

BUSINESS MANAGEMENT

Reach us at Business.training@niacc.edu

Certificate in Supervision

Gain the skills a supervisor/manager in today's business climate requires to be a leader: outstanding communication skills; skills to develop and motivate a team; and dealing with difficult situations while operating within the confines of employment law. This is a series of ten, three and one half hour classes to become a supervisor. If you are a current supervisor without formal training this class will teach you how to develop structure in your supervision capabilities and help you and your company move forward. Taught from an "in-the-trenches perspective", this interactive series will help you develop practical and easy-to-use methods for facing everyday issues.

The trainer, Don McKee, has fifteen years of experience in education, training and employee development with five of these years as Training Director for a company of 800 employees. The class on Business Law will be taught by Nancy Troe who is SPHR with 20+ years of experience in Business management and has proven experience in the design, delivery and evaluation of training programs.

Classes are on Tuesday evenings from 6-9:30pm in the Pappajohn Center, Room 117, on the NIACC Mason City Campus. Take the series of ten and receive a Certificate in Supervision or take individual classes that hit your specific needs.

Complete Certificate Series

Sep. 29-Dec. 1, \$799
PC 117 NIACC #66108

Individual Classes:

The Role of the Empowered Leader

Discover the Role of the Empowered Leader:

1. Explain how to manage the performance of employees
 2. Compare the differences of Xers, Boomers and the next generation
 3. Identify the role of supervisors in leading the organization
- Sep 29, \$89, #66117

Developing Leadership

Enhance your leadership skills:

1. Develop and write performance expectations
 2. Discuss characteristics of effective leaders
 3. Explain how to lead employees based on maturity and skill level
- Oct 6, \$89, #66132

Team Development

Using and developing your behavioral styles to develop strong teams:

1. Determine your own behavioral styles and how to capitalize on your strength
 2. Explain how to moderate your strengths to be most effective
 3. Discuss ways to work most effectively with your least preferred style
- Oct 13, \$89, #66142

Motivation

Explore methods to motivate employees:

1. Define what motivation is
 2. Identify things that motivate and de-motivate employees
 3. Discuss best practices in motivating employees
- Oct 20, \$89, #66143

Communicating Your Expectation

Gain insights for communicating expectations to your employees:

1. Discuss why communication breaks down so easily
 2. Identify the barriers to communication
 3. Practice a coaching situation
- Oct 27, \$89, #66146

Giving and Receiving Constructive Feedback

Explore giving and receiving constructive feedback:

1. Identify the steps necessary to provide constructive feedback
 2. Develop ways to professionally handle criticism
 3. Discuss why providing constructive feedback is so critical
- Nov 3, \$89, #66147

Delegation for Total Empowerment

Why, when and to whom do I delegate?

1. Determine what to delegate and what not to delegate
 2. Identify who to delegate to
 3. Explain when to delegate and when to assign it as a task
- Nov 10, \$89, #66148

Evaluating Employee Performance

Learn to evaluate an employee's performance:

1. Explain why we need to evaluate performance
 2. Determine what your expectations are
 3. Write goals for improvement to meet your expectations
- Nov 17, \$89, #66149

Employee Discipline

Utilize effective discipline:

1. Compare the difference between punishment and discipline
 2. Discuss progressive discipline
 3. Practice writing up an employee based on performance
- Nov 24, \$89, #66150

Employment Laws All Supervisors Need to Know

Understand the legislation that affects your supervisory role in the following areas:

1. Discrimination
2. Americans with Disabilities Act
3. Family and Medical Leave Act
4. Drug-Free Workplace Act
5. Occupational Safety and Health Act
6. Workplace Violence.

An explanation of the role of the EEOC/Human Rights Commission and how it conducts investigations and describe the purpose and elements.

Dec 1, \$89, #66151

Glenn Shepard Classes

Glenn Shepard is an author, speaker and management consultant. He is published in paperback by John Wiley & Sons of New York, the world's largest and most respected publisher of scientific, technical, and professional books and journals. He is the author of *How to Manage Problem Employees* and *How to Make Performance Evaluations Really Work*. His latest book, *How to Be the Employee Your Company Can't Live Without*, became a #1 Best Seller at Barnes&Noble.com on its official release date of March 21, 2006. Mr. Shepard gives over 100 seminars on site each year and monthly teleseminars produced by his Nashville based company. He's a 1985 graduate of Georgia Tech's College of Management, and has owned his own firm since 1988.

Stimulus Price

How to Manage Problem Employees and Give Me My Money

Register to attend both of the classes offered on Oct 14, 2009.
8:30am-4pm
\$197 NC 180 NIACC #65802

Martin-Brower, McDonald's largest distributor has chosen an effective way of providing training for our leadership staff. That choice was sending our employees to trainings offered at the local college NIACC.

We have noticed an increase in the leadership positions that allows them to more effectively perform their supervisory roles.

We will continue their development and will rely on NIACC for the majority of that training.

*-- Susan Golwitzer,
HR Manager, Martin-Brower,
Mason City*

How to Manage Problem Employees

Inspiring or motivating a team can be rewarding, but managing people isn't always a cake walk. In fact, the ridiculous problems people can create can seem downright impossible to solve at times. This special program focuses on how to best address, resolve, and prevent a whole array of the most common - and most challenging- aspects of dealing with people. You'll learn how to handle absenteeism, apathetic employees who just don't care, bullies, employees who are chronically late, how to supervise friends and former peers, employees who always answer "I don't know" or "that's not my job", employees who blame everyone else, insubordination, know-it-alls, negative attitudes, narrow minded people, pathological liars, short tempers, and prima donnas. You'll also learn what causes rumors, office gossip and grapevines, and how to manage office politics so that you don't get sabotaged and so that none of your employees get eaten alive by the vultures who sometimes slip through. You'll discover special techniques for dealing with employees or managers who won't make commitments and decisions or constantly procrastinate. Plus you'll learn how to handle sensitive legal issues like sexual harassment, employee theft, alcohol and drug abuse, and how to legally fire people.

W Oct 14, 8:30am-Noon
\$127 NC 180 NIACC #65576

Give Me My Money

In case you haven't noticed, it's a cold, hard world out there. Business is slow, the economy stinks and, today more than ever, your company needs to collect every cent its customers owe. All of which means your job just got a lot more important - AND a whole lot harder.

If you're new to collections, you'll find this seminar is a real eye-opener. And even if you've been calling debtors for years you'll find strategies that will make you more effective, less stressed and a whole lot happier. Take a look at some of what we'll cover:

- 1) How to take money directly from the debtor's checking account - without paying any fees.
- 2) How to get slow payers to pay on time without losing the customer.
- 3) Why you should never put a slow-payer on C.O.D.
- 4) Why your slow-pay customer may actually be worth more to you than the ones who pay on time and how to make them even more profitable.
- 5) How often you need to send out statements - and why doing it on the wrong schedule is like ASKING people not to pay on time.
- 6) The right person to pick up the phone as soon as a customer starts to fall behind. (You'll be pleased to learn that it's usually NOT you.)
- 7) The most critical piece of information you need to get from new customers up front. Make getting it a habit and you'll never get stiffed again.
- 8) The seven words you should NEVER say when collecting by phone.
- 9) How to craft phone scripts and collection letters that work. Believe it or not, a few simple tricks with wording can make all the difference in the world.
- 10) EXACTLY what to say, how to say it, and even the best time of day to call.
- 11) How to collect bad checks
- 12) Plus much more...

W Oct 14, 1-4pm
\$127 NC 180 NIACC #65801

**Call 641-422-4358 or
888-GO NIACC ext. 4358**

General Business Classes

Iowa Notary Training

Build your value as an employee by becoming a Public Notary. The need for Public Notaries services is growing in fields such as financial, real estate, business, and legal professions.

This course is applicable to the new or aspiring notary as well as the experienced notary. It will set many new notaries on a better track of knowledge and performance that I don't think has ever been accomplished before, as well as, giving you knowledge of security issues you need to be aware of and practice. In this day and age, it is becoming even more necessary for the notary to be aware of some of the liabilities and pitfalls they may face without the proper knowledge and awareness.

You will acquire skills and tools to complete your state assigned job duties as described by the Iowa Secretary of State. Completion of this course will give any notary (new or renewing) the ability to perform all notary duties with less liability and more confidence!

You will learn the answer to these questions:

- 1) What can an Iowa Notary do?
- 2) What should an Iowa Notary do?
- 3) What is my liability as an Iowa Notary?
- 4) Proper notarial procedures
- 5) and MORE!!!

Course will include a workbook.

Instructor: Kassis

W Sep 30, 1-4pm

\$75 PC 224 NIACC #66084

“Writing Your Life Story”

Conquer the challenges and thrills of writing true experiences, whether as shorter pieces for magazines, or as a full-length memoir by attending Jean Tennant's "Writing Your Life Story" seminar and workshop.

Topics to be presented include: “The Popular Nonfiction Market”, “Deciding What to Include and What to Leave Out”, “Writing with Emotions”, “Steering Clear of Common Pitfalls”, “Where to Submit Your Work”, and much more. The seminar runs from 9am-4pm, with a one-hour break at lunch.

Author Jean Tennant has published several novels, as well as more than 200 short stories and newspaper articles. Her novels have been reprinted in several languages, and her short stories and articles have appeared in numerous internationally published periodicals. She has presented seminars and workshops throughout the Midwest for the past several years, and has been interviewed on television and radio. Her most recent work is the popular anthology, “Walking Beans Wasn't Something You Did With Your Dog: Stories About Growing Up in and Around Small Towns in the Midwest”, which features stories by authors from Iowa, Minnesota, Nebraska, Illinois and more. Jean offers a truly hands-on experience, sharing her love of the writing process with those who aspire to see their own work published.

Participants of the Writing Your Life Story seminar will receive a great deal of useful information, as well as individualized guidance aimed at helping them realize their goal of publication. Pre-paid participants are invited to send up to 10 pages of text to Jean Tennant to be critiqued and returned on the day of the event.

Th Oct 1, 9am-4pm

\$49 PC 224 NIACC #66089

Two-Day Grant Writing Workshop

Presented by Midwest Grant Writers Workshop

Grant Writing Fundamentals - Advanced Research and Development - Hands-on Instruction

Intended Audience: Staff and volunteers of community and faith-based nonprofit organizations and employees of local and state government agencies.

Iowa-based Grant Professional Certified facilitator

Experienced federal grant reviewers

Live online Internet research demonstrations

Step-by-step grant proposal development instructions

Time spent answering specific grant project questions

250-page hard-cover grant writer manual containing:

- 1) Getting started techniques
- 2) Grant development instructions
- 3) e.Grants registration instructions
- 4) Logic Model template w/instruction
- 5) Up-to-date grant development Websites
- 6) Grant writers tool-kit
- 7) Iowa and National foundation listings
- 8) Community Foundation applications

New for 2009:

- 1) Discussion centered on grants based on U.S.

Government

Stimulus programs

- 2) Information about State of Iowa Electronic Grants Enterprise Management System

- 3) Instruction covering State of Iowa Minority Impact Statement requirements for 2009

Instructor: L T J Consulting

Tu & W Sep 22-23, 8:30am-4:30pm

\$159 NC 180 NIACC #66352

Administrative Professional Certificate

Increase the productivity of your business, maximize administrative staff effectiveness, and streamline your business processes in this 20-hour program, designed specifically for Administrative Assistants and office staff. Each four-hour session is packed with process and task analysis, communication enhancing techniques, business alignment methods, and practical tools for enhancing productivity in your work environment by developing your administrative staff. Employees may complete the series to earn an Administrative Professional Certificate or take each session individually. The instructor is Sue Sager.

Participants will:

- 1) Maximize their influence with others
- 2) Develop remarkable customer service skills
- 3) Manage priorities and projects more effectively
- 4) Increase efficiency with administrative procedures
- 5) Manage projects more effectively

Certification Series

Th Sep 24-Nov 5, 8am-Noon
\$900 PC 117 NIACC #66261

Individual Sessions:

Juggling Time and Multiple Priorities for the Administrative Professional

Improve your effectiveness at juggling the multiple priorities that come to you.

Effective time management begins with effective energy and priority management. This session includes a look at your natural energy levels, the types of activities that consume your workday, and non-negotiable elements in your life. Gain practical tips for managing paper flow, setting boundaries with people, responding to inquiries, managing schedules, and prioritizing your "to do" list. Take charge of your day with tools such as: Locke's goal setting techniques, In Flow process management, and an energy management audit.

Participants will:

- 1) Evaluate current time management practices
- 2) Increase awareness of natural energy flows
- 3) Communicate limitations and realistic deadlines
- 4) Evaluate tasks, priorities, and responsibilities
- 5) Streamline processes and daily activities

Sep 24, \$195, #66262

Expanding Your Influence and Defusing Hostility for the Administrative Professional

Generate more influence in your job.

Influencing others within your business environment is crucial for effective operation of administrative procedures. This session will enable you to identify your natural communication style, determine the communication style of others, and adjust your style for greatest influence. Crafting convincing verbal messages, preventing resistance to new ideas, defusing hostility and aggression, negotiating outcomes, expanding your sphere of influence, building partnerships, and generating buy-in for new procedures will be addressed. Communication formulas and persuasion techniques will be shared.

Participants will:

- 1) Assess current and desired level of influence
- 2) Identify communication styles and maximize influence with others
- 3) Develop success strategies for influencing challenging staff
- 4) Explore methods for defusing hostile situations
- 5) Determine methods for generating support for ideas

Oct 1, \$195, #66263

Strengthening and Streamlining Your Written Message in the Information Age

Manage your written communication to represent you and your company in the best light.

Determine when, how, to what extent, and with whom to communicate. These skills are critical in our information age. This session will assist you in identifying which method is best for each situation (written, verbal, or electronic).

Participants will draft, edit, and evaluate written messages for content and tone. Methods for rewording and streamlining numerous business situations will be addressed. Establishing systems for documentations, report writing, recording meeting minutes, conducting research, and billing responsibilities will be provided.

Participants will:

- 1) Identify the best method for communicating messages
- 2) Practice drafting, editing, and evaluating written messages
- 3) Remove inflammatory language from written information
- 4) Develop systems for documentation and billing
- 5) Discuss various forms of business technology

Oct 8, \$195, #66264

The Guide to Aligning Problem Solving with Business Strategy for Administrative Professionals

Generate identifying creative solutions to everyday problems at work.

By understanding the core values of your business, leaders, and customers, you will find yourself anticipating and preventing problems before they arise. Techniques for evaluating the severity of a situation, creative problem solving, strategic thinking, and aligning solutions with the organizational values will make you a valuable employee. Identifying your boss's priorities, understanding the politics of your organization, and focusing on your customer's needs will enable you to establish your own brand of customer service. RADAR listening skills, customer engagement index, and sphere of influence paradigm will enable you to provide answers to the most complicated problems.

Participants will:

- 1) Develop problem identification skills
- 2) Practice strategic thinking model
- 3) Explore a variety of problem solving techniques
- 4) Align solutions with business strategies and values
- 5) Identify methods for implementing solutions

Oct 22, \$195, #66266

Stepping into Leadership through Fool-proof Project Management

Prepare to take on more challenging projects at work.

This session will provide the tools to help you develop, organize, and manage projects effectively. Tools including the force field analysis, inside out analysis, and stake holder analysis will be shared. Participants will identify a “real time” project and develop a project plan from start to finish. Methods for meeting timelines and generating support for the project will be shared. Tools for projecting a budget and identifying shareholders will be addressed. Tools for evaluating project implementation and effectiveness will be demonstrated.

Participants will:

- 1) Develop a project plan for a current or anticipated project
- 2) Evaluate various project planning tools for their project
- 3) Explore the involvement of stakeholder and implementation teams
- 4) Identify budget, timelines, and organizational structures for projects
- 5) Evaluate the previous projects for effectiveness

Nov 5, \$195, #66268

SHRM the Learning System

During These Difficult Economic Times Gain A Professional Edge
The PHR or SPHR designation distinguishes you among peers and can open doors to new career opportunities. Enroll in the certification preparation course that consistently beats the national pass rate.

1. HR practitioners seeking professional development to advance their career
2. Experienced managers who are new to the human resource field
3. Other mid-level managers pursuing career change or promotion

Class is offered at the Mason City NIACC campus, Careers Bldg, Room 119 and at the Forest City High School, ICN room. For more details call: 641-422-4183. All materials and a text diskette are included.
Instructor: Troe
Tu Sep 8-Nov 17, 6:30-9:30pm
\$899, #65904

Ultimate Sales Academy

Gary Wells and Tom Guerdet are the instructors. Classes meet on Fridays from 8am-4:30pm. They are held in the Pappajohn Center Room 117 at NIACC. Cost is \$2650.

Ultimate Sales Academy will teach selling as a profession; equipping the learner with the skills and disciplines necessary to be the top salesperson at any company. U.S.A. does not teach product knowledge; it educates on how to be a top business-to-business sales performer, regardless of industry sector.

Sales are hard work; no course or technology will ever change that. The Ultimate Sales Academy makes that hard work more productive. Through a combination of lecture, interaction and role playing, graduates are able to directly apply their lessons and get prompt feedback on its effectiveness.

During six, eight-hour sessions, the graduates will self-assess their commitment to being sales professionals, learn disciplines that prepare them for sales success, and demonstrate their sales performance skills. Every graduate will improve.
Oct 2-Dec 11, #65191
Jan 22-Apr 2, #66140
Apr 9-Jun 18, #66141

A quick update on the trade show we did last week. Following the show it appears that we have 23 solid leads.

During the show I found the most effective tool to be the drill down questions. I had several instances where I would ask the person if they outsourced any engineering and would get a “No”. I would then drill down into smaller tasks/activities and found that many of the companies actually did do some level of outsourcing.

I would say that a large portion of the leads we have were developed via the drill down. If we would not have taken Ultimate Sales Academy I would have to say that we probably would have come out of the show with very few leads.

Thanks for the information you provided in the class, I believe it has helped us tremendously in generating new opportunities that we would not have capitalized on in the past.

*-- Stacey Hippen, CSWP,
Advanced Solutions Corporation*

Real Estate Classes

Rules According to Roger *3 credit-hour Elective Credit*

Take a trip back through time with a brief history of the Commission, explore and discuss Commission duties, responsibilities, authority and limited jurisdiction. Review present Commission composition and staff. Learn the two methods of license transfer and the difference between the law and Commission rules. Explore and discuss requirements, compliance audits, and ways to avoid or limit resulting complaints. Understand confidential information, public information, licensing requirements, and compliance audits. Review broker license status and potential effects upon the brokerage and licensees assigned. Know the Commission's disciplinary authority, role of the Commission, the complaining party, and the licensee. Understand the complaint process step by step from initiating a complaint to resolution, and covering the best to the worst of possibilities along the way. Review facts and scenarios relating to various disciplinary cases to identify issues and discuss alternatives to avoid or limit risk of violation. There is a \$10 additional charge for non-members of IA Assoc. of Realtors.
Instructor: Hansen
Tu Sep 15, 9am-Noon
\$40 PC 224 NIACC #65535
Registration fee after Sept. 13 - \$50

Understanding E & O Insurance *3 credit-hour Elective Credit*

Venture into the world of errors and omissions insurance. Discover why we have mandated insurance requirements and why the Commission must contract to provide a group plan. Get a crash course on E & O on what every licensee should know including the definitions of important terms and policy limits. The Commission's responsibilities, compliance and requirements, and record retention. Review and discuss claims information including reasons for claims and amounts paid. Find out who can file a claim, and when a licensee should report a claim. Answer many commonly asked questions, such as: What will the insurance company expect me to do if a claim is filed? What is a claims made policy? Do the policy limits stack? Why is proof of continuous coverage important? Do I have to purchase the commission group plan coverage? Can I self-insure? Is the Commission group plan policy approved by the Iowa Insurance Division? There is a \$10 additional charge for non-members of IA Assoc. of Realtors.
Instructor: Hansen
Tu Sep 15, 1-4pm
\$40 PC 224 NIACC #65536
Registration fee after Sept. 13 - \$50

Ethics *4 credit-hour mandatory course also meets on-going renewal elective*

During this course licensees will identify the major ethical issues and problems within their industry. They will then design and apply a method to deal with those issues. During this course students will learn to be sensitive to the origin of their own and others' value system, be sensitive to the many responses possible to ethical dilemmas, accept responsibility for their own ethical decision-making and value the importance of leadership in ethical decision-making. There is a \$10 additional charge for non-members of IA Assoc. of Realtors.
Instructor: Hansen
Tu Sep 29, 1-5pm
\$50 PC 117 NIACC #65575
Registration fee after Sep 27 - \$60

Real Estate Generation *4 credit-hour Elective Credit*

Today's economy is a generational melting pot. For the first time, four generations are working and living side by side. Baby-boomers are retiring, and a new generation is in the housing market. What does this mean to your bottom line?

This session will present an overview of each generation and the relationship between the generational mix, client engagement, and prepare you to improve your business by understanding rather than ignoring the generational differences. There is a \$10 additional charge for non-members of IA Assoc. of Realtors.
Instructor: Hanson
Tu Sep 29, 8am-Noon
\$50 PC 117 NIACC #65783
Registration fee after Sept. 27 - \$60

Law Update *8 credit-hour mandatory course also meets on-going renewal elective*

The purpose of this mandatory law update course is to insure that licensees review important areas of law that significantly impact their day-to-day business. Some of the topics covered are: Agency Update, Commission Problem Areas, Disciplinary Process, Risk Management, Trust Accounts, Property Management, Environmental Legislation, Civil Rights Legislation and other laws affecting the practice of real estate. There is a \$10 additional charge for non-members of IA Assoc. of Realtors.
Instructor: Hanson
W Sep 30, 8am-5pm
\$90 PC 117 NIACC #65784
Registration fee after Sept. 28 - \$100

Developing Professionalism

*12 credit-hour mandatory course
also meets on-going renewal
elective*

Are real estate agents really unethical? What are the ethical problems facing real estate practitioners today? Can ethics be taught? These are some of the questions addressed in the 12 hour program, "Developing Professionalism and Ethical Practices". In addition to meeting Iowa's licensing requirements, this course also satisfies NAR membership renewal requirements. There is a \$10 additional charge for non-members of IA Assoc. of Realtors.

Instructor: Abens
F & Sa Oct 9 & 10, 6-10pm
\$130 PC 224 NIACC #65788
Registration fee after Oct. 7 - \$140

Listing Practices

*12 credit-hour mandatory course
also meets on-going renewal
elective*

This course acquaints the student with the proper listing practices for residential real estate. In the course the students will cover: steps to preparing a competitive market analysis, estimating net proceeds, listing presentations and contracts, marketing and servicing listings, presenting offers and responsibilities and services during closings. There is a \$10 additional charge for non-members of IA Assoc. of Realtors.

Instructor: Abens
F & Sa Oct 16- 17, 6-10pm
\$130 PC 224 NIACC #65790
Registration fee after Oct. 14 - \$140

Buying Practices

*12 credit-hour mandatory course
also meets on-going renewal
elective*

This course will familiarize the students with buying practices such as qualifying buyers, financing, working with buyers, writing offers and responsibilities and services during closings. There is a \$10 additional charge for non-members of IA Assoc. of Realtors.

Instructor: Abens
F & Sa Oct 23 & 24, 6-10pm
\$130 PC 224 NIACC #65792
Registration fee after Oct.21 - \$140

Customer Service: An Advantage

3 credit-hours Elective Credit

After this course you will be able to: gain an understanding of the impact of customer service delivery on the bottom line; acknowledge the need for continuous improvement in the various methods of customer service delivery; identify customer expectations; define customer alignment and ways to achieve it; describe the difference between customer satisfaction and customer loyalty; develop an Action Plan and identify priority actions for customer service improvement. There is a \$10 additional fee for non-members of IA Assoc. of Realtors.

Instructor: Hackney
M Oct 26, 9am-Noon
\$40 NIACC Ctr Rm 110 Charles City #66812
Registration fee after Oct. 24 - \$50

Ethics

*4 credit-hour mandatory course
also meets on-going renewal
elective*

During this course licensees will identify the major ethical issues and problems within their industry. They will then design and apply a method to deal with those issues. During this course students will learn to be sensitive to the origin of their own and others' value system, be sensitive to the many responses possible to ethical dilemmas, accept responsibility for their own ethical decision-making and value the importance of leadership in ethical decision-making. There is a \$10 additional charge for non-members of IA Assoc. of Realtors.

Instructor: Hackney
M Oct 26, 1-5pm
\$50 NIACC Ctr Rm 110 Charles City #66813
Registration fee after Oct. 24 - \$60

Law Update

*8 credit-hour mandatory course
also meets on-going renewal
elective*

The purpose of this mandatory law update course is to insure that licensees review important areas of law that significantly impact their day-to-day business. Some of the topics covered are: Agency Update, Commission Problem Areas, Disciplinary Process, Risk Management, Trust Accounts, Property Management, Environmental Legislation, Civil Rights Legislation and other laws affecting the practice of real estate. There is a \$10 additional charge for non-members of IA Assoc. of Realtors.

Instructor: Hackney
Tu Oct 27, 8am-5pm
\$90 NIACC Ctr Rm 110 Charles City #66814
Registration fee after Oct. 25 - \$100

Home Staging in the Real World

3 credit-hour Elective Credit

This course is for agents that have real Iowa properties to market. The ones that won't make it to the Resort Living Magazines. We'll take a room by room review of cost effective ways to enhance a property. We'll rediscover the miracles of paint, polish and de-clutter. What to do with squeaky floors, faded woodwork, windows, basements, kitchens, bathrooms. You get the picture, this is not a pillow arranging class. Come with your favorite techniques. There is a \$10 additional charge for non-members of IA Assoc. of Realtors.
 Instructor: Goede
 W Nov 18, 9am-Noon
 \$40 PC 117 NIACC #65785
 Registration fee after Nov. 16 - \$50

Troubled Properties

3 credit-hour Elective Credit

A course to put it all together. We'll study the in's and out's of Short Sales, Tax Sales, Relocation Companies, REO's, and marketing repossessed properties. Appropriate for the long time pro or the novice agent. There is a \$10 additional charge for non-members of IA Assoc. of Realtors.
 Instructor: Goede
 W Nov 18, 1-4pm
 \$40 PC 117 NIACC #65787
 Registration fee after Nov. 16 - \$50

Take the 60-Hour Real Estate Pre-license Class Online

If you prefer a more flexible schedule and the ability to sit at home or work in front of your computer to take the class –

- NIACC has this opportunity available.
- Follow these steps on the internet: www.niacc.edu
- Divisions and Departments
Continuing Education Division
- Real Estate 60-Hour Pre-License
- Follow Directions
- Cost \$425
- 6 months to complete

Real Estate Continuing Education

To register for these classes, call the Iowa Association of Realtors at 1-800-532-1515 or online at www.iowarealtors.com and click education.

60-Hour Real Estate Pre-license

This pre-license course is required by the Iowa Real Estate Commission prior to examination for an Iowa Real Estate Agent License. Upon completion of this curriculum, participants will be exposed to principles of real estate, terminology, mathematical calculations, procedures and ethics necessary to enable them to understand the real estate profession. This course prepares them to take the Real Estate Salesperson Examination and to function as a well-informed real estate salesperson.

Fridays, Sep 11, 18, 25
 6-10pm
 Saturdays, Sep 12, 19, 26 8am-5pm
 Sundays, Sep 13, 20, 27 8am-5pm
 Tuition & Fees: \$485
 Location: PC 117, NIACC
 Instructor: Wagner
 Course#: BUS-255-N001

Please call 641-422-4208 to register for this class.

Insurance Continuing Education

St. Ambrose University offers Insurance Continuing Education courses at NIACC.
 To register: Call 800-747-7574 or visit the St. Ambrose University website: www.sau.edu/cps

Health Insurance Issues: Living With the Facts

3 Hours General Credit Iowa

It's a fact that health insurance is one of the most pressing problems in our society today. There are a number of issues addressing this, but in this program "we" will discuss the three primary issues. These include:

- 1) Coverage: "Are you really covered?"
- 2) Cost: Affordability!
- 3) The impact of coverage/cost on the insured and uninsured

\$33 if paid by September 11th, \$38 after September 11th
 F Sep 18, Noon-3pm
 NC 180D NIACC #63624

Ethical Responsibility: Insured/Insurer

3 Hours Ethics Credit Iowa

As stated by Dr. Norman Baglini, President and CEO of the new Institute for Applied Ethics in Insurance, our goal is "to heighten awareness of the pervasiveness of ethical decision-making in insurance and to explore ways to raise the level of ethical behavior among parties to the insurance contract." These parties include both the "insured" and the "insurer". This course addresses 9 primary issues and "we" will discuss these issues as they apply to our (or your) business environment today. This may apply to both positive and negative behavior factors.

\$33 if paid by September 11th, \$38 after September 11th
 F Sep 18, 3-6pm
 NC 180D NIACC #63626

Insurance Online Classes

Take classes at your home or office via the internet. To register for any of the following listing of classes via the internet: **Call NIACC at 1-888-466-4222, ext. 4358 or 641-422-4358.** Please have your name, address, insurance number, social security number, email address, and method of payment accessible. Instructions will be directly emailed to you immediately and you may then begin at any time. The instructor is George W. Wyatt.

Annuities

3 hours Iowa CE Credit

In this course the student will review the different types of annuities, their features, guarantees, and how they work. Whether you are a new agent or a seasoned veteran this course will provide a thorough review of this important financial planning product.
 \$23, 67095

Insurance Continuing Education

Taught by John Smart

To register: Call 641-422-4358 or 888-466-4222, ext. 4358

The Cost of Insurance Fraud (Ethics)

Iowa Insurance CE: 3 General Hours

A look at the cost of fraud to the insurance industry as well as the consumer and the efforts underway by the Departments of Insurance to detect and penalize those engaged in insurance fraud. This is designed not only to prosecute criminals but also to change the public's attitude as to what is acceptable and what is not acceptable.

Th Nov 19, 8:30am-11:30am

\$60 PC 224 NIACC #66355

Personal Financial Planning

Iowa Insurance CE: 6 General Hours

A review and discussion of the 3 products offered by the traditional life and health agent in the financial planning process, disability income, life insurance and annuities. We will explore the need for the most under worked market in the industry, disability income and the reasons it is not purchased to the degree of life or health insurance products. Our discussion will include group, individual, as well as the emerging market of long term care. Included in the course is a basic review of life insurance products and uses. In addition, annuities will be addressed to give a better understanding of the investment vehicle offered by the insurance industry.

Th Nov 19, Noon-6pm

\$85 PC 224 NIACC #66356

The Changing Face of the Insurance Industry

Iowa Insurance CE: 3 General Hours

A look at the insurance industry of yesterday, today and tomorrow. All phases of the industry have undergone drastic changes in the areas of marketing, underwriting, agent support and regulation. These changes have affected both the life and health industry as well as the property and casualty field. These changes will be discussed as well as a look forward to what the industry may be like in the future.

F Nov 20, 8:30am-11:30am

\$60 PC 224 NIACC #66357

Fundamentals of Automobile Insurance

Iowa Insurance CE: 6 General Hours

A review of the personal automobile insurance policy as well as basic liability insurance concepts that form the basis of the auto policy. Each section of the policy will be discussed with case studies to illustrate the concepts in real life.

F Nov 20, Noon-6pm

\$85 PC 224 NIACC #66358

- **2,700+ online class enrollments at NIACC in 2006-2007**

Commercial Auto Policy *3 hours Iowa CE Credit*

This course discusses the basics of the commercial auto policy; the difference between the commercial auto and personal auto forms will be examined. The coverage symbols will be discussed as well as the agent's ability or opportunity to broaden or limit coverage.
\$23, #67096

Commercial General Liability *3 hours Iowa CE Credit*

This course reviews both the ISO and CGL form. The difference between occurrence and claims made will be discussed as well as policy exclusions and other key features.
\$23, #67097

Commercial Package Policies *4 hours Iowa CE Credit*

This course reviews both the commercial package policy and the business-owner policies. The specific sections of each form are discussed and exclusions examined.
\$27, #67098

Dwelling & Homeowner Policies *3 hours Iowa CE Credit*

This course examines both the ISO Dwelling and ISO Homeowner policies. Eligibility as well as exclusions and limitations will be discussed. In addition, various policy forms and endorsements will be reviewed.
\$23, #67099

Life Insurance *4 hours Iowa CE Credit*

This course reviews the origin and development of life insurance and its regulation. Policy provisions including those required and discretionary will be discussed. Methods of determining how much insurance is enough will also be examined.
\$27, #67100

Personal Auto *3 hours Iowa CE Credit*

This course provides the student with a review of the ISO Personal Auto form. Coverage sections as well as policy exclusions will be discussed as well as the meaning of certain key terms.
\$23, #67101

Understanding Long-Term Care *2 hours Iowa CE Credit*

In this course, the student will review the coverage provided by Medicare and Medicare Supplements. Finally, the student will review what is meant by the term "qualified" long-term care plan, the typical provisions in such a policy, as well as the market for it.
\$19, #67102

Workers Compensation *3 hours Iowa CE Credit*

This course reviews the basics of workers compensation. It includes background pertaining to the products development as well as general aspects of the form. The course is not intended to be state specific but rather provides an overview of the product in general.
\$23, #67103

Small Business Classes

Fast Trac Launch Pad

This is an introductory session (two hours) for those interested in FastTrac and need more information. We will explore the challenges of starting a new business and what you can expect from it. There is no fee for this class. Each class is held the Pappajohn Center at NIACC in Room 117.
Tu, Sep 22
2-4pm, #66462
6-8pm, #66470

FastTrac® NewVenture™

Pre-Requisite: Students must have a specific business concept they would like to pursue or have taken BUS-102: Introduction to Business, BUS-134: The Successful Entrepreneur, BUS-136: Creativity, Innovation and Opportunity Analysis. FastTrac174 NewVenture™ assists the start-up entrepreneur in developing a business concept and evaluating it through each step of the business planning process. This is a course designed to teach students how to research, develop, and write detailed start-up Business Plans, which can be used to create successful businesses. This course has been designated as a pass/no pass course. (35-0)
Instructor: Putnam
When: Thursdays, Oct 1-Dec 10, 6-9:30pm
Where: PC 117, NIACC
Tuition: \$199
Course#: BUS-143-N001

**To register for this class, call
641-422-4208.**

**Call 641-422-4358 or
888-GO NIACC ext. 4358**

