

Continuing Education & Customized Training

APRIL - AUGUST 2009

»» From Pain to Gain through Lean

How Lean Manufacturing
Helped Len Busch Roses Thrive
in Declining Economy

»» TRAINING & CONSULTING

for Individuals, Businesses
and Organizations Serving
Minnesota's East Central
and Metro Regions

AnokaRamsey
Community College
CAMBRIDGE • COON RAPIDS

www.AnokaRamsey.edu
763-433-1200

Len Busch Roses



Company Blossoms with Help from Lean training

Len Busch Roses was in "pain," according to the company's owner Patrick Busch (featured on our cover.) "There was too much delegation and not enough ongoing process improvements. Basically, we lost our edge."

Len Busch Roses, a grower and wholesaler since 1965, partnered with Anoka-Ramsey Community College through a Minnesota Jobs Skills Partnership Grant (MJSP) grant and put Lean principles (see insert) to work in their company.

Improvements have been noted throughout the company with the majority of departments reaching 99.97% efficiency and accuracy. One "troubled" area of distribution, according to supervisor Vladamir Rztchersey, went from 50% proficiency to 100% in just three months. The problem solving tools and standard work principles taught "fit right away into our daily work."

"The biggest shift has been with our supervisors," says Busch. "Before Lean, they were firefighters. Now, they spend a minimum of 50% of their time on continuous improvement."

In addition to Lean, the company added a Contextual Language program so that supervisors and managers were able to explain Lean concepts as well as horticulture terms to their numerous Spanish-speaking employees.

Busch and Rztchersey agreed that Lean is making substantial improvements in work processes and dramatically increasing the company's ability to compete locally, regionally and internationally.

Learn more about Lean through interviews with Busch, Rztchersey and other company employees at www.AnokaRamsey.edu.

The Center for Lean Inspiring Innovation and Improving Performance

The Center for Lean is a new training program and consultation service of Anoka Ramsey Community College specifically designed to strengthen businesses and organizations by developing management practices, improving efficiencies and increasing productivity.

Earn a Lean Certificate! See pages 22 -24 for details on our certificate programs.

Bring Lean to your business! Contact Sherry Butcher at 763.433.1405 or contact Sherry.Butcher@anokaramsey.edu.



Vladamir Rztchersey and Nicole Price,
Employees of Len Busch Roses

Continuing Education
& Customized Training



Table of Contents

Fast, Effective Non-Credit Certificate Programs

Whether you own or manage a business, need to refresh your skills or need training in something entirely new, Anoka-Ramsey Community College Continuing Education and Customized Training has a non-credit certificate training program (see insert) to help you meet your goals.

- **Master Certificate in Microsoft Office** (p. 5)
- **Web Development** (p. 8)
- **QuickBooks** (p. 9)
- **Project Management** (p. 10)
- **Professional Entrepreneur** (p.11)
- **Supervisory/Management** (p. 12)
- **Customer Service** (p. 13)
- **Small Business Owner** (p. 14)
- **Essential Oil Therapy** (pg. 17)
- **Herbal Therapy** (p. 18)
- **Healing Touch** (p. 19)
- **Lean Manufacturing** (p. 23)
- **Lean Medical Device and Pharmaceutical Industries** (p. 24)

Information Technology Programs on Page 4!

Information Technology4

Computer Application5

Web Development8

Quickbooks & Accounting9

Project Management10

Business11

Small Business Development 14

Lifework/Career Transitions . .16

Integrative Health & Healing . 17

Healthcare20

The Center for Lean22

Medical Device24

Art & Language25

Kid U/College for Kids25

Online Learning26

Meet Our Staff30

Registration for Non-Credit . .31

Tuition Cut in Half to Retrain Unemployed Workforce

Due to record high unemployment rates in the state and in our service area, Anoka-Ramsey Community College is now offering a 50% tuition grant for those who qualify for unemployment. It includes a 50% tuition savings on spring and summer semester 2009 non-credit courses (up to \$1,200.) Visit our website <http://www.anokaramsey.edu> or 763.433.1279 for non-credit information.

Computer Networking

CompTIA A+

CompTIA A+ certification validates the latest skills needed by today's computer support professionals. It is an international, vendor-neutral certification recognized by major hardware and software vendors, distributors and resellers. CompTIA A+ certification confirms a technician's ability to perform tasks such as installation, configuration, diagnosing, preventive maintenance and basic networking. The exams also cover domains such as security, safety and environmental issues and communication and professionalism. *4.8 CEU \$1795*

T, May 26, June 2, 9, & 16 3:00 - 8:00 p.m. plus 3 hours of online work per week. Grizincich D102

CompTIA Security+

CompTIA Security+ validates knowledge of systems security, network infrastructure, access control, assessments and audits, cryptography and organizational security. It is an international, vendor-neutral security certification that is taught at colleges, universities and commercial training centers around the world. Although not a prerequisite, it is recommended that CompTIA Security+ candidates have at least two years of on-the-job technical networking experience, with an emphasis on security. The CompTIA Network+ certification is also recommended. *4.8 CEU \$1795*

T July 28, Aug 4, 11, 18 3:00 - 8:00 p.m. plus 3 hours of online work per week Grizincich D102

CompTIA Network+ Bootcamp

The CompTIA Network+ certification is the worldwide standard of competency for professionals with nine months experience in network support or administration. The Network + certification validates technical competency in networking administration and support. Those holding Network+ certification demonstrate critical knowledge of media and topologies, protocols and standards, network implementation and network support. The technology community identifies Network+ as the perfect entry point into a networking career. *4.8 CEU \$1,795*

M - Th June 22 - 25 8:00 a.m. - 5:00 p.m. & F June 26 8:00 a.m. - 12:00 p.m. Bramm D102



Cisco CCNA Bootcamp

Anoka-Ramsey Community College's Cisco training prepares you to pass the Cisco Certified Network Associate (CCNA) exam. CCNA certification prepares you to implement Cisco technologies in the workplace. Classes are taught in a state-of-the-art lab by Cisco-certified trainers with extensive industry experience. Tuition includes course materials and Cisco CCNA exam voucher. *4.8 CEU \$2,850*

M - Th July 6 - 9 8:00 a.m. - 5:00 p.m. & F, July 10 8:00 a.m. - 12:00 p.m. Blommel D102

Cisco CCNA Security Bootcamp

CCNA Security helps students develop the skills needed to succeed in IT related occupations and prepare for the CCNA Security certification. It provides a theoretically rich, hands-on introduction to network security, in a logical sequence driven by security technologies. CCNA Security is a blended curriculum with both online and classroom learning and aims to develop an in-depth understanding of network security principles as well as the tools and configurations available. *CCNA Level Networking Experience Recommended 4.8 CEU \$2,850*

M - Th July 20 - 23. 8:00 a.m. - 5:00 p.m. & F July 24 8:00 a.m. - 12:00 p.m. Blommel D102

Contact Eric Staube at 763.433.1187 or eric.staube@anokaramsey.edu for more information.

Master Certificate in Microsoft Office

**For only \$1200 you can earn your
Master Certificate in Microsoft Office from Anoka-Ramsey Community College.
Gain knowledge needed to pass Microsoft Office Specialist exams.**

Earn your Master Certificate in Microsoft Office from Anoka-Ramsey Community College by successfully completing a series of 10 core and elective Microsoft Office classes in one-year.

- Fully utilize Microsoft Office applications for increased efficiency and effectiveness
- Become a "Power User" in your workplace
- Gain confidence in your abilities
- Gain knowledge needed to pass Microsoft Office Specialist certification exams
- Validate your technical skills
- Distinguish yourself from your peers

For additional information, contact Eric Staupe at 763.433.1187 or eric.staupe@anokaramsey.edu.

Take the Word Series - Basic, Intermediate & Advanced - for \$385 (Save \$62)

Word - Basic 2007

Use this business standard to create and edit documents. Explore Word tools and menus. Select and edit text, copy, paste and use the Office clipboard. Learn format basics, create headers and footers, work with margins and page layout, create and format tables and use proofing tools.

Prerequisite: Windows Basic or equivalent experience. .96 CEU \$149

1245 Th Apr 16 8:30 a.m. – 4:30 p.m. Canny D103
1541 Th June 4 8:30 a.m. - 4:30 p.m. Staff D103

Word - Intermediate 2007

Add formatting, positioning graphics and WordArt. Create and format web pages, form letters, labels and other mail merge documents. Create styles and templates, develop multi-page documents, track, edit and merge changes and compare documents. *Prerequisite: Word Basic or equivalent experience. .96 CEU \$149*

1244 Th May 28 8:30 a.m. – 4:30 p.m Daniels D103
251 W July 1 8:30 a.m. - 4:30 p.m. Staff D103

Word - Advanced 2007

Learn advanced Word features and functions. Import and link data, explore advanced graphic features, create and modify forms, charts and diagrams, use collaboration tools, create and run macros, and customize menu options. *Prerequisite: Word Intermediate or equivalent .96 CEU \$149*

1211 W Apr 15 8:30 a.m. – 4:30 p.m. Montez D103
1557 M June 15 8:30 a.m. - 4:30 p.m. Staff D103
252 2W Aug 5 8:30 a.m. - 4:30 p.m. Staff D103

PowerPoint - Basic 2007

Create edit and view presentations with PowerPoint design tools. Use the AutoContent wizard, add slide headers and footers, use proofing tools, format text, draw, modify align and group objects, enhance presentations with graphics, charts and automation and use PowerPoint Masters.

Prerequisite: Windows Basic or equivalent experience. .96 CEU \$149

1250 W May 20 8:30 a.m. - 4:30 p.m. Seys D103
253 Th July 30 8:30 a.m. - 4:30 p.m. Staff D103

PowerPoint - Intermediate 2007

Enhance your PowerPoint skills and efficiency. Edit and format charts, animate charts and sounds, work with organizational charts, link and embed Word and Excel objects, insert pictures, sounds and hyperlinks, create a custom show, use the Meeting Minder, rehearse slide timings, and use the Pack and Go Wizard. *Prerequisite: PowerPoint Basic or equivalent experience. .96 CEU \$149*

1542 T June 16 8:30 a.m. - 4:30 p.m. Staff D103
254 Th Aug 20 8:30 a.m. - 4:30 p.m. Staff D103

Customize it!

Need customized computer software application training for your company?

Call Eric Staupe for more information:
763.433.1187 or email
eric.staupe@anokaramsey.edu

Computer Applications

Take the Access Series - Basic, Intermediate & Advanced - for \$385 (Save \$62)

Access - Basic 2007

Use Access' data management tools, menus and concepts. Navigate, enter and edit records. Create and modify tables and simple queries. Work with filter and sort options. Use and modify forms, relationships and field types. Plan and create reports. *Prerequisite: Windows Basic, or equivalent experience.* .96 CEU \$149.

1248 Th May 7 8:30 – 4:30 p.m. Daniels D103

Access - Intermediate 2007

Create and work with multiple table queries, calculated query fields and Data Access Pages. Build summary and AND/OR queries. Develop, customize and format forms, sub-forms and reports. Share Access information with other Office programs and use advanced query options. *Prerequisite: Access Basic or equivalent experience.* .96 CEU \$149 Choose from:

1249 Th June 11 8:30 a.m. - 4:30 p.m. Montez D103

Access - Advanced 2007

Work with form check boxes, toggle buttons and conditional formatting. Create custom Help, passwords and switchboards. Automate tasks and functions by using macros and modules. Manage database objects. Customize startup options. Understand database documentation options, Explore encryption, performance analyzing, replication, synchronization, and splitting options. *Prerequisite: Access Intermediate or equivalent experience.* .96 CEU \$149

1221 Th May 14 8:30 – 4:30 p.m. Montez D103
255 Th July 23 8:30 a.m. - 4:30 p.m. Staff D103



Interested in teaching a computer or IT class. Contact Eric Staube at 763.433.1187 or eric.staube@anokaramsey.edu

Take the Excel Series - Basic, Intermediate & Advanced - for \$385 (Save \$62)

Excel - Basic 2007

Learn to create, edit and format Excel worksheets and workbooks for a variety of business functions. Explore Excel tools and menus. Move and copy data, use formulas and functions, and learn chart basics and print options. *Prerequisite: Windows Basic or equivalent experience.* .96 CEU \$149

1246 Th Apr 23 8:30 a.m. – 4:30 p.m. Canny D103

1544 W June 17 8:30 a.m. - 4:30 p.m. Staff D103

Excel - Intermediate 2007

Customize options, toolbars and menus. Work with multiple worksheets and workbooks. Link worksheets. Edit display options. Filter and sort lists. Use advanced charting and formatting options, comments and documenting/auditing options. Create and manage templates.

Prerequisite: Excel Basic or equivalent experience. .96 CEU \$149

1558 T May 12 8:30 a.m. - 4:30 p.m. Staff D103
256 W July 15 8:30 a.m. - 4:30 p.m. Staff D103

Excel - Advanced 2007

Use text and information functions. Create array functions, custom lists and charts. Use advanced editing and formatting features. Share and protect information. Analyze data using add-ins, reports and statistical analysis tools. Change default settings. *Prerequisite: Excel Intermediate or equivalent.* .96 CEU \$149

1213 T Apr 21 8:30 a.m. – 4:30 p.m. Montez D103

1559 W June 3 8:30 a.m. - 4:30 p.m. Seys D103
268 Th Aug 13 8:30 a.m. - 4:30 p.m. Staff D103

Excel Formulas and Functions

Need advanced knowledge of Excel formulas and functions? This course will focus on formulas and functions that will enhance your business office skills. *Prerequisite: Intermediate Excel or equivalent experience.* .96 CEU \$149.

1354 W Apr 22 8:30 – 4:30 p.m. Daniels D103

Publisher 2007

Use Publisher's design tools to create modify and save professional-looking publications for distribution. Use ruler guides, insert and delete pages, work with text boxes, create Master pages, use proofing tools, format text and paragraph flow, and work with pictures and Design Gallery objects. .96 CEU \$169

257 W Aug 6 8:30 a.m. - 4:30 p.m. Staff D103

Microsoft Outlook 2007

Explore the Outlook interface. Create, format, organize, send and store messages and attachments. Add signatures to messages, schedule appointments and events, print calendars, schedules and manage meetings, create and organize contact lists and tasks. Share information, work offline, and customize Outlook options. .96 CEU \$169

1456 W June 10 8:30 a.m. - 4:30 p.m. Seys D103

Earn an Administrative Professional Certificate

Complete the Master Certificate in Microsoft Office and two courses from the Customer Service Certificate Program and receive an Administrative Professional Certificate for \$1,794 See page 13 for Customer Service Certificate courses.



Microsoft Visio 2007

Learn to identify various types of drawings that can be created using Visio and navigate in a Visio document. Work with stencils, objects, flowcharts and master shapes to create documents such as flow charts, organizational charts or room diagrams. *Prerequisite: Working knowledge of Windows.* .96 CEU \$169 Choose from:

1226 Th Apr 30 8:30 a.m. – 4:30 p.m. Seys D103

258 W Aug 12 8:30 a.m. - 4:30 p.m. Seys D103

Microsoft Project

Become a more effective and efficient project manager. Topics include exploring the Project interface, creating and editing project plans, managing task lists, setting up resources, assigning resources to tasks, formatting and printing project plans, tracking task progress, fine-tuning project plans, organizing and formatting project details, viewing and reporting project status, sharing information with other Office programs and customizing Project options.

Prerequisite: Windows - Basic and familiarity with Project Management concepts. 1.92 CEU \$359

259 W/Th July 8 & 9 8:30 – 4:30 p.m. Clayton D103

Web Development

Web Development Certificate - \$1,250 (Save \$243)

Take HTML, Dreamweaver I, II and III and Flash I, II and III.

#1271 Apr.29, May 6, 11, 19, 27, June 2, 9, and 18

#260 June 30, July 7, 14, 21, 28, August 4, 11, adn 18

HTML

Begin your journey into web publishing by understanding the language of the Internet and building a web page with text and links. In this class you will learn the basics of HTML including tags, links, images, tables, forms and page layout.

1.92 CEU \$299

1254 W Apr 29 & May 6 8:30 a.m. – 4:30 p.m.

Montez D103

261 T June 30 & July 7 8:30 a.m. - 4:30 p.m. Montez D103

Dreamweaver I

This introductory course will teach you how to develop a website using Macromedia Dreamweaver, the industry-standard, web-editing tool. Learn how to format pages, create tables, insert images with ease. Discover tools, menus and palettes. *Prerequisite: HTML or equivalent.* .96 CEU \$199

1255 M May 11 8:30 a.m. - 4:30 p.m. Montez D103

262 T July 14 8:30 a.m. - 4:30 p.m. Montez D103

Dreamweaver II

Develop engaging and interactive websites using the advanced functionality of Dreamweaver. Learn to construct tables, use cascading style sheets, structure pages with layout tools, trace layouts and images, do JavaScript rollovers, create animated gifs, use Dreamweaver's built-in text editor and graphic image maps. Create interactive forms, cells and rows. *Prerequisite: Dreamweaver I or equivalent.* .96 CEU \$199

1256 T May 19 8:30 a.m. - 4:30 p.m. Montez D103

263 T July 21 8:30 a.m. - 4:30 p.m. Montez D103

Dreamweaver III

Discover Dreamweaver's advanced functionality and its ability to integrate seamlessly with other web technologies. Learn how to: integrate and use basic JavaScript, templates and libraries for all files. integrate Dreamweaver behaviors, create CSS layers, add multimedia, understand and use timelines, design for devices, automate repetitive tasks and use spry tools. *Prerequisite: Dreamweaver II or equivalent.* .96 CEU \$199

1257 W May 27 8:30 a.m. - 4:30 p.m. Montez D103

264 T July 28 8:30 a.m. - 4:30 p.m. Montez D103

Flash I

Create fast-loading, multimedia web sites using Flash. Learn how this can create animation and sound, and add pizzazz to boring web sites. Understand the practical uses of Flash, use new tools, edit and modify graphics, use basic animation with tweening, handle multiple layers and scenes, and build your first usable web banner. *Prerequisite: Dreamweaver I, HTML experience, or equivalent.* .96 CEU \$199

1258 T June 2 8:30 a.m. - 4:30 p.m. Montez D103

265 T Aug 4 Montez 8:30 a.m. - 4:30 p.m. Montez D103

Flash II

Use Flash to build multi-media movies. Understand how you can structure a full Flash site. Use non-Flash graphics - vector and raster frame-by-frame animation techniques, handle multiple movies, animate with audio applied and understand the structuring of a Flash site. *Prerequisite: Flash I or equivalent.* .96 CEU \$199

1259 T June 9 8:30 a.m. - 4:30 p.m. Montez D103

266 T Aug 11 8:30 a.m. - 4:30 p.m. Montez D103

Flash III

This class covers: ActionScripting, what the underlying scripting concepts are and how to use ActionScript tools/environment, using timeline scripting tasks, pre-loaders and other speed concerns. *Prerequisite: Flash II or equivalent.* .96 CEU \$199

1260 Th June 18 8:30 - 4:30 p.m. Montez D103

267 T Aug 18 8:30 a.m. - 4:30 p.m. Montez D103

SharePoint Designer

Use powerful tools to deliver compelling and attractive SharePoint sites, build workflow-enabled applications and reporting tools faster on the SharePoint platform, automate business processes with Workflow Designer, and tailor websites to your needs. 1.92 CEU \$359

1252 M/T Apr 13 & 14 8:30 – 4:30 p.m. Staff D103



Mastering QuickBooks and Business Accounting Series

Bolster your understanding of business accounting principles while learning how to manage your financial transactions with QuickBooks.

Choose from individual courses or take all six sessions for only \$650 (save \$144) #1358 F April - May 8:30 - 11:30 a.m. or #242 F, July - August, 8:30 - 11:30 a.m. Add QuickBooks Payroll for only \$875 (Save \$150!) #1365 from F, April - May or #243 F, July - August, 8:30 - 11:30 a.m.

Business Accounting Basics

Learn or refresh your knowledge of basic accounting principles and business terminology. Explore recordkeeping, income statements, balance sheets, and charts of accounts.

.36 CEU \$99

1359 F Apr 17 8:30 - 11:30 a.m. Wise D103
244 F July 10 8:30 - 11:30 a.m. Wise D103

Introduction to QuickBooks

Learn to use QuickBooks to manage small business accounting. Topics include: understanding QuickBooks tools and functions, setting up QuickBooks, creating a company, creating a chart of accounts, entering opening balances and setting up company lists.

.36 CEU \$149

1360 F Apr 24 8:30 - 11:30 a.m. Wise D103
245 F July 17 8:30 - 11:30 a.m. Wise D103

Entering Sales Receipts and Invoices

Learn how to manage receivable functions with QuickBooks: explore sales forms and templates, customize forms, create and record sales data.

.36 CEU \$149

1361 F May 1 8:30 - 11:30 a.m. Wise D103
246 F July 24 8:30 - 11:30 a.m. Wise D103

Handling Bills and Expenses

Learn expense-handling tools and options in QuickBooks. Topics include: bill-handling techniques, writing automated and manual checks, managing accounts payable and reconciling checking accounts.

.36 CEU \$149

1362 F May 8 8:30 - 11:30 a.m. Wise D103
247 F July 31 8:30 - 11:30 a.m. Wise D103

Working with Other Accounts and Sales Tax

Learn to use QuickBooks to manage and reconcile credit card transactions, handle pre-paid expenses, enter depreciation, record loan payments, write off bad debt, and set up, track and pay sales taxes.

.36 CEU \$149

1363 F May 15 8:30 - 11:30 a.m. Wise D103
248 F Aug 7 8:30 - 11:30 a.m. Wise D103

Management Reporting

Create and analyze meaningful financial reports using QuickBooks' reporting tools. Topics include: customizing and filtering reports, creating charts and graphs, determining break-even, benchmark ratios, using cash flow statements, reviewing key management questions, financial ratios and quality indicators.

.36 CEU \$99

1364 F May 22 8:30 - 11:30 a.m. Wise D103
249 F Aug 14 8:30 - 11:30 a.m. Wise D103

Take QuickBooks Payroll along with the six sessions for only \$875 (Save \$150)

QuickBooks Payroll

Learn to use QuickBooks to effectively manage your payroll. This two-session course includes: setting up payroll accounts and items, creating employee templates, paying salaries, wages and taxes/liabilities, reviewing and correcting payroll checks, creating payroll forms and troubleshooting and customizing payroll functions.

.72 CEU \$249

1366 F May 29 & June 5 8:30 - 11:30 a.m. Wise D103
250 F Aug 21 & 28 8:30 - 11:30 a.m. Wise

Customized QuickBooks for your Business!
For more information, contact Eric Staupé at 763.433.1187 or Eric.Staupé@anokaramsey.edu.



Project Management

Project Management Certificate Program

Take Project Management Fundamentals, Project Management: Beyond the Basics and Microsoft Project and earn a Certificate in Project Management (Course #1547)

Project Management Fundamentals

Learn essential project management concepts and tools including project types and phases. Learn to identify stakeholders and required skills/resources, structure work, estimate time and cost, schedule and chart, manage project scope, analyze risk, control schedules and budgets, manage change and conflict, communicate status and evaluate project performance. 1.92 CEU, \$459 includes materials and lunch. \$399/person when two or more register from the same company.

1548 M/T May 11 & 12 8:30 a.m. – 4:30 p.m. Slack D100

Project Management: Beyond the Basics

Move your PM skills to the next level by learning more about delegation, working with a team, decision making, scheduling and strategies for carrying a project successfully through the project life cycle. *Prerequisite: PM Fundamentals or equivalent experience.* .96 CEU \$299

1549 Th June 11 8:30 a.m. – 4:30 p.m. Slack D100

Microsoft Project

Become a more effective and efficient project manager. Explore the Project interface, create and edit project plans, manage task lists, set up resources, assign resources to tasks, format and print project plans, track task progress, fine-tune project plans, organize and format project details, view and report project status, share information with other Office programs and customize Project options. *Prerequisite: Windows - Basic and familiarity with Project Management concepts.* 1.92 CEU \$359

259 W/Th July 8 & 9 8:30 – 4:30 p.m. Clayton D103



Accelerated PMP Exam Prep Guaranteed, or your money back!

Get your PMP fast! Use state of the art cognitive technologies to prepare people to take (and pass) PMI's Project Management Professional Certification Exam. The first four days are spent in intensive preparation followed by taking the PMP exam on the fifth day assuming you have scheduled it. There will be two hours of homework each night. \$3,450

1553 M - F June 15 - 19 8:00 a.m. - 6:00 p.m.

PM Master's Certificate Online Hands-on eLearning

Get the knowledge and tools essential to competently lead projects and improve your career success. The program gives you skills in line with the entire Project Management Body of Knowledge as recognized by the Project Management Institute. Courses are designed for managers in all fields and professions. Sign up and start anytime. Interact with your instructor and other students online and do course activities in your day-to-day work so that you learn in a relevant professional context. Results are guaranteed!

PM Strength Builder

1231 0.5 CEU/5 PDU \$225

Project Negotiation Skills

1232 2 CEU/20 PDU \$810

PM Toolbox

1233 4 CEU/40 PDU \$2495

PM Resumé Builder

1234 0.5 CEU/5 PDU \$410

Communicating Through Conflict

1235 2 CEU/20 PDU \$810

Cheetah Project Management & MS Project

236 5 CEU/50 PDU \$1995

PM Demonstration Project

1237 6 CEU/60 PDU \$3350

PM Master's Certificate Series

1229 Register for all 7 classes at once for \$3940 and save \$6,155 over individual cost! \$3940 20 CEU/200 PDU \$3940

The Professional Entrepreneur Certificate

Take the following 6 Core Courses and choose 2 electives to receive a Professional Entrepreneur Certificate for \$2,399.

The Professional Entrepreneur Core Courses

Dealing with Difficult People

This class will help you understand yourself and understand others. Learn strategies on how to improve your work relationships with other people in your office. Learn the benefits of teamwork and the value of diversity in the workplace. .96 CEU, \$297

1520 F April 17 8:00 a.m. - 4:30 p.m. Brynteson D100

Customer Service Skills

No business can survive without customers! Learn tips and techniques to make the most of your business contacts and essential phone etiquette skills. .96 CEU, \$297

1526 M April 20 8:30 a.m. - 4:30 p.m. Welchlin D100

Making Meetings Move

Learn the questions you need to ask before and during a meeting, the four keys to lead meetings successfully, constructive participation and evaluation, and 12 essential techniques for an effective meeting! .96 CEU \$297

1521 F May 8 8:00 a.m. - 4:30 p.m. Sweetnam D100

Project Management Fundamentals

See description on page 10.

1548 M/T May 11 & 12 8:30 - 4:30 p.m. Slack

Art of Negotiation

Negotiation skills dictate your level of professionalism. Learn the the five laws of negotiation, the five reasons why people don't cooperate, the techniques to gain cooperation, the ten characteristics of an effective negotiator and the five steps in the negotiation process. Guard against powerless language features and learn how to use effective work choice, nonverbal communication and vocal quality to reach win/win agreements. .96 CEU, \$297

1527 M May 18 8:00 a.m. - 4:30 p.m. Plachecki D100

Online Course - Professional Sales Skills

Today, there are no shortages of opportunities for skilled salespeople. In good times or bad, companies never stop looking for sales representatives that can help them meet their financial goals. If you've always dreamed of becoming successful in sales, this course is exactly what you need. You'll learn how to turn prospects into buyers, how to provide proper customer service, how to develop a sales plan, and more! \$99

Classes start April 15 | May 20 | June 17

Register at: <http://www.ed2go.com/arcc>

The Professional Entrepreneur Elective Courses

Design, Develop and Evaluate - Training that Sticks

Content! Content! Content! Discover five proven methods for training that will help your audience understand the content. Create your own training or improve existing training for your group. We will review adult learning styles, look at samples of participant materials/job aids, and explore a realistic yet powerful evaluation process. You will leave with a new list of materials to update your own trainer toolkit. .96 CEU \$297

247 W/Th Apr 8 & 9 8:30 - 4:30 p.m. Slack D100

Microsoft Project

See description on page 10.

259 W/Th July 8 & 9 8:30 - 4:30 p.m. Clayton D103

Microsoft Outlook 2007

See description on page 7.

1456 W June 10 8:30 a.m. - 4:30 p.m. Seys D103

Supervisory/Management

Supervisory/Management Certificate for \$1,599

This certificate program includes the 5 core courses plus 2 elective courses:

Supervisory/Management Core Courses

Dealing with Difficult People

Learn to understand yourself and understand others. Learn strategies on how to improve your work relationships with other people in your office. Learn the value of diversity and the benefits of teamwork in the workplace.

.96 CEU \$297

1520 F April 17 8:00 a.m. - 4:30 p.m. Brynteson D100

Business Communications

Learn how to write memos, emails and letters that will be read. Develop techniques to get your point across in a clear and concise manner while being respectful and getting results.

.96 CEU \$297

1523 T Apr 28 8:00 a.m. - 4:30 p.m. Mednick D100

Making Meetings Move

Learn the questions you need to ask before and during a meeting, the four keys to lead meetings successfully, constructive participation and evaluation, and 12 essential techniques for an effective meeting! .96 CEU \$297

1521 F May 8 8:00 a.m. - 4:30 p.m. Sweetnam D100D

Fundamentals of Resource Management

This course will provide you the tools and knowledge to effectively manage human resources. You will learn effective interpersonal communication skills to handle the giving and receiving of positive and negative feedback. Discuss the barriers to communication and how to minimize their impact. .96 CEU \$297

1525 Th May 21 8:00 a.m. - 4:30 p.m. Plachecki D100

Performance Management for Results

The achievement of organizational goals is directly influenced by inspired individual work performance. This class will help you understand accountability in performance management, writing S.M.A.R.T. goals, development of the individual plan, monitoring performance goals, recognizing and rewarding goal achievement and effective communication in performance management. 96 CEU \$297

1524 T May 26 8:00 a.m. - 4:30 p.m. Plachecki D100

Supervisory/Management Elective Courses

Interviewing/Selection Process

New team members are a major investment for your organization. Developing and maintaining a selection system that yields solid returns (productive employees who enjoy their jobs and seek opportunities to continuously improve) is critical to an organization's success. Learn how to validly predict the applicant's future performance and give every applicant a fair and equal chance. .42 CEU \$159

243 Th May 7 8:30 - 12:30 p.m. Slack D100

Teaming 101

To team or not to team ... what does it mean to be on a team? What is the difference between teams and groups, team players and team members? Learn the purpose and types of teams, when they are necessary, defining roles and team goals, the predictable stages of team development and how to maximize your team productivity. .42 CEU \$159

244 Th May 7 1:00 - 4:30 p.m. Slack D102

Surviving vs. Thriving in a Changing Workplace

Change is inevitable; resisting it can ruin your career. It does us no good to complain or be bitter about what's happening. Frankly, the world only rewards those who catch on to what's happening and who invest energy in finding and seizing the opportunities brought by change. Meet the challenge! Learn the key drivers of change, the guidelines for managing your job during radical change and the big mistakes in managing the transition. 42 CEU \$119

254 T May 19 1:00 - 4:30 p.m. Plachecki D100



NEW! Customer Service Certificate

Complete the following courses and receive a Customer Service Certificate for just \$999 (Save \$189.)

Professionalism in the Workplace

If you work in an office, or would like to, this workshop will help you maximize your potential and achieve career success. Learn your individual strengths and areas for growth, find satisfaction in what you do by seeing the big picture, and recognize the importance of image, personal conduct and expertise in meeting goals. .96 CEU \$297

T April 14 8:00 a.m. - 4:30 p.m. Plachecki D100

Dealing with Difficult People

This class will help you understand yourself and understand others. You will learn strategies on how to improve your work relationships with other people in your office. You will learn the benefits of teamwork and the value of diversity in the workplace. .96 CEU \$297

F April 17 8:00 a.m. - 4:30 p.m. Brynteson

Customer Service Skills

No business can survive without customers! Learn tips and techniques to make the most of your business contacts and essential phone etiquette skills. .96 CEU \$297

M April 20 8:30 a.m. - 4:30 p.m. Welchlin D100

Time Management

According to a recent study, nearly half of the U.S. workforce says job stress and time management concerns are destroying their mental and physical health and eroding their productivity. Learn the benefits and consequences of stress, the stages of burnout, which questions to ask yourself, and thirty proven stress relief techniques. Find out how to better manage your time and stop procrastination. .96 CEU \$297

W May 13 8:00 a.m. - 4:30 p.m. Plachecki D100

Take any two of the Customer Service Courses listed above with the MS Office Certificate (see page 5) and receive an Administrative Professional Certificate for \$1,794

Making Resumes Stand Out

What are managers looking for in a resumé in today's job search? Do you need to upgrade your resumé? How can you get to the interview based on your resumé? Gain the knowledge and the tools to better present your unique strengths and experiences through a resumé. Leave with a model resumé that will grab the manager's attention and get you the interview. .42 CEU \$99

1368 W May 6 1:00 - 4:30 p.m. Kronholm D102

Building Your Network

How do you keep up with your contacts? How can these contacts help in your career development? This class will help you develop strategies on how you can develop, use and sustain your network of contacts to help you in your career development. .48 CEU \$99

225 W July 29 8:30 a.m. - 12:30 p.m. Kronholm D103

Balance It: Managing Stress and Balancing Work/Life

Is it really possible to achieve work-life balance? With the demands that we encounter at work and home on a daily basis, it is more difficult than ever to strive for balance in our busy lives. While it's unrealistic to think that we can achieve balance all of the time, there are some great resources that this workshop addresses that will help you more successfully achieve a daily balance. This interactive and introspective workshop focuses on a six-step, systematic process for living an integrated life. .96 CEU \$197

495 Th Apr 30 8:30 - 4:30 p.m. Bower D100

Class Location:

D100 = TDC, Coon Rapids Campus
See page 30 for directions.



Small Business Development

Small Business Owner Certificate

Take the five courses listed below and receive a Small Business Owner Certificate for \$975.

Customer Service Skills

No business can survive without customers! Learn tips and techniques to make the most of your business contacts and essential phone etiquette skills. .96 CEU \$297

1526 M April 20 8:30 a.m. - 4:30 p.m. Welchlin D100

Creating and Improving a Business Plan

It is critical for a business to have a business plan. The overview of business plans helps you define the purpose of your business and organize it effectively. Learn how to determine your business's growth, anticipate problems before they arise and measure performance. A business plan is needed when raising capital from banks, private investors, or other sources. .36 CEU \$99

1522 April 21 8:30 a.m. - 12:30 p.m. Bakken D100

Online Course - Professional Sales Skills

Today, there are no shortages of opportunities for skilled salespeople. In good times or bad, companies never stop looking for sales representatives that can help them meet their financial goals. If you've always dreamed of becoming successful in sales, this course is exactly what you need. You'll learn how to turn prospects into buyers, how to provide proper customer service, how to develop a sales plan, and more! \$99

Classes start April 15 | May 20 | June 17

Register at: <http://www.ed2go.com/arcc>
or call 763.433.1200.

CORE FOUR® BUSINESS PLANNING COURSE

The CORE FOUR® Business Planning Course will teach you how to plan your business idea, identify target markets, determine financial feasibility, set personal and business goals and develop operating, marketing and financial plans. You will also understand how to focus on key decision-making issues that will help you build a solid foundation for a successful business start-up or expansion. Focus topics: Success Planning, Market Planning, Cashflow Planning and Operations Planning. 1.44 CEU \$244

1550 W May 6 - 27 6:00 - 9 :00 p.m
Bolejack CC

1551 Th June 3 - 24 6:00 - 9 :00 p.m
Bolejack D100

Art of Negotiation

Negotiation skills dictate your level of professionalism. Learn the the five laws of negotiation, the five reasons why people don't cooperate, the techniques to gain cooperation, the ten characteristics of an effective negotiator and the five steps in the negotiation process. Guard against powerless language features and learn how to use effective work choice, nonverbal communication and vocal quality to reach win/win agreements.

.96 CEU, \$297

1527 M May 18 8:00 a.m. - 4:30 p.m.
Plachecki D100

Free Small Business Consulting



Thinking of starting your own business? Anoka-Ramsey Community College Small Business Development Centers are conveniently located on both campuses to provide free one-on-one consulting to existing businesses or individuals exploring the feasibility of starting their own business. The Center's business consultants are prepared to help nearly any type of small business or would-be entrepreneur with their business challenges and opportunities. For additional information contact Craig Bakken at 763.433.1964 or Craig.Bakken@anokaramsey.edu.



ServSafe Essentials- Foodservice Sanitation Certification Class

This compact and quick-paced class is in compliance with the Minnesota Department of Health regulations. A passing grade of 75% earns you industry-acknowledged certification. The test will be administered at 5 p.m. and will take approximately one hour to complete. You will be notified of your exam results and receive your certificate by mail three weeks after your test date. *1.08 CEU \$180 (Price includes text book and exam)*
1214 Th May 7 7:45 a.m. - 6:00 p.m. ServSafe Staff CC

ServSafe Essentials Foodservice Sanitation Recertification Class

Recieve your recertification in compliance with the Minnesota Department of Health regulations. No test is given during this session. We encourage you to review the book you received during your last full-day course. *.48 CEU \$80*
1216 Th May 21 9:00 - 1:00 p.m. ServSafe Staff CC

ServSafe Alcohol Responsible Alcohol Service Training

The consequences of alcohol service violations can be serious, so it's vital that you get involved to help prevent improper service. This course designed by the National Restaurant Association Educational Foundation assists in giving you the training needed to help assure every drink served is a safe one. You will learn: Alcohol Law and server liability, recognizing and preventing intoxication, checking identification and dealing with difficult situations. No test is given during this session. *.24 CEU \$55 (Price includes text book and exam)*
1218 M May 18 9:00 - 1:00 p.m. ServSafe Staff CC

Franchised Business Ownership - A Choice for You?

This seminar provides a broad look at franchising; franchise myths, realities, regulations and small business basics. Learn how to research a franchise to make a sound decision, what it takes to finance and operate a franchise and the range of franchise options in today's marketplace. *.24 CEU \$49*
1206 W Apr 15 6:30 - 8:30 p.m. Staff CC
1208 Th Apr 23 6:30 - 8:30 p.m. Staff D100

"Going into Business"

Receive a checklist for starting a small business in Minnesota. You may apply for counseling sessions with the Small Business Development Center counselors Upon course completion. This does not take the place of Core Four. *.24 CEU \$49*
1191 W Apr 8 6:00 - 8:00 p.m. SBDC Staff CC E202
1193 T Apr 21 6:00 - 8:00 p.m. SBDC Staff D100

Loan Packaging

You'll receive a checklist for "Assessing funding Options" identifying financing sources, evaluating eligibility and preparing necessary documentation for SBA Loan Options. *.24 CEU \$49*
1195 T Apr 14 6:00 - 8:00 p.m. Staff CC
1197 W Apr 29 6:00 - 8:00 p.m. Staff D100

Introduction to Doing Business on eBay

This class is designed for those who who have never used eBay, but are familiar with computers. It includes setting up an eBay account and buying basics. *.24 CEU \$49*
1199 W May 6 6:00 - 8:00 p.m. Zeller CC
1200 Th May 14 6:00 - 8:00 p.m. Zeller D100

Advanced eBay Business Strategy

This class is for those who have used eBay before, but who desire to learn how to sell effectively and use more advanced features, including paypal. *.24 CEU \$49*
1203 T May 19 6:00 - 8:00 p.m. Zeller CC
1205 W May 27 6:00 - 8:00 p.m. Zeller D100

"Do you have what it takes to be an entrepreneur?"

Look at characteristics of successful entrepreneurs, what you need to know to turn your idea into a business and if you are the type of person who could succeed in your own business. Discuss your financial readiness to invest in a business and what kind of support network you need. *.24 CEU \$49*
1183 T May 12 6:00 - 8:00 p.m. Staff CC
1189 W May 20 6:00 - 8:00 p.m. Staff D100

The Encore Institute



The Encore Institute

The Encore Institute helps adults find lifework that matters for the next stage of their adult lives. The Encore Institute will show you the five tools individuals, businesses or organizations need to move ahead to a new career focus.

The **first tool**: "Renew-Retool-Revive" - an introductory course

The **second tool**: Choose from the focus workshops listed below

The **third tool**: Individual facilitation and coaching

The **fourth tool**: Direct connections to certification, degrees, and skill-building courses

The **fifth tool**: Customized career development programs for businesses and organizations.



Carol Kronholm has 30 years of experience with internship placements and career development in the Anoka-Hennepin School District. Carol has her MED., a GCD, and is a Career Development Facilitator.

Renew-Retool-Revive

Prepare for your next career with this innovative and interactive workshop? Learn about the new three R's in adult education - Renew-Retool-Revive. Get a solid foundation in Holistic Planning, Change Strategies, Financial Considerations, Health & Wellness, Education and Career Opportunities, and Presenting Yourself in Today's Job Market by attending our three part series on encore careers. .99 CEU \$288

1355 T/Th June 9, 11 & 16 6:30 - 9:15 p.m. Kronholm D100

Making Resumes Stand Out

Has it been a few years since you completed your last resumé? Get the tools and the knowledge to better present your unique strengths and experiences through a resumé. Leave with a model resumé that will grab the manager's attention and get you the interview. .42 CEU \$99

1368 W May 6 1:00 - 4:30 p.m. Kronholm D102
224 Th July 8 8:30 - 12:00 p.m. Kronholm D102

Radio Babies, Boomers, Gen X, and Gen Y: All Together in the Workplace

What motivates individuals from the Radio Babies to the Boomers to Gen X to Gen Y? It is the first time in American history that four generations are working side-by-side. How do individuals understand the similarities and differences of each generation at work? Learn how to maximize workplace relationship. .33 CEU \$99

258 Th Apr 30 6:30 p.m. - 9:15 p.m. Kronholm D10
399 W June 24 6:30 p.m. - 9:15 p.m. Kronholm D100

Presenting Myself in Today's Changing Career Market

Has the resumé and interview process changed since your last job application? Learn current interview trends in the job application process. Work in a computer lab with a Career Development Facilitator who will help you to develop your resumé, a mini-resumé, a beginning portfolio and a professional image. .66 CEU \$199

260 M/Th Apr 20 & 23 6:30 - 9:15 p.m. Kronholm D103

398 T/Th June 23 & 25 6:30p.m. - 9:15 p.m. Kronholm D103

223 W July 22 8:30 a.m. - 4:30 p.m. Kronholm D103

Finding Purposeful Work

What work can I do that is meaningful and productive? Work in a computer lab with a Career Development Facilitator to complete assessments, analyze personal results, discover a lifework focus and search for paid or volunteer work opportunities. .33 CEU \$99
Renew-Retool-Revive is recommended.

259 Th Apr 16 6:30 - 9:15 p.m. Kronholm D103

400 Th June 18 6:30 - 9:15 p.m. Kronholm D103

222 W July 15 8:30 a.m. - 12:00 p.m. Kronholm D103

Reverse Mortgages

This financial tool for seniors provides cash resources for upcoming health costs, home improvements, and other needs, with no monthly mortgage payment. History, Programs, Eligibility and Estate responsibilities discussed. .24 CEU \$35

1335 Th Apr 16 6:30 - 8:30 p.m. Rusnacko D100

Certificate in Essential Oil Therapies

This certificate is ideal for nurses, senior care providers, massage therapists, energy practitioners, certified nursing assistants, home health aides or anyone personally and professionally interested in learning how essential oils support overall health and well-being. Confidently and safely integrate essential oil treatments into your care plan for clients, family and self. 2.16 CEU \$285 1496 M May 18 - June 29 6:00 - 9:00 p.m. Baglien THHC105

Instructor Jodi Baglien is a certified Clinical Aromatherapist from an accredited Herbal College. Essential Oil Therapies

Foundations One

Understand the art and science of Aromatherapy and the effects of oils on the body. Learn how the nose works (olfaction), the chemistry of essential oils and their therapeutic actions and important safety guidelines. .36 CEU \$48

1497 M May 18 6:00 - 9:00 p.m. Baglien THHC105

Application Basics

Gain the hands-on skills to apply and create treatment strategies. Explore seven essential oils. Learn how to select the best oil for your intended use, how to determine the best application method and how to blend and find the oils, base oils, bottles, and resources needed. .36 CEU \$48

1498 M June 1 6:00 - 9:00 p.m. Baglien THHC105

Oils and the Respiratory & Musculoskeletal Systems

Determine therapeutic actions needed, select the oil(s) and method of use for common complaints related to respiratory and muscle aches and pains. Also learn introductory Aromatherapy Massage methods. .36 CEU \$48

1499 M June 8 6:00 - 9:00 p.m. Baglien THHC105

Oils and the Nervous & Digestion Systems

Explore the effects of stress hormones on mood, muscles, and digestion. Experience how oil selection and methods can calm and improve your mood, and aid in dealing with stress and digestion issues. .36 CEU \$48

1500 M June 15 6:00 - 9:00 p.m. Baglien

Oils and the Immune & Lymphatic Systems

Learn essential oil strategies for boosting the immune system and uses as antimicrobial agents to improve circulation and detoxify the body. .36 CEU \$48

1501 M June 22 6:00 - 9:00 p.m. Baglien

Energetic Aromatherapy & More

Integrate essential oil treatments into Touch or Energy based practices. Experience subtle energy healing methods and learn key acupressure points you can apply oils to for added benefit. Make your own "Intention Blend." Be ready to offer and receive healing energy. .36 CEU \$48

1502 T June 29 6:00 - 9:00 p.m. Baglien

Therapeutic and Holistic Health Center (THHC)

11650 Round Lake Blvd., Suite 101 • Coon Rapids, MN 55433

Phone: 763.433.1200 •



General Directions:

- Hwy 10 west at Exit 30 • Left on Round Lake Blvd • Right into parking lot (Right before Coon Rapids Blvd.)

Senior Care with Essential Oils

Are you looking for ways to help seniors with agitation, depression, appetite, strengthen immune system, have more focus and sense of well being? Learn how Aromatherapy is used in Senior Care with great results! These are simple, easy and cost effective ways to improve Senior and Caregivers health and emotional well being. .24 CEU \$32

285 Th Apr 23 7:00 - 9:00 p.m. Baglien THHC105

Herbal Therapy and Business



Certificate in Herbal Therapy

Herbal therapy is one of the oldest and most widespread forms of healing. Learn to apply herbal therapy to support overall health and well being and treat an array of conditions in consideration of guidelines as to indications, dosage, and contraindications. 1.8 CEU \$245, price includes text book

267 W Apr 8 - May 13 6:30 - 9:00 p.m. Alfs THHC105

Instructor Matthew Alfs M.A., A.H.G is a practitioner, educator and author in the herbal therapy field.

Development, Forms and Energetics of Herbal Therapy

Learn about the energetic aspects of herbs and how they impact different conditions. Common assessment techniques of herbalists will be covered. .3 CEU \$36

275 W Apr 8 6:30 - 9:00 p.m. Alfs THHC105

The Constituents and Properties of Herbs, and the Indications and Contraindications for Herbal Use

Learn about the nutrient content of herbs and various therapeutic constituents and other valuable chemicals. Discover how these chemicals impact human physiology and when not to use particular herbs. .3 CEU \$36

276 W Apr 15 6:30 - 9:00 p.m. Alfs THHC105

Herbs for the Reproductive System (Male & Female)

Learn which herbs protect and enhance the reproductive function of both men and women, including by balancing the menstrual process and menopause in women and by supporting prostate health and sexual function in men. .3 CEU \$36

277 W Apr 22 6:30 - 9:00 p.m. Alfs THHC105

Herbs for the Liver and Gallbladder

This class will focus on herbs which enhance the vital functions of the liver and gallbladder.

.3 CEU \$36

278 W Apr 29 6:30 - 9:00 p.m. Alfs THHC105

Herbs for Lymphatic and Urinary Systems

The lymphatic and urinary systems work in tandem to rid the body of wastes. This class will focus on those herbs which enhance the function of the lymph nodes and improve the efficiency of the kidneys to purify the body.

.3 CEU \$36

279 W May 6 6:30 - 9:00 p.m. Alfs THHC105

Herbs for the Respiratory System

Discover which herbs support the respiratory system, including those plants which help to relieve congestion, soothe and astringe sore mucous membranes. .3 CEU \$36

280 W May 13 6:30 - 9:00 p.m. Alfs THHC105

Practitioner Compliance with Complementary and Alternative Healthcare Law MN Statute 146A

Minnesota passed a law in 2000 making it possible for healthcare and healing practitioners to legally practice complementary and alternative healthcare modalities, as long as they follow the conduct guidelines set forth in the new statute and provide the client with a "Client Bill of Rights." .36 CEU \$88

289 Th Apr 9 6:30 - 9:30 p.m. Miller THHC105

Instructor Diane Miller, attorney, has designed this seminar to help practitioners become familiar with this law and its requirements.

NEW! The Healing Labyrinth.... More than Walking in Circles

The labyrinth is an ancient pattern and archetypal symbol that transcends centuries and cultures. Today the labyrinth is re-emerging throughout the world as a spiritual tool and walking meditation. Explore the history of the labyrinth and ways that healing can be achieved through walking the labyrinth. You will have the opportunity to walk an indoor labyrinth. An optional labyrinth tour is available during the afternoon, weather permitting. .36 CEU \$45

286 S May 2 9:00 - 12:00 p.m. Schultz D100



What is Healing Touch?

An energy-based approach to healing. The practitioner uses touch to clear, energize and balance the human energy system thus affecting physical, emotional, mental and spiritual health. Healing Touch may be used to restore, energize and balance the energy system to help a person self heal.

Healing Touch Certification Program

A certificate of completion in Healing Touch is sequenced in 6 levels. Certification is available by applying to Healing Touch International, Inc. following completion of course work and requirements. The American Holistic Nurses' Association and Healing Touch International endorse the Healing Touch educational program.

Healing Touch - Level 1

Watch for the 2009 Fall Schedule coming soon!

Healing Touch - Level 2

The second level includes an intake interview, back techniques and a one-hour healing sequence. Emphasis in the experiential learning is on developing healing sequences for specific client needs. Practice Level 1 techniques, develop interviewing and additional assessment skills, demonstrate a one-hour healing sequence for specific client problems, document clinical work, practice back and neck techniques and describe specific techniques in addressing client health challenges. *Prerequisite: Health Touch - Level 1.*

1.92 CEU \$300 course fee; \$275 HT/AHNA member; \$225 Full-time students/Repeat class (includes materials)

282 F/S Apr 24 & 25 9:00 - 6:00 p.m. Mielke D100
Instructor Jackie Mielke, BS, CHTP/CHTI, CAHI is a Certified Healing Touch Practitioner/ Instructor and a charter member of Healing Touch International.

What to bring to class: Books: Healing Touch - A Guidebook for Practitioners, 2nd Edition, by Dorothea Hover-Kramer Joy's Way by Brugh Joy, MD. Please wear casual, comfortable clothes. Also, please bring a pillow and blanket.

Healing Touch - Level 3

Level 3 is for students who desire more in-depth skills in Healing Touch, and have successfully completed Level 1 and Level 2. This course includes: development of Higher Sense Perception (HSP), sequencing of healing techniques, working with guidance, self-healing and self-development.

2.11 CEU \$300 course fee; \$275 HT/AHNA member; \$225 Full-time students/Repeat class (includes materials)

W June 24 6:30 - 9:00 p.m. & Th/F June 25 & 26, 8:30 a.m. - 6:00 p.m. Mielke D100

What to bring to class: Books: Hands of Light, by Barbara Brennan and Healing Touch - A Guidebook for Practitioners, 2nd Edition, by Dorothea Hover-Kramer Please wear casual, comfortable clothes. Also, please bring a pillow and blanket.



For more information about Integrative Health and Healing courses, contact Sheila Judd at 763.433.1402 or sheila.judd@anokaramsey.edu

Creative Arts and the Healing Journey

ARCC and the College of St. Catherine invite you to a fun-filled, thought-provoking, inspiring evening. Experience creative art as a tool for expressing state of mind with Michelle Silverman. Consider how you might bring the creative arts and healing to your work and community. Learn about Free Arts Minnesota, a non-profit organization and how art makes a difference for thousands of at risk children and their families in Minnesota. .3 CEU \$29

297 T Apr 28 6:00 -8:30 p.m. College of St. Catherine, St. Paul Campus, Music Building, Recital Hall



Chronic Pain to Wellness & Charge Nurse Leadership



NEW! From Chronic Pain to Wellness Series - #1332 \$129, includes the book, "Why We Hurt."

From Chronic Pain to Wellness - Why We Hurt and How We Heal

What are chronic myofascial pain disorders and how do they differ from arthritic disorder? How do they affect function and create chronic pain? Learn the causes of chronic myofascial pain or "muscle knots", fibromyalgia and osteoarthritis. Discover the risk factors including environmental and genetic factors of myofascial pain and joint disorders. You will also learn how to heal using vitamins, minerals, omega-3 fatty acids, botanicals, physical exercise and mental exercise. .3 CEU \$79; includes the book, "Why We Hurt"
1333 W Apr 15 6:30 - 9:00 p.m. Fors D100

From Chronic Pain to Wellness - The Magic of Myofascial Release

Learn how Myofascial trigger points or "muscle knots" form and why they cause pain. Discover how therapy can release them and provide lasting relief. There will be a demonstration on self-care techniques to remove major trigger points in the upper body and the lower body. .3 CEU \$79; includes the book, "Why We Hurt"
1334 W Apr 22 6:30 - 9:00 p.m. Fors D100

Dr. Greg Fors, D.C. is a 1982 graduate of Northwestern Health Sciences University, a Board-certified neurologist (IBCN) and certified in Applied Herbal Sciences (HWHSU). He specializes in chronic pain disorders and optimizing neurological function and is a sought after lecturer for post graduate departments and state associations. Dr. Fors is the author of the highly acclaimed book, "Why We Hurt".



Charge Nurse Leadership Development Workshop

This facilitated workshop is designed to enhance essential leadership skills for Charge Nurses. Presentations along with interactive exercises will be used to support critical thinking and problem solving for some of the key challenges of a charge nurse, including:

- ♦ Role of the Charge Nurse
- ♦ Communication and Conflict Management
- ♦ Leadership Styles/ Situational Leadership
- ♦ Finding Balance

This workshop sets a positive tone for understanding this important nursing role - and participants will practice problem solving on challenges faced daily by Charge Nurses. 1.92 CEU \$325.00

298 W/Th Apr 1 & 2 8:00 - 4:30 p.m. Larson D100

Instructor: Elizabeth Larson RN, BA, MS, Education Consultant workshop is 16 hours, provided in two consecutive days.

Dealing with Difficult People and Challenging Behaviors for Charge Nurses

Enhance your skills in the areas of crisis prevention and de-escalation in addition to learning how to assess and build resilience. Learn to: identify resources and apply intervention skills, experience problem-solving skills through the use of case scenarios and discussions during World Café exercises, describe resilience and its importance, identify why change requires resilient people. .96 CEU \$179

300 T May 5 8:00 - 4:00 p.m. Larson D100

For more information or if you would like these classes at your organization, contact: Sheila Judd, Director, Continuing Education and Customized Training 763.433.1402 or sheila.judd@anokaramsey.edu. For information from MOLN, contact the Saint Paul office at 651-633-6475.



Study on Your Own

Independent study program course materials are available at the Training and Development Center. Send an additional \$5 per course with the registration form and we will mail the material to you. Mail your test answers to our office and we will mail your certificate to you.

Infection Control

This workbook of infection control principles, universal precautions, blood borne pathogens, TB, HIV, hepatitis and MRSA are designed to meet MN Board of Nursing requirements and OSHA standards.

482 3 contact hours (.3 CEU) \$25

Managing Diabetes

Review the basics of diabetes control including causes, symptoms, management, meal planning, activities, oral medications, insulin, blood testing and complications.

483 2 contact hours (.2 CEU) \$20

Quality Leadership for the Nurse Supervisor

Responsible for supervising others? Are you a quality leader? This gives you the opportunity to practice exercises to develop your "people skills," training, communication with team members and time management skills. Delegating, prioritizing, organizing and planning nursing tasks are reviewed.

484 12 contact hours (1.2 CEU) \$50

Stress Management: Take Control of Your Life Once and for All!

Reviews relaxation techniques, interpersonal and communication skills and methods to face anxiety-provoking situations. It will help prevent job, relationship, health and life burnout!

485 12 contact hours (1.2 CEU) \$40

Understanding the Alcoholic's Mind: The Nature of Craving and How to Control It

This introduces you to the thought processes that lead to alcohol addiction and how you can help and not enable in crisis, treatment and recovery.

486 10 contact hours (1.0 CEU) \$40

Alzheimer's: A Caregiver's Guide

This independent study focuses on the definition, symptoms, phases, possible causes and common myths of Alzheimer's disease. Learn coping strategies and community resources.

487 20 contact hours (2.0 CEU) \$45

Understanding HIV and AIDS

This is an introduction to HIV and AIDS, their definition, background and diagnosis. It explores the treatment of this disease from various approaches. After studying this course, you should have a greater understanding of the issues concerning AIDS as well as a basic biological understanding of this disease and its proliferation.

488 1.5 contact hours (.15 CEU) \$38

Nutritionally Managing HIV and AIDS

This is an in-depth study in the nutritional manifestations and requirements for HIV and AIDS patients. After studying this course, you should have a greater understanding of the issues concerning AIDS as well as a basic biological understanding of this disease and its proliferation.

489 1.5 contact hours (.15 CEU) \$38

CD-Rom Self-Study for Nurses Medical Internet Research

Designed for healthcare students, professionals and the general public. Learn how to access accurate healthcare information and resources, use browsers and search engines, find and assess appropriate healthcare websites and determine validity of website information. Submit test via printed material or email.

490 6 contact hours (.6 CEU) \$50





New Initiatives!
The Center for Lean
Inspiring Innovation and Improving Performance

The Center for Lean is a new training program and consultation service of Anoka Ramsey Community College specifically designed to strengthen businesses and organizations by developing management practices, improving efficiencies and increasing productivity. The Center for Lean has discovered that companies that thrive in the face of challenges understand the possibilities of high-performance and purposefully change the way they work in order to achieve it. The Center for Lean helps businesses and organizations learn new processes for change.

Anoka-Ramsey Community College offers certificates in Lean for Business, Lean Government and Lean Manufacturing and is currently designing new certificates to meet organizational challenges in industries and organizations. New certificates include: Lean-Green, Lean for the Medical Device and Pharmaceutical Industries, Lean Health Care and Lean for Businesses in Transition.

Lean Office

Traditional approaches to kaizen become clumsy and burdensome when taken from the factory to the office. The tools just don't work the same. Transactional Process Kaizen (TPK) is specifically designed for office processes, utilizing tools that get results. TPK events eliminate the wastes commonly seen in office processes including hand-offs, waiting, loop-backs, rework and inadequate information. *.96 CEU \$295 413 W Apr 22 8:00 - 4:00 p.m. Barrett D100*



Training Presented by
Tom Barrett,
Anoka-Ramsey
Community College



Tom Barrett has over 15 years experience leading organizations through extraordinary business improvements by utilizing Lean, Six Sigma, organizational learning and leadership development. Tom's success with implementing Lean and Six Sigma has been in companies ranging from 5 to 50,000 employees in industries such as manufacturing, health care, government, hospitality, service, distribution and horticulture. Tom holds a Bachelor's Degree in Industrial Engineering & Management, and a Master's Degree in Manufacturing Systems Engineering.

Certification in
Six Sigma Green Belt

Six Sigma is a business management strategy that offers an analytical approach to identifying and eliminating defects in both products and services. The purpose of this training is to provide a working knowledge of Six Sigma and the key concepts of the Six Sigma *DMAIC techniques. In this training a set of quality management methods are used, including statistical methods, and you will select a project that you will carry through the Six Sigma process. (Green Belts receive a subset of the more comprehensive Black Belt curriculum.) You will receive a Six Sigma Green Belt certificate from Anoka-Ramsey Community College. *.9.6 CEU, \$3495 1539 M - F May 18 - 22 & June 22 - 26 8:00 a.m. —5:00 p.m. Carver D103*

New! Lean Manufacturing Certificate

Choose any 5 of 7 Course and receive your certificate in Lean Manufacturing *

*Must take Lean 101: Introduction to Lean Manufacturing

Lean 101: Introduction to Lean Manufacturing

Lean is the most widely used process improvement methodology in the world. It is universally accepted because the common sense tools deliver results and employees appreciate being involved. This workshop will introduce you to the foundational tools of lean. .48 CEU \$169

M July 13 8:00 a.m. - 12:00 p.m. Barrett D100
269 Th July 30 8:00 a.m. - 12:00 p.m. Barrett D100

Lean 5S: Practical Success

5S is a methodology designed to provide a safe, clean, orderly, high performance environment. Learn how to implement 5S, but more importantly, how to sustain 5S in this highly interactive workshop. This workshop includes proven tools and techniques of Lean through an interactive business simulation designed to demonstrate the efficiency of Lean. While learning the more advanced tools of Lean, you will see great improvements in your organization. .48 CEU \$169

280 M July 13 12:30 - 4:00 p.m. Barrett D100
270 Th July 30 12:30 - 4:00 p.m. Barrett D100

Lean: Standard Work

Standard Work is the most productive, safe and accurate way to do work. Standard work makes processes predictable, repeatable and is the basis for accountability, abnormality detection and future improvement. In Standard Work participants learn the value of standard work and the process of creating it in the classroom and on the shop floor. .96 CEU \$295

282 T July 14 8:00 a.m. - 4:00 p.m. Barrett D100
271 Th Aug 6 8:00 a.m. - 4:00 p.m. Barrett D100

Lean: Leading Improvement Teams

Learn about continuous improvement, the most powerful tool in Lean transformation. Your company can generate 30-90% improvements in 5 days or less, utilizing the knowledge the employees in your organization already have. .96 CEU \$295

283 July 15 8:00 a.m. - 4:00 p.m. Barrett D100
272 Th Aug 13 8:00 a.m. - 4:00 p.m. Barrett D100

Lean Pull System

The purpose of this workshop is to teach and guide you through the process of creating effective pull systems. This will involve training, planning and changes in the way information and inventory is managed today. Leave this workshop with a thorough understanding of pull systems and the ability to implement them in other parts of the business. .96 CEU \$295

273 Th Aug 20 8:00 a.m. - 4:00 p.m. Barrett D100

Gage R&R

Gage Repeatability and Reproducibility (R&R) is a foundational tool of Lean Six Sigma used to distinguish the variation occurring in the process from the variation occurring from the measurement system. The two components that will be measured in a Gage R&R are the operator and the measurement device itself. .96 CEU \$295

284 Th July 16 8:00 a.m. - 4:00 p.m. Barrett D103

274 Th Aug 27 8:00 a.m. - 4:00 p.m. Barrett D103

Lean Culture

Lean is often referred to as a tool or set of tools. It is really only 10% tools and 90% culture change. Learn about the important role organizational change plays in creating a successful lean transformation. Learn the roles of leaders and team members to create this change and how to begin changing the culture of your organization. Complete an assessment of your organization and receive a customized list of activities to begin creating a lean culture in your organization. .96 CEU \$295

285 F July 17 8:00 a.m. - 4:00 p.m. Barrett D100

275 Th Sept 3 8:00 a.m. - 4:00 p.m. Barrett D100

Lean for Medical Device & Pharmaceutical

New! Certificate Program for Lean Medical Device and Pharmaceutical

Take all 5 and earn your certificate for only \$1395

581 W Apr 29 - May 27 D100 See course dates and times below.

For the Medical Device and Pharmaceutical Industries

Intro to FDA, cGMP and Lean

This introduction to FDS cGMP requirements that pharmaceutical and medical device manufacturers must follow will explain how they impact Lean. Learn how to satisfy FDA requirements and continue to make dramatic improvements with Lean. Topics will include validations, clean rooms, lot traceability and more. *.48 CEU \$295*

582 W Apr 29 8:00 - 12:00 p.m. Barrett D100

Lean Six Sigma 101 f

Lean and Six Sigma are powerful improvement methodologies that are being applied in every industry. Applying Lean and Six Sigma within Pharmaceutical and Medical Device manufacturing requires a modified approach due to FDA regulations. This class will introduce the concepts of Lean and Six Sigma relative to Manufacturing Pharmaceuticals and Medical Devices. *.48 CEU \$295*

583 W May 6 8:00 - 12:00 p.m. Barrett D100

Anatomic, Physiologic and Pathologic Basis of Cardiovascular Devices

This workshop for technicians and others involved in the production of Cardiovascular Devices begins with an overview of anatomy and physiology of the heart and blood vessels, followed by a discussion of common pathological conditions that are diagnosed and/or treated with cardiovascular devices. With this background, various cardiovascular conditions and corresponding therapeutic devices will be explained, including: pacemakers, implantable defibrillators, heart valves, septal occluders, heart failure devices, vena cava filters, grafts, angioplasty balloon catheters, etc. *.48 CEU \$159/person (includes continental breakfast); \$135 * when registered for three or more Advanced Medical Device Certificate courses.*

406 T May 19 8:00 - 12:00 p.m. Freedman THHC 104

Design, Process, and Use FMEA's

Designing and manufacturing pharmaceuticals and medical devices involves risk. It also requires satisfying additional regulations. Learn when to use Failure Modes and Effects Analysis (FMEA) and how to use it to minimize risk. How products and processes are designed and how the pharmaceutical or device is intended to be used in the healthcare setting will also be discussed. *.48 CEU \$295*

584 W May 13 8:00 - 12:00 p.m. Barrett D100

Product and Process Design in

Design new products and new processes critical to the long-term growth and success of pharmaceutical and medical device manufacturers. Learn methodologies on how to design new products and new processes utilizing the tools of Lean in regulated environments. *.48 CEU \$295*

585 W May 20 8:00 - 12:00 p.m. Barrett D100

Setup Reduction

Setup Reduction is a toolset within Lean that can be highly leveraged in all pharmaceutical and medical device manufacturing companies. Effectively utilizing the tools of setup reduction within a regulated environment requires specialized application of these tools. This class will take you through the special requirements you need to consider. *.48 CEU \$295*

586 W May 27 8:00 - 12:00 p.m. Barrett D100

Technical Writing for Results

This course is for technicians, scientists, engineers, managers and other staff who write technical papers and reports. Learn how to apply writing principles and techniques that present your message effectively in high impact language, save time and improve the quality of your writing. *.96 CEU \$259/person (includes lunch); \$220 when registered for three or more Advanced Medical Device Certificate courses.*

407 W May 20 8:30 - 4:30 p.m. Mann THHC 104

Buying and Selling Art on eBay

Offer your artwork to millions of shoppers worldwide on eBay. Learn what's "hot", what's "not", and when and how to list it, price it, package, and ship it. Learn buying tips, the importance of feedback, and how to manage your accounts. Geared toward artwork, but applies to most marketable items. Bring a lunch. *.48 CEU \$69 499 S Apr 18 9:00 – 1:30 p.m. Bebeau D103*

Enchanted Fairy Houses for Adults and Children

The building fairy houses began on several islands off the coast of Maine. These whimsical decorations are appearing in woods, parks, gardens, and at the beach. Use twigs, stones, leaves, shells, acorns, pinecones, and feathers to build, furnish, and accessorize a habitat enchanted enough to entice a fairy (or a bird!). Bring a lunch.



.48 CEU \$49 500 S May 2 9:00 – 1:00 p.m. Bebeau F212

Creative Arts and the Healing Journey

ARCC and the College of St. Catherine invite you to a fun-filled, thought provoking, inspiring evening. We are all artists and can access self-healing through simple yet powerful creative activities. In this interactive presentation you will experience creative art as a tool for expressing state of mind and consider how you might bring the creative arts and healing to your work and community. Learn about Free Arts Minnesota, a non-profit organization and how art makes a difference for thousands of at risk children and their families here in Minnesota. *.3 CEU \$29*

297 T Apr 28 6:00 -8:30 p.m. College of St. Catherine, St. Paul Campus, Music Building, Recital Hall

American Sign Language - Basic I

Learn introductory-level ASL skills to converse with deaf and hard-of-hearing people. This class will focus on finger spelling, numbers and basic vocabulary sentence structure and correct facial grammar. Deaf culture is also presented. *1.44 CEU \$75/retake \$50 1346 M Apr 13 - May 11 6:30 - 8:30 p.m. Buchholz D100*

Club de Conversacion, Lectura y Canto

This class for students with knowledge of Spanish. It is full of activities of reading, comprehension, interpreting and analysis of Spanish grammar plus conversation. This is a great opportunity to practice and enhance your Spanish skills. *1.44 CEU \$75/retake \$50 1552 T June 23 - July 28 6:30 - 8:30 p.m. Griep D100*



Kid U/College for Kids 2009

Cambridge: July 13 - 16
Coon Rapids: July 20 - 23
Coon Rapids: July 27 - 29

KID U/College for Kids provides kids ages 4-18 with opportunities for learning success in a college environment.

Look for these course areas:

- Performing Arts
- Visual Arts
- Culinary Arts
- Math
- Literature
- Debate and Problem Solving
- Science
- Fun and Fitness
- Cultures and Languages

Call 763.433.1200 for a course schedule (available in April, 2009) or visit our website at www.anokaramsey.edu/continuingEd



GET STARTED!

1. Visit our Online Instruction Center at: <http://www.ed2go.com/arcc>

All courses run for six weeks (with a two-week grace period at the end.) Classes are project-oriented and include lessons, quizzes, hands-on assignments, discussion areas, supplementary links and more.

REQUIREMENTS:

All classes require Internet access, e-mail, Netscape Navigator, or Microsoft Internet Explorer. Some classes may have additional requirements. Please visit our Online Instruction Center at

This printed schedule does not include our entire online class listings.
To view our full lineup, please visit our online catalog at www.ed2go.com/arcc

Computer Technology Certification Preparation

- A+ Certification Prep \$99
- Network+ Certification Prep \$99

Computer Applications

- Intro to Microsoft Word 2003 or 2007 \$99
- Intermediate Microsoft Word 2003 \$99
- Intro to Microsoft Excel 2003 or 2007 \$99
- Intro to Microsoft Access 2003 \$99
- Intermediate Microsoft Access 2003 \$99
- Intro to Microsoft PowerPoint 2003 \$99

Computer Troubleshooting & Networking

- Creating a Home or Small Office Network \$99
- Introduction to Networking \$99
- Introduction to PC Troubleshooting \$99
- Wireless Networking \$99

Web Page Design

- Achieving Top Search Engine Positions \$99
- Creating Web Pages I and II \$99
- Designing Effective Websites \$99

- Introduction to Microsoft FrontPage 2003 \$99

Graphic Design

- Design Projects for Adobe Illustrator CS \$99
- Introduction to Microsoft Publisher 2003 \$99
- Introduction to PrintShop Deluxe \$99
- Intro to Photoshop 7, CS or CS2 \$99

Database Management & Programming

- Creating User Requirements Documents \$99
- Introduction to Database Development \$99
- Introduction to Oracle \$99
- Introduction to Crystal Reports 10 \$99
- Introduction to SQL \$99
- C# Programming for the Absolute Beginner \$99
- C++ for the Absolute Beginner \$119
- Introduction Visual Basic.NET \$99
- Introduction to Perl Programming \$99
- Introduction to Visual Basic 6.0 \$99

Digital Photography & Digital Video

- Digital Photography & Digital Video \$99
- Secrets of Better Photography \$99
- Mastering Digital Photography:
Photographing People \$99
- Photoshop Elements for the Digital
Photographer \$99
- Photoshop CS2 for the Digital Photographer \$99

Web & Computer Programming

- Introduction to JSP Programming \$99
- Java for the Absolute Beginner \$99
- JavaScript Programming for the Web \$99
- Web Graphics & Multimedia \$99



Test Preparation

- GED Test Preparation \$99
- GMAT Preparation \$99
- LSAT Preparation \$99/course
- SAT/ACT Preparation I and II \$99/course

Accounting

- Accounting Fundamentals \$99
- Accounting Fundamentals II \$99
- Introduction to QuickBooks 2007 \$99
- Performing Payroll in QuickBooks \$99
- QuickBooks for Contractors \$99

Grant Writing & NonProfit Management

- Get Grants! \$99
- A to Z Grant Writing \$99
- \$209

Languages

- Beginning Braille \$99
- Beginning Conversational French \$99
- Grammar for ESL \$99
- Speed Spanish \$99

Personal Development

- Get Assertive! \$99
- Achieving Success with Difficult People \$99
- High Powered Communication \$99
- Grammar Refresher \$99
- Effective Business Writing \$99
- Merrill Ream Speed Reading. \$99
- Resumé Writing Workshop \$99
- Listen to Your Heart and Success Will Follow \$99

Sales & Marketing

- Business Marketing Writing \$99
- Effective Selling \$99
- Principles of Sales Management \$99
- Professional Sales Skills \$99
- Start Your Own Business \$99
- Start and Operate your own Home Business \$99
- Start Your Own Consulting Practice \$99
- Learn to Buy and Sell on eBay \$99

Anywhere, anytime learning!

Designed to provide the workforce skills necessary to acquire professional caliber positions for many in-demand occupations. Gatlin Education Services in partnership with Anoka-Ramsey Community College offers the following online certificate programs (Cost of programs range from \$600 - \$3,000

For registration and pricing information for Gatlin online courses, please call 763.433.1200 or visit <http://www.gatlineducation.com/arcc/>.

Healthcare

- Administrative Dental Assistant (240 Hours)
- Administrative Medical Specialist w/ Medical Billing and Coding (300 Hours)
- Advanced Coding for the Physician's Office (80 Hours)
- Advanced Hospital Coding and CCS Prep (80 Hours)
- Advanced Personal Fitness Trainer (240 Hours)
- Coding, Reimbursement and Documentation for Physicians (12 Hours)
- Human Resources for Healthcare Professionals (80 Hours)
- ICD-10 Medical Coding: Preparation & Instruction for Implementation (200 Hours)
- Medical Billing and Coding (240 Hours)
- Medical Transcription (240 Hours)
- Personal Fitness Trainer (150 Hours)
- Pharmacy Technician (240 Hours)
- Revenue Cycle Management for Healthcare Providers (12 Hours)
- Veterinary Assistant (240 Hours)

Business

- Administrative Professional with Microsoft Certified Application Specialist (MCAS) (240 Hours)
- Administrative Professional w/ Microsoft Office Specialist (240 Hours)
- Bookkeeping the Easy Way with Quickbooks (140 Hours)
- Certified Bookkeeper (80 Hours)
- Certified Global Business Professional (400 Hours)
- Certified Wedding Planner (300 Hours)



Gatlin

Corporate Governance and Ethics (15 Hours)
 eBusiness (200 Hours)
 Entrepreneurship: Start-Up and Business
 Owner Management (360 Hours)
 Freight Broker/Agent Training (150 Hours)
 Lean Mastery (60 Hours)
 Management for IT Professionals (390 Hours)
 Management Training (360 Hours)
 Non-Profit Management Training (300 Hours)
 Paralegal (225 Hours)
 Payroll Practice and Management (80 Hours)
 Personal Financial Planning (40 Hours)
 Principles of Private Investigation (200 Hours)
 Project Management (40 Hours)
 Purchasing Management (300 Hours)
 Records Management (80 Hours)
 Six Sigma Black Belt (200 Hours)

Networking and CompTIA Certification Training

Cisco™ CCNA® Certification Training (80
 Hours)
 Comp TIA™ A+ Certification Training (320
 Hours) Comp TIA™ Linux+/LPI Level One
 Certification Training (300 Hours)
 Comp TIA™ Network+/Server+ Certification
 Training (80 Hours)
 Comp TIA™ Security+ Certification Training
 (120 Hours)
 RFID (Radio Frequency Identification) on the
 Web™ (70 Hours)

Microsoft Certification Training

Microsoft Certified Application Specialist
 Training (MCAS) (120 Hours)
 Microsoft Certified Database Administrator
 (MCDBA) (460 Hours)
 Microsoft Certified Desktop Support Technician
 (MCDST) (200 Hours)
 Microsoft Certified System Administrator 2003
 (MCSA) (440 Hours)
 Microsoft Certified System Administrator Plus
 2003 (MCSA+) (340 Hours)
 Microsoft Certified System Engineer 2003
 (MCSE) (700 Hours)
 Microsoft Office Specialist 2003 (MOS) (120
 Hours)

Internet, Design, & Technical

AutoCAD 2007 (150 Hours)
 Business Marketing Design (240 Hours)
 Digital Arts Certificate (225 Hours)
 Fine Arts Training (200 Hours)
 Forensic Computer Examiner (150 Hours)
 Graphic Design (80 Hours)

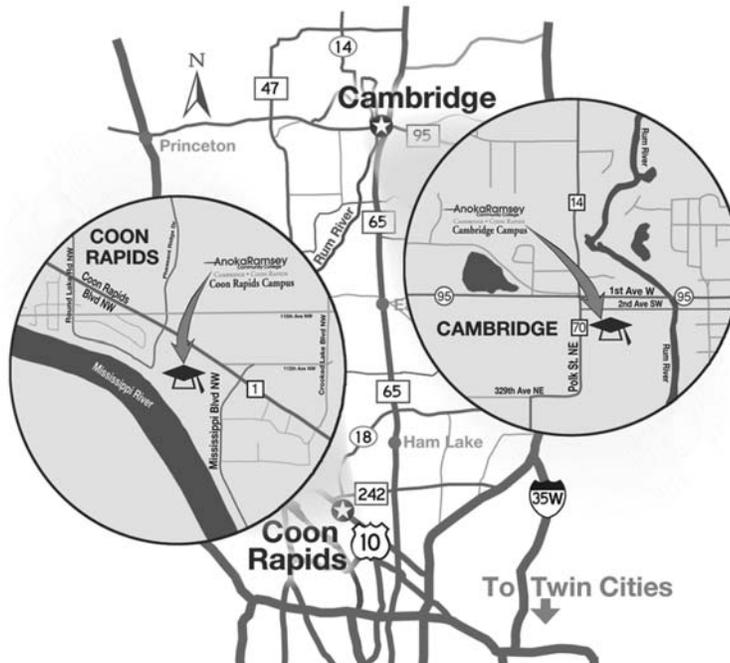
Help Desk Analyst: Tier 1 Support Specialist
 (80 Hours)
 Interior Design (available November 2007)
 (350 Hours)
 Multimedia Design Certificate (225 Hours)
 Pay Per Click Marketing (150 Hours)
 Search Engine Marketing (250 Hours)
 Search Engine Optimization (150 Hours)
 Web Database Developer (200 Hours)
 Webmaster (150 Hours)
 Website Design (225 Hours)

Video Game Design and Development

3ds max (650 Hours)
 Video Game Art (300 Hours)
 Video Game Design and Development (500
 Hours)

Tuition Cut in Half to Retrain Unemployed Workforce

Due to expected record high unemployment rates in the state and in our service area, Anoka-Ramsey Community College is now offering a 50% tuition grant for those who qualify for unemployment. It begins immediately and includes a 50% tuition savings on spring and summer semester non-credit 2009 courses (up to \$1,200.) Visit our website <http://www.anokaramsey.edu> or call 763.433.1410 for credit information or 763.433.1279 for non-credit information.



Cambridge Campus (CC)
 300 Spirit River
 Cambridge, MN 55008
 763.433-1840

Coon Rapids Campus (CR)
 11200 Mississippi Blvd NW
 Coon Rapids, MN 55433
 763.433.1240

From the North

- Hwy 65 south to Hwy 95 west
- Drive through Cambridge
- Left on Co. Rd 70
Or
- I-35 south to westbound Hwy 95
- Drive through Cambridge
- Left on Co. Rd 70

From the South

- Hwy 65 north to Hwy 95 west
- Drive through Cambridge
- Left on Co. Rd 70
Or
- I-35 north to westbound Hwy 95
- Drive through Cambridge
- Left on Co. Rd 70

From the West

- Hwy 95 eastbound to Co. Rd 70
- Right on Co. Rd 70

From the East

- From I-35 exit to westbound Hwy 95
- Take Hwy 95 through Cambridge

From the North:

- Go southeast on Hwy 10
- Right on Round Lake Blvd
- Left on Coon Rapids Blvd
- Right on Mississippi Blvd and right on College Drive

From the East:

- I-35E north
- I-694 west to I-35W/10 north
- Hwy 10 west at Exit 30
- Left on Round Lake Blvd
- Left on Coon Rapids Blvd
- Right on Mississippi Blvd and right on College Drive

From the West:

- I-94/694 east
- Hwy 252 north
- Hwy 610 east
- Left on Coon Rapids Blvd (second exit off bridge)
- Left on Mississippi Blvd and right on College Drive

From the South:

- I-35W north
- Exit #30 onto Hwy 10 west
- Go 10.9 miles to Round Lake Blvd
- Left on Round Lake Blvd
- Left on Coon Rapids Blvd
- Right on Mississippi Blvd and right on College Drive

Meet Our Staff

Continuing Education & Customized Training

Craig Bakken

Director, Continuing Education and Customized Training, Small Business Development Center, Cambridge and Coon Rapids
763.433.1964



Sheila Judd

Director, Continuing Education and Customized Training, Integrative Health and Healing
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Melanie Schatz-Pattay

Contract/Purchasing Support
763.433.1636



Pa Lee-Xiong

Registration Support
763.433.1118



CE/CT General Information

763.433.1200

ARCC General Information

763.433.1100

