Resilience: Do You Bend or Break During Change?

Life is full of changes, good and bad. These changes take their toll on our ability to accomplish personal and organizational goals unless we know how to bounce back when things don’t go as planned. We can’t stop change from happening, but we can change our response. Resilient people don’t dwell on the things that didn’t work. They accept the situation for what it is and learn from the experience to help them 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: 1PDE-0144
Instructor: Nanette Gesche

Sect 1  Tu  5/18/2021 - 5/18/2021
8:00 AM - 12:00 PM

LOCATION: Online Delivery via Zoom*

Overcome the Overwhelm

Most people are busier than ever and find that work-life balance seems impossible. Do you know why? It is impossible! What would happen if you could get your work life and personal life to play nice together? What if you had more harmony? Find out how your brain works when you are overwhelmed, how to leverage your communication, and what to do to feed your motivation.

Course: 1PDE-0168
Instructor: Jeannette Grace

Sect 1  Tu  3/16/2021 - 3/16/2021
8:00 AM - 12:00 PM

Sect 2  Tu  6/29/2021 - 6/29/2021
8:00 AM - 12:00 PM

LOCATION: Online Delivery via Zoom*

Strengthening and Maintaining Team Spirit

Nothing undermines morale and team spirit like personality clashes! This class will focus on valuing and understanding diversity and differences on your team. Participants will learn how to: motivate, communicate, understand values and recognize proper matching of people to tasks using the 4 square personality styles grid. They will also gain insights into team spirit building activities based on real life examples from businesses and government agencies in Minnesota. Boost your team’s morale by helping everyone on your team understand each other better!

Course: 1SUP-0178
Instructor: Michael Kiefer

Sect 1  Tu  4/20/2021 - 4/20/2021
8:00 AM - 12:00 PM

LOCATION: Online Delivery via Zoom*

Impact of Bias and Stereotypes in the Workplace

What are implicit and explicit biases, and why is it important to understand where they originate? We’ve all heard stories of workplace bias and stereotypes in the news and in our personal and professional lives. Explicit biases and stereotypes are those that we are conscious of and implicit biases and stereotypes are those that live deep in our unconsciousness. Both types of biases and stereotypes can have a dramatic effect on workplace effectiveness, engagement, and productivity. This training is intended to help you understand and minimize the role of bias within your experiences and communications. Through education and discussion, this training strategy will help you understand how to effectively recognize and manage your own and others’ biases and stereotypes at work.

Course: 1PDE-0166
Instructor: Lisa Sorensen

Sect 2  Th  6/10/2021 - 6/10/2021
12:00 PM - 4:00 PM

LOCATION: Online Delivery via Zoom*
Fostering an Inclusive Climate

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: 1SUP-0167
Instructor: Lisa Sorensen

Sect 2  Th  6/24/2021 - 6/24/2021
12:00 PM - 4:00 PM

LOCATION: Online Delivery via Zoom*

Conversational Intelligence

It isn’t always about how smart you are, rather how effective you are in creating powerful conversations to build trusting relationships and mutual success. Business at its core is about people connecting with people, with everything happening thru conversations. Sharing and challenging different perspectives comes with the territory of moving up the ladder. Yet authentic communication can be a challenge, and if done poorly, can lead to miscommunication, lack of trust, and poor collaboration between team members.

If you tend to put off business conversations and want to expand your conversation skills to help you create buy-in for your ideas, make better-informed decisions and obtain committed action from others, this interactive workshop is for you. After attending this session, our goal is for you to answer “yes” to the following statements:

- I understand my communication style and can effectively communicate with different styles
- I can share my perspectives and desires in a way that makes the other person want to hear more and feel safe to share their perspective – even when we disagree
- I can express my thoughts and feelings in ways that can strengthen relationships and builds success

Course: 1PDE-0173
Instructor: Nanette Gesche

Sect 1  Tu  4/6/2021 - 4/6/2021
8:00 AM - 12:00 PM

LOCATION: Online Delivery via Zoom*

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Dealing with Conflict Confidently

Life would be wonderful if we interacted with pleasant people all the time. The reality is - we don’t. So how do we learn to get along with a person who drives us crazy? The key is remembering we all want to feel important and respected - even the most difficult of human beings desire this. Learn to get along with others by knowing how to remain in control of your power while empowering the other person at the same time. In this class you will learn: to understand what drives difficult behavior to define the four intents (or desires) of people to define the type of difficult person we are to identify personal triggers to develop an awareness of how we affect others to use language which promotes respect and understanding to develop a plan for change

Course: 1PDE-0153
Instructor: Jeannette Grace

Sect 1 Tu 5/4/2021 - 5/4/2021
8:00 AM - 12:00 PM

LOCATION: Online Delivery via Zoom*

Designing and Implementing an Effective Onboarding Program

Too few companies appreciate how important the employee onboarding experience is. Studies show new hire productivity comes faster with an efficient and enticing onboarding experience, with 90% of employees deciding whether to stay with the company with the first 6 months of starting a new position.

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Course: 1SUP-0177
Instructor: Lisa Sorensen

Sect 1 M 3/29/2021 - 3/29/2021
12:00 PM - 4:00 PM

LOCATION: Online Delivery via Zoom*

Designing and Implementing an Effective Onboarding Program

Guiding new employees through each step of the onboarding process can get them up to speed faster, ensure that appropriate goals are being assigned, help foster a sense of community and support, and increase productivity. This class will review key tools and techniques for effective onboarding of new staff as well as staff accepting promotional opportunities.

Course: 1SUP-0177
Instructor: Lisa Sorensen

Sect 1 M 3/29/2021 - 3/29/2021
12:00 PM - 4:00 PM

LOCATION: Online Delivery via Zoom*

Leading and Working in a New Normal

Leaders will need to make bold choices for their organizations to respond to the substantial changes we are currently experiencing. We’re not going back to where we were. The new normal is still unknown. Leaders and employees find themselves in uncharted territory. The difficulty of leading in times of turmoil comes not just from the nature of the crisis at hand, but also from the challenges of working with organizational models that were built for scale, efficiency and stability. Worse, our brain wiring constrains us from the creativity we need to improvise in a totally new set of circumstances. This session will review tools and techniques that have proven successful when developing for the new normal. It will examine what is changing, and provide tools for leading in regards to working from a distance and during times of change.

Course: 1SUP-0170
Instructor: Lisa Sorensen

Sect 1 Th 4/15/2021 - 4/15/2021
12:00 PM - 4:00 PM

LOCATION: Online Delivery via Zoom*

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Leadership

Are you interested in becoming a more effective leader? In this course you will: • Identify leadership opportunities in everyday life • Understand the differences in power vs. influence • Learn the seven skills of effective leaders • Understand the phases in negotiating • Implement strategies to build resilience as a leader

Course: 1SUP-0169
Instructor: Jana Fischer

Sect 1 W 5/12/2021 - 5/12/2021
8:00 AM - 11:00 AM

LOCATION: Online Delivery via Zoom*

Leading with Emotional Intelligence

Why does emotional intelligence (EI) matter? Because at the core of every outstanding leader are the abilities to connect, achieve, inspire and act with resilience. Now you can learn to apply the best practices of an emotionally intelligent leader and give yourself a winning edge. EI helps you create and sustain unique opportunities and more impactful relationships. This course uses an integrated competency approach to help you develop this crucial skill. You’ll get hands-on implementable tools that can help you influence and motivate others to new heights of achievement.

Course: 1SUP-0158
Instructor: Lisa Sorensen

Sect 1 Tu 5/11/2021 - 5/11/2021
12:00 PM - 4:00 PM

LOCATION: Online Delivery via Zoom*

Coach the Coach

Using a brain-based four-step model, Leaders and Supervisors will discover how to involve team members along the coaching continuum. Coaching Conversations that bring forth reflection and action to the forefront of the conversation have a much greater impact than the traditional ‘what-to-do and how-to-do-it’ conversation. With customized practice scenarios, this entire workshop is a large application of the coaching framework. This workshop delivers a coaching strategy that is applicable to all communication preferred styles.

Course: 1SUP-0168
Instructor: Liz Weatherhead

Sect 1 F 4/23/2021 - 4/23/2021
8:00 AM - 12:00 PM

LOCATION: Online Delivery via Zoom*

Train the Trainer: How to Design, Build, and Deliver Training Using a Modular Format

Are your trainers just reading power point slides to people and putting them to sleep? In our society today, fast transfer of knowledge is essential. Being able to organize information in a logical, teachable fashion is critical. People learn in different ways. A trainer must be receptive to this and make the training active, fun, and engaging in order for it to stick and be remembered. If methods are taught, they need to be demonstrated or illustrated. The trainer needs to share their personal experiences to make an emotional connection with their audience. Participants of this session will get ideas on the use of: physical models, storytelling, engagement methods, YouTube videos, pictures, graphs, charts, etc. They will learn how to organize and enhance existing training materials with their personality and experiences.

Course: 1PDE-0036
Instructor: Michael Kiefer

Sect 2 Th 6/17/2021 - 6/17/2021
8:00 AM - 12:00 PM

LOCATION: Online Delivery via Zoom*
Project Management 1 - Project Initialization

The focus of this 90-minute session will be on what must be done prior to a project getting underway. Learn about project charters, the components required for each project, resources a project manager should reference, and create a list of possible activities to be completed for any project (large or small).

Course: 1SUP-0171  
Instructor: Carolyn Vreeman

Sect 1  Tu 3/30/2021 - 3/30/2021  
8:00 AM - 9:30 AM

Sect 2  W 6/9/2021 - 6/9/2021  
8:00 AM - 9:30 AM

LOCATION: Online Delivery via Zoom*

Project Management 3 - Project Execution & Monitoring

With both the team in place and the plan in hand, the hard work begins. Learn about project kick-off, project execution and necessary controls to monitor the work of all the integrated parts of the project.

Course: 1SUP-0173  
Instructor: Carolyn Vreeman

Sect 1  Tu 4/13/2021 - 4/13/2021  
8:00 AM - 9:30 AM

Sect 2  W 6/16/2021 - 6/16/2021  
8:00 AM - 9:30 AM

LOCATION: Online Delivery via Zoom*

Project Management 2 - Project Planning

A project charter has been created and signed. What happens next and how do you prepare for work to begin? During this session you will learn how to build a team, create a plan for completing the project goals (deliverables), and start the project moving.

Course: 1SUP-0172  
Instructor: Carolyn Vreeman

Sect 1  Tu 3/30/2021 - 3/30/2021  
10:30 AM - 12:00 PM

Sect 2  W 6/9/2021 - 6/9/2021  
10:30 AM - 12:00 PM

LOCATION: Online Delivery via Zoom*

Project Management 4 - Project Closure

The project is complete. What happens next is just as important as the planning and execution itself. Learn the responsibilities of the project manager at the end of a project, how to close and review, and how to ensure the organization gets the most value from the completed project.

Course: 1SUP-0174  
Instructor: Carolyn Vreeman

Sect 1  Tu 4/13/2021 - 4/13/2021  
10:30 AM - 12:00 PM

Sect 2  W 6/16/2021 - 6/16/2021  
10:30 AM - 12:00 PM

LOCATION: Online Delivery via Zoom*
Project Management 5 - Projects, Programs, Portfolios, and Change

This 90-minute session will focus on the bigger picture: how do project managers work together to support long-term goals of an organization and bring value to the organization through a coordinated effort.

Course: 1SUP-0175  
Instructor: Carolyn Vreeman

Sect 1  Tu  4/27/2021 - 4/27/2021  
8:00 AM - 9:30 AM

Sect 2  W  6/23/2021 - 6/23/2021  
8:00 AM - 9:30 AM

LOCATION: Online Delivery via Zoom*

Project Management 6 - Organizational Change for Project Managers

Results of a project can be impactful on an organization. Learn the pivotal role a project manager plays in helping the organization change and adopt the deliverables from the project.

Course: 1SUP-0176  
Instructor: Carolyn Vreeman

Sect 1  Tu  4/27/2021 - 4/27/2021  
10:30 AM - 12:00 PM

Sect 2  W  6/23/2021 - 6/23/2021  
10:30 AM - 12:00 PM

LOCATION: Online Delivery via Zoom*

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. Materials included in the course fee and will be provided in class.

Course: 1CPT-0201  
Instructor: Donna Seys

Sect 1  Tu  5/25/2021 - 5/25/2021  
8:00 AM - 12:00 PM

Sect 2  M  6/28/2021 - 6/28/2021  
8:00 AM - 12:00 PM

LOCATION: Online Delivery via Zoom*

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Microsoft Office 2019/365: Excel Level I

New to Excel? Using it forever? This class is a must. Old habits die hard. Sit right down and acquire foundations of Excel & Office using 21st century tools. Learn how to make entries in cells, including formulas and functions. Tell your story with Styles and Themes and charts. Work on analyzing data with challenging formulas including the If function. There’s plenty here for all. Materials included in the course fee and will be provided in class.

Course: 1CPT-0186  
Instructor: Donna Seys

Sect 2 W, Th 3/17/2021 - 3/18/2021  
8:00 AM - 11:45 AM

Sect 3 W, Th 5/5/2021 - 5/6/2021  
8:00 AM - 11:45 AM

Sect 4 W, Th 6/2/2021 - 6/3/2021  
8:00 AM - 11:45 AM

LOCATION: Online Delivery via Zoom*

Microsoft Office 2019/365: Excel Level II

It’s time to explore views, data protection, and creation of Macros. ‘What-if’ analysis tools help discover all possible answers to changing variables in formulas. And Tables, the gem of Excel, turns any dataset into a dynamic range. Discover what you’ve been missing in Excel. Materials included in the course fee and will be provided in class.

Course: 1CPT-0187  
Instructor: Donna Seys

Sect 2 W, Th 3/24/2021 - 3/25/2021  
8:00 AM - 11:45 AM

Sect 3 W, Th 5/12/2021 - 5/13/2021  
8:00 AM - 11:45 AM

Sect 4 M, Tu 6/7/2021 - 6/8/2021  
8:00 AM - 11:45 AM

LOCATION: Online Delivery via Zoom*

Microsoft Office 2019/365: Excel Level III

All roads have led you to this destination. Dive into Pivot Reports and learn the solution to slice and dice data within Excel. Discover how tools from previous classes are brought together 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 advanced Macro instruction. Materials included in the course fee and will be provided in class.

Course: 1CPT-0188  
Instructor: Donna Seys

Sect 2 W, Th 3/31/2021 - 4/1/2021  
8:00 AM - 11:45 AM

Sect 3 W, Th 5/19/2021 - 5/20/2021  
8:00 AM - 11:45 AM

Sect 4 M, Tu 6/14/2021 - 6/15/2021  
8:00 AM - 11:45 AM

LOCATION: Online Delivery via Zoom*

Microsoft Office 2019/365: Excel Level IV

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

Data crowns distributed at end of class! The textbook is included in the course fee and will be provided in class.

Technology Requirements:
• Excel 2016 or higher
• 64-bit operating system (if using a company/ state computer, please confirm through your IT Department)

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**Microsoft Office 2019/365: Excel Level IV**  
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Optional setup for ideal virtual class:
- Have a second monitor connected. This is helpful while working through the labs to have the lab document on one screen and the application on the other.
- A microphone to be able to communicate with the instructor.

**Course:** 1CPT-0189  
**Instructor:** Donna Seys

**Sect 2**  
W, Th 4/7/2021 - 4/8/2021  
8:00 AM - 11:45 AM

**Sect 3**  
W, Th 5/26/2021 - 5/27/2021  
8:00 AM - 11:45 AM

**Sect 4**  
M, Tu 6/21/2021 - 6/22/2021  
8:00 AM - 11:45 AM

**LOCATION:** Online Delivery via Zoom*

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**Microsoft Office 2019/365: Word Level II**

Stay with the flow by illustrating documents with graphics, work with themes and building blocks, merge documents, work with styles and templates while developing multi-page documents. Materials included in the course fee and will be provided in class.

**Course:** 1CPT-0194  
**Instructor:** Marnie Matz

**Sect 1**  
M, W 4/19/2021 - 4/21/2021  
8:00 AM - 11:45 AM

**LOCATION:** Online Delivery via Zoom*

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**Microsoft Office 2019/365: Word Level I**

Learn the basics of this tried and true word processing software. Write with confidence by creating, editing, and formatting documents, create and format tables and learn tips & tricks to expand your Word horizons. Materials included in the course fee and will be provided in class.

**Course:** 1CPT-0193  
**Instructor:** Marnie Matz

**Sect 1**  
M, W 4/12/2021 - 4/14/2021  
8:00 AM - 11:45 AM

**LOCATION:** Online Delivery via Zoom*

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**Microsoft Office 2019/365: Word Level III**

Integrate with other programs and collaborate with co-workers, friends, or family while learning advanced graphics, how to build a form and customizing Word to best suit your needs.

**Course:** 1CPT-0195  
**Instructor:** Marnie Matz

**Sect 1**  
T, Th 4/27/2021 - 4/29/2021  
8:00 AM - 11:45 AM

**LOCATION:** Online Delivery via Zoom*

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