Business & Professional Development Training

Register at www.kirkwood.edu/ce

Spring/Summer 2016

➤ Certificate Series Programs
➤ Business & Professional Development
➤ Project & Resource Management
Kirkwood Continuing Education’s Business and Professional Development training is designed to build and enhance your professional career. Whether you want to brush up on your professional skills, would like to enrich your professional knowledge, or are looking for ways to enhance your marketability, we have specialized training for a variety of working professionals. We also offer a variety of certificate programs perfect for continuing employment or advancing your career.

Course delivery options include both traditional classroom and online instruction, conveniently offered during the daytime and evenings at a variety of locations. Our classes are affordable, held in a friendly environment and taught by highly skilled facilitators who will provide you with the training necessary to reach your goals.
Certificate Series Programs

Get the most up-to-date and in-depth skills and information you need to excel in your chosen field. Increase your professional value, show your commitment to your trade, and save money by registering in a certificate series program today.

Customer Service Professional Certificate

Training and professional certification programs for customer service representatives, call center, help desk, technical support, financial services support and administrative support professionals. Learn core knowledge and competencies on how call centers operate, including metrics, required skills and terminology. Focused study and practice on soft skills such as listening, speaking, questioning and de-escalating upset customers will be emphasized. After completing this course, successful graduates will have the certification and related experience to compete for customer service representative positions in the community. Books will be provided.

CBPD-7010 / 64 sessions / $3,595
>80083  MTWThF 9am-1:30pm  Apr 4-Jul 1
Schumacher  KCLL 402

Data Analysis Certificate Series (online)

Data analysis is quickly becoming one of the most sought-after skills in the workplace. Companies have vast amounts of data, but it is rare to have someone with the ability to analyze that data to see trends and make predictions. Add a whole new skill set to your portfolio, and make a big difference in the success of your organization by acquiring data analysis skills. You will gain a basic understanding of how to analyze data in a business setting, and learn how many of your business decisions involve comparing groups for differences. You will learn the statistics behind these group differences and relationships. Finally you will find out how to perform inquiries that will be useful to your business or organization, and build the skills necessary to communicate these results through graphs and text that your fellow employees will understand. Whether your business is home-based or a large company, this certificate will take you to the next level in important decision-making. Classes include: Introduction to Data Analysis, Intermediate Data Analysis, and Advanced Data Analysis.

CBPD-7400 / $495
>80603  Anytime  Jun 6-Aug 26
UGotClass  Online

Excellence in Leadership Certificate Series

Leadership in the workplace requires one to master the delicate balance between leadership and management, both of which are critical to one’s success. Leadership is the series of behaviors that enable one to influence a group to achieve a common vision or goal- key skills for producing change. Whether you are a leader by title or by influence, have led others for some time, are a new leader, or aspire to be a leader, the workshops in this series will address important elements to promote your success. The skills and knowledge gained can be immediately applied in the work setting and participants’ workplace experience is leveraged to enhance learning throughout the program. Classes include: Understanding Leadership vs. Management and Why Each Matters, Leading with Emotional Intel- ligence, Communication: The Key To Getting Results, Effectively Leading Through Workplace Conflict, Employee Engagement: Motivating Performance, Accountability and Performance Management, Leading Through Change, and Building High Performance Teams. Tuition includes all textbooks.

CBPD-1600 / 10 sessions / $1,195
>80147  F 1:30-5pm  Apr 1-Jun 3
Childs  KCLL 202

“I enjoyed the opportunity to talk with and hear from an individual with real-life experience in the field.”
Introductory Leadership Skills Certificate Series

Leadership skills involve a series of behaviors which enable one to influence a group to achieve a common vision or goal. As a new leader, the most important skills to master involve the way you interact with those you lead, using skills that enhance the work relationship between leaders and followers and help you get real, sustainable results in the right way. The four courses in this certificate will focus on providing skills and knowledge to promote success in your new role. As you learn more about yourself as a leader and gather insight into approaches which create supportive leader/follower relationships, you will be able to take the information from each class and apply it immediately in the workplace. Classes include: Understanding Leadership vs Management and Why Each Matters, Leading with Emotional Intelligence, Communication: The Key To Getting Results, and Accountability and Performance Management. Participants will be integrated with students enrolled in the Excellence in Leadership Series which covers these four topics as well as additional topics relevant to leading others. Tuition includes all textbooks.

CBPD-1595 / 5 sessions / $649
>80145 F 1:30-5:30pm Apr 1-May 20
Childs KCLL 202

Leadership Development (For Gen Y) Certificate Series (online)

Especially geared for future leaders in the Gen Y generation (born 1980-1999), this certificate provides how-to practical information on advancing your leadership potential and making a difference in both the workplace and in society. Find out what it takes to become an effective leader. Discover your style of leadership. Discuss task completion, building relationships with your subordinates, becoming socially perceptive to changes in the workplace, utilizing your emotions in a positive and effective manner, and addressing challenging goals. Then learn the unspoken secrets that leaders know and the strategies they employ/exhibit in for influencing others. Leadership skills are acquired and learned. You will come away with a new understanding, new toolbox of leadership skills, and the information to move your leadership development into high gear. Classes include: Leadership Principles (for Gen Y) (online), Developing Your Leadership Skills (online), and Developing Your Professional Career (online).

CBPD-4910 / $395
>80610 Anytime Jun 6-Aug 26
UGotClass Online

Management Certificate Series (online)

Enhance your management skills through this program for supervisors, managers, and emerging leaders. Nothing creates success like a solid foundation. Discover the keys for effectively managing your employees. Find out how to create clear expectations, engage and motivate employees, and increase your effectiveness. Then learn how to improve your management of time and productivity. Time is even more valuable in this century than in the last. Get tips and techniques you won’t get anywhere else for managing time and increasing productivity. Finally, get the keys to manage different generations in your workplace. Discover what motivates each generation at work, what incentives they respond to, and what messages they value. Classes include: Management Bootcamp (online), New 21st Century Strategies for Productivity and Time Management (online), and Managing Generations in the Workplace (online).

CBPD-4920 / $595
>80600 Anytime Jun 6-Aug 26
UGotClass Online

Mobile Marketing Certificate Series (online)

The way consumers are interacting with brands and connecting to the world is changing because of mobile devices. Find out about location-based marketing, mobile payments, QR codes, applications, and mobile coupons. You will learn how mobile marketing can increase your capabilities to retain current customers and gain new ones. Then get step-by-step instructions on how non-technical users can build, deploy, and market smartphone applications across Android, iPhone, and BlackBerry platforms. Finally, get the knowledge needed to implement a mobile marketing plan for your organization. Find out about proximity marketing, mobile marketing metrics, and developing a mobile marketing campaign. Classes include: Introduction to Mobile Marketing, Creating Cell Phone Apps for Your Business, and Advanced Mobile Marketing.

CBPD-7190 / $595
>80614 Anytime Jun 6-Aug 16
UGotClass Online
Office Operations Certificate Series (online)
Efficient office operations can mean the difference between success and not-so-much, between being in the black and being in the red. Moving from you and your employees working harder to working smarter, the strategies and benchmarks of office operations increases the productivity of every person in your organization. Position yourself in your organization as the one who knows what to get done, and how to get things done in office operations. Classes include: Office Operations, Cyber Security for Managers, and Embracing Sustainability in the Workplace.

CBPD-2400 / $495
>80605 Anytime Jun 6-Aug 26
UGotClass Online

Professional Trainer Certificate Series
Today, more corporations and organizations are developing in-house education departments and adding dedicated development and training roles to their rosters of employees. In order for employees to increase their knowledge and develop professionally, they must be presented with relevant and engaging curriculum, an environment conducive to learning and an effective trainer who understands the needs of the adult learner. Acquire a clear understanding of development strategies and adult learning models that will increase the effectiveness of you as a trainer and the organization’s educational department. Classes include: Assessing and Planning for the Needs of Adult Learners, Curriculum Design and Development for the Adult Learner, Curriculum Implementation and Delivery for the Adult Learner, and Assessment and Evaluation Strategies for the Adult Learner.

CBPD-7125 / 1 session / $995
>80604 Anytime Apr 4-Jul 1
UGotClass Online

Social Media For Business Certificate Series (online)
Get in on this exciting and growing way to communicate, market and serve your customers and clients. For businesses, nonprofits, government, and other organizations. From Facebook to Twitter, blogging, YouTube, LinkedIn, and more, discover the new principles of communication that apply across all networks and how these specific social networks work and the possible uses for your organization. Classes include: Introduction to Social Media, Marketing Using Social Media, and Integrating Social Media in Your Organization.

CBPD-2061 / $495
>80609 Anytime Jun 6-Aug 26
UGotClass Online

Additional questions? Call 319-398-1022 or 800-332-8833. | Register at www.kirkwood.edu/ce
Strategic Human Resource Management Certificate

As businesses evolve, professionals must evolve to meet business needs. As a result, business leaders expect their professional staff and managers to have a thorough knowledge of HR concepts in addition to the skills and abilities required to perform their job. Anyone acting in an HR role must understand business and have the behavioral competencies required to effectively apply HR knowledge in the modern workplace in support of organizational goals. This certificate focuses on human resource knowledge needed for professionals to perform their job responsibilities effectively and strategically. By understanding business strategies and devising HR practices to support them, organizations can gain sustainable competitive advantage through effective human resource strategies. Classes include: Strategic Human Resources: Part I - Behavioral Competencies Defined in HR, Strategic Human Resources: Part II - HR Knowledge (People), Strategic Human Resources: Part III - HR Expertise (Organization), and Strategic Human Resources: Part IV - HR Expertise (Workplace and Strategy).

CBPD-3020 / 4 sessions / $329
>80133  T5:30-9pm  Apr 5-Apr 26  Scroggins  KCLL 304
>80139  W5:30-9pm  Jul 6-Jul 27  Scroggins  Linn County Reg Ctr 208

Supervisory and Leadership Certificate (online)

Your employees are your most valuable resources. Ensuring the efficiency of your team is the key to your success and is your most important responsibility. Get practical, easy to understand, and insightful methods for new and even experienced supervisors and managers. Learn about effective delegation, performance management, and writing performance reviews. Discuss the specifics of the supervisor’s role and responsibilities, and strategies for improving your overall effectiveness as a leader. Take home practical information along with tips and techniques that can be applied at your job immediately. Two month online course, Sally Klauss, instructor, Riverside Community College, Riverside, CA.

CBPD-U1015 / $395
>78858  Anytime  Apr 4-May 29  Klauss  Online
>80936  Anytime  Jun 6-Jul 29  Klauss  Online

“I absolutely loved the HR Certification course. My instructor was great!”

—I absolutely loved the HR Certification course. My instructor was great!”

Certificate Series Programs
Accountability and Performance Management

Accountability, when proactively created, fosters a sense of ownership among employees and ensures desired results are achieved. Leaders create accountability when expectations are clearly and specifically communicated and results are acted upon. Results can be both on target and off target and leaders must take action in both scenarios. Learn about the steps you can take as a leader to increase likelihood that your team will deliver expected results, how to course correct when necessary, and how to follow up on outcomes with your employees. We will also explore the basic elements of your role in managing performance through techniques and documentation. This is the sixth course in a series of eight courses to earn your Excellence in Leadership Certificate. Tuition includes a textbook.

CBPD-1625 / 1 session / $149
>80157
F 1:30-5pm
May 20
Childs KCLL 202

Assessment and Evaluation Strategies for the Adult Learner

A measureable learning outcome allows an organization to assess the effectiveness of training sessions and plan for future professional development opportunities. Analyze multiple evaluation methods you can incorporate to collect data to make informed training decisions using assessment methods, such as performance assessments, formative and summative assessments, and a variety of informal methods. Legal and organizational requirements will also be reviewed. This course is the fourth in a series of four courses to earn your Professional Trainer Certificate. Register for the Professional Trainer Certificate and enroll in all four courses at a reduced rate.

CBPD-7129 / 1 session / $199
>80103
M 5:30-9:30pm
May 23
Childs KCLL 202

Building High Performance Teams

Creating effective and high performance teamwork requires strong leadership and the ability to recognize common traps which can undermine a team's success. Explore the key components of creating a high performing team, and discuss the role of leadership in fostering teamwork to build high performing teams. This course builds on the concepts of creating trust, leading through conflict, creating employee ownership in results and following through on results. The process through which teams form and the leadership approaches required in each stage of team formation will also be discussed. This is the eighth and final course in a series of eight courses to earn your Excellence in Leadership Certificate. Tuition includes a textbook.

CBPD-1630 / 1 session / $149
>80160
F 1:30-5pm
Jun 3
Childs KCLL 202

“Class was informative. I had great discussions with other attendees!”
Business Writing
Have you ever been uncertain about how to write a business letter? In this course, you will learn to craft effective business communications and avoid common pitfalls that can undermine your message. You will be given the tools to write effective business reports, proposals, letters and emails. Word Basics or equivalent experience is recommended. Tuition includes a textbook and course materials.

CBPD-2310 / 2 sessions / $169
>77868 MW 5:30-8:30pm Apr 18-Apr 20
Rahim IC Learning Ctr 108
>79244 TTh 5:30-8:30pm Jun 21-Jun 23
Peiffer KTOS 134

Communication - The Key to Getting Results
Communication is often talked about as an important leadership skill, but what does effective communication look like? In today’s workplace, leaders are often called upon to engage their employees in transitions of focus, processes, and direction. Communication and your ability to influence and inspire action is perhaps the most important building block in the process of leading others. You will learn techniques to communicate in order to inspire the team to deliver results. You will explore listener focused communication while concentrating on what the listener needs to hear to spark behavior change. You will also explore the adjustments required to communicate with team members in the same location as well as those across the globe. This course is the third in a series of eight courses to earn your Excellence in Leadership Certificate. Tuition includes textbook.

CBPD-1615 / 1 session / $149
>80153 F 1:30-5pm Apr 22
Childs KCLL 202

Culture Change to Improve the Workplace
Evaluating the current culture of your workplace will help to determine what needs to happen to boost morale. This interactive class will touch on improving communications, supporting co-workers, and evaluating the environment to ensure what the workplace works for everyone. Participants will also self-reflect to see how their attitude affects the daily work environment.

CBPD-7073 / 1 session / $45
>79307 M 6-8pm Aug 15
Kovach KTOS 133

Curriculum Design and Development for the Adult Learner
Examine the research-based Adult Learning Theory and other proven instructional methods. Multiple diverse learning styles will be addressed, including kinesthetic, auditory and visual. Study the role of media and its correlation to increased engagement levels for the learner, and explore the benefits of incorporating different course structures, including classroom-based instruction, self-study, virtual classes and hybrid classes. This course is the second in a series of four courses to earn your Professional Trainer Certificate. Register for the Professional Trainer Certificate and enroll in all four courses at a reduced rate.

CBPD-7127 / 3 sessions / $399
>80099 M 5:30-8:30pm Apr 11-Apr 25
Childs KCLL 202

Curriculum Implementation and Delivery for the Adult Learner
A successful trainer must evaluate and implement diverse instructional methods and facilitations strategies to keep participants engaged and learning. Examine the positive impact that student led instruction, computer aided instruction and collaborative groupings can have on learning outcomes. Communication and presentation skills will be reviewed and practiced to increase trainer effectiveness. This course is the third in a series of four courses to earn your Professional Trainer Certificate. Register for the Professional Trainer Certificate and enroll in all four courses at a reduced rate.

CBPD-7128 / 3 sessions / $399
>80102 M 5:30-8:30pm May 2-May 16
Childs KCLL 202
Effectively Leading Through Workplace Conflict

Some conflict is natural in the workplace and has the potential to increase team production and effectiveness when handled well. The challenge for leaders today is to understand how to lead through productive conflict effectively so as to prevent it from transforming into unproductive and damaging conflict. Learn about your own natural tendencies when faced with conflict in the workplace, gain clarity about your role in leading through conflict, learn about the pitfalls and risks of poorly management conflict, and will receive information about avoiding conflict escalation and deterioration of relationships within your team due to conflict. Negotiation tactics will be explored throughout the course as a means to resolve substantive conflict. During the class, real world application of the concepts taught will be practiced using past workplace experiences of the participants. This course is the fourth in a series of eight courses to earn your Excellence in Leadership Certificate. Tuition includes a textbook.

CBPD-1709 / 2 sessions / $229
>80154  F 1:30-5pm  Apr 29-May 6
Childs  KCLL 202

Excellence in Service

We all know what bad service looks like, but do we know how to give excellent service? What do you do when the customer is angry or unreasonable? You can keep your customer happy and satisfy business needs. In this course, you will gain the skills to address customer expectations, find solutions in difficult situations, communicate clearly and be empowered for excellence. Tuition includes a textbook and course materials.

CBPD-7040 / 2 sessions / $189
>77873  MW 5:30-8:30pm  Apr 25-Apr 27
Dawson  IC Learning Ctr 108
>79245  TTh 5:30-8:30pm  Jun 28-Jun 30
Peiffer  KTOS 134

HONEST Leadership

Learn the concept of HONEST Leadership, tips for this concept, and how to build engagement and improve culture. Course content includes personality assessments and utilizing coaching exercises.

CBPD-1275 / 1 session / $99
>79524  W 6-9pm  Jul 20
LaForte VanAntwerp  KCLL 202

Employee Engagement – Motivating Performance

Employee engagement is the secret ingredient to developing a motivated workforce. Employees are the single most important factor in accomplishing results, and engaged employees will magnify the results your organization can achieve. Learn about what employee engagement is and how, as a leader, you are directly responsible for fostering engagement in your employees. Engagement in the context of local and remote work teams will also be explored. Throughout the course, you will learn about actions you can take every day to help your employees realize motivation to improve performance and deliver results. This is the fifth course in a series of eight courses to earn your Excellence in Leadership Certificate. Tuition includes a textbook.

CBPD-1620 / 1 session / $149
>80156  F 1:30-5pm  May 13
Childs  KCLL 202

How to Be Powerful, Not Pushy

Almost anyone can be taught the technicalities of a job, but the employee or entrepreneur who has exceptional interpersonal skills will stand head and shoulders above the competition. The key to being powerful, but not pushy, is practice and preparation - and that’s exactly what you’ll get in this workshop! If you’ve ever gotten stepped on or stepped over, this session will give you the tools you need to stand up and get noticed.

CBPD-7306 / 1 session / $59
>79310  Th 6-8:30pm  Jun 27
Watson  KTOS 133

How to Have Difficult Conversations

This class will arm you with the ability to approach a difficult conversation at work, or even at home, with confidence. You will be prepared for tough conversations that come out of nowhere, or prepared to handle tough conversations that you have time to prepare for. There will be lots of class participation and role play.

CBPD-7304 / 1 session / $99
>79308  W 6-9pm  Jul 27
LaForte VanAntwerp  KTOS 133
Leadership: Skills for New and Emerging Leaders

Leadership is authentic influence that creates value. The implications of this definition are far-reaching, as leadership exists everywhere in an organization. The roles of leadership may change, but the core process is the same. Anyone who is authentically influencing to create value is leading and building organizations and teams with a high level of trust and spark.

CBPD-7800 / 1 session / $119
>76533 T 8am-12pm Apr 26
TBA KTOS 100

Leading Through Change

Change is no longer the exception in the workplace, yet a high number of workplace changes fail before full implementation. Change creates a reaction among even your highest performing employees which has the potential to derail the success of your organization. Guiding yourself and those you lead successfully through change requires a specific set of leadership skills. We will study approaches leaders can use to improve the chance that teams will successfully navigate change. In the process, you will explore how people tend to react in the midst of change, how to diagnose employee reaction and how to adjust leadership approach to best meet employees' needs and guide them through the change process. This is the seventh course in a series of eight courses to earn your Excellence in Leadership Certificate. Tuition includes a textbook.

CBPD-1285 / 1 session / $59
>79531 W 10am-12pm May 4
Jewell KTOS 126

Managing with Emotional Intelligence

Leaders today need more than just workplace knowledge and a high IQ to be successful. Studies show the most effective leaders possess emotional intelligence or EQ. Learn about your current emotional intelligence skill level and actions you can take to develop your emotional intelligence acumen and proficiency. Leveraging real world situations, the class will work to understand the critical role emotions play in effectively leading other. You will focus on self-awareness and self-management, work to understand how you can improve your social awareness, and practice relationship management. A key focus throughout the course includes discussion of how to apply your new found EQ to effectively support and influence the team you lead and the teams of which you are a member. At the conclusion of the course, you will have an emotional intelligence development plan tailored to meet your individual needs. This course is the second in a series of eight courses to earn your Excellence in Leadership Certificate. Tuition includes a textbook.

CBPD-7105 / 2 sessions / $229
>80152 F 1:30-5pm Apr 8-Apr 15
Childs KCLL 202

Management Tune Up and Creation

This class is for the first-time manager, team leader or those interested in becoming a manager. Develop your interpersonal skills, leadership abilities, goal setting techniques and determine what motivates you and others. We will look at some leadership characteristics to help you determine what kind of leader you are, see what kind of environment you prefer to lead in, and establish a road map for improving your current abilities.

CBPD-1285 / 1 session / $59
>79531 W 10am-12pm May 4
Jewell KTOS 126

Managing and Influencing Business Culture

Organizational effectiveness is closely connected to building and sustaining a business culture that aligns with your strategy. This session will review key building blocks for creating a culture that reinforces the results you want to see. Whether it is for an entire company, a department, or your team, these steps will provide the path for cultivating the kind of business culture that others will want to participate in, ensuring your customers will feel a difference.

CBPD-7800 / 1 session / $119
>76537 Th 1-5pm May 12
Peerman KCETC 1202

“This was a great way to network with other business leaders in the area.”

8 Kirkwood Continuing Education Business & Professional Development Training
Motivating and Challenging Your Employees

This class will look at a variety of motivational techniques to help you determine what is best for your organization. We will look at ideas on how to deal with difficult employees and how to keep your most productive employees. We will look at ways to find out what motivates your employees, what fits your current budget, and discuss how to challenge your employees, set goals for them and keep a positive atmosphere.

CBPD-1505 / 1 session / $59
>79533 W 10am-12pm Apr 6
Jewell KTOS 126

Problem Solving and Decision Making

Every day we make decisions and solve problems. Despite making numerous decisions every day, many of us are still uncomfortable making conscious decisions. In this course you will learn to identify and define problems, learn tools and techniques to solve problems and understand how to think critically. Time will also be spent understanding group dynamics as they apply to decision making and problem solving, as well as learning how to utilize decision support tools that can aid in decision making. Tuition includes a textbook and course materials.

CBPD-7625 / 2 sessions / $169
>77874 MW 5:30-8:30pm May 2-May 4
Dawson IC Learning Ctr 108
>79246 TTh 5:30-8:30pm Jul 5-Jul 7
TBA KTOS 134

Strategic Human Resources: Part I – Behavioral Competencies Defined in HR

The Society of Human Resources (SHRM) has aided the human resource profession for over sixty-five years and has been an excellent resource for many HR professionals seeking to advance their careers. Today employers not only want HR professionals who are knowledgeable of HR concepts, employers want to know if you can effectively apply that knowledge. SHRM has identified this as behavioral competencies. We will define the eight behavioral competencies set by SHRM’s Competency Model, including leadership and navigation, ethical practice, business acumen, relationship management, consultation, critical evaluation, global and cultural effectiveness, and communication. This is the first course in a series of four courses to earn the Strategic Human Resource Management Certificate.

CBPD-3021 / 1 session / $99
>80134 T 5:30-9pm Apr 5
Scroggins KCLL 304
>80141 W 5:30-9pm Jul 6
Scroggins Linn County Reg Ctr 208

Strategic Human Resources: Part II – HR Knowledge (People)

What is Human Resource Management? Human Resource Management is the process of acquiring, training, appraising, and compensating employees, in addition to attending to their labor relations, health and safety, and fairness concerns. The Society of Human Resources (SHRM) has categorized these HR functional areas of knowledge in four domains: people, organization, workplace, and strategy. In part II of the HR series, we will explore people. Topics include talent acquisition and recruiting, employee engagement, learning and development, and total rewards. This is the second course in a series of four courses to earn the Strategic Human Resource Management Certificate.

CBPD-3022 / 1 session / $99
>80135 T 5:30-9pm Apr 12
Scroggins KCLL 304
>80142 W 5:30-9pm Jul 13
Scroggins Linn County Reg Ctr 208
Strategic Human Resources: Part III – HR Expertise (Organization)

In part III of the HR Series, we continue with the second knowledge domain, organization. We will cover a variety of topics including the structure of the HR function, organizational effectiveness and development, workforce management, employee relations, and technology and data. This is the third course in a series of four courses to earn the Strategic Human Resource Management Certificate.

CBPD-3023 / 1 session / $99
>80137 T 5:30-9pm Apr 19
Scroggins KCLL 304
>80143 W 5:30-9pm Jul 20
Scroggins Linn County Reg Ctr 208

Strategic Human Resources: Part IV – HR Expertise (Workplace and Strategy)

In part IV of the HR Series we wrap it up with the third and fourth knowledge domains, workplace and strategy. The functional areas of workplace include HR in the global context, diversity and inclusion, risk management, corporate social responsibility, and U.S. employment law and regulations. The last domain is strategy, covering business and HR strategy. This is the fourth course in a series of four courses to earn the Strategic Human Resource Management Certificate.

CBPD-3024 / 1 session / $99
>80138 T 5:30-9pm Apr 26
Scroggins KCLL 304
>80144 W 5:30-9pm Jul 27
Scroggins Linn County Reg Ctr 208

Teamwork That Works for Your Team

Are you tired of mediating conflict between staff members? Do you wish they could problem-solve and work through differences on their own, while still being productive at work? Attendees will participate in a variety of different activities that will teach them how to speak for themselves, be encouraging, listen, and work with others to meet the same goals. Activities are simple to do and can easily be adapted to use in your own staff meetings.

CBPD-1713 / 1 session / $45
>79451 T 6-8pm Aug 9
Kovach KCLL 208

The Importance of Human Relations

Personal and interpersonal effectiveness set the stage for career success. In this class, you will learn the skills necessary to handle both customers and coworkers. You will learn how to speak and listen, and extend minor courtesies that enhance relationships. Career success begins with knowing yourself. Each person has a unique communication style. By getting to know your style, you can achieve greater self-awareness and develop more effective interpersonal relations. Having these skills will often make the difference in how high you rise in an organization.

CBPD-6500 / 1 session / $59
>79460 T 5:30-8:30pm Jun 14
Scroggins KCLL 202

Time Management

Are you crazy busy and sometimes experience brain overload? Do you feel overwhelmed and want freedom to focus on what you want? Learn how to manage your time better, how to prioritize and how to potentially feel less stressed. You too can gain control of your time.

CBPD-7137 / 1 session / $29
>79758 T 6-8pm Aug 9
Johnson Linn County Reg Ctr 208

Understanding Leadership vs. Management and Why Each Matters

Leadership in today’s workplace requires a combination of skills and behaviors in order to realize success. Leaders must balance the need to manage day to day activities while using critical skills to lead their teams toward realizing a common vision or purpose. Both leadership and management are critically important to organizational success, yet each requires very different skills. During the course, you will review the evolution of leadership, come to understand the different functions of managing vs. leading, and focus closely on the skills which are most important to your success as a leader. Specific discussion of the role of influence vs. power as it relates to aligning others to accomplish a common goal is a central theme within this course. This course is the first in a series of eight courses to earn your Excellence in Leadership Certificate. Tuition includes a textbook.

CBPD-1610 / 1 session / $199
>80149 F 1:30-5pm Apr 1
Childs KCLL 202
Work-Life Balance: Juggling Professional and Personal Lives

Is your work and personal life out of balance? Are you feeling stressed? Reclaim control by setting boundaries between work and home life. Work-life balance is difficult and takes great effort. In this class, we will explore several management tools that will help you feel a sense of accomplishment, while not being consumed by work, and having an enjoyable life without short-changing career obligations. Work-life balance entails having some enjoyable personal time for yourself.

**CBPD-7135 / 1 session / $59**

>79427  W 5:30-8:30pm  Aug 17
Scroggins  KCLL 202

“Class was excellent. I plan on attending more in the future.”
Online Business & Professional Development

Accounting and Finance for Non-Financial Managers
Every successful person in the workplace utilizes financial information to aid effective decision making. Accounting and Finance for Non-Financial Managers explains the financial concepts and accounting processes used in most businesses and will provide practical techniques that will increase your effectiveness and career. Get a foundation to understand the seven steps in the accounting cycle and use financial information in decision making. Come away with the knowledge to analyze resource allocation and evaluate financial performance.

CBPD-U1780 / $195
>80933 Anytime Jun 6-Jul 1
DeFonteny Online

Advanced Data Analysis
After taking this advanced course in data analysis, you will be able to perform inquiries that will be useful to your business or organization, and have the skill necessary to communicate these results through graphs and text that your fellow employees will understand. Take the guesswork out of important company decisions and make decisions based on statistically significant information. Whether your business is home based or a large company, this class will take you to the next level where important decision-making is concerned.

CBPD-U7403 / $195
>78861 Anytime Apr 4-Apr 29
Kritzer Online
>80745 Anytime Aug 1-Aug 26
Kritzer Online

Advanced Mobile Marketing
Gain the knowledge needed to implement a mobile marketing plan for your organization. Find out about proximity marketing, mobile marketing metrics, and developing a mobile marketing campaign. Learn how to promote your app on the web, building a landing page for your app, and advanced tracking of your application usage. You’ll take home a blueprint for creating guidelines and standards for your mobile marketing effort, and how to measure its success. You will leave this course with the knowledge to implement a mobile marketing plan for your organization.

CBPD-U7193 / $245
>80765 Anytime Aug 1-Aug 26
Salt Online

Applying Lean Sigma Practices to HR Functions
Develop the mindset of Lean Operational Excellence, an advanced problem solving approach that facilitates continuous improvement within the organization through the identification and elimination of waste. Lean principles can also be used to streamline processes in the human resource functions such as recruiting, hiring, training, compensating and managing performance. Find out about Lean concepts, tools, and methods with which you can benchmark and assess problems, and lead continuous improvement efforts to resolve them. After taking this course you will have an expanded capacity to facilitate small groups and teams using Lean Process Improvement principles and methodologies to create change within your organization.

CBPD-U1130 / $245
>80734 Anytime Jul 5-Jul 29
Schmall Online

Creating Cell Phone Apps for Your Business
Nearly everyone is carrying and using a smart phone these days. Whether you favor the Android, iPhone or Blackberry platforms, once you get used to having Internet access with you everywhere you go, it’s hard to be unplugged. Smart organizations across the globe are investing in building smartphone applications. The challenge with traditional smartphone applications is that development is highly technical and very expensive. In this four week course, we will provide you with step-by-step instructions on how non-technical users can build, deploy and market smartphone applications across Android and iPhone platforms. This course is ideal for business owners and executives who want to understand how smartphone applications can be inexpensively built and also for technical users who want to understand to how quickly deploy smartphone applications.

CBPD-U7192 / $245
>80764 Anytime Jul 5-Jul 29
Belhassen Online
Cyber Security for Managers
Cyber security issues are all around us and reach nearly every part of our business and work, from online banking and education to Facebook and WiFi. Finally, you can get up to date on Cyber Security basics and fundamentals. Designed for non-technical managers, directors and others in the work place, you will find out about threats and vulnerabilities, safeguards, common attacks, viruses, malware and spyware, disaster recover planning, Intrusion Detection/Prevention, basic security architecture, introductory forensics, and cyber terrorism. At the end of this course, you will have the knowledge needed to practice safer computing and safeguard your business and work information.

Cyber Security for Managers
CBPD-U2404 / $195
>80746 Anytime Jul 5-Jul 29
Waddell Online

Developing Your Leadership Skills
Especially for future and emerging leaders in Gen Y, come discover the key concepts of being a leader and the best strategies for developing your leadership skills and influence. Learn the unspoken secrets that leaders know and the strategies they employ/exhibit in for influencing others. Leadership skills are acquired and learned. The action takes place in attending meetings, running meetings, interacting with others 1:1, and employing successful techniques to convince and influence others. You can become a leader if you know the do’s and don’ts; what to say, what not to say; what to do, what not to do.

Developing Your Leadership Skills
CBPD-U4912 / $145
>80932 Anytime Jun 6-Jul 1
Draves Online

Developing Your Professional Career
Have you ever wondered how do I get to that next level in my career? What does it take? This course will help you identify those skills that all great leaders possess, while learning new skills that will help take you to the next level. Whether you are leading a department or an organization you will gain the knowledge you need to be successful. Learn how to incorporate a developed image and communication skills that will rocket you to that next level.

Developing Your Professional Career
CBPD-U4913 / $145
>78842 Anytime Apr 4-Apr 29
McLaurin Online
>80736 Anytime Aug 1-Aug 26
McLaurin Online

Embracing Sustainability in the Workplace
It’s a smart business practice and the right thing to do. Find out how to implement sustainability solutions for your workplace. Gain practical information for yourself and your employees to begin on Monday morning. Brand your organization in the world of environmental stewardship. Your instructors will detail and deliver practical approaches and applications toward implementing sustainability with guidance in planning procedures. Take back practical tips on operating your indoor environments to consider air, water, lighting, fitness, nutrition, mind and comfort. For anyone pursuing a career in a company or in government where there is an effort to build awareness and to gain a deeper understanding of the importance of environmental stewardship and overall social responsibility.

Embracing Sustainability in the Workplace
CBPD-U2406 / $195
>78899 Anytime Apr 4-Apr 29
Lowther Online
>80770 Anytime Aug 1-Aug 26
Lowther Online

Get Things Done
Research has proven that when people have the opportunity to do what they do best every day, the effect on the individual, team, and organizational performance is powerful. A strengths-based management approach incorporates the latest research on engagement and workplace performance from the Gallup organization. Using the Clifton StrengthsFinder, you will learn how to be more successful by using the unique strengths and contributions of each team member to get more done at work and increase productivity. Fee includes a Top 5 Strengths access code.

Get Things Done
CBPD-U7017 / $245
>78851 Anytime Apr 4-Apr 29
Selke Online

Infographics
After taking this course in infographics, you will be exposed to a powerful, concise way to present information. You will also learn the basics of designing infographics and be able to make your own simple infographic.

Infographics
CBPD-U3010 / $195
>80772 Anytime Aug 1-Aug 26
Kritzer Online
**Integrating Social Media Into Your Organization**

Take away a practical strategy and techniques for implementing social media for your organization or business. Learn how to create your own private social media using Ning, work socially using Google Docs and calendars, and move your web site to an interactive site. Your instructor will help you choose which social media tools are right for your situation, and then integrate them into your web site to develop a social media strategy for your organization. Find out what you can be doing, what you should be doing, and take back a plan to integrate social media into your communication and marketing.

CBPD-U8002 / $195
>80727  Anytime  Aug 1-Aug 26
Selke  Online

**Intermediate Data Analysis**

Many of your business decisions involve comparing groups for differences. For example, would men and women prefer different product features? In addition, you may look at relationships between variables. Does product recognition relate to subsequent product purchase? This Intermediate Data Analysis course will introduce you to the statistics behind these group differences and relationships. In addition, you’ll learn how to work with ratings, graphs and user-friendly reports of statistical results.

CBPD-U7402 / $195
>80744  Anytime  Jul 5-Jul 29
Dereshiwsky  Online

**Interview Skills**

Acquire new skills in job interviewing. You should attend if you want to improve your chances for being hired for a position, as well as if you are a leader who wants to improve the results of your hiring practices. A recent study by The Society of Human Resource Management (SHRM) found that up to 75% of employee performance issues can be directly identified during the interview process. This class will help you identify the “red flags” during the interview process so that you can avoid all the expense and problems associated with a bad hire.

CBPD-U7388 / $295
>80934  Anytime  Jun 6-Jul 1
Klauss  Online

**Introduction to Data Analysis**

Data Analysis is quickly becoming one of the most sought-after skills in the workplace. Companies have vast amounts of data, but it is rare to have someone with the ability to analyze that data to see trends and make predictions. This course will give you a basic understanding of how to analyze data in a business setting. Businesses look for candidates with an understanding of how to analyze the data they have been collecting; this course will help you start on that journey.

CBPD-U7401 / $195
>80937  Anytime  Jun 6-Jul 1
Rutledge  Online

**Introduction to Mobile Marketing**

More than half of US consumers who’ve made a purchase on their smartphone have done so in response to a mobile marketing message. Analysts forecast smartphone sales will surpass 1 billion by the end of 2016. China hit around 986.3 million mobile connections in December 2012. In the UK, mobile marketing is a multi-billion pound industry. Obviously, the way consumers are interacting with brands and connecting to the world is evolving. If phrases such as location based marketing, mobile payments, QR codes, applications, mobile coupons and social networks almost cause you an anxiety attack, this class is for you. Increase your understanding of the mobile experience, especially smartphones and how you can leverage their capabilities to retain current customers and gain new ones.

CBPD-U7191 / $195
>80938  Anytime  Jun 6-Jul 1
Salt  Online

**Introduction to Social Media**

Get in on this exciting and growing way to communicate, market and serve your customers and clients. For businesses, nonprofits, government, and other organizations, covering everything from Facebook to Twitter.

CBPD-U8000 / $195
>80929  Anytime  Jun 6-Jul 1
Selke  Online
Leadership Principles
Especially for Gen Y (born 1980-1999), the course serves as the first of three in a series addressing the development of Generation Y leadership. Find out what it takes to become an effective leader. Discover your style of leadership. Discuss task completion, building relationships with your subordinates, becoming socially perceptive to changes in the workplace, utilizing your emotions in a positive and effective manner, and addressing challenging goals. Finally, the course offers the opportunity to perform a case study analysis of workplace conflicts that require effective leadership, allowing you to apply your unique leadership characteristics revealed through completing the class.

CBPD-U4911 / $145
>80735  Anytime  Jul 5-Jul 29
Yates  Online

Lean Six Sigma
In today’s world, Lean is a part of the business environment. Lean Six Sigma attacks inefficiencies, non-value added wastes caused by defects, non-value-added flow of information or materials, non-productive time, data storage, stacks of inventory, overproduction and extra processing. With Lean Six Sigma techniques you will have the skills to lead successfully in both service and manufacturing industries. No pre-requisites required!

CBPD-U1131 / $245
>80739  Anytime  Aug 1-Aug 26
Follett  Online

Legal Office Administration
This course seeks to enable students to acquire the necessary knowledge and skills needed toward the goal of becoming an exceptional legal practitioner in an administrative capacity. It is a bridge course designed to provide students with the tools to develop a thorough understanding of legal office procedures including database management, the preparation of legal documentation including research, legal accounting methods, legal analysis, communications and ethics. At the conclusion of the course, you will be able to improve communication methods, improve the productivity within the legal office by obtaining effective tools that promote a smoother operation. You will also get a better understanding of the importance of competency, confidentiality and the administration of ethics in a legal office environment. Instructions will be given through a blend of lectures, discussions, presentations, class exercises and quizzes. Students shall be expected to complete each assignment in order to receive the legal office administration certificate.

CBPD-U7510 / $245
>78906  Anytime  Apr 4-Apr 29
Hamilton  Online
Management Boot Camp
Enhance your management skills through this course for supervisors, managers, and emerging leaders. Nothing creates success like a solid foundation. Discover the keys for effectively managing your employees. Find out how to create clear expectations, engage and motivate employees, and increase your effectiveness through use of the DiSC personality profile (included). By the end of the course we will have you managing like a pro - quickly and with confidence.

CBPD-U4921 / $295
>80935  Anytime  Jun 6-Jul 1
Klauss  Online

Managing Generations in the Workplace
Get an understanding of managing workers in different generations in the workplace. Discover what motivates each generation at work, what incentives they respond to, and what messages they value. Generations X and Y are significantly different than the Boomer generation. Each generation has different expectations and styles of work in the workplace. Come explore the characteristics of the different generations in the workplace. Discover the current motivations of Boomers, Gen Xers and Gen Yers and what messages they value.

CBPD-U4923 / $175
>78856  Anytime  Apr 4-Apr 29
Dellabough  Online
>80741  Anytime  Aug 1-Aug 26
Dellabough  Online

Marketing Using Social Media
Develop a two-way communication and marketing strategy for your organization using social media. Let your instructor guide you in exploring major social media, including Twitter, LinkedIn, and blogging. Learn quick, easy ways to use Twitter, blogs and LinkedIn to engage your customers or clients and keep them interested in your organization or business. You’ll find out the advantages and disadvantages of each, and learn what’s right for your work and kind of organization.

CBPD-U8001 / $195
>80726  Anytime  Jul 5-Jul 29
Kart  Online

New 21st Century Strategies for Productivity and Time Management
Time is even more valuable in this century than in the last. How effective you manage your time and productivity can affect your business and personal life in so many ways. You’ll get tips and techniques you won’t get anywhere else for managing time and increasing productivity. Whether you are managing your own time, or others’ time, come away with proven tips to put into practice on Monday morning.

CBPD-U4922 / $195
>80740  Anytime  Jul 5-Jul 29
Draves  Online

Office Operations
Discover strategies for focusing on specific office outcomes and operating a high-functioning office. Office operations refer to the administration and management of office business practices to support the highest level of efficiency and productivity within an organization. Learn how to design, implement, evaluate, and maintain the process of work within your office. Come away understanding how to supervise or manage a team of administrators, allocating roles, recruiting and training, and issuing assignments and projects.

CBPD-U2402 / $195
>80940  Anytime  Jun 6-Jul 1
Marsello  Online

Online Advertising
Get the keys to making online advertising work for you and your organization. See how pay-per-click advertising with Google AdWords works. Find out how to test low budget AdWords campaigns. Learn how you can target local audiences. Then discover Facebook advertising and how you can determine the demographics and even numbers of people you want to reach. No experience necessary, but if you are at an advanced level, your instructor is an online ad expert and can answer your toughest questions as well.

CBPD-U7181 / $195
>78882  Anytime  Apr 4-Apr 29
Hurrell  Online
Powerful Presentations and Effective Speaking Techniques
Bridget Brady is a speaker, trainer, author and entrepreneur. She has trained thousands of people to improve their voice, presentations, sales and overall business success. Bridget also facilitates corporate training, and helps high level executives speak and present more effectively. Bridget has been a popular guest speaker on various internet/radio shows and live events, and most recently shared the stage with legendary speaker, Les Brown.

CBPD-U3000 / $195
>78822 Anytime Apr 4-Apr 29
Brady Online

Researching Public Records
Have you ever wanted to look up some information on your ancestors? Or find out the ownership history of a certain piece of property in your town? Or maybe you want to know if a potential employee, tenant, or companion has a criminal background. With this course, you will learn how to utilize free or low-cost websites and gather the information you seek without hiring an expensive (and sometimes unreliable) 3rd party research firm.

CBPD-U5000 / $195
>80928 Anytime Jun 6-Jul 1
Wilson Online

Stress Management
Stress isn’t the enemy. It is our perceptions of stress that amp our anxiety and use up all our steam. Events happen every day. How we interpret those events can set the stage for how we feel and how we react to others. Reducing stress is as easy as understanding what stress is, understanding what stress is to you, and using that knowledge to restructure your thoughts. Turn stress into a stepping stone, not a stumbling block!

CBPD-U7110 / $145
>78857 Anytime Apr 4-Apr 28
Brown Online
>80742 Anytime Aug 1-Aug 26
Brown Online
Project & Resource Management

A Taste of Agile (online)

Project management practitioners are embracing agile principles and practices as a technique for successfully managing projects because of the value that agile can have in decreasing product defects, improving team productivity, and increasing delivery of business value. The purpose of this course is to demonstrate the values of agile principles and practices, as well as how agile compares with the PMBOK Guide process groups and differs from traditional waterfall principles. Common terms are defined and the activities prompt you to identify how agile you may already be, and if PMI’s new PMI-ACP certification is right for you.

CBPR-3685 / $150
>80501 Online anytime starting July 1, 2016

Cheetah Certified Project Manager Program (online)

Demonstrate you know how to leverage your and others’ strengths to create high performing project teams. In this 60-hour online program, you learn how to leverage innate strengths in three very important domains: how you learn and where you place your focus, how you do your projects, and how you negotiate. You quickly learn how to do what will make you and your project teammates stand head and shoulders above everyone else. Upon successful completion, you become a Cheetah Certified Project Manager and are authorized to use this seal to show the world you can get things done Cheetah Fast.

CBPR-3660 / $1,785
>80340 Online anytime starting July 1, 2016

Cheetah Negotiations (online)

Learn how to get what you want, fast, to advance your career in Project Management. In this course, you learn and practice effective Cheetah negotiation strategies and tactics. You learn strategies where all parties benefit from the interaction (this is one of the keys to getting what you want fast). You use what you learn to improve your day-to-day effectiveness in a wide variety of negotiations - from dealing with subordinates, co-workers, bosses, merchants, attorneys, and customers. It includes a negotiation styles assessment that will help you understand your negotiating strengths and challenges.

CBPR-3670 / $910
>80345 Online anytime starting July 1, 2016

Communicating Through Conflict (online)

This course will allow you to learn and practice communication skills to transform conflict from destructive experiences to growth experiences and to help a groups change their relationships dynamically over time. You can use what you learn to improve your day-to-day interactions at work and at home. The course is targeted to those who want to develop cohesive working relationships with people they find difficult to deal with, such as team members, sponsors, stakeholders, functional managers, customers, and vendors. The techniques learned in this course will not only help you develop skills to transform conflict situations into growth experiences but your teams will change their relationships as a result, too. This course consists of four modules where you will learn how to clarify expectations for present and future interactions, learn techniques on how to deal with difficult people, and practice re-negotiating to keep your group moving forward.

CBPR-3675 / $995
>80347 Online anytime starting July 1, 2016

Introduction to Project Management (online)

In today’s business environment, there is a need for good project management. Project management provides visibility of project health to the business and the customer. Through continuous monitoring, early detection of variations to plan, schedule, and budget can be communicated to stakeholder for quick resolution, including project cancelation. Project management is one of the fastest paths to promotion by increasing your network through greater exposure. You will have the skills, tools and templates to confidently develop and maintain a project. An overview of salaries, certification costs, education and experience requirements are provided.

CBPR-U3600 / $195
>78904 Anytime Apr 4-Apr 29
DeCamp Online

Additional questions? Call 319-398-1022 or 800-332-8833. | Register at www.kirkwood.edu/ce
PM Toolbox (online)
This course will take you step-by-step through A Guide to the Project Management Body of Knowledge's (PMBOK Guide) five Project Management phases and ten project management knowledge areas to create a customized toolbox of best practices templates for your organization. This course consists of eight modules where you learn the key elements will create a customized toolbox of best practices templates that follow the PMBOK Guide’s five Project Management phases and nine Project Management knowledge areas for your organization.

CBPR-3655 / $2,610
>80342  Online anytime starting July 1, 2016

PMI-ACP Exam Prep (online)
This program will help you become PMI-ACP certified and is modeled after our very successful Cheetah Exam Prep for the PMP classroom course. We have designed a format that enables you to use the same techniques we use in class on your own, over a three week period. To start the actual PMI-ACP Exam Prep three week course, you must complete a Pre-Course that includes registering and being accepted to take PMI’s PMI-ACP certification exam and schedule your PMI-ACP within seven days of completing the Cheetah PMI-ACP Exam Prep 3-week course.

CBPR-3650 / $2,399
>80337  Online anytime starting July 1, 2016

PMP Exam Prep (online)
This course will help you become PMP certified and it is designed to push you to complete the work and take the exam. You are given all the tools to prepare for the exam, including access to our world class PMP exam prep coaches during this program. You have to determine when to set aside the 12 to 14 hours of study time per week so you can successfully pass the exam after the PMP Exam Prep 4-weeks of comprehensive preparation. Each student must first successfully complete the Cheetah Exam Prep for the PMP Pre-Course in two weeks that includes registering to take PMI’s PMP exam. As an added bonus, successful completion of the pre-course satisfies PMI’s required 35 hours of education.

CBPR-3690 / $2,875
>80503  Online anytime starting July 1, 2016

Project Management Career Builder (online)
Learn how to leverage your Project Management skills, education, and experience to develop enhanced career opportunities. The course consists of four modules with activities, including a PM strengths and interests assessment, that help you leverage your Project Management skills to develop enhanced career opportunities.

CBPR-3680 / $340
>80498  Online anytime starting July 1, 2016

Project Management Knowledge Areas (online)
In today’s business environment, there is a need for good project management. Project management provides visibility of project health to the business and the customer. Through continuous monitoring, early detection of variations to plan, schedule, and budget can be communicated to stakeholders for quick resolution, including project cancelation. The Project Management Professional community does this through the five Project Management Processes supported by the ten Project Management Knowledge Areas. This course will introduce you to the ten Project management Knowledge Areas and their support role and relationships to the five Project Management Processes.

CBPR-U3604 / $195
>78910  Anytime  Apr 4-Apr 29
DeCamp  Online

>80777  Anytime  Aug 1-Aug 26
DeCamp  Online

Project Management Processes (online)
Acquire a well-rounded knowledge of the five Project Management Processes relating to the Project Management Body of Knowledge (PMBOK) Guide. This basic information will assist you in learning the beginnings of Project Management, whether you are interested in project management, in a project management field, or in any line of work. Come away with a solid foundation of the five processes to learn and use when any type of project occurs in your employment arena.

CBPR-U3602 / $195
>80778  Anytime  Jul 5-Jul 29
Mitchell  Online
### Four easy ways to register:

Online at [www.kirkwood.edu/ce](http://www.kirkwood.edu/ce).

Call 319-398-1022 or 1-800-332-8833 between 8 a.m. and 5 p.m. any weekday.

Fill out the enrollment form below and mail with payment.

Fill out the enrollment form below and fax to 319-398-7185.

---

Please register me for:

<table>
<thead>
<tr>
<th>Class No.</th>
<th>Class Title</th>
<th>Tuition</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Name ___________________________________________________________________________________________________

Address __________________________________________________________________________________________________

City ____________________________________________________  State __________  ZIP  _________________________

Phone (day) ______________________________________________________________________________________________

Phone (evening) __________________________________________________________________________________________

Email Address ___________________________________________________________________________________________

Social Security # __________________________________________________________________________________________

- [ ] MasterCard  - [ ] Visa  - [ ] Discover

Card Number ______________________________________________________________________________________________

Expiration date: _____/_____/_______

Signature: ________________________________________________________________________________________________

TUITION ENCLOSED: $ __________________________

For Company Billings:

Company Name ___________________________________________________________________________________________

Address __________________________________________________________________________________________________

City ____________________________________________________  State __________  ZIP  _________________________

Approved by (print name) __________________________________________________________________________________

Phone __________________________________________________________________________________________________

Approval Signature ________________________________________________________________________________________

Date ____________________________________________________________________________________________________

Classes are subject to cancellation if registration is insufficient. Registration is not complete until payment is received. Seating is limited and may fill prior to the deadline.
Business & Professional Development Training

Certificate Series Programs

Business & Professional Development

Project & Resource Management

Register at www.kirkwood.edu/ce