrogation, is the key to success and is designed for investigators in situations where the subject is not cooperating and/or lying. Main themes covered in this course will include: the cognitive interview of victims and witnesses, probing techniques of communication in gathering facts, persuasion strategies, question formulation or how to ask questions, and behavior analysis question. This course looks at real-life cases and requires small group participation. The goal is not to inform you, but to help you develop the skills and knowledge to be a successful interviewer.

Course: 2LEF-0599  
Instructor: Everett Doolittle  
Post: 9250-0982  
Post Hours: 14 hours  
Tuition: $399.00

SECT 1  M, W  5/13/2024 & 5/15/2024  
8:00 AM - 3:30 PM  
LOCATION: Century East Campus - 2311
Managing Difficult Conversations

Have you ever hesitated when faced with a disagreement or the need to confront someone about an uncomfortable situation? Whether it’s at home or work, most of us want to avoid difficult conversations for fear of how people will react. Since ignoring disagreements doesn’t make them go away, being able to deal with difficult conversations effectively is an essential skill in maintaining good relationships and succeeding in life. We want to help remove the fear factor from difficult conversations by sharing tools to help turn that tough talk into a constructive dialogue to keep your relationships intact and your career on track.

Course: 2LEF-0581
Instructor: Nanette Gesche
Post: Not eligible
Post Hours: N/A
Tuition: $159.00

SECT 1  Th  5/2/2024
8:00 AM - 12:00 PM

LOCATION: Century East Campus - 2313

Reading Deception

Lying has been described as one of the most fundamental human activities. In a ten-minute conversation you are likely lied to two to three times. 91% of people regularly lie at home and at work. You might not even realize how often the people in your life are being deceitful. We like to think we are great at spotting lies, but on average we can only detect deception with about 54% accuracy. This course will teach you how to spot lies and uncover hidden emotions in others.

Course: 2LEF-0593
Instructor: Lisa Sorensen
Post: Not eligible
Post Hours: N/A
Tuition: $159.00

SECT 1  Tu  2/13/2024
8:00 AM - 12:00 PM

LOCATION: Online via Zoom**

Recognizing and Dealing with Mental Health at Work

Are you struggling with anxiety, depression, burnout, or bullying at work? Just as work can impact your mental health, so too, your mental health can affect your work, impacting your job performance and productivity. Recent estimates suggest mental health issues cost the global economy $1 trillion annually in lost productivity, absenteeism, and staff turnover. The good news is that there are ways to cope with a toxic workplace, ease the stress of remote working, and improve your work-life balance.

Course: 2LEF-0594
Instructor: Lisa Sorensen
Post: Not eligible
Post Hours: N/A
Tuition: $159.00

SECT 1  Tu  5/28/2024
8:00 AM - 12:00 PM

LOCATION: Century East Campus - 2311

**SPECIAL NOTICE:** This course will be held virtually through Zoom. You will need Internet connection and an email address. Approximately three days prior to the start of class, you will receive an email with the Zoom link to your class meeting. To prepare for your class, setup and test your Zoom connection. A troubleshooting guide can be found here. Your instructor will not be able to troubleshoot technology issues during class.
**Sales Skills for Success**

Sales jobs are easy to get but hard to succeed at. Why? This class teaches how to customize sales approaches, presentations, closing techniques, and follow-ups for different personality styles. Participants will learn best practice advertising and marketing methods. Bonus - all participants will take a short personality survey to determine image projection and who they may easily sell to.

**Course:** 2LEF-0595  
**Instructor:** Michael Kiefer  
**Post:** Not eligible  
**Post Hours:** N/A  
**Tuition:** $159.00  
**SECT 1**  
**Th 2/29/2024**  
**8:00 AM - 12:00 PM**  
**LOCATION:** Century East Campus - 2311

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**Simplify Your Workday: Seven Hacks for Organization and Productivity**

Does your day work you instead of you working it? Does your life move at lightning speed and you find yourself running to catch up? Let me introduce ‘the hack,’ specifically 7 hacks that will create better productivity in your work and help you organization your time more effectively. The hack is designed to be a shortcut, quick skill, or a new method to change your perspective. Your work day is a great place to use new tips and tricks to stop wasting time and energy on ways that do not allow for better efficiency. After this short course, you will be armed with new techniques to implement at your office to increase your productivity.

**Course:** 2LEF-0596  
**Instructor:** Holly Phillips  
**Post:** Not eligible  
**Post Hours:** N/A  
**Tuition:** $99.00  
**SECT 1**  
**Th 5/9/2024**  
**9:00 AM - 11:00 AM**  
**LOCATION:** Online via Zoom**

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**Social Intelligence**

Social Intelligence is about understanding your environment and having a positive influence. Increasing Social Intelligence will provide professional and personal benefits. Social Intelligence is a critical tool for coaching and development. Improving social skills through active listening, understanding body language, and being more empathic will give you the advantage in your interactions. Social interactions are a two-way street, know the rules of the road!

**Course:** 2LEF-0495  
**Instructor:** Lisa Sorensen  
**Post:** Not eligible  
**Post Hours:** N/A  
**Tuition:** $159.00  
**SECT 1**  
**Tu 4/2/2024**  
**8:00 AM - 12:00 PM**  
**LOCATION:** Century East Campus - 2311
**SPECIAL NOTICE:** This course will be held virtually through Zoom. You will need Internet connection and an email address. Approximately three days prior to the start of class, you will receive an email with the Zoom link to your class meeting. To prepare for your class, setup and test your Zoom connection. A troubleshooting guide can be found here. Your instructor will not be able to troubleshoot technology issues during class.

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**Steps to Effective Interviewing**

This course will look at communication and how we address conflicts or resolved disagreements. We will follow the acronym of P.O.L.I.T.E.: “P” Planning: where there is a direct correlation between effort and results, for this is a key step in the interview process. “O” Opening: refers to rapport and the need to build an appropriate relationship before addressing difficult issues. “L” Listen: more than hearing words or sounds, and we will address probing strategy towards become the active listener. “I” Interviewing: there are many types and strategies within the interview process. This will be our focus as we look at different interview processes: The cognitive interview, the behavioral interview, and dealing with difficulty interaction in resolving problems, the confrontive interview. “T” Thinking: or evaluating what has been said or not said. “E” The ending: it is not a linear process, and we need to determine if we have met our objective and do we need to set follow up inquiries and continue in the process or can we now close the interaction.

**Course:** 2LEF-0582  
**Instructor:** Everett Doolittle  
**Post:** Not eligible  
**Post Hours:** N/A  
**Tuition:** $119.00  

**SECT 1**  
**Th 1/18/2024**  
**9:00 AM - 12:00 PM**  

**LOCATION:** Online via Zoom**

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**The Science of Likability**

Research shows genuinely likable people tend to be more successful - personally and professionally. Being likeable is critical to building and maintaining effective relationships in today’s work environments. Likable people are more often promoted into leadership positions. This course provides practical tips on how to develop strong bonds with others and how to present yourself in a comfortable manner in a variety of situations.

**Course:** 2LEF-0583  
**Instructor:** Lisa Sorensen  
**Post:** Not eligible  
**Post Hours:** N/A  
**Tuition:** $159.00  

**SECT 1**  
**Tu 3/19/2024**  
**8:00 AM - 12:00 PM**  

**LOCATION:** Online via Zoom**

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**Spring 2024 Catalog is now available!**

Scan the QR Code to view CECT offerings in online and in-person courses, certifications, customized training, and much more!

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**century.edu/training**
Dashboards in Excel

An Excel Dashboard is a one-page visual used to track KPIs, compare data points, and assist management in making informed decisions. Dashboards provide interactive form controls, dynamic charts, and widgets to summarize data and show key performance indicators in real-time. You will be provided with a sample dashboard and learn how to create one of your own.

Course: 2LEF-0568
Instructor: Donna Seys
Post: Not eligible
Post Hours: N/A
Tuition: $159.00

LOCATION: Online via Teams*

Formulas and Functions in Excel

This class will focus solely on the use of formulas and functions. Spend time learning the proper way to use Dates, Lookup, and If functions. Discover the value of Named Ranges and where to use them. What about the new XLookup? And the Spill area? Step up your game, increase your confidence, and build a better data story. You should have an intermediate level of understanding of Excel in order to be successful in this course.

Course: 2LEF-0525
Instructor: Donna Seys
Post: Not eligible
Post Hours: N/A
Tuition: $159.00

SECT 1 W 2/21/2024
8:00 AM - 11:45 AM

LOCATION: Online via Teams*

Microsoft Office 365: Excel for Absolute Beginners

Are you afraid to take an Excel class because you are an absolute beginner? Welcome aboard! Don’t worry if you have never opened Excel. Learn data entry, basic formulas, sheet manipulation, row/column management, sort, and number formats. Obtain skills to promote yourself to our Level 1 class.

Course: 2LEF-0541
Instructor: Donna Seys
Post: Not eligible
Post Hours: N/A
Tuition: $159.00

SECT 1 W 1/17/2024
8:00 AM - 11:45 AM

SECT 2 W 4/3/2024
8:00 AM - 11:45 AM

LOCATION: Online via Teams*

*SPECIAL NOTICE: This course will be held virtually through Microsoft Teams. You will need an Internet connection and an email address. Approximately three days before the start of the class, you will receive an email with a link to your class. To prepare for the class, test your connection by clicking here. Your instructor will not be able to troubleshoot technology issues during class.
Microsoft Office 365: Excel Level I

Whether you are new to Excel or an experienced user, this class is a building block to future classes. Lay the foundation for Excel files. Break old habits and learn new techniques. Topics include charts, statistical formulas, 21st century format tools, data entry shortcuts, headers/footers, tip & tricks, and more.

Course: 2LEF-0469
Instructor: Donna Seys
Post: 9250-0959
Post Hours: 7
Tuition: $199.00

SECT 1 M, W 1/22/2024 & 1/24/2024
8:00 AM - 11:45 AM

SECT 2 M, W 4/8/2024 & 4/10/2024
8:00 AM - 11:45 AM

LOCATION: Online via Teams*

Microsoft Office 365: Excel Level II

Discover what you have been missing in Excel. Explore views, data protection, and the creation of ‘What-if’ analysis. Tables, the gem of Excel, turns any dataset into a dynamic range. Understand functions XLookup, VLookup, SumIf, IF, and formulas across sheets.

Course: 2LEF-0470
Instructor: Donna Seys
Post: 9250-0960
Post Hours: 7
Tuition: $199.00

SECT 1 M, W 1/29/2024 & 1/31/2024
8:00 AM - 11:45 AM

SECT 2 M, W 4/15/2024 & 4/17/2024
8:00 AM - 11:45 AM

LOCATION: Online via Teams*

Microsoft Office 365: Excel Level III

All roads have led to this destination. Dive into Pivot Reports and learn the solution to slice and dice data. Discover how tools from previous classes are used for a complete solution. Learn to exchange data between Excel and other programs, work in a single file simultaneously, customize features to your liking, and Macro instruction.

Course: 2LEF-0471
Instructor: Donna Seys
Post: 9250-0961
Post Hours: 7
Tuition: $199.00

SECT 1 M, W 2/5/2024 & 2/7/2024
8:00 AM - 11:45 AM

SECT 2 M, W 4/22/2024 & 4/24/2024
8:00 AM - 11:45 AM

LOCATION: Online via Teams*

*SPECIAL NOTICE: This course will be held virtually through Microsoft Teams. You will need an internet connection and an email address. Approximately three days before the start of class, you will receive an email with the link to your class. To prepare for the class, test your connection by clicking HERE. Your instructor will not be able to troubleshoot technology issues during class.
Microsoft Office 365: Excel Level IV

Produce powerful, interactive reports in minutes instead of hours. Importing data in from another source? Save endless hours with Get and Transform to quickly import, clean, shape, and analyze data sources. Construct and share data through geographical 3D Maps, PowerPivot, and dynamic dashboards. Transform those large data sets into clear summary reports.

Course: 2LEF-0472
Instructor: Donna Seys
Post: Not eligible
Post Hours: N/A
Tuition: $199.00

SECT 1  M, W  2/12/2024 & 2/14/2024
8:00 AM - 11:45 AM

SECT 2  M, W  4/29/2024 & 5/1/2024
8:00 AM - 11:45 AM

LOCATION: Online via Teams*

Microsoft Office 365: OneNote

OneNote is a great 21st century time management tool with unlimited possibilities. Digitally capture and share notes, ideas and to-dos from any device while keeping it all in one place. Share notebooks with others to view or edit. Share a snapshot with someone who does not have OneNote. Attach spreadsheets, video diagrams, and information from the Internet.

Course: 2LEF-0477
Instructor: Donna Seys
Post: 9250-0972
Post Hours: 4
Tuition: $159.00

SECT 1  W  1/10/2024
8:00 AM - 11:45 AM

LOCATION: Online via Teams*

Microsoft Office 365: Outlook Tips & Tricks

Discover Outlook tools that help wrangle those emails. Learn to use folders, rules, reminders, alerts, categories, and tasks. Stay on top of your calendar. Learn to share calendars, and track events.

Course: 2LEF-0548
Instructor: Donna Seys
Post: Not eligible
Post Hours: N/A
Tuition: $119.00

SECT 1  W  5/15/2024
8:00 AM - 11:45 AM

LOCATION: Online via Teams*

NOTE: Course requirement: Must be familiar with Outlook and email. This is a tips class.
Microsoft Office 365: Word Level I

Learn the essentials of this tried and true document creator. Write with confidence by creating, editing, and formatting documents, create and format tables and learn tips & tricks to expand your Word horizons.

Course: 2LEF-0476
Instructor: Donna Seys
Post: 9250-0962
Post Hours: 7
Tuition: $199.00

SECT 1  M, W  3/11/2024 & 3/13/2024
8:00 AM - 11:45 AM

LOCATION: Online via Teams*

Microsoft Office 365: Word Level II

Clarify your message with illustrations and graphics. Create personalized letters, envelopes, and emails using mail merge. Transform your multi-page documents with sections, page numbers, table of contents, and cover pages. Collaborate with others using Track Changes.

Course: 2LEF-0478
Instructor: Donna Seys
Post: 9250-0962
Post Hours: 7
Tuition: $199.00

SECT 1  M, W  3/18/2024 & 3/20/2024
8:00 AM - 11:45 AM

LOCATION: Online via Teams*

*SPECIAL NOTICE: This course will be held virtually through Microsoft Teams. You will need an internet connection and an email address. Approximately three days before the start of class, you will receive an email with the link to your class. To prepare for the class, test your connection by clicking HERE. Your instructor will not be able to troubleshoot technology issues during class.
Microsoft Office Integrations

Do your best work together - collaborate with Office 365. Learn OneDrive best practices, work together on files, share links, organize, and become more efficient. Learn security features, version history, synchronization, backup, and adding OneDrive to your Teams.

**Course:** 2LEF-0569  
**Instructor:** Donna Seys  
**Post:** Not eligible  
**Post Hours:** N/A  
**Tuition:** $159.00

**SECT 1 M 5/13/2024**  
8:00 AM - 11:45 AM

**LOCATION:** Online via Teams*

**NOTE:** Prerequisite: Must be able to log into Office.com to use OneDrive and Teams.

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PowerPoint Polishing

How do we improve our PowerPoint message? What tools make a presentation memorable? How do we keep an audience captivated? These questions answered as we transform your show from drab to dynamic. Learn effective design, use of visuals, video, and links to enhance your delivery.

**Course:** 2LEF-0570  
**Instructor:** Donna Seys  
**Post:** Not eligible  
**Post Hours:** N/A  
**Tuition:** $159.00

**SECT 1 M 3/27/2024**  
8:00 AM - 11:45 AM

**LOCATION:** Online via Teams*

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**SLOT Program Information:**  
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651-773-1743  
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Ask to be subscribed to our SLOT Monthly Newsletter!

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**About Us**

*Century College Continuing Education and Customized Training (CECT)* is Minnesota’s largest provider of training and development for professions and the trades, serving 10,000 individuals annually. We serve both workers and employers through open enrollment classes at the campus and customized contract training at the work site. CECT offers a full-time, year-round staff of training experts, instructional support staff and customer service representatives.

**Century College**  
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3300 Century Avenue North  
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**CONTACT US**

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