IU South Bend offers an excellent variety of noncredit classes at our **IU South Bend Elkhart Center** in downtown Elkhart. This 25,000 square foot, state-of-the-art building is located at **125 East Franklin Street**.

For a complete list of off-campus program offerings visit the IU South Bend Elkhart Center website elkhart.iusb.edu

**Business and Professional Development**
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- Stepping Up to Supervision 9
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**Financial Planning**
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**Information Technology**
- Microsoft Excel [Getting Started] 15
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Indiana University South Bend makes every effort to ensure the accuracy of the information presented in this catalog. However, all programs, instructor designations, locations and fees described herein are subject to change without notice.

It is the responsibility of the student to verify state licensing requirements relative to their own personal background.
In designing a training program for you, we carefully match the instructor to the topic and your particular needs. All of our instructors are selected because of their appropriate education; professional knowledge and/or certification; and practical workplace experience.

Supervision Training

Bring our Supervision Modules to Your Workplace

We can work with you to arrange training that fits your organization’s needs, schedules, and employee’s learning styles. Choose training modules individually or in combinations that meet your organization’s needs.

Supervision Basics

- Roles and Responsibilities
- Motivation and Morale
- Doing Delegation
- Time Management
- OJI | On the Job Instructions
- Meeting Management
- Stepping Up to Supervision

Communication

- Communication Skills
- Managing Different Styles
- The Assertive Supervisor
- Conflict Resolution
- Crucial Confrontations
- Body Language | Read It, Use It
- Working Together, Better than Ever | Communications and Teambuilding
- Language of Influence
- The World of Professional Speaking

Human Resources

- Legal Overview for Supervisors
- Preventing Workplace Violence
- Discipline and Defensible Documentation
- “Right Hiring”
- The Employment Process | Hiring for the 21st Century
- Preventing Sexual Harassment in the Workplace
- Take the Fear Out of Performance Appraisals

Executive Training/Management

- Leading in Challenging Times
- Change Surfing | Riding the Waves of 21st Century Success
- How to Build a Positive Attitude and KEEP the Darn Things
- Risk Management
- Accident Prevention and Safety-Conscious Supervision
- The Secrets of Customer Service
- Accountability in Action
- Cool Head, Warm Heart | Stress Management When the Heat Is On

Advanced Topics

- Building and Leading a Team
- Coaching
- Managing Change
- Managing the Multi-Generational Workforce
- Managing Up, Down and Sideways
- Leadership
- Giving Presentations

Quality Management

- ISO Auditing Tips
- ISO 9001 Management Representative
- Problem Solving and Root Cause Analysis
- Thinking Lean and ISO System

Information Technology

- Adobe Acrobat Pro
- Adobe Illustrator
- Adobe InDesign

How to Begin the Process

To develop a customized program for your workplace, contact

Tim Ryan
574-520-4168  timryan@iusb.edu

Mike Mancini
574-520-4415  mmancini@iusb.edu
COMMUNICATION IN THE WORKPLACE

Instructor
Kristi Bly | BS, North Central College; business consultant and coach with Evolving Paths

Communicating in the Workplace Modules
This modular format offers eight short focused learning sessions, each concentrating on fundamental communication skills critical to job functions at any organizational level. Mastering these skills will enable you to make a greater contribution to your organization’s overall business goals.

Note | Modules are available individually for $49 each or as a group. A special discounted fee of $299 is available to those who register for all eight modules.

Enroll in this section if you want to take all eight modules.

Instructor | Kristi Bly
20 hours | 2.0 CEUs
South Bend
CM-4D-0064A3
Thurs. | Sept. 25 | 6-8:30 p.m.

Module 1 | Do You Hear What I Hear?
We learn how to read, write, and do math, but have we ever been taught how to listen? This session includes a self-assessment of this important skill, followed by ways to improve.
CM-4D-0064A3
Thurs. | Sept. 25 | 6-8:30 p.m.

Module 4 | Communication Etiquette
Learn appropriate ways to communicate using electronic mediums. Refresh your basic writing and grammar skills.
CM-4D-0064A4
Thurs. | Oct. 2 | 6-8:30 p.m.

Module 5 | Improving Your Self-Esteem
Use self-assessment tools to determine your level of self-esteem. Learn the differences among passive, aggressive, and assertive behavior and how to improve what’s good while eliminating what’s not.
CM-4D-0064A5
Thurs. | Oct. 9 | 6-8:30 p.m.

Module 6 | Giving and Receiving Feedback
Feedback is essential whether it’s used to praise or criticize. Learn how to give and receive both negative and positive feedback. Learn how negative self-talk can limit successful communication.
CM-4D-0064A6
Thurs. | Oct. 16 | 6-8:30 p.m.

Module 7 | Speak Up!
Evaluate your speaking habits and determine how to improve on this essential business skill by learning the basics of oral communication. Learn how group dynamics affect your communication.
CM-4D-0064A7
Thurs. | Oct. 23 | 6-8:30 p.m.

It will empower you to
- Maintain emotional stability in crazy and chaotic times
- Use empathy, humor, and “communications aikido” to defuse hostility, anger, and instability
- Apply assertiveness, pacing, and directness to engage negative people in positive ways
- Deal with bulldozers, snipers, exploders, and other negative personality styles
- Manage difficult interactions so positive results are produced

Dealing with difficult people is a challenge that none of us like. This session is your opportunity to learn how to make the best of a wide variety of bad situations, and in so doing create a positive and supportive environment.

3 hours | 0.3 CEU
$49
CM-4D-2035A
Fri. | Sept. 19 | 9 a.m.-12 noon
South Bend

Instructor
Kristi Bly | BS, North Central College; business consultant and coach with Evolving Paths

Dealing with Difficult People
Negativity is on the rise. Whether it’s due to economic uncertainty, personal problems, or general life stress, more and more people are expressing negativity, even outright hostility, towards others. How can you handle these emotionally-charged people and situations without becoming negative yourself? How can you remain positive and constructive when those around you are taking the polar opposite approach? That’s what Dealing With Difficult People is all about.

Module 8
Dealing with Difficult People
Negativity is on the rise. Whether it’s due to economic uncertainty, personal problems, or general life stress, more and more people are expressing negativity, even outright hostility, towards others. How can you handle these emotionally-charged people and situations without becoming negative yourself? How can you remain positive and constructive when those around you are taking the polar opposite approach? That’s what Dealing With Difficult People is all about.

Module 3
Do You Hear What I Hear?
We learn how to read, write, and do math, but have we ever been taught how to listen? This session includes a self-assessment of this important skill, followed by ways to improve.

Module 4
Communication Etiquette
Learn appropriate ways to communicate using electronic mediums. Refresh your basic writing and grammar skills.

Module 5
Improving Your Self-Esteem
Use self-assessment tools to determine your level of self-esteem. Learn the differences among passive, aggressive, and assertive behavior and how to improve what’s good while eliminating what’s not.

Module 6
Giving and Receiving Feedback
Feedback is essential whether it’s used to praise or criticize. Learn how to give and receive both negative and positive feedback. Learn how negative self-talk can limit successful communication.

Module 7
Speak Up!
Evaluate your speaking habits and determine how to improve on this essential business skill by learning the basics of oral communication. Learn how group dynamics affect your communication.

Module 2
The Art of Communication
Study communication styles and processes and find out how to sharpen your basic skills.
**Module 8 | Communicating Under Pressure**

Everyone talks about stress, but what are you doing about it? In this fast-paced world, coping successfully with stress is essential. Learn how to cope with stress. Other topics include dealing with job burnout and breaking bad habits.

**CM-4D-0064A8**

Thurs. | Oct. 30 | 6-8:30 p.m.

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**Instructors**

Charles Hobson, PhD  
Purdue University professor, management, Indiana University Northwest; over 20 years of training, consulting, and management development

Mike Nicholas, SPHR  
Director of Human Resources, Bethel College

Cathy Simon  
Product development team member and instructor, Work One

Paula Wood, SPHR  
Human resources manager, Postle Aluminum Company; completed 30-hour OSHA training course

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**Introduction to Human Resources**

This course will explore contemporary concepts and techniques essential to managing corporate human resources.

**Topics include**

- staffing
- rewards
- training
- employment law
- performance management

It is designed for early human resource professionals, those exploring human resources as a career field, line managers with human resource responsibilities, and human resource professionals whose experience has been in a single area such as staffing or benefits.

**Instructor** Mike Nicholas  
10 hours | 1.0 CEU  
$132

**HR-4D-0072A**

4 Tues. | Oct. 7-28 | 6-8:30 p.m.  
Elkhart Center

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**Preventing Sexual Harassment in the Workplace**

Ensure your organization has an effective sexual harassment prevention program based upon EEOC guidelines. Workshop uses self-assessment, workplace scenarios, behavior science research, model policies, and federal court decisions to give you a comprehensive legal framework from which to determine your own program. Topics include roles of supervisors and managers in dealing effectively with workplace sexual harassment, underlying psychological issues, consequences and impact, and fundamental rights and responsibilities.

**Instructor** Charles Hobson  
3.5 hours | 0.35 CEU  
$99

If you would like to see this course offered, call [574-520-4261] or e-mail [extendsb@iusb.edu] to be placed on an interest list.

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**Work Doesn’t Have To Be A Pain**

The field of ergonomics explores ways to understand and improve human capabilities in their interaction with machines and their environment. Looking to reduce your company’s musculoskeletal workers’ compensation claims? Pain at your computer work station?

**This class offers**

- the advantages of proper ergonomics in the workplace
- practical applications of setting up the computer work station
- exercises to reduce repetitive motion injuries
- case studies

At the end of the class session you will be able to design computer work stations to ensure safety and health using ergo-friendly positions and equipment to enhance productivity and performance at the computer work station.

If you would like to see this course offered, call [574-520-4261] or e-mail [extendsb@iusb.edu].

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**Employee Relations | How to Keep Good Employees**

Develop an awareness of effective practices and trends in participative management. Learn how to shape and measure attitudes, coaching and counseling techniques, orientation methods, training and development programs, performance appraisals and labor relations.

**Instructor** Cathy Simon  
20 hours; 2.0 CEUs  
$264

**HR-4D-0001A**

8 Wed. | Sept. 10-Oct. 29 | 6-8:30 p.m.  
Elkhart Center
SOCIETY FOR HUMAN RESOURCE MANAGEMENT

Instructors
Stacey Cloutier, SPHR | recruiter, Deloitte
Carrie Jenkins, SPHR | managing director of business development, Creative Financial Staffing
Mike Nichols, SPHR | director of human resources, Bethel College
Paula Wood, SPHR, PHR | human resource manager, Postle Aluminum Co.
Kathy Wozniak | senior HR consultant, AEP Cook Nuclear Plant

This intensive twelve week program is designed primarily for individuals seeking certification as a Professional in Human Resources [PHR®] or Senior Professional in Human Resources [SPHR®].

Create your competitive advantage
A recent study showed HR certified individuals are more marketable in their careers, serve in higher level job positions and enjoy a higher level of credibility.

It also reported that employers believe certification demonstrates an employee’s commitment to the HR profession, adds validity and credibility to the department, assures current and up-to-date knowledge and provides opportunities for development. There’s no doubt that certification opens doors to unlimited professional growth and advancement.

Invest in yourself
Preparing for and taking the certification exam takes considerable time and effort. Our course is designed to make the process easier and more effective by offering the best exam preparation system available in a classroom environment that keeps students on track and assures all material is covered thoroughly.

Our expert classroom instruction provides a better flow of information and a more enjoyable and effective learning experience. Structured classes, a seasoned instructor and peer interaction enhance learning and retention.

Why SHRM is superior
The SHRM Learning System provides HR professionals with more content, tests, learning tools, and access to expert advice than any other PHR/SPHR exam preparation program. Printed materials are updated annually and online study tools are portable and convenient, with access to online tests, flashcards, and resources via iPhone, Blackberry, Palm Pre, Windows Mobile, or Google Android.

What you’ll learn
The key to success of the PHR/SPHR certification and SHRM Learning System is the relevance of the content to the needs of today’s HR professionals. The SHRM Learning System teaches the following six modules covering the HRCI body of knowledge tested in PHR/SPHR exams.

1. Strategic Business Management
2. Workforce Planning and Employment
3. Human Resource Development
4. Total Rewards
5. Employee and Labor Relations
6. Risk Management

How you’ll learn
The SHRM Learning System provides the most comprehensive and effective PHR/SPHR training program through a blended format of printed workbooks and web-based study tools.

This easy-to-use system includes three key elements:
- Printed workbooks
- Online tools with mobile access
- Resource Center

New “Plan to Pass” tool
Setting a realistic study plan is critical to your success. SHRM has created a valuable tool called “Plan to Pass” that guides your studies. It takes your score from the pre-test [included in the SHRM Learning System] factors in your level of HR experience and creates a study plan based on areas that require the most attention. You can also track your progress as you study to ensure you’re reaching your goals.

The payoff
When you complete this course, you’ll be prepared to take the PHR or SPHR exam with confidence. Year after year, professionals who use the SHRM Learning System to prepare for certification exams consistently beat the national pass rate.

Certification information
The HR Certification Institute requires HR professionals planning to sit for the PHR or SPHR exams to have a combination of demonstrated work experience and education. For additional information, visit www.hrci.org/deadlines_fees.


If you have any further questions regarding the PHR or SPHR exams, please visit www.hrci.org, call the HR Certification Institute.
at +1-866-898-4724, or send an e-mail to info@hrci.org.

While there is no single course of study that guarantees success on the HR Certification Institute exams, the SHRM Learning System has effectively helped thousands of individuals prepare for certification.

**Computer-based testing**
All certification testing is computer-based and conducted at the 250 Prometric Test Centers around the country. For best results, schedule your certification exam for a date that is after the end of your particular class section. For information on the exam and how to register, visit [www.hrci.org](http://www.hrci.org).

**Note** This class is also eligible for recertification points. Students will receive books the first night of class.

**HR-4D-0372A**
36 hours | 3.6 CEUs
12 Mon. | Sept. 8-Nov. 24 | 6-9 p.m.
South Bend
$1020 for Michiana SHRM chapter members and MHRA members [supply proof of membership w/registration]
$1070 for non-members.

Fee includes the SHRM Learning System print modules, online learning software, access to the online Resource Center, and 36 hours of classroom instruction.

**Instructors**
- **Kristi Bly** | BS, North Central College; business consultant and coach with Evolving Paths
- **Charles Hobson, PhD** | Purdue University professor, management, Indiana University Northwest; over 20 years of training, consulting, and management development
- **Debbie Schrager** | MBA, is an experienced and well-respected corporate trainer and college instructor

**Management**

**Change Management**
The only thing constant is change...we have all heard that saying and in the business climate today it happens daily!

Another skill that all managers must have is how to be a leader of change by having employee buy in, strong communication systems, understand why the change is happening and be able to present it in a positive manner, including all layers of the organization and including each and every individual.

**Instructor** | Debbie Schrager
4 hours | 0.4 CEU
$99
**MG-4D-2203A**
Wed. | Sept. 17 | 8 a.m.-12 noon
South Bend

**Innovative Thinking**
Tough economic times call for extraordinary solutions. We need more effective problem solvers, decision makers, communicators, and leaders to take us to the next level. Innovative Thinking is your first step on that journey.

In this potent three hour workshop, you will
- Explore the key attribute of strategic thinkers
- Sharpen your critical thinking skills
- Practice creative, “out of the box” thinking
- Follow a step-by-step process that produces innovation
- Apply the skills you learn to real life situations

Critical thinking and innovation are no longer luxuries in the business environment. They are necessities that you must master if you want to stay alive and thrive in today’s turbulent times.

**Instructor** | Kristi Bly
3 hours | 0.3 CEU
$79
**MG-4D-2369A**
Fri. | Oct. 3 | 9 a.m.-12 noon
South Bend

**Performance Management**
One of the key roles of every manager is to manage the performance of his or her team members. This class will give you both a broad overview and specific tools to do just that. You will learn how to
- Effectively use performance appraisals to motivate higher performance
- Involve team members in goal setting and benchmarking
- Use corrective feedback to induce improved performance
- Apply discipline in a correct, legal, and appropriate manner
- Coach all team member to develop their individual strengths

Great performance doesn’t just happen. You, as a manager, are a critical piece of the performance equation. This workshop will show you how to motivate and guide your team members to achieve peak performance.

**Instructor** | Charles Hobson, PhD
6 hours | 0.6 CEU
$199

If you would like to see this course offered, call [574-520-4261](tel:574-520-4261) or e-mail [extendsb@iusb.edu](mailto:extendsb@iusb.edu) to be placed on an interest list.
Enhancing Personal Resilience
Being a manager takes brains, fortitude, and energy. Sometimes the demands of the job begin to take their toll. That’s why top-flight managers build their resilience before the problems reach critical mass. In Enhancing Personal Resilience, you will take an assessment to measure your current level of resilience and then learn how to

- Manage factors that impact the development of resilience
- Spot challenges to your resilience
- Employ a wide variety of techniques that strengthen your resilience
- Not only survive, but thrive, under pressure

Like emotional intelligence, resilience is one of the keys of successful management—a key not taught or discussed in most management training programs. Now is the time to begin to build your personal resilience.

Instructor  | Charles Hobson, Ph.D.
3.5 hours | 0.35 CEU
$129

If you would like to see this course offered, call [574-520-4261] or e-mail [extendsb@iusb.edu] to be placed on an interest list.

Fundamentals of Fundraising
A great introduction for those new to the field!
The Fundamentals of Fundraising course provides new fundraisers with an introduction into the building blocks of effective practice. This 12-hour course addresses the real world needs and challenges non-profit organizations face every day. In addition, the course features small group projects making the learning experience both substantive and enjoyable.

Topics include  
- Fundraising Overview, Importance of Data Capturing and Integrity, Developing an Integrated Fundraising Program, Cultivating and Stewarding Donors, Securing the Gift, and Managing Volunteers.

Instructor  | Leigh Ann Jacobson
12 hours | 1.2 CEUs
$149
NP-3D-0187A
Thurs., Fri. | July 24-25 | 9 a.m.-4 p.m.
South Bend

NP-4D-0807A
6 Wed. | Sept. 3-Oct. 15 | 6-8 p.m.
South Bend

Introduction to Grant Writing
In this introductory course learn the fundamental principles you need to develop successful grant proposals.

Topics include  
- how to identify funding sources  
- how to develop a case for support  
- what are proposal components  
- how to prepare a budget  
- how to explain objectives, writing styles and format, and grant administration.

Instructor  | Janine Andrysiak
12 hours | 1.2 CEUs
$149
NP-4D-0807A
6 Wed. | Sept. 3-Oct. 15 | 6-8 p.m.
South Bend

Community Involvement that Works, that Matters, that Empowers
Give-to-Get employee volunteering, also called Corporate Social Responsibility [CSR], invigorates corporate public relations by effectively raising the bar for the community. There is no downside to people learning to find a positive voice that works in service and contributes to the greater good.

Participants will learn

- How to engage a community as a whole for mentoring youth  
- How better communication fosters safer communities  
- How to liberate people to their best contribution  
- How differences can be the vehicle for growth  
- How to understand that community involvement comes with public relations benefits

Community Involvement can lead to better businesses, safer communities and better-focused youth.

Instructor  | Kristi Bly
3 hours | 0.3 CEU
$49
NP-4D-2635A
Fri. | Sept. 26 | 9 a.m.-12 noon
South Bend

Instructors

Janine Andrysiak  | MSA, University of Notre Dame; Experienced grant writer and fundraiser
Kristi Bly  | BS, North Central College; business consultant and coach with Evolving Paths
Leigh Ann Jacobson, CFRE | MA, Arcadia University; Fundraising executive, lecturer, and writer; 15 years of fundraising and nonprofit management experience in higher education, independent schools, and social services.

Instructors

Kristi Bly  | BS, North Central College; business consultant and coach with Evolving Paths
David Eastman | MS, Indiana University; experienced trainer and instructor
Debbie Schrager | MBA, is an experienced and well-respected corporate trainer and college instructor

NP-4D-0807A
6 Wed. | Sept. 3-Oct. 15 | 6-8 p.m.
South Bend
**Power Networking**
Everyone’s doing it, or they should be. But where do you start, and how exactly do you network? The answer is here.

In this compact, three hour session you will learn how to:

- Determine your natural networking style
- Establish a powerful presence so you are ready to take advantage of all networking opportunities
- Navigate networking events with confidence
- Flex your networking style to match a variety of different venues and situations
- Follow up once a connection has been made

Practical Natural Networking will give you the foundation you need to cultivate and maintain a wide network of both professional and personal contacts.

**Instructor** | Kristi Bly
---|---
**3 hours** | 0.3 CEU
**$49**

**SB-4D-2370A**
**Fri.** | Nov. 7 | 9 a.m.-12 noon
**South Bend**

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**Cool Head, Warm Heart | Stress Management When the Heat is On**
In today’s environment of constant change and upheaval, stress is almost a forgone conclusion. The questions then become not “How can we live stress-free lives?” but rather “How can we use stress for success?” Cool Head, Warm Heart teaches you how to do just that.

In this hands-on, highly interactive program, you will learn:

- How self-management is the key to stress management
- To identify and minimize external stressors in your life
- To differentiate between what you can control and influence and what you can’t
- A variety of cognitive strategies that will help you turn stress into positive motivation
- A bevy of behavioral strategies that will keep you up when stress threatens to get you down
- An arsenal of interpersonal strategies that will allow you to partner with others to beat stress together

The pace of life is faster. The choices in life are greater. The forces acting upon you are greater. Thus, it is more imperative than ever to respond to life with power and grace. To do so requires that you maintain both a cool head and a warm heart. This program will show you how.

**Instructor** | David Eastman
---|---
**3 hours** | 0.3 CEU
**$59**

If you would like to see this course offered, call [574-520-4261] or e-mail [extendsb@iusb.edu] to be placed on an interest list.

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**Beyond Lip Service | Customer Service that Makes Them Say “Wow”**
Customer’s tastes, values and expectations are all changing. Today’s successful organizations do more than just mouth tired, worn platitudes that “the customer is always right.” They anticipate their customers’ needs and partner with them to create truly, memorable service opportunities. If you want to hear a resounding chorus of “Wow” from your customers, Beyond Lip Service is the place to begin.

- What are the components of exceptional customer service?
- What do your customers really want?
- How can you manage your “moments of truth?”
- How can you take each and every customer interaction from the level of a boring transaction to a dynamic emotional transformation?
- What are the most effective ways to handle angry customers?
- How can you convert customer complaints into increased customer loyalty?
- How can you gain the position in your customers’ minds as their “partner of choice?”

**Instructor** | David Eastman
---|---
**3 hours** | 0.3 CEU
**$49**

If you would like to see this course offered, call [574-520-4261] or e-mail [extendsb@iusb.edu] to be placed on an interest list.

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**Promoting your Business or Services**
Yes, we all know that marketing and advertising can be expensive. Come in and find out how you can use free resources to publicize your business while hitting your target audience and becoming more visible.

You will leave this class with ideas on how to get the word out about your product or service, how to reach your target audience and how to make your business even more successful.

**Instructor** | Debbie Schrager
---|---
**4 hours** | 0.4 CEU
**$59**

**SB-4D-2379A**
**Wed.** | Oct. 15 | 8 a.m.-12 noon
**South Bend**

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**Stepping Up to Supervision**
Designed for individuals looking to move into supervisory roles and experienced managers looking for a refresher course.

**What Does a Supervisor Do?**
Perspectives on leadership roles, responsibilities, and skills.
**SUPERVISION :: BASIC SUPERVISION MODULES**

**Leadership Styles**
Assess leadership behaviors used when engaged in attempts to influence the actions and attitudes of others.

**Communication Basics**
Obstacles and strategies to improve effectiveness.

**Motivating Today’s Employees**
Powerful motivators for today and the future.

**Doing Delegation**
Why does it fail? What is the leader’s role? What is the employee’s role?
6 hours | 0.6 CEU
$179
SU-4D-2033A
Fri. | Sept. 26 | 9 a.m.-4 p.m.
Elkhart Center

**Coaching that Gets Results**
Every supervisor wears many hats. One of your most important and powerful roles is as a coach. This workshop will provide you the basics of effective workplace coaching.

**In one half-day, you will learn**
- The characteristics of every successful coach
- How to teach and coach adult learners
- Common mistakes supervisors make when giving feedback
- Guidelines for giving both positive feedback and for taking corrective action
- How to encourage peer-to-peer positive feedback

Being an effective coach is not just a nice extraneous skill to have—it is at the heart of your job as a supervisor. Spend one afternoon with masterful coach, Charlie Hobson, and take your first steps towards coaching success.

3.5 hours | 0.35 CEU
$99
SU-4D-2649A
Fri. | Oct. 24 | 1:43 p.m.
Elkhart Center

**Legal Aspects of Supervision**
Know your legal responsibilities to be more effective with those you interview, hire, and manage. Includes an overview of applicable employment laws; and hiring, interviewing and performance appraisal guidance. Learn required documentation and recordkeeping.

3.5 hours | 0.35 CEU
$99
SU-4D-2247A
Fri. | Oct. 24 | 8:30 a.m.-12 noon
Elkhart Center

**The Role of the Supervisor**
SU-4D-0060A-1
Tues. | Sept. 9 | 7-9 p.m.
What is expected from the supervisor in any organization is leading the improvement effort. Explore the basics that will set you apart from the rest.

**Instructor** | Thomas McGillicuddy

**Personality Styles**
SU-4D-0060A-2
Tues. | Sept. 16 | 7-9 p.m.
Learn what makes people “tick” and what ticks them off.

**Instructor** | David Eastman

**Motivating Yourself and Others**
SU-4D-0060A-3
Tues. | Sept. 23 | 7-9 p.m.
Create a motivating environment for your work group and yourself.

**Instructor** | Cathy Simon

**Communication Skills**
SU-4D-0060A-4
Tues. | Sept. 30 | 7-9 p.m.
Employees want to be talked to. Employees want to be heard. Discover the best ways to effectively communicate with them.

**Instructor** | Kristi Bly

**Basic Supervision**
We have assembled an outstanding team of supervision instructors for this modular approach to Basic Supervision. To improve your knowledge base take all nine modules. Modules can also be taken in bundles of three or six.

18 hours | 1.8 CEUs [no CEUs given for individual sessions]
SU-4D-0060A
9 Tues. | Sept. 9-Nov. 4 | 7-9 p.m.
Elkhart Center
$299
All 9 modules | $299
Choice of 6 modules | $218 or
Choice of 3 modules | $125

**Instructor** | Thomas McGillicuddy
How to Identify and Control Problem Employees
SU-4D-0060A-6
Tues. | Oct. 14 | 7-9 p.m.
When you recognize problems in your group—what do you do next? Understand the serious impact of those who cause damage to your effectiveness as a supervisor and find out what to do to regain control.
Instructor | Thomas McGillicuddy

Time Management
SU-4D-0060A-7
Tues. | Oct. 21 | 7-9 p.m.
Develop a time management strategy to balance your work priorities with those of your colleagues and employees.
Instructor | Kristi Bly

Doing Delegation
SU-4D-0060A-8
Tues. | Oct. 28 | 7-9 p.m.
Get work done through others and banish the “demons of delegation.”
Instructor | Kristi Bly

Meeting Management
SU-4D-0060A-9
Tues. | Nov. 4 | 7-9 p.m.
Utilize and have a strategy for every moment you meet with your work group.
Instructor | Cathy Simon

Basic Supervision Certificate Online
Adaptable to the needs of many organizations, this online series is designed for first-line or mid-level managers or for those making the transition into management. You will learn to lead and motivate more effectively, build better relationships through mutual understanding, enhance work-related communication, and increase your own and your organization’s level of excellence. Instruction will be provided entirely online, in a self-paced yet thorough analysis of these concepts.

This course is designed to help you develop the core knowledge and skills needed to supervise employees. Whether you are already a supervisor or hoping to be one someday, this course will provide you with information, tools, and ideas that will help you do a great job.

After completing this course, you will
- identify typical responsibilities of supervisors and recognize how to get started in a supervisory job.
- recognize ways to heighten employee commitment and cooperation.
- apply knowledge about personality preference and type dynamics to facilitate communication in business situations.
- develop your own leadership skills and help employees develop theirs.
- speak assertively in business situations, especially when giving feedback to employees.
- listen actively to others and avoid becoming defensive in the face of criticism.
- use tools to more effectively solve problems and make decisions.
- set and achieve personal and work goals.
- help yourself and others better cope with change in the workplace.

Modules
- Unit 1: Understanding Others
- Unit 2: Becoming a Leader
- Unit 3: Communicating Effectively
- Unit 4: Solving Problems and Making Decisions
- Unit 5: Setting Goals and Managing Change

Instructor | David Eastman
10 hours | 1 CEU
$299
Classes begin Jul. 9, Aug. 13, Sept. 10, Oct. 8, Nov. 12, Dec. 10 | must be completed within 12 weeks

IU South Bend Paralegal Certificate Program
Why choose IU South Bend?
- You want a challenging and rewarding career
- You want the quality that the oldest, most experienced paralegal program in the area can deliver
- You want the prestige of an Indiana University education
- You want conveniently scheduled classes so you can keep your day job
- You want knowledgeable and friendly faculty and advisors
- Qualified students may be eligible to take our one-year certificate program

How does it work?
The paralegal certificate is a part-time evening, classroom-based 21 credit hour program open to anyone eligible for admission to IU South Bend, including individuals who have already earned an associates, bachelor, or masters degree.

If interested, what should you do?
- Apply for admission to IU South Bend
- Request your transcripts
- Take your placement exams
- Submit the paralegal student data sheet to Extended Learning Services
- Complete your ENG-W 131 requirement
- Consider applying the 21 credit hours towards an IU South Bend degree program

Contact Mike Mancini at 574-520-4415 or mmancini@iusb.edu for registration information.

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Introduction to Medical Billing and Coding

Medical coders review health records and assign numeric codes to diagnoses and procedures. These codes are used to track patient care and for reimbursement of insurance claims.

This concentrated course will provide you with the basic knowledge of medical office operations, coding and billing. Class topics include an overview of the health care environment, office policies and procedures, medical records management, collections and accounts receivable, ICD-9/10-CM coding, CPT/HCPCS, ICD-9/10-CM level 1, 2 and 3 coding books.

**Prerequisite** | IU South Bend Extended Learning Services Medical Terminology and Anatomy class or pass waiver test. To qualify to waive the Medical Terminology and Anatomy class prerequisite, students must pass a waiver test with 80% accuracy. Test given by appointment. Call 574-520-4261 to schedule a time.

**Instructor** | Reland Sheets

AH-4D-0648A
South Bend

Exam Preparation for Medical Coders

This class prepares coders to sit for CCA and CPC exams. Demonstrate your competency in assigning diagnosis and reimbursement codes by becoming certified. This class covers the material you need for testing and can also be very helpful if you have been coding in a particular field and need a review of ALL coding. Each exam has specific requirements you must meet in order to sit for that exam. Check with each examining agency to find out what they are.

**Note** | Successful completion requires 80% attendance and an average score of 75% on tests, quizzes, and assignments.

**Class cost** includes two advanced coding texts. Students must provide their own current CPT, HCPCS, and ICD-9-CM level 1, 2 and 3 coding books.

**Instructor** | Terri Feece

AH-4D-0649A
11 Tues./11 Thurs. | Sept. 9-Nov. 20 | 6-9 p.m.
South Bend

HEALTH PROFESSIONS

Instructors
Connie Cox, RDH | BGS, Indiana University South Bend; Adjunct Clinical Lecturer in Dental Education, IU South Bend

Terri Feece | certified professional coder with ten years of coding experience.

De Kilmer, RN | Ivy Tech Community College; nurse, Elkhart Clinic.

Reland Sheets | certified medical coder with over a decade of experience.

Radiology Educational Program for Dental Assistants

All persons operating diagnostic x-ray equipment in the state of Indiana must be certified by the Indiana State Board of Health [ISDH].

For certification, each dental x-ray machine operator must:

- Enroll in a state approved radiology educational program [fulfilled by this course]
- Obtain a provisional permit from the ISDH once admitted into the program
- Complete an approved education program [fulfilled by this course]
- Complete clinical training with certificate of proficiency from an appropriate licensed provider
- Pass the Radiation Health And Safety portion of the Dental Assisting National Board Exam [DANB]

This course is approved by the Indiana Department of Health as an educational program and fulfills the education portion of the license requirement. It includes weekly lectures, lab demonstrations, and testing. All students must be employed by a dental office to register for this course. This course does not provide the clinical training required for certification. Clinical training is completed in-office, and can be supervised by a dentist, dental hygienist, or radiology certified dental assistant.

Applications for an Indiana provisional radiology permit will be provided at the first class meeting. However, the student will be responsible for completing the application and sending it to the ISDH.

A mock certification exam is held during the tenth class session followed by a consultation to review the results at the last meeting. The criteria for completing this course is attending 80% of class meetings and achieving a 70% or higher final grade.

Information regarding the certification policies and procedures can be found at www.in.gov/isdh/regsvcs/radhealth/welcome.htm
Information about the DANB exam can be found at www.danb.org.

**Instructor**: Connie Cox  
27.5 hours  |  2.75 CEUs  
$525 [textbook required]

**AH-4D-0031A**  
11 Tues.  |  Sept. 9-Nov. 18  |  5:30-8 p.m.  
South Bend

**Medical Terminology and Anatomy**

Designed for those who have no formal terminology and anatomy training and would like to further or begin a career in the medical field. This class is a stepping-stone for medical coding, transcription, and other healthcare careers. It is also appropriate for those who work in medical offices and want to expand their skills.

Unlike a typical memorization terminology class, students will gain knowledge of medical terminology through the correct usage of prefixes, suffixes, and root words. The program utilizes an enjoyable, relaxed learning environment that has proven to be very effective. The anatomy and physiology portion of the class will review the body systems and how they work. Together, these two subjects prepare you for your next step in your chosen area.

**Note**: Successful completion requires 80% attendance and an average score of 75% on tests, quizzes, and assignments. Study outside of class is necessary for successful participation. You must take this class before taking Introduction to Medical Billing and Coding or pass a waiver test in both terminology and anatomy. Call 574-520-4261 to schedule.

**Instructor**: De Kilmer  
60 hours  |  6 CEUs  
$990 [textbooks required]

**AH-3D-0940A**  
12 Mon./Wed.  |  Sept. 15-Dec. 10 [excl. Nov. 24 & 26]  |  9 a.m.-12 noon  
South Bend

**Instructor**: Kristi Bly  
BS, North Central College; business consultant and coach with Evolving Paths

**Pharmacy Technician Training**

This program has been designed and taught by experienced, practicing pharmacists. By successfully completing this class and paying a certification fee, you can become state certified. Successful completion of this class will qualify you for an “entry-level” position.

**Prerequisite**: Pass Pharmacy Technician math test. Call 574-520-4261 to schedule.

**Instructor**: TBA  
50 hours  |  5.0 CEUs  
$790 [textbooks required]

**AH-4D-0331A**  
10 Mon./Thurs.  |  Sept. 15-Nov. 20  |  6-8:30 p.m.  
South Bend

**Program benefits**

› Provides specific skills training that leads to professional certification  
› Prepares students for entry-level lodging positions  
› Promotes confidence and positive work ethic  
› Provides smooth transition to possible higher-level hospitality positions

Upon completion of the program, and the passing of the certification exam, students will receive a START Certificate from the American Hotel & Lodging Educational Institute.

75 hours  
$1190

**HP-4D-0954A**  
12 Mon./Wed.  |  Sept. 15-Dec. 10 [excl. Nov. 24 & 26]  |  9 a.m.-12 noon  
South Bend

**HP-4D-0954B**  
12 Mon./Wed.  |  Sept. 15-Dec. 10 [excl. Nov. 24 & 26]  |  5-8 p.m.  
Elkhart Center

**INFORMATION ABOUT A NEW REAL ESTATE CLASS COMING SOON!**

**Instructor**: Gary Decker  
broker with over 45 years of housing experience.
Instructor

Tom Force | Radio personality with over 40 years experience. Tom has taught and worked with aspiring voice actors for over 5 years, including a Voice Acting Master Class at Wayne State University, and has helped many reach their professional goals.

You’re On the Air [How to Really Make it in Voiceovers!]

Voiceovers are hot today! You don’t have to be an actor to get voice-over work, but it certainly doesn’t hurt! With such notable talent as James Earl Jones, Linda Hunt, and Donald Sutherland lending their voices to commercials, films, and videos, one would think that it would be next to impossible to break into this field. Not so! In this class you’ll learn about an exciting new way to get around the competition and actually turn voice-overs into a thriving full or part-time business!

Students will be introduced to the voice-over business as a whole, including the numerous opportunities, the income potential, and the all-important demo and how to have it produced. You’ll step up to the microphone to do some practice recording and, best of all, hear the results!

2 hours

CM-4D-2359A
Mon. | Oct. 20 | 7-9 p.m.
South Bend

Instructors

Rachelle Chamberlin | BS, Western Governors University; Multiple computer industry certifications including MS Office 2007 & 2010; experienced MS Office and computer fundamentals teacher.
L. Bea Daggy | AS, Computer Information Technology, Ivy Tech State College, Over ten years experience in computer field, experienced computer instructor.

Level 1

Getting Started with Word

Create, edit, save, open, spell check, and print documents. Use view, zoom, undo, toolbars, and ruler. Enhance text with bold, underline, and fonts. Change margins, text alignment, and line spacing. Move and copy text.

Instructor | L. Bea Daggy
6 hours | 0.6 CEU
$129 [NEW PRICING]
MC-4D-4574A
2 Mon. | Sept. 8 & 15 | 5:30-8:30 p.m
South Bend

Level 2

Moving Ahead with Word

Use sections, breaks, and indents. Set and change tabs. Add headers, footers, page numbering, and dates. Create and edit the toolbar. Use columns and numbered lists.

Instructor | L. Bea Daggy
6 hours | 0.6 CEU
$129 [NEW PRICING]
MC-4D-4575A
2 Tues. | Nov. 4 & 11 | 5:30-8:30 p.m
South Bend

Overview of Word

An introductory course highlighting the basic functions of Microsoft Word. This overview is a condensed, basic course for students who want to learn to use the most widely used features of Word including entering and editing text, enhancing the appearance of a document using various formatting and font options, proofing and printing documents, moving and copying text and more.

Instructor | Rachelle Chamberlin
3 hours | 0.3 CEU
$69
MC-4D-4568A
2 Tues. | Nov. 18 & 25 | 5:30-8:30 p.m
South Bend

If you have been using previous versions of Microsoft Office, we can bring these customized classes to you; they will help you quickly come “up to speed” with all of the changes and new features. Maintain your productivity by getting the most out your new software or operating system.

For more information, contact Mike Mancini at 574-520-4415; e-mail at mmancini@iusb.edu
EXCEL // ACCESS // POWERPOINT

EXCEL

Instructor

Rachelle Chamberlin | BS, Western Governors University; Multiple computer industry certifications including MS Office 2007 & 2010; experienced MS Office and computer fundamentals teacher

L. Bea Daggy | AS, Computer Information Technology, Ivy Tech State College, Over ten years experience in computer field, experienced computer instructor

Level 1

Getting Started with Excel
Create, edit, format, and print worksheets. Create formulas and use functions. Move and copy cell data and formulas. Use AutoFill. Create basic charts.

Instructor | L. Bea Daggy
6 hours | 0.6 CEU
$129 [NEW PRICING]

MC-4D-4601A
2 Thurs. | Sept. 11 & 18 | 5:30-8:30 p.m.
South Bend

MC-4D-4601B
Tues. | Sept. 23 | 9 a.m.-4 p.m.
Elkhart Center

Level 2

Moving Ahead with Excel
Use “IF” and other functions. Add formatting, shading, fonts, borders, headers/footers, page numbers, and print titles. Insert, copy, and delete spreadsheet tabs. Link spreadsheets and workbooks.

Prerequisite | Getting Started with Excel or prior experience.

Instructor | L. Bea Daggy
6 hours | 0.6 CEU
$129 [NEW PRICING]

MC-4D-4602A
Fri. | Oct. 17 | 9 a.m.-4 p.m.
Elkhart Center

MC-4D-4602B
2 Thurs. | Oct. 23 & 30 | 5:30-8:30 p.m.
South Bend

Level 3

Organizing and Analyzing Data Using Excel
Work with Excel as a database and add appropriate functions. Sort and select data. Use lookup functions. Implement scenarios and data tables. Create Pivot Tables and charts. Incorporate outlines and conditional formatting.

Prerequisite | Moving Ahead with Excel or equivalent experience.

Instructor | Rachelle Chamberlin
6 hours | 0.6 CEU
$129 [NEW PRICING]

MC-4D-4608A
2 Thurs. | Nov. 6 & 13 | 5:30-8:30 p.m.
South Bend

Level 3

Controlling and Customizing Excel
Create toolbars and set Excel options. Validate and restrict cell entries. Protect worksheets. Create templates, range names, and macros. Find and replace data and formats. Create a shared workbook and track changes.

Instructor | Rachelle Chamberlin
6 hours | 0.6 CEU
$129 [NEW PRICING]

MC-4D-4607A
2 Thurs. | Dec. 4 & 11 | 5:30-8:30 p.m.
South Bend

ACCESS

Instructor

Larry DeLaruelle | Microsoft Certified Technology Specialist; former database administrator

Level 1

Getting Started with Access
Design a database. Create and edit tables, forms, reports, and queries. Create effective input screens and professional-looking reports. Organize, sort, and select data.

6 hours | 0.6 CEU
$129 [NEW PRICING]

MC-4D-4604A
Wed. | Sept. 10 | 9 a.m.-4 p.m.
South Bend

Level 2

Moving Ahead with Access
Validate and restrict data, including using key fields. Add calculations, groups, and sorting to reports. Use mailing labels. Design a relational database. Establish links between tables. Combine tables in reports, queries, and forms.

Prerequisite | Getting Started with Access or prior experience.

6 hours | 0.6 CEU
$129 [NEW PRICING]

MC-4D-4636A
Wed. | Oct. 22 | 9 a.m.-4 p.m.
South Bend

Level 3

Advanced Access Queries and Forms
Queries | Learn how and why to use Append, Delete, Update, Make Table, and Crosstab queries. Use complex queries and user-defined functions.

Forms | Create complex forms, subforms, and a process for adding new lookup values. Control how users enter information. Use Query by Form to create a dynamic user interface for report generation.

Prerequisite | Moving Ahead with Access or equivalent experience.

6 hours | 0.6 CEU
$129 [NEW PRICING]

MC-4D-4645A
Wed. | Nov. 12 | 9 a.m.-4 p.m.
South Bend

POWERPOINT

Instructor

L. Bea Daggy | AS, Computer Information Technology, Ivy Tech State College, Over ten years experience in computer field, experienced computer instructor
ADOBE PHOTOSHOP // DIGITAL PHOTOGRAPHY

Getting Started with PowerPoint
Create slides and slideshows. Add graphics and charts. Use transitions and animation.

Prerequisite: Any Level 1 Word, Excel, or Access class or prior experience.

6 hours | 0.6 CEU
$129 [NEW PRICING]

If you would like to see this course offered, call [574-520-4261] or e-mail [extendsb@iusb.edu] to be placed on an interest list.

Moving Ahead with PowerPoint
Add sound, video, and music. Edit clip art and use advanced drawing tools. Create custom templates. Link your presentation to the web and other applications. Set up stand-alone presentations.

Prerequisite: Getting Started with PowerPoint or prior experience.

6 hours | 0.6 CEU
$129 [NEW PRICING]

If you would like to see this course offered, call [574-520-4261] or e-mail [extendsb@iusb.edu] to be placed on an interest list.

Overview of PowerPoint
An introductory course highlighting the basic functions of PowerPoint which is geared to new users.

This class is a condensed, basic course for students who want to learn to use the most popular and widely used features of PowerPoint including creating slides and slideshows, using graphics, transitions and more.

3 hours | 0.3 CEU
$69

MC-4D-4666A
Mon. | Oct. 20 | 5:30-8:30 p.m.
South Bend

Instructor Chad Hoefle serves the local and national community with work in videography, lighting, sound, 3-D graphics and animation.

Getting Started with Photoshop
Learn concepts and terminology associated with digital imaging. Implement image basics and create, edit, and print images. Work with selections, colors, and color settings. Manipulate layers. Modify photos for interesting effects.

Note: Basic knowledge of photography or graphic design will enhance your learning experience.

Instructor Chad Hoefle
6 hours | 0.6 CEU
$198

MC-4D-4720A
Mon. | Sept. 8 | 9 a.m.-4 p.m.
South Bend

Instructor Barbara Allison
Owner/photographer of Barbara Allison Photography. Award winning photojournalist for the South Bend Tribune. She’s a graduate of Ball State University BS/BA Psychology & Journalism

Terry Tretheway
Over 25 years of Photography experience including portrait and wedding photography. Has achieved Master Photographer status. Owner of Images Unlimited LLC, a school portrait company.

Level 1
Picture This: Basics of Digital Photography
This newly updated program begins with an introduction to digital photography terminology and camera types. While concentrating more on the automatic compact cameras it is a good primer for interchangeable lens models as well.

Topics discussed include
- camera styles
- shooting modes and their benefits
- camera features and their functions
- file types
- file storage
- image enhancement on the computer

Also discussed are techniques and ideas for improving your pictures.

Bring your cameras and bring your questions for discussion.

Instructor Barbara Allison
5 hours | 0.5 CEU
$145

MC-4D-4179A
2 Tues. | Sept. 9 & 16 | 6:30-8:30 p.m.
South Bend
Digital Photography

Level 2

Digital Photography
Taking great digital pictures requires more than point-and-shoot. Learn to take “wow” digital photos in this beginner’s class.

Learn basics of exposure, composition, and capture. Discuss advanced techniques: creative lighting, flash, angles, action control, and depth-of-field control.

Techniques discussed relate to the more advanced cameras that offer shutter speed and aperture controls. This class teaches the operational aspects of the camera so you will understand how to achieve the results you want by taking control of the camera.

Bring your camera to class to follow along as we cover camera controls.

Note: Students will receive a photo assignment each class to complete and bring to the next class. Results may be reviewed in class.

Prerequisite: Students must provide their own digital camera and be comfortable with its operation. See “Picture This” class if you do not have experience.

Instructor: Terry Trethewey
7.5 hours | 0.75 CEU
$165
MC-4D-4626A
3 Thurs. | Oct. 2-16 | 6-8:30 p.m.
South Bend

Level 3

Introduction to Portrait Photography
This one-night class will give you a basic knowledge of simple portrait photography. It is aimed at indoor simple portrait style lighting. Many businesses need photographs of employees for press release, ID, or recognition purposes and this class teaches simple techniques to obtaining quality images for these purposes. This is also suitable for the home photographer wanting to do family portraits.

This is a hands-on class best suited for advanced cameras with user adjustable controls, preferable SLR interchangeable lens models. Bring your camera equipment to class.

Topics covered include:
- types of lighting
- color and exposure control
- setting up a portable studio area
- light placement
- using reflectors
- controlling shadows
- basic poses

Prerequisites: Digital Photography or equivalent camera knowledge, cameras with user adjustable controls, preferable SLR.

Instructor: Terry Trethewey
3 hours | 0.3 CEU
$165
MC-4D-4729A
Wed. | Nov. 5 | 6-9 p.m.
South Bend

Close-up and Macro Photography
This one night class is designed to give you the knowledge and skills to produce quality photographs when dealing with small items and close-up details. Anyone needing to photograph small products, floral arrangements, coins, stamps, and tabletop sized items will gain helpful skills in attaining high quality images.

This is a hands-on class best suited for advanced cameras with user adjustable controls, preferable SLR interchangeable lens models. Bring your camera equipment to class.

Topics covered include:
- using a light tent
- controlling shadows
- photographing flat art work [paintings etc.]

Prerequisites: Digital Photography or equivalent camera knowledge, cameras with user adjustable controls, preferable SLR.

Instructor: Barbara Allison
3 hours | 0.3 CEU
$165
MC-4D-4728A
Tues. | Nov. 18 | 6-9 p.m.
South Bend

Conversational Sign Language 1
Designed for people who wish to communicate with the deaf and/or hard-of-hearing. This program is an introductory course for those with little or no previous background in signing. Learn introductory finger-spelling and American Sign Language.

Instructor: Susan Nastos
16 hours | 1.6 CEUs
$165 [textbook required]
LA-3D-0136A
8 Tues. | Aug. 19-Oct. 7 | 6:30-8:30 p.m.
South Bend

Instructors

Susan Nastos | experienced sign language interpreter and instructor
Cheryl Stillson | MA, Ball State University; director of deaf ministry, Albright United Methodist Church; speech and language pathologist
SPANISH // TEST PREPARATION

Conversational Sign Language 2
Learn additional vocabulary, key grammatical features of American Sign Language, and more about the hearing-impaired culture.
Prerequisite | Conversational Sign Language 1
Instructor | Cheryl Stillson
16 hours | 1.6 CEUs
$165; same book as Sign Language 1
LA-4D-0453A
8 Tues. | Oct. 14-Dec. 2 | 6:30-8:30 p.m
South Bend

Level 2
Intermediate Spanish | Make Sentences, Build Vocabulary
This course will focus on nouns, adjectives, and word placement. Students will be able to make a description of someone or something.
Prerequisite | Level 1 class or instructor waiver, 574-520-4261
LA-3D-0808A
8 Thurs. | Aug. 21-Oct. 9 | 7-8:30 p.m.
South Bend
LA-4D-0808A
8 Wed. | Oct. 15-Dec. 10 [excl. Nov. 26.] | 7-8:30 p.m.
South Bend

Level 3
Continuing Spanish | All About Verbs
This course will cover verbs in the present tense; regular and irregular. Also, there will be explanations of how to locate verbs and focus on understanding.
Prerequisite | Level 2 class or instructor waiver, 574-520-4261
LA-3D-0704A
8 Mon. | Aug. 11-Oct. 6 [excl. Sept. 1] | 7-8:30 p.m.
South Bend
LA-4D-0704A
8 Thurs. | Oct. 16-Dec. 11 [excl. Nov. 27] | 7-8:30 p.m.
South Bend

Level 4
Advanced Spanish | Practice Speaking and Listening
Students will speak on prepared topics, listen to presentations, answer questions, read and write, and practice grammar.
Prerequisite | Level 3 class or instructor waiver, 574-520-4261
LA-3D-0457A
8 Tues. | Aug. 19-Oct. 7 | 7-8:30 p.m.
South Bend
LA-4D-0457A
8 Tues. | Oct. 14-Dec. 2 | 7-8:30 p.m.
South Bend

Instructors
Mark Cross | Completing BS in Applied Math; Math tutor at IU South Bend for three years; CRLA Certified Tutor
Angela Stillson | MS, IU South Bend; experienced English Instructor

SAT Prep | Math
Review SAT math concepts which now include exponential growth, absolute values, functional notation, and negative and fractional exponents. Practice these concepts along with arithmetic, algebraic, and geometric concepts included on the test.
Note | Bring a calculator to class. [Calculators permitted during testing include graphing and scientific calculators.]
Textbook required; same book is used for SAT Math and English.
Instructor | Mark Cross
12 hours
$159; both SAT classes for $285
TP-4D-0142A
6 Tues. | Sept. 2-Oct. 7 | 6-8 p.m
South Bend

SAT Prep | English
Review the fundamentals of vocabulary, critical reading, and sentence completion. Be prepared for the essay portion by reviewing how to effectively develop and express ideas, how to present those ideas logically, and how to use precise language to do so.
Note | Homework is essential and expected. Bring a dictionary to class. Textbook required; same textbook is used for SAT Math and English.
Retirement Planning

Whether your objective is to build a nest egg, protect your assets, or preserve your lifestyle throughout retirement, this course helps you plan your future with confidence. Class sizes are limited so register today.

Note | Information is generic; no products will be endorsed or sold during this course.

Instructor | Angela Stillson
12 hours
$159; both SAT classes for $285
TP-4D-0155A
6 Wed. | Sept. 3-Oct. 8 | 6-8 p.m.
South Bend

Program for entering 1st graders
Students learn the skills that lead to success in first grade reading. We assess each student’s reading level and will help your son or daughter make significant gains in beginning phonics, sight vocabulary and reading comprehension. You will receive materials to support your child’s continued skill development and independent reading practice throughout first grade.

Program for entering 2nd graders
Students learn to read simple text with greater skill and confidence. We assess each student’s reading level and will help your son or daughter make significant gains in phonics and word-attack skills, sight vocabulary, fluency and reading comprehension. You will receive materials to support your child’s continued skill development and independent reading throughout second grade.

Program for entering 3rd graders
Students become more fluent, confident readers. We assess each student’s reading level and will help your son or daughter make significant gains in reading comprehension, long-word decoding and the fluency skills required to read complex sentences with ease. You will receive materials to support your child’s continued skill development and independent reading throughout third grade.

Program for entering 4th and 5th graders
In this program, students develop strong reading comprehension and learn to read complex words and sentences more fluently. Your child will learn to identify main ideas and improve concentration and recall. Learning these skills will make reading more enjoyable. You will also receive materials to support your child’s continued skill development and independent reading throughout the school year.

Program for entering 6th-8th and 9th-11th graders
In these programs, students develop strong reading comprehension while doubling reading speed. We teach a comprehensive approach to reading, studying and taking notes in novels, textbooks and non-fiction. Learning these skills will make it easier to complete assignments quickly and get better grades. They will also help your son or daughter become a more successful, highly-motivated student.

Classes offered in South Bend and Elkhart.

For enrollment information
Institute of Reading Development
800-978-3532
800-978-9596
judy.reilly@readingprograms.org

Instructors
Joe and Tony Catanzarite
Tony and Joe Catanzarite from Catanzarite Financial Services have taught Retirement Planning Today® at IUSB and in the community for over 5 years. Both are graduates of St. Joseph’s College Indiana, Tony with a BS in Accounting and Joe with a BS in Finance. In addition, Joe has attained the Certified Financial Planner designation.

SUMMER READING PROGRAM

Instructor | Angela Stillson
12 hours
$159; both SAT classes for $285
TP-4D-0155A
6 Wed. | Sept. 3-Oct. 8 | 6-8 p.m.
South Bend

Program for entering 2nd graders
Students learn to read simple text with greater skill and confidence. We assess each student’s reading level and will help your son or daughter make significant gains in phonics and word-attack skills, sight vocabulary, fluency and reading comprehension. You will receive materials to support your child’s continued skill development and independent reading throughout second grade.

Program for entering 3rd graders
Students become more fluent, confident readers. We assess each student’s reading level and will help your son or daughter make significant gains in reading comprehension, long-word decoding and the fluency skills required to read complex sentences with ease. You will receive materials to support your child’s continued skill development and independent reading throughout third grade.

Program for entering 4th and 5th graders
In this program, students develop strong reading comprehension and learn to read complex words and sentences more fluently. Your child will learn to identify main ideas and improve concentration and recall. Learning these skills will make reading more enjoyable. You will also receive materials to support your child’s continued skill development and independent reading throughout the school year.

Program for entering 6th-8th and 9th-11th graders
In these programs, students develop strong reading comprehension while doubling reading speed. We teach a comprehensive approach to reading, studying and taking notes in novels, textbooks and non-fiction. Learning these skills will make it easier to complete assignments quickly and get better grades. They will also help your son or daughter become a more successful, highly-motivated student.

Classes offered in South Bend and Elkhart.

For enrollment information
Institute of Reading Development
800-978-3532
800-978-9596
judy.reilly@readingprograms.org

Instructor | Angela Stillson
12 hours
$159; both SAT classes for $285
TP-4D-0155A
6 Wed. | Sept. 3-Oct. 8 | 6-8 p.m.
South Bend

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Online Short Courses
Practical information you can put to immediate use in a short course format.
Online courses that have a specific starting and ending date, although the lessons can be accessed anytime of day. Classes run for six weeks, with two lessons a week released to the student, for a total of 12 lessons.

Instructors design the course content and quizzes, participate in class discussions, answer student questions, and assign additional practice work.
Courses start the third Wednesday of each month.
Visit our website at training.iusb.edu for a complete listing of classes offered.

Online Professional Certificate Programs
Focused, in-depth career certificates with learning outcomes related to industry standards. Online, comprehensive programs designed to provide the workforce skills necessary to acquire professional caliber positions to many in-demand occupations and prepare students for national certifications.

There are over 50 online certificate programs available in the allied health, computer-internet, business, technical and construction industries. Each course is self-study with books and/or materials. An instructor, who is an expert in the field of study, is assigned to each course to answer student questions and problems. Learning outcomes relate to industry standards.
Visit our website at training.iusb.edu for a complete listing of classes offered.

Registration
Please register for a class at least three business days prior to the start of a class. Payment is due at time of registration.
Purchase Orders are accepted from businesses and organizations. When paying by purchase order, payment is due upon receipt of invoice.

Confirmations, Maps and Parking
Confirmation letters, maps and parking permits are sent to all Extended Learning Services noncredit students upon registration. Enroll one week before class to ensure you receive your confirmation letter and parking permit before class starts.

Parking is included in all noncredit courses on campus and at the IU South Bend Elkhart Center. Off campus sites do not require a parking permit.
Handicapped parking is available near each building and you must request when you register.

Textbooks–Online Bookstore
Please see course description in catalog or confirmation letter to see if a textbook is required. Required textbooks can be purchased at:
IU South Bend Bookstore; or
www.whywaitforbooks.com
Phone: 574-520-4309

Class Locations
South Bend Campus Building Codes
AI Administration Building
DW Wiekamp Hall
EA Education and Arts
EC IU South Bend Elkhart Center
NS Northside Hall/Bookstore
SAC Student Activities Center

Safety and Security
IU South Bend provides round-the-clock security. Call the 24-hour telephone number at 574-520-4239 to report a problem or request services.
The information and service pamphlet is available on the web at safety.iusb.edu.
A hard copy of the report is available by writing to Indiana University South Bend, Safety and Security Department, Box 7111, South Bend, IN 46634-7111. The printed report may also be obtained by calling the department at 574-520-4499, or by visiting the Safety and Security office, 2002 Mishawaka Avenue.

Withdrawals and Refunds
Multiple day/session programs
For programs that meet for two or more sessions, full refund for withdrawal more than three business days before the first class. After that, a 50 percent refund will be given if cancellation is received before the second class session. No refund thereafter. Instead of a 50 percent refund, you may choose to receive a 100 percent letter of credit.

One day/session programs
When you withdraw more than three business days before a one-session program, a full refund is issued. If you withdraw one to three business days before, a credit is issued that may be used toward any Continuing Education program. No refund for withdrawal day of program. You may send a colleague in your place if needed.

Online Courses
No discounts or refunds are offered

Payments: Payments made by cash or check will be refunded by check. Allow two weeks for processing. For payments made by credit card, a credit will be applied to the card. Payment must be refunded to credit card used to pay for enrollment.

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Access 15
[The] Art of Communication 4
Basic Supervision Modules 10
Basic Supervision Certificate Online 11
Beyond Lip Service: Customer Service that Makes Them Say “WOW” 10
Change Management 7
Close-up and Macro Photography 17
Coaching that Gets Results 10
Communicating Expectations and Giving Instructions 10
Communicating in the Workplace 4
Communicating Under Pressure 5
Communication 4
Communication Etiquette 4
Communication Skills 10
Community Involvement that Works, that Matters, that Empowers 8
Confirmations 20
Cool Head Warm Heart: Stress Management 9
Customized Training 3
Dealing with Difficult People 4
Digital Photography 16
Doing Delegation 11
Do You Hear What I Hear? 4
Elkhart Center 2
Employee Relations: How to Keep Good Employees 5
Enhancing Personal Resilience 8
Exam Preparation for Medical Coders 12
Excel 15
Financial Planning 19
Fundamentals on Fundraising 8
Giving and Receiving Feedback 4
Grant Writing [Introduction to] 8
Health Professions 12
Hospitality 13
How to Identify and Control Problem Employees 11
Human Resources 5
Improving Your Self-Esteem 4
Innovative Thinking 7
Introduction to Human Resources 5
Legal Aspects of Supervision 10
Locations 20
Looking Within: Identifying Your Communication Strengths and Weaknesses 4
Management 7
Media 14
Medical Coding and Billing [Introduction to] 12
Medical Terminology and Anatomy 13
Meeting Management 11
Motivating Yourself and Others 10
Not-for-Profit 8
Online Courses 20
Paralegal Studies 11
Parking 20
Payment Information 20
Performance Management 7
Personality Styles 10
Pharmacy Technician Training 13
Photoshop CS6 16
Portrait Photography [Introduction to] 17
Power Networking 9
PowerPoint 15
Promoting Your Business or Service 9
Radiology Educational Program for Dental Assistants 12
Real Estate 13
Refunds 20
Registration 20
Registration Form 23
Retirement Planning Today™ 19
[The] Role of the Supervisor 10
Safety and Security 20
SAT Test Prep: English 18
SAT Test Prep: Math 18
Sexual Harassment in the Workplace [Preventing] 5
Sign Language 17
Skills, Tasks, and Results Training: START [Hospitality] 13
Small Business 8
Society for Human Resource Management [SHRM] 6
Spanish 18
SPHR/PHR Certification Preparation 6
Speak Up! 4
Stepping Up to Supervision 9
Summer Reading Skills Program 19
Supervisory Management 9
Test Preparation 18
Textbooks–Online Bookstore 20
Time Management 11
Understanding Total Compensation 5
Withdrawals 20
Word 14
Work Doesn’t Have to be a Pain 5
You’re On the Air: How to Really Make it in Voiceovers! 14
REGISTRATION FORM

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<table>
<thead>
<tr>
<th>Section #</th>
<th>Program Title</th>
<th>Fee</th>
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Total

First Name   M.I.   Last Name

Organization/Company Name

Job Title

Day Phone   Evening Phone   Fax

Home Address

City                                                State                     Zip

E-mail Address

METHOD OF PAYMENT

☐ Check [payable to IU South Bend]  Check #/P.O.#

☐ Company P.O.

Complete for company billings | Payable within 15 days of receipt of invoice.

Business/Billing Address

City                                                State                     Zip

Please advise us at the time of enrollment if you are disabled and require special accommodations.

Online
training.iusb.edu

Phone
Call 574-520-4261 or 877-462-4872 ext 4261 with Company Purchase Order

Walk In
ELS Office | 128 Administration Building, 1700 Mishawaka Ave. [between Ironwood and Twyckenham]. Monday-Friday, 8 a.m.-noon; 1-5 p.m.
Cash, check or money order only

Mail
Indiana University Conferences
PO Box 6212
Indianapolis, IN 46206-6212

Indiana University is an Affirmative Action/Equal Opportunity Institution
JUST ENOUGH // JUST IN TIME TRAINING

Customized Training—Bring IU to YOU! 3
Human Resources :: Preventing Sexual Harassment in the Workplace 5
Not-for-Profit :: Fundamentals of Fundraising 8
Small Business :: Promoting Your Business or Services 8
Health Professions 12
Computer Classes :: Doing more with your computer than “GOOGLING” 14
Hospitality :: How May I Help You? 13
Language :: Learning to say “HELLO” in sign language and Spanish 17
Financial Planning :: Planning to make the most of your retirement 19