NEW CLASSES OFFERED!

BUSINESS AND PROFESSIONAL DEVELOPMENT

NOT-FOR-PROFIT ::
- Fundamentals of Fundraising
- Community Involvement that Works, that Matters, that Empowers

SMALL BUSINESS ::
- Promoting Your Business or Services

INFORMATION TECHNOLOGY
- Overview of Microsoft Word
- Overview of Microsoft PowerPoint

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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 Harrassment 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 Thing
- 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

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**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

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**Customized Training**

- 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;
- practical workplace experience
- Ready...Relevant...Right Now...
- At your site;
- At the IU South Bend campus and the Elkhart Center;
- Daytime, evening, weekend—at times convenient to your business operations;
- Multiple sessions over time or one and two-day workshops
- We will assist you by developing training that is tailored to your organization;
- develops solutions to meet the challenges facing your organization;
- facilitates learning to enhance performance;
- builds in value for both the organization and the individual;
- supports your long-term business goals;
- awards Continuing Education Units [CEUs] and certificate
COMMUNICATION

Instructor
Kristi Bly | B.S. North Central College; lifestyle coach, speaker, writer, and entrepreneur 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.

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, explorers, 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-1C-2035A
Fri. | Feb. 28 | 9 a.m.-12 noon
South Bend

Module 1 | Looking Within | Identifying Your Communication Strengths and Weaknesses
Using a variety of self-assessment tools, determine your communication pluses and minuses. Learn the importance of strong communication skills and how to set goals for improvement.

CM-1C-0064A1
Thurs. | Jan. 30 | 6-8:30 p.m.

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

CM-1C-0064A2
Thurs. | Feb. 6 | 6-8:30 p.m.

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.

CM-1C-0064A3
Thurs. | Feb. 13 | 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-1C-0064A4
Thurs. | Feb. 20 | 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-1C-0064A5
Thurs. | Feb. 27 | 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-1C-0064A6
Thurs. | Mar. 6 | 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-1C-0064A7
Thurs. | Mar. 13 | 6-8:30 p.m.

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-1C-0064A8
Thurs. | Mar. 20 | 6-8:30 p.m.

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-1C-0010A
8 Wed. | Feb. 26-Apr. 16 | 6-8:30 p.m.
South Bend

Understanding Total Compensation
Explore effective company plans that include insurance and retirement plans, leave policies, promotion opportunities and more. Learn all aspects of total compensation including costing and wage influencers, legal aspects, job analysis and evaluation, salary surveys and market pricing, benefit administration and more.

Instructor | Paula Wood
20 hours | 6-8:30 p.m. 2.0 CEUs
$264

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-1C-0072A
4 Tues. | Mar. 4-25 | 6-8:30 p.m.
South Bend

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.
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].

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.

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.

The next test window is Spring 2014 | May 1-June 30, 2014.

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.

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

HR-1C-0372A
36 hours | 3.6 CEUs
12 Mon. | Jan. 27-Apr. 14 | 6-9 p.m.
Elkhart Center

$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.

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-1C-2369A
Thurs. | Apr. 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
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, PhD
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.

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-1C-0807A
6 Wed. | Feb. 5-Mar. 12 | 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
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

NP-1C-2653A
Thurs. | Mar. 6 | 9 a.m.-noon
South Bend

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-1C-2379A
Wed. | Apr. 9 | 8 a.m.-12 noon
South Bend

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.
Beyond Lip Service: Customer Service that Makes Them Say “Wow”

Customers’ 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.

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-1C-2247A
Fri. | May 2 | 8:30 a.m.-12 noon
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-1C-2649A
Fri. | May 2 | 1-4:30 p.m.
Elkhart Center
**BASIC SUPERVISION MODULES**

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### Instructors

**Kristi Bly** | B.S. North Central College; lifestyle coach, speaker, writer, and entrepreneur with Evolving Paths

**David Eastman** | MS, Indiana University; experienced trainer and instructor

**Thomas McGillicuddy** | MLS, Indiana University; HR consultant and former HR executive

**Cathy Simon** | product development team member and instructor, Work One

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### 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.

- **Personality Styles**
  - **SU-1C-0060A-2**
  - Tues. | Feb. 4 | 7-9 p.m.
  - Learn what makes people “tick” and what ticks them off.
  - **Instructor** | David Eastman

- **Motivating Yourself and Others**
  - **SU-1C-0060A-3**
  - Tues. | Feb. 11 | 7-9 p.m.
  - Create a motivating environment for your work group and yourself.
  - **Instructor** | Cathy Simon

- **Communication Skills**
  - **SU-1C-0060A-4**
  - Tues. | Feb. 18 | 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

- **Communicating Expectations and Giving Instructions**
  - **SU-1C-0060A-5**
  - Tues. | Feb. 25 | 7-9 p.m.
  - Clarify exactly what you want from employees by stating your expectations in specific, observable actions that can be measured.
  - **Instructor** | Thomas McGillicuddy

- **How to Identify and Control Problem Employees**
  - **SU-1C-0060A-6**
  - Tues. | Mar. 4 | 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

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### Time Management

- **SU-1C-0060A-7**
  - Tues. | Mar. 11 | 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-1C-0060A-8**
  - Tues. | Mar. 18 | 7-9 p.m.
  - Get work done through others and banish the “demons of delegation.”
  - **Instructor** | Kristi Bly

### Meeting Management

- **SU-1C-0060A-9**
  - Tues. | Mar. 25 | 7-9 p.m.
  - Utilize and have a strategy for every moment you meet with your work group.
  - **Instructor** | Cathy Simon

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### 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.

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574-520-4261

Professional Development and Lifelong Learning
After completing this course, you will be able to
- 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

**SU-1C-5000A**
Classes begin Jan. 8, Feb. 12, Mar. 12, Apr. 9, May 14, June 11 | must be completed within 12 weeks

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**Instructors**
- **Douglas Canter, CSCP, CPIM, CIRM**  
  B.S., Aquinas College; purchasing manager, Nyloncraft, Inc.
- **Terrence Nugent, CSCP, CPIM**  
  MBA, Indiana Wesleyan University; manufacturing systems analyst, LECO Corp.

**Basics of Supply Chain Management**
The basic concepts in managing the complete flow of materials in a supply chain from suppliers to customers are covered in the Basics module. Supply chain concepts are introduced and basic terminology emphasized, as are relationships among activities in the supply chain.
- Introduction to Supply Chain Management
- Demand Management and Forecasting Techniques
- Priority and capacity planning at the Master Planning, MRP and PAC levels
- Aggregate and Item Inventory Management
- Purchasing and Physical Distribution
- Lean/JIT, Quality Systems and Theory of Constraints

**Note**  
The CPIM exams are administered by Pearson VUE with nearest site in Merrillville, Indiana.

**Customer-Focused Supply Chain Management**
This APICS workshop helps non supply chain professionals who interact with supply chain functions increase their comfort and confidence with basic supply chain concepts. After this workshop, participants can more fully contribute to the cross-functional and interorganizational processes of a successful supply chain. Further, the class leads participants and others in their organizations to the APICS Certified Supply Chain Professional [CSCP], Certified in Production and Inventory Management [CPIM], and other APICS programs. The workshop is relevant to all companies | retail, distribution, industry, institution [such as hospitals, educational institutions] and government.

**Topics include**  
- insider’s view of supply chain management; learn basic terminology used in SCM; fundamental knowledge of the functions of SCM; increase efficiency and generate ideas for improvement between all team members who interact with or support supply chain activities; understand how this improvement in communication and processes lead to increased overall customer satisfaction and profitability.

**Who Should Attend**  
Professionals in functions that support the supply chain [i.e. sales and marketing, accounting, information technology, and senior executives.

**Instructor** | Terrence Nugent  
7 hours | 0.7 CEU

Call 574-520-4261 for registration information, or to bring this program to your workplace.
Instructors
Douglas Canter, CSCP, CPIM, CIRM | B.S., Aquinas College; purchasing manager, Nyloncraft, Inc.
Terrence Nugent, CSCP, CPIM | MBA, Indiana Wesleyan University; manufacturing systems analyst, LECO Corp.

CSCP Learning System Certification Preparation
Take Your Supply Chain Career to a New Level

The APICS Certified Supply Chain Professional [CSCP] program will help you develop into a supply chain leader who can create and execute a supply chain strategy that meets customer needs, reduces costs, and increases profits. With the APICS CSCP designation, you’ll increase your value to employers who know that a well-run supply chain is a key component of a forward-looking and competitive enterprise.

What Will I Study?
The APICS CSCP program will equip you with the knowledge and skills demanded of supply chain leaders in all sectors of the worldwide economy, including service, manufacturing, and government. Individuals will review designing a successful supply chain strategy; effectively managing supplier and customer relationships; recognizing how logistics, technology, and data can enhance performance; and how to seamlessly incorporate all processes to increase customer satisfaction and improve the organization’s bottom line.

The APICS CSCP Learning System
To earn the APICS CSCP designation, candidates must meet eligibility requirements and pass the APICS CSCP exam. To help you get started, APICS has developed the APICS CSCP Learning System, a comprehensive professional development and exam preparation program based on the current APICS CSCP Exam Content Manual. This comprehensive training program combines print materials with interactive Web-based study tools to provide a customized learning experience for your audience.

The learning system is divided into four modules:
- Supply Chain Management Fundamentals
- Building Competitive Operations, Planning, and Logistics
- Managing Customer and Supplier Relationships
- Using Information Technology to Enable Supply Chain Management

To find out more, learn about eligibility requirements, or try a free demo of the learning system, visit www.apics.org/cscp.

APICS CSCP Course Fee
A course fee of $1595 includes the APICS membership [$1395 for current APICS members] includes the APICS CSCP Learning System printed workbooks, online software, instructor handouts, and 39 hours of classroom instruction.

Exam eligibility information
The APICS CSCP examination is available to individuals who have relevant work experience and education.

To be eligible for the APICS CSCP exam, a candidate must meet one of the following criteria:
- Bachelor’s degree or equivalent, plus two years of related business experience
- CPIM, CFPIM, CIRM, or C.P.M. designation plus two years of related business experience
- Five years of related business experience.

Go to www.apics.org/cscp for more information on eligibility and details about testing.

Instructor
Terrence Nugent
39 hours | 3.9 CEUs
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.

Bob Kukla | MBA, Northern Illinois University; former director of quality and engineering for large tier one suppliers; fellow of the American Society for Quality; RAB Certified Systems Lead Auditor; American Society for Quality Certifications for Six Sigma Black Belt, CQE, CCT, CMI, CQA, CQMOE, CPQP, CQIT principal member of the CI Quality Consulting Group, Inc. in Edwardsburg, Michigan since 1996

2014 ASQ Certification Exam Dates
Exams are held on IU South Bend Campus. See www.asq.org for the latest information. Call ASQ at 1-800-248-1946 for application forms.

ASQ membership is not required to apply for and take the exams.

<table>
<thead>
<tr>
<th>Exams</th>
<th>Exam Dates</th>
<th>Application Dates</th>
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<tbody>
<tr>
<td>Quality Technician</td>
<td>03/01/14</td>
<td>01/10/14</td>
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<tr>
<td>Quality Inspector</td>
<td>03/01/14</td>
<td>01/10/14</td>
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<tr>
<td>Manager of Quality/Organizational Excellence</td>
<td>03/01/14</td>
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<tr>
<td>Quality Engineer</td>
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<tr>
<td>Quality Auditor</td>
<td>06/07/14</td>
<td>04/18/14</td>
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<tr>
<td>Quality Improvement Associate</td>
<td>06/07/14</td>
<td>04/18/14</td>
</tr>
</tbody>
</table>
ISO Auditing Tips
Overview of basic concepts for internal auditing and “tips” for improving performance and payback. The Clauses in ISO 9001:2008 and ISO/TS 16949:2009 will be reviewed for requirements and methods to evaluate conformance and effectiveness. Real world practical examples will be used to support the discussions and tips for improving your internal audit activity.

Who Should Attend
Current and new internal auditors who want to learn new ideas and ask questions.

6 hours | 0.6 CEU
$250
QU-1C-2373A
Fri. | Feb. 28 | 8:30 a.m.-3:30 p.m.
South Bend

ISO 9001 Management Representative
Learn the techniques for performing the tasks of an effective Management Representative for the registered quality system.

Topics are taught by a former Management Representative for a large automotive tier one company that was the first to be audited for QS-9000 with the U.S. registration Accreditation Board and Automotive Industry Action Group [AIAG] in attendance. The topics will include overview of ISO/TS System requirements and responsibilities, critical maintenance activities for system effectiveness, communication, management review meeting preparation and performance, control of system documentation and records, objective development, annual activities for effectively maintaining the system, and preparing for registration and surveillance audits.

Will also address any questions or issues that the seminar participants may bring to the session.

Who Should Attend
Recently appointed management representatives who want to learn how to effectively perform responsibilities and meet system requirements. Also, experienced reps should attend to learn some new ideas for improving and maintaining their registered systems.

6 hours | 0.6 CEU
$250
QU-1C-2075A
Fri. | Jan. 24 | 8:30 a.m.-3:30 p.m.
South Bend
QU-1C-2075B
Fri. | Apr. 25 | 8:30 a.m.-3:30 p.m.
Elkhart Center

Problem Solving and Root Cause Analysis
Learn how to apply the basic techniques for implementing effective corrective actions and addressing product quality problems.

Topics include corrective action vs. corrections, problem definition, containment of problems, practical root cause analysis techniques, selecting effective solutions for mitigation of risk, implementing actions for improvement for organizational sustainability, and verifying actions for effectiveness.

Practical techniques will be presented and emphasized for the participants to apply for payback. A class example will be utilized to provide experience and application. Also, participants may bring issues for discussion.

Who Should Attend
Recently appointed management representatives who want to learn how to effectively perform responsibilities and meet system requirements. Also, experienced reps should attend to learn some new ideas for improving and maintaining their registered systems.

6 hours | 0.6 CEU
$250
QU-2C-2027A
Fri. | June 13 | 8:30 a.m.-3:30 p.m.
South Bend

Thinking Lean and ISO System
Discussions will include basic Lean concepts and how they can support the ISO requirements and how the ISO requirements can support the implementation of the Lean activities. Real world examples will be presented to support the concepts for improvement and payback.

Who Should Attend
Personnel trying to implement Lean techniques within an ISO registered organization.

6 hours | 0.6 CEU
$250
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.

Instructor
Kristi Bly | BS, North Central College; lifestyle coach, speaker, writer, and entrepreneur with Evolving Paths

Skills, Tasks, and Results Training “START” Program
The Skills, Tasks, and Results Training [START] Program developed by the American Hotel & Lodging Educational Institute is a curriculum designed to give GED+ students, high school students, and others re-entering the workforce the real-world knowledge and skills necessary to secure a long-term career in the lodging industry.

START provides training for 12 major positions in the hospitality industry,
including front desk, reservations, housekeeping, bell services, restaurant service, banquet service, maintenance and more. Service, professionalism, safety, and career exploration are other important components of this program.

Students will also have the opportunity to participate in discussions with guest speakers, go on field trips, build resumes, and practice interviewing.

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-1C-0954A
12 Mon./Wed. | Jan. 27-Apr. 16 | 9 a.m.-12 noon
South Bend

HP-1C-0954B
12 Mon./Wed. | Jan. 27-Apr. 16 | 5-8 p.m.
Elkhart Center

Your 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?

Just getting started..

- 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-W131 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.

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 coding, and third-party billing.

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

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.
HEALTH PROFESSIONS

**Instructor** | Reland Sheets
---|---
48 hours | 4.8 CEUs
$1350 [Fee includes materials, textbooks and CPT, HCPCS, ICD-9/10-CM level 1, 2 and 3 coding books]
AH-1C-0648A
8 Mon./8 Thurs. | Jan. 20-Mar. 13 | 6-9 p.m.
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 of this class requires at least 80% attendance and an average score of 75% or higher 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
---|---
66 hours | 6.6 CEUs
$1380
AH-1C-0649A
11 Tues./11 Thurs. | Apr. 1-June 12 | 6-9 p.m.
South Bend

**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** | Math test. Call 574-520-4261 to schedule this test.
---|---
**Instructor** | TBA
50 hours | 5.0 CEUs
$790 [textbooks required]
AH-1C-0331A
10 Mon./10 Thurs. | Feb. 3-Apr. 10 | 6-8:30 p.m.
Elkhart General Hospital

**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-1C-0031A
11 Thurs. | Feb. 6-Apr. 17 | 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.
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
$49
CM-1C-2359A
Mon. | Apr. 21 | 7-9 p.m.
South Bend

Real Estate Broker Transition

The Broker Licensee requirement, as recently implemented by the Indiana Real Estate Commission, requires that all licensees must be Licensed Broker’s prior to July 1st, 2014.

Our course involves 24 hours of classroom participation, in which 100% attendance is required and the successful completion of an in-class exam; no outside of class exam will be required.

Successful course completion provides the participant with a course completion certificate that may be submitted along with other required documents, as required by the Commission, for the issuance of an Indiana Real Estate Broker’s License.

24 hours
$199
RE-1C-0051A
3 Tues./3 Thurs. | Jan 28-Feb. 13 | 1-5 p.m.
South Bend
RE-1C-0051B
Mon., Wed., Fri. | Feb 10, 12, 14 | 8 a.m.-5 p.m.
Elkhart Center
RE-1C-0051C
2 Mon./2 Wed./2 Fri. | Mar. 3-14 | 1-5 p.m.
South Bend
RE-1C-0051D
3 Tues./3 Thurs. | Apr. 8-24 | 1-5 p.m.
Elkhart Center
RE-1C-0051E
Mon., Wed., Fri. | May 19, 21 & 23 | 8 a.m.-5 p.m.
South Bend

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.

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 for test information.

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

AH-1C-0940A
12 Mon./12 Thurs. | Feb. 3-Apr. 24 | 6-8:30 p.m.
South Bend

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

Real Estate Sales Prelicensing

This course provides you with information on detailed math computations; basic real estate concepts; valuation, contracts and financing; rules, laws, and ethics; property management; ownership, transfer of title and land use controls; and other important topics.

Note: Indiana law requires 75% attendance and 75% average score on tests. To ensure you have your books for the first class, enroll two weeks before class begins.

54 hours
$524
RE-1C-0027A
9 Tues./9 Thurs. | Jan. 28-Mar. 27 | 6-9 p.m.
South Bend
RE-1C-0027B
9 Tues./9 Thurs. | Apr. 1-May 29 | 6-9 p.m.
Elkhart Center
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-1C-0136A  
8 Tues. | Jan. 28-Mar. 18 | 6:30-8:30 p.m.  
South Bend

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-1C-0453A  
8 Tues. | Mar. 25-May 20 [excl. Apr. 8] | 6:30-8:30 p.m.  
South Bend

Year Round Spanish
Our popular Spanish program has become even more "user friendly." All classes are eight weeks long and begin on a regular basis. Classes are offered evenings in South Bend. Just choose your level. You'll never have to wait too long to begin or continue your Spanish instruction.

Level 1
Introduction to Spanish
With pronunciation as a main focus, students will repeat common phrases. The topics covered are every day greetings, numbers, dates, and times.

LA-1C-0042A  
8 Tues. | Feb. 4-Mar. 25 | 7-8:30 p.m.  
South Bend

LA-1C-0042B  
8 Mon. | Apr. 14-June 9 [excl. May 26] | 7-8:30 p.m.  
South Bend

LA-2C-0042A  
8 Thurs. | June 12-Aug. 7 [excl. July 3] | 7-8:30 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-1C-0457A  
8 Tues. | Feb. 6-Mar. 27 | 7-8:30 p.m.  
South Bend

LA-1C-0457B  
8 Thurs. | Apr. 17-June 5 | 7-8:30 p.m.  
South Bend

LA-2C-0457A  
8 Wed. | June 18-Aug. 6 | 7-8:30 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

Instructors

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

Beth Mengel | AAS Ivy, Tech State College; over 20 years of business communication/technology experience.

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.

Prerequisite | Prior experience
6 hours | 0.6 CEU
$182

MC-1C-4574A
Instructor | Beth Mengel
2 Tues. | Mar. 4 & 11 | 5:30-8:30 p.m
South Bend

MC-1C-4574B
Instructor | Rachelle Chamberlin
Tues. | Mar. 25 | 9 a.m.-4 p.m.
Elkhart Center

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.

Prerequisite | MS Word—Level 1 or prior experience.
6 hours | 0.6 CEU
$182

MC-1C-4575A
Instructor | Rachelle Chamberlin
2 Tues. | Apr. 15 & 22 | 5:30-8:30 p.m
South Bend

MC-1C-4575B
Instructor | Rachelle Chamberlin
Tues. | Apr. 29 | 9 a.m.-4 p.m.
Elkhart Center

Level 3

Intermediate Topics | Templates, Forms, and Macros
Create templates including standardized forms. Use styles, footnotes, endnotes, and table of contents. Create macros. Track changes and protect documents.

Prerequisite | Moving Ahead with Word or equivalent experience.
Instructor | Rachelle Chamberlin
6 hours | 0.6 CEU
$182

MC-1C-4569A
Tues. | June 10 | 9 a.m.-4 p.m.
South Bend

NEW!

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-1C-4589A
Thurs. | Feb. 13 | 9 a.m.-12 noon
South Bend

Instructor

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

**Prerequisite** | Prior experience
6 hours | 0.6 CEU
$182

MC-1C-4601A
2 Thurs. | Mar. 6 & 13 | 5:30-8:30 p.m.
South Bend

MC-1C-4601B
Mon. | Mar. 24 | 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
6 hours | 0.6 CEU
$182

MC-1C-4602A
2 Thurs. | Apr. 17 & 24 | 5:30-8:30 p.m.
South Bend

MC-1C-4602B
Mon. | Apr. 28 | 9 a.m.-4 p.m.
Elkhart Center

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
6 hours | 0.6 CEU
$182

MC-1C-4635A
Wed. | Mar. 5 | 9 a.m.-4 p.m.
South Bend

MC-1C-4636A
Wed. | Apr. 16 | 9 a.m.-4 p.m.
South Bend

MC-1C-4645A
Thurs. | May 15 | 9 a.m.-4 p.m.
South Bend

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.

**Prerequisite** | Moving Ahead with Access or equivalent experience
6 hours | 0.6 CEU
$182

MC-1C-4644A
Wed. | May 14 | 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
$182

MC-1C-4636A
Wed. | Apr. 16 | 9 a.m.-4 p.m.
South Bend

MC-1C-4645A
Thurs. | May 15 | 9 a.m.-4 p.m.
South Bend

MC-1C-4646A
Wed. | May 21 | 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
$182

MC-1C-4644A
Wed. | May 14 | 9 a.m.-4 p.m.
South Bend

MC-1C-4645A
Thurs. | May 15 | 9 a.m.-4 p.m.
South Bend

MC-1C-4646A
Wed. | May 21 | 9 a.m.-4 p.m.
South Bend
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
$182

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.

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

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. Call 574-520-4261 to request permission to waive the prerequisite class.
6 hours | 0.6 CEU
$182

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.

ADoBE ACRoBAT PRO :: ILLUSTRAToR
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.

Instructor | Rachelle Chamberlin
3 hours | 0.3 CEU
$69

MC-1C-4665A
Thurs. | Apr. 3 | 9-12 noon
South Bend

ADoBE ACRoBAT PRO
Moving Ahead with Adobe® Acrobat XI Pro
This class is for those who have some experience with manipulating PDFs. In it, you will learn the pros and cons of the various form creation tools, how to use each to create or modify interactive forms, as well as how to collect the data electronically. You’ll also learn how to add text, manipulate objects in a PDF, perform Optical Character Recognition on scanned documents, and ready PDFs for distribution by redacting sensitive data.

Instructor | Anne Kolaczyk
BA, Elmhurst College; instructional designer/instructor, University of Notre Dame, Office of Information Technology

PDF documents are no longer static documents in a format used only for easy sharing. With Adobe Acrobat Professional, you can create PDFs, manipulate their pages, edit and add text, and add security controls, interactive fields and redact sensitive data, as well as prepare files for commercial printing. Learn to get the most from your PDFs with these new classes.

Getting Started with Adobe® Acrobat XI Pro
This class is for those who have limited experience with PDFs. In it, you will learn the methods of creating PDFs and how to modify the document by inserting, deleting, and replacing pages. You’ll work with bookmarks and links, edit existing text, insert headers, footers and page numbers, and add security with encryption and digital signatures.

Prerequisite | Basic familiarity with computer use; Microsoft Word, Excel, etc.
3 hours | 0.3 CEU
$89

MC-1C-4715A
Fri. | Feb. 28 | 9 a.m.-12 noon
South Bend

ADoBE ACRoBAT PRO
Instructor | Steven Barr
AA, Commercial Art Technology, Ivy Tech; experienced graphic designer, illustrator, and instructor

Getting Started with Illustrator
Explore new paths with the essential vector tool.

Familiarize yourself and begin using Illustrator preferences, document setup, tools, and various windows and menu bar.

Note | Basic knowledge of graphic design will enhance your learning experience
6 hours | 0.6 CEU
$198

MC-1C-4719A
Fri. | Apr. 4 | 9 a.m.-4 p.m.
South Bend
Moving Ahead with Illustrator
Explore the pathfinder palette; use gradients and effects such as distort and transform; use different types of brushes; type on a path; create eye catching drop shadows and blurs; use guides and outlines of type, compound paths, and transparencies to create really cool logos.

**Note** | Basic knowledge of graphic design will enhance your learning experience

**Prerequisite** | Knowledge of Illustrator or prior experience.

6 hours | 0.6 CEU
$198

**Instructors**
- **Jim Cox** | BS, Grace College; pre-press supervisor; The Papers, Inc.; freelance graphic artist
- **Teresa Sheppard** | BS, Ferris State University; Extend catalog designer, IU South Bend; freelance layout designer

Getting Started with InDesign
Get up to speed on this powerful application integrated with Photoshop, Illustrator, and Acrobat. Students gain hands-on experience through step-by-step demonstrations, assignments, and exercises. Learn to import text, manipulate graphics, set master pages, and work with layers. Understand the steps to print, export to a PDF, gather files for a vendor, and store your documents.

**Note** | Basic knowledge of graphic design will enhance your learning experience

**Prerequisite** | Knowledge of Illustrator or prior experience.

6 hours | 0.6 CEU
$198

**Instructor** | Jim Cox
**MC-1C-4724A**
Fri. | Apr. 25 | 9 a.m.-4 p.m.
South Bend

Intermediate InDesign
Intermediate InDesign is designed for students who want to become more proficient with text editing, document setup, and using color. Students will learn how to import and edit text, add special characters, setup alternate layouts and templates, use object libraries and snippets, create tints, gradient swatches, and vector paths, and create tables.

**Note** | Basic knowledge of graphic design will enhance your learning experience

**Prerequisite** | Getting Started with InDesign or prior experience.

**Instructor** | Jim Cox
6 hours | 0.6 CEU
$198

**MC-1C-4734A**
Fri. | May 2 | 9 a.m.-4 p.m.
South Bend

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.

**Prerequisite** | Getting Started with Photoshop or prior experience.

6 hours | 0.6 CEU
$198

**Instructor** | Chad Hoeefle
**MC-1C-4720A**
Mon. | Mar. 10 | 9 a.m.-4 p.m.
South Bend

Intermediate InDesign
Intermediate InDesign is designed for students who want to become more proficient with text editing, document setup, and using color. Students will learn how to import and edit text, add special characters, setup alternate layouts and templates, use object libraries and snippets, create tints, gradient swatches, and vector paths, and create tables.

**Note** | Basic knowledge of graphic design will enhance your learning experience

**Prerequisite** | Getting Started with InDesign or prior experience.

6 hours | 0.6 CEU
$198

**Instructor** | Jim Cox
**MC-1C-4721A**
Mon. | Apr. 28 | 9 a.m.-4 p.m.
South Bend

Moving Ahead with Illustrator
Explore the pathfinder palette; use gradients and effects such as distort and transform; use different types of brushes; type on a path; create eye catching drop shadows and blurs; use guides and outlines of type, compound paths, and transparencies to create really cool logos.

**Note** | Basic knowledge of graphic design will enhance your learning experience

**Prerequisite** | Knowledge of Illustrator or prior experience.

6 hours | 0.6 CEU
$198

**Instructor** | Jim Cox
**MC-1C-4723A**
Fri. | May 30 | 9 a.m.-4 p.m.
South Bend

Moving Ahead with Photoshop
Correct and enhance your images using Photoshop. Adjust color, lighting, and alignment. Fix red-eye problems. Restore old photos and combine images from several photos. Prepare images for sending via email or posting to the web.

**Prerequisite** | Getting Started with Photoshop or prior experience.

6 hours | 0.6 CEU
$198

**Instructor** | Chad Hoeefle
**MC-1C-4721A**
Fri. | Apr. 25 | 9 a.m.-4 p.m.
South Bend
DIGITAL PHOTOGRAPHY

Instructor
Dale Longacre | experienced photographer and instructor

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 | Dale Longacre
5 hours | 0.5 CEU
$145

MC-1C-4179A
2 Tues. | Feb. 4 & 11 | 6-8:30 p.m.
South Bend

MC-1C-4179B
2 Tues. | Mar. 4 & 11 | 6-8:30 p.m.
Elkhart Center

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:
- 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 | Dale Longacre
3 hours | 0.3 CEU
$165

MC-1C-4729A
Tues. | May 20 | 6-9 p.m.
Elkhart Center

Level 4
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 table top 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:
- photographing for catalog and web uses
- eBay photos
- understanding depth of field sharpness
- using auxiliary lighting
- working with and without flash
- using a light tent
- controlling shadows
- photographing flat art work [paintings etc.]
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.

6 hours
$50 [1 person plus guest]

Instructor | 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.

Retirement Planning Today™

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.

Test Preparation

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.

6 hours
$159; both SAT classes for $285

Instructor | Mark Cross

Mark Cross | Completing BS in Applied Math; Math tutor at IU South Bend for three years; CRLA Certified Tutor

Instructor | Angela Stillson

Angela Stillson | MS, IU South Bend; experienced English Instructor

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.

12 hours
$159; both SAT classes for $285

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.

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 practice 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
* Parking permitted by all on evenings and weekends
A    Parking for faculty/staff
D    Parking for students
**RegistratIoN FoRM**

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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]
- □ Company P.O.

Check #:/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

574-520-4261 Professional Development and Lifelong Learning 27
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.

Confirations, 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
NS Northside Hall/Bookstore
UD University Center
FA Fine Arts Building
GR Greenlawn Hall
LiB Schurz Library
RS Riverside Hall
SAC Student Activities Center
DW Wiekamp Hall

Other Sites
IU South Bend Elkhart Center
125 E. Frankin Street
Elkhart, Indiana 46517

Elkhart General Hospital
600 East Boulevard
Elkhart, Indiana 46514

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.

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.
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30 Professional Development and Lifelong Learning training.iusb.edu
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

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