



2021-2022 TRAINING EVENT CATALOG

A Collaborative Approach to Workforce Training

The Business Partnership is design to give our members access and exposure to quality training programs led by high-profile national and regional trainers. Our goal is to offer a wide variety of topics and enhance employee access by delivering classes through both face-to-face and distance learning approaches. Each year the NIACC Continuing Education Department collaborates with local North Iowa businesses to identify common training needs. Collectively, these businesses leverage funding for employee professional development. Each member of our partnership contributes toward an annual operating budget for trainers, venues, livestreaming, and more.

Greetings Business Partners,

Thank you for being a part of the collaborative approach to employee professional development through NIACC Continuing Education's Business Partnership! Employee engagement, development, and retention are critical in this time of constant change and challenges, and we hope to empower your teams with a variety of opportunities for learning and growth.

In the spring, members of the partnership provided feedback and ideas and voted on training priorities for the 2021-2022 season. The training topics that were rated as most important are included in this year's line-up, such as generational differences in the workplace, leadership fundamentals and the transition from staff to leadership, navigating drama and negativity, emotional intelligence, mentoring, productivity, and even financials. You will hear from top-ranked speakers on these and other important subjects.

Business Partnership classes will be offered in a variety of ways and times to allow for increased flexibility in scheduling. In the fall and spring, most classes will be offered both in-person and live-online, usually a week apart. Winter classes will be offered primarily live-online via Zoom. Please refer to the schedule for specifics on how and when each class is offered. Recordings of Zoom sessions will be available for a specified window of time. The registration process remains the same this year, but logging on to the Zoom sessions will look a little different. Instructions will be emailed to those registered the day prior to each class.

Please spend some time exploring this catalog, where you will find detailed information about the 2021-2022 speakers and course offerings. Mark your calendars and register early for the courses you plan to attend. We are looking forward to a highly engaging and relevant Business Partnership season.



In partnership and appreciation,

Theresa Price

*Program Developer,
NIACC Continuing Education*



Interested in becoming a Business Partner?
Contact me at **641-422-4352**
or **Theresa.Price@niacc.edu**

COVID-19 Protocol:

The College encourages vaccination and continued health safety protocols to control the spread of COVID and its variants. At this time, employees, students, and guests who are vaccinated are strongly encouraged to wear a face covering in indoor public spaces when others are present. Individuals who have not been vaccinated are expected to wear a face covering and maintain 6 feet social distancing. The College will continue to be fluid in its safety protocols adjusting to public health changes as necessary.

Inclement Weather Policy:

The Business Partnership will follow NIACC's weather guidelines. When NIACC is closed due to inclement weather, Business Partnership classes will also be canceled. Tune in to local television or radio for closing announcements.

Customized Training:

Let's have a conversation about how your business can benefit from Customized Training. Our team will meet with you and discuss how we can connect you with the most innovative, dynamic, and valuable speakers to meet the needs of your team. Customized Training can provide training services that enhance workforce skills, focus on teambuilding, assist employees with professional growth, increase your organizations efficiency and productivity, and so much more! Customized Training can be held on site at your company, on campus, at a convenient location near you, or even virtually.

These opportunities can have an immediate impact on your day-to-day operations – for more information, please contact Amy Markham. *(contact info on the upper right)*



**NORTH IOWA AREA
COMMUNITY COLLEGE**
Continuing Education
Train • Develop • Enrich



Amy Markham

Training and Business Outreach Coordinator
641.422.4218 | amy.markham@niacc.edu.

**See something you are
really interested in and
would like to share with
the rest of your team?**

*Please contact Amy Markham or
Theresa Price to discuss having
these speakers come to your
locations for a customized training!*

“The Business Partnership through NIACC has been beneficial to us to develop our managers, especially those transitioning from peer to supervisor. Learning from both instructors & other attendees is important for them to understand others have similar challenges.”

Dan McGuire, First Citizens Bank

“Continuing education is a critical component of strategy at Titan Pro. We depend on NIACC to help us execute on this strategy. Through our partnership with NIACC, Titan Pro has been able to customize an ongoing continuing education program that has created a high performance team culture that achieves results; year after year!

Dan Gleason, Titan Pro

Season at a Glance

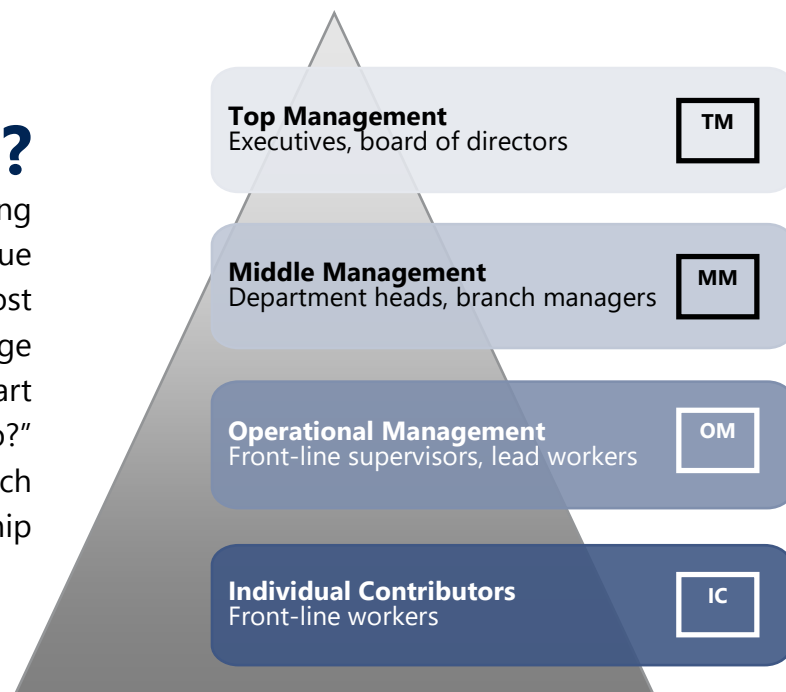
NIACC Business Partnership 2021-2022



Course Title/Speaker	Who?	Day	Dates	Time	View Options	Course
Common Ground: Understanding the Generational Mix on Today's Team <i>Speaker: Celina Peerman</i>	TM	TUES	10/12/21	9am-12pm	Face-to-Face Location: NC180	10248 <i>info on pg. 6</i>
	MM					
	OM	TUES	10/12/21	1-3:30pm	Zoom	10249 <i>info on pg. 6</i>
	IC					
Creating a Drama Free Workplace <i>Speaker: Lisa Shaffer</i>	MM	TUES	10/26/21	9-11:30am	Face-to-Face Location: NC180	10250 <i>info on pg. 7</i>
	OM	WED	11/03/21	1-3:30pm	Zoom	10251 <i>info on pg. 7</i>
The Leader's Edge: Three Skills to Avoid Chaos, Complacency, and Lost Talent <i>Speaker: Liz Uram</i>	TM	WED	11/10/21	9-11:30am	Face-to-Face Location: NC180	10252 <i>info on pg. 8</i>
	MM					
	OM	WED	11/17/21	1-3:30pm	Zoom	10253 <i>info on pg. 8</i>
Supercharge Your Productivity: Managing Your Energy Not Your Time <i>Speaker: Karen McCullough</i>	TM	THURS	12/16/21	9-11:30am	Zoom	10254 <i>info on pg. 9</i>
	MM					
	OM					
	IC					
The Language of Retention: How to Recognize and Retain the "At-Risk" <i>Speaker: Pamela Jett</i>	TM	THURS	01/13/22	9-11:30am	Zoom	10255 <i>info on pg. 10</i>
	MM					
	OM					
Taming the Email Beast: Key Strategies for Managing Email Overload <i>Speaker: Randy Dean</i>	TM	TUES	01/25/22	1-3:30pm	Zoom	10256 <i>info on pg. 11</i>
	MM					
	OM					

Who should attend?

While the Business Partnership offers something for everyone, each class is tailored to a unique audience. To ensure our members get the most out of each Partnership course, we encourage employers to use the organization structure chart to the right - in combination with the "Who?" column for each course - in selecting which employees to send to individual Partnership classes.



NIACC Business Partnership 2021-2022

Course Title/Speaker	Who?	Day	Dates	Time	View Options	Course
The Spectrum of Awesome: Stress Less for Success <i>Speaker: Kristen Brown</i>	MM OM	WED	02/09/22	9-11:30am	Zoom	10257 <i>info on pg. 12</i>
The Story-Driven Leader <i>Speaker: Kelly Swanson</i>	TM MM OM IC	FRI	02/25/22	9am-12pm	Face-to-Face Location: NC180	10265 <i>info on pg. 13</i>
Championship Leadership: Creating a Culture of Mentorship <i>Speaker: Nate Bailey</i>	TM MM OM	WED	03/23/22	9am-12pm	Face-to-Face Location: NC180	10259 <i>info on pg. 14</i>
		WED	03/30/22	1-3:30pm	Zoom	10260 <i>info on pg. 14</i>
Emotional Intelligence in the Workplace: Discover Your Inner Resources <i>Speaker: Juli Burney</i>	TM MM OM IC	TUES	04/12/22	9am-12pm	Face-to-Face Location: NC180	10261 <i>info on pg. 15</i>
		TUES	04/19/22	1-3:30pm	Zoom	10262 <i>info on pg. 15</i>
Financial Statements for Non-Financial Staff <i>Speaker: Jim Lindell</i>	MM OM IC	THURS	05/12/22	9am-12pm	Face-to-Face Location: NC180	10263 <i>info on pg. 16</i>
		THURS	05/19/22	1-3:30pm	Zoom	10264 <i>info on pg. 16</i>

Also find PDF of catalog and season at a glance at
www.niacc.edu/continuing-education/business-partnership

Common Ground: Understanding the Generational Mix on Today's Team

Instructor: Celina Peerman

Building teams, collaboration and driving results are critical in today's successful organization. While multiple generations working together is not a new topic, the mix we have today is presenting new challenges in this digital hyper-time environment. This session will focus on best practices to influence and respond to the changing expectations of employees as well as key actions organizations we can take to attract, engage and retain employees across the generations. No matter what your age, come increase your relationship-building skills and shift your perspective about generations, teams, motivation and more.



Learning Objectives:

- Recognize overall strengths and contributions of each generation,
- Practice ways to build relationships and team across the ages, and
- Reflect on emerging research about how to prepare and lead the future workplace

Who should attend: Leaders at all levels who are building or want to build stronger teams, individual contributors who want to grow their relationship skills

Dr. Celina Peerman currently serves as an organizational psychologist with over 27 years of experience from front line to senior level positions, in a wide range of industries and organizations. She is passionate about engaging our human resources in new ways to achieve even better organizational results. Celina is a strategist with a sense of humor and a love for building capacity in organizations.

She has presented at numerous conferences for local, state, and national audiences. Celina's work in Southeast Asia, Canada and Central America gave additional operations experience, further developing her desire to listen, learn and lead conversations while walking alongside different types of companies, exploring challenges, and pursuing opportunities to drive performance.

Celina holds a Ph.D. in Psychology, a master's degree in business, with undergraduate degrees in psychology and international studies. She is a TEDx presenter, podcaster, and writer. She sees over 250 groups a year, including over 6000 people in 2019. These audiences included large groups, small groups, and many one-on-ones, with content aimed at helping teams maximize potential to make an even bigger impact on those around them.



Celina Peerman

Tuesday, 10/12/21

9 AM-12 PM, Face to Face, Class ID: 10248

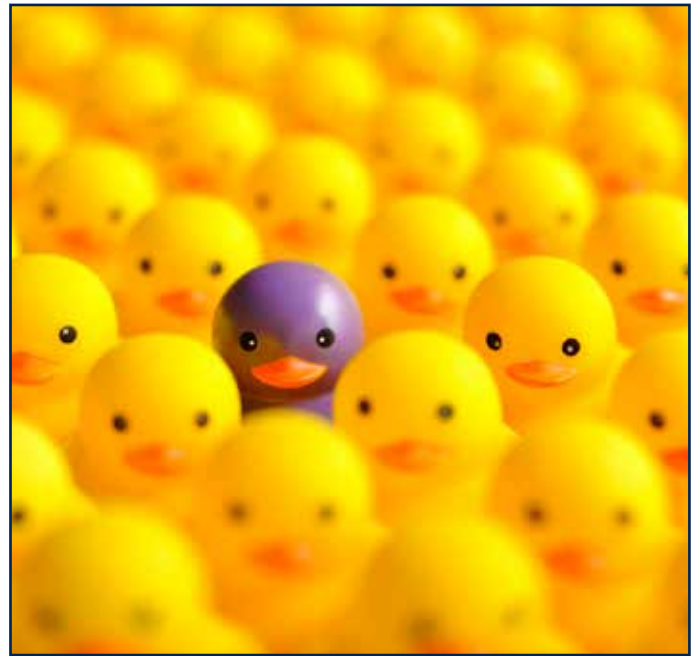
1-3:30 PM, Live-Online, Class ID: 10249

**Recording available through 10/22/21*

Creating a Drama Free Workplace

Instructor: Lisa Schafer

Is drama at your workplace draining the energy, motivation, productivity and morale from the environment? Are you tired of the people who only want to complain rather than offer solutions? Even though drama may seem inevitable, it is possible to develop a drama-free work culture. Join us to learn about best practices to stop the drama, including fostering employee ownership, accountability techniques, planning, and an eight-step coaching model that forces individual employees to take personal responsibility for their career and the organization's future. You'll take away some concrete strategies to help you reduce drama and ramp up the accountability culture in your workplace.



Learning Objectives:

- Define sources of drama
- Utilize de-escalation tactics to diffuse difficult situations
- Develop empathetic language
- Focus on the 8-step coaching model in helping create a culture of accountability

Who should attend: Top, middle, operational managers

Lisa Schaefer is an Edutainer and knowledge broker. For the past 25 years, she has been engaging audiences with leadership and laughter. As a certified John Maxwell Speaker and Coach, Lisa teaches the importance of trust and influence in leadership. Her passion lies in the ability to increase productivity and engagement in each individual by helping them move past irrational beliefs and realize their full potential as a leader and organization.

Lisa is versed in many industries and has successfully facilitated mastermind sessions for variety of professions. Because of her background in counseling, she is able to reduce conflict and defense mechanism and encourage trust and team building in the organizations she serves. Lisa's holds a Masters Degree in Education, School and Community Counseling as well as a Bachelor's in Psychology and Marketing from the University of Wisconsin. She is passionate about creating cultures in organizations that help people SHINE.



Lisa Schafer

Tuesday, 10/26/21, 9-11:30 AM,

Face to Face, Class ID: 10250

Wednesday, 11/3/21, 1-3:30 PM,

Live-Online, Class ID: 10251

**Recording available through 11/12/21*

The Leader's Edge: 3 Skills to Avoid Chaos, Complacency, and Lost Talent

Instructor: Liz Uram

As a manager, are you able to look ahead to see issues and solve them before they become a disruption? Today's environment requires leaders who have foresight, who can encourage quick adaption to change, and attract and retain good employees. Common issues today's employers are facing include how to effectively solve problems, how to get people on board with change, and how to keep top employees. Old ways of dealing with these issues (ignoring, avoiding, and hoping things will improve on their own) don't work. Today's leaders need to tackle these tough problems in a new way. Walk away from The Leader's Edge with an action plan you can implement immediately to create a thriving, productive workplace that attracts good employees.



Learning Objectives:

- Spot recurring problems in the workplace
- Identify which problems are worth solving
- Understand the four stages of change
- Strategies for guiding employees through change
- Discover eight motivational factors
- No-cost, easy ideas for motivating employees



Who should attend: Top, middle, operational managers

Liz Uram is a nationally-recognized speaker and corporate trainer who works with leaders who want to make a bigger impact, get better results, and motivate others to do their best. Whether she's training onsite at a client location or speaking at a conference, audiences get practical solutions to everyday leadership challenges they can apply in the real-world. Her stories and examples drive home the lessons and make them stick.

After 20 years of practicing, studying, and teaching leadership skills, she developed systems that work. In fact, she's written four books packed full of tools to help leaders get real results, real fast.

Wednesday, 11/10/21, 9-11:30 AM,
Face to Face, Class ID: 10252

Wednesday, 11/17/21, 1-3:30 PM,
Live-Online, Class ID: 10253

**Recording available through 11/30/21*



Liz Uram

Is Supercharge Your Productivity: Managing Your Energy, Not Your Time

Instructor: Karen McCullough

Nearly 75% of Americans state that no matter how hard they work, they feel as if they are not moving forward and need better time management. Many of us race through life without ever taking a break. No matter how hard we try, there's never enough time to get everything done. If this sounds like you, you're not alone. Learn how to recharge your battery and energize others. In this program, you will discover how managing your energy and not your time is the key to better performance and a more fulfilled life. Karen shares her personal energy rituals and top ways to increase focus, stamina, and productivity.



Learning Objectives:

- Identifying your four sources of personal energy
- Creating positive rituals that renew your energy
- Gaining more profound insights into self-awareness
- Learning from Harvard research on how to achieve happiness and increase your productivity

Who should attend: Top, middle, operational managers, and any individual who needs a boost in their energy level.

Karen McCullough a nationally known keynote speaker & virtual presenter, who is an expert on change, generational opportunities, and workplace trends. Procter & Gamble says that Karen has become the standard by which they compare all other speakers. Karen shows you the essential skills needed to manage and motivate your team and yourself. Her approach is practical, her message is relevant, and her style is total fun. Her programs provide you with the tools necessary to improve, succeed, and recharge.

Thursday, 12/16/21

9 AM-11:30 AM, Live-Online,

Class ID: 10254

**Recording available through 12/30/21*



Karen McCullough

The Language of Retention: How to Recognize and Retain the “At-Risk”

Instructor: Pamela Jett

Recognizing employees who are “at-risk” for leaving or becoming disengaged is an imperative leadership skill. Knowing how to prevent the “at-risk” from leaving or becoming one of the disengaged can positively impact every area of the business from the bottom line to client satisfaction. How an employee FEELS is the ultimate driver of retention and engagement. Leaders who use the LANGUAGE of RETENTION use words that create feelings of value, respect, and appreciation. In this interactive and skill-building program, leaders will learn about the AT RISK INDEX and develop an action plan for retaining talent, leverage the power of the “words, feelings, decisions” model, and learn the words to choose and the words to lose for enhanced retention and engagement.



Learning Objectives:

- Discover who is “at-risk” using the AT RISK INDEX and develop an action plan for retaining talent
- Leverage the power of the “words, feelings, decisions” model to maximize the language of retention
- Learn the words to choose and the words to lose for enhanced retention and engagement

Who should attend: Top, middle, operational managers

Pamela Jett is an internationally recognized presenter and author on developing leadership skills and improving workplace relationships. Her background includes:

- Working with clientele ranging from the high-tech sector and manufacturing to women’s groups and government agencies.
- Serving clients such as Lockheed Martin, Allstate Insurance, Sony, The United Way, NASA, Waste Management plus many other notable organizations.
- Developing several learning programs including *Communicate with Confidence*, *Credibility and Influence* and *Mind Your Own Business: A Career Management System*.
- Using her programs to take participants beyond theory to hands-on application for immediate results.

Thursday, 1/13/22,

9 AM-11:30 AM, Live-Online,

Class ID: 10255

**Recording available through 1/21/22*



Pamela Jett

Taming the E-mail Beast: Key Strategies for Managing Your E-mail Overload

Instructor: Randy Dean



Every day, busy professionals are getting buried under a continuing stream of both useful and useless e-mail. Without a system for getting “control of the beast”, professionals spend much of their work (and personal) time spinning wheels and feeling highly unsatisfied. If you would like to get control of your e-mail “beast”, you should attend this program led by Randy Dean, MBA, author of the Amazon bestseller, *Taming the E-mail Beast*. Randy shares strategies for effective e-mail management, organization, and prioritization (featuring live and newly updated demos in popular programs like MS Outlook and Gmail) that have helped thousands of business professionals regain control and sanity with their e-mail activities (one university client even found that the average attendee saved more than 2 hours per week by taking this program!) Enhance your productivity and efficiency with e-mail today, and walk away with immediately usable tips and techniques!

Learning Objectives:

- Use a very simple “rule” for managing all incoming e-mail that allows for both greater speed and prioritization of those messages and embedded tasks
- Learn how to convert e-mails quickly into tasks, contacts, and calendar items
- Use embedded functions inside of your e-mail that allow you to “automate” certain common activities/messages
- Greatly reduce distraction by setting up special notifiers and adjusting internal settings in both Outlook & Gmail
- Build a personal file “infrastructure” that can assist in achieving greater organization and possibly even “e-mail ZERO”!

Who should attend: All levels – anyone dealing with a high volume of e-mail and/or lacking efficiency and strategies for managing and organizing e-mail for better productivity.

Randy Dean, the “E-mail Sanity Expert”(R), is a professional speaker and expert on time & e-mail management, effective organization, and the related use of technology. For more than 25 years, Randy has been leading training and speaking programs for major corporate, university, association, and government audiences. Obsessed with time management and personal productivity, he left a successful career as a graduate program admissions director, professional marketer, and manager to become a leading speaker and trainer. The author of the recent Amazon bestseller, *Taming the E-mail Beast*, and producer of several online self-study and streaming programs, he has led programs for thousands of satisfied and inspired students, managers, and professionals on being more productive with their time and life. His highly informative and entertaining speaking and training programs leave audience members with immediately-usable tools, strategies, and skills on how to better manage their time, technology, and information overload following their program experience.



Randy Dean

Tuesday, 1/25/22,

1-3:30 PM, Live-Online,

Class ID: 10256

**Recording available through 2/8/22*

The Spectrum of Awesome: Stress Less for Success

Instructor: Kristen Brown

Stress can dim your spark, but when you mindfully master your energy you can create the most awesome version of you! Not only does this greatly increase the likelihood that you will be seen as a respected leader and colleague but your connections will be more likely to spread positive words about you too. During this session you will identify key elements of your personal and professional brand and how to charge them up for success. You will uncover what makes you and your colleagues credible, likable, trustworthy and competent both professionally and personally and how to NOT let stress impact that awesomeness.



Learning Objectives:

- Understand the importance of creating a holistic persona to enhance workplace relationships, personal networks, and leadership potential.
- Identify the key elements of your personal and professional brand that most impact your career success.
- Discuss how to integrate your awesome brand elements into your messaging to enhance your relationships, impact, and influence.

Who should attend: All levels

Kristen Brown powers up your leadership and life as an international keynote speaker and bestselling author who drives growth at organizations like Rodan & Fields, General Mills, Boston Scientific, Cargill, Minnesota Vikings, national associations, and many more.

Kristen has been featured in the national media sharing insights from her bestselling books and research including Live with Kelly, Forbes, CNN, Working Mother, Psychology Today, and many more. Named a top 20 trailblazer in the industry by Meetings Today Magazine, she uses her Master's in education and 15-years of corporate leadership and sales experience working with some of the world's biggest brands to bring researched insights and actionable results to the audiences she serves.



Kristen Brown

Wednesday, 2/9/22,

9-11:30 AM, Live-Online,

Class ID: 10257

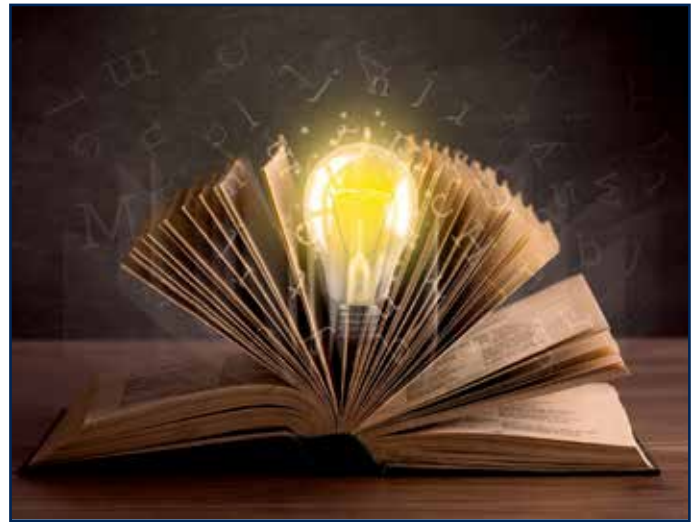
**Recording available through 2/23/22*

The Story-Driven Leader

Instructor: Kelly Swanson

Our role in leadership is to serve as the conductor – setting the tempo and tone – making sure everybody is playing nicely together. But too many of us focus on processes and procedures – forgetting that people need more.

According to the latest Gallup poll, 73% of employees are disengaged at work. And if nothing changes, that number is predicted to rise to 86%. Can you imagine a world where 86% of your people have checked out, they just haven't left yet?



Leadership is not about telling people what to do, but inspiring them to want to do it. True leaders create fans, and Kelly will teach you how to create employees who buy-in to your vision. In this high-energy program, Kelly teaches you how to maximize the value of your leadership platform by going from manipulating to motivating – from communication effectively to connecting deeply – from telling people what to do, to making them want to do it.

Learning Objectives:

- Inspire employees with your vision
- Maximize your leadership through motivation, not manipulation
- Effectively communicate and connect with employees
- Be the leader people want to follow!

Who should attend: Top, middle, operational managers

Kelly Swanson is an award-winning storyteller, comedian, motivational speaker, Huffington Post Contributor, and cast member of The Fashion Hero television show airing on Amazon Prime. She is also author of *Who Hijacked My Fairy Tale*, *The Land of If Only*, *The Story Formula*, and *The Gutsy Girls Pocket Guide to Public Speaking*. She was a featured entertainer for Holland America Cruise Lines, keynote speaker for the International Toastmasters Convention, and has keynoted major conferences and corporate events from coast to coast.

Kelly's wacky wit and powerful stories have charmed hearts and tickled funny bones for over 15 years. In addition to her role as a funny motivational speaker, Kelly teaches people how she does it by sharing what she has learned about connecting and engaging to have more influence in business, through the use of one tool – strategic storytelling. Sharing her own powerful journey through story and the formula she discovered, you come to that magical place where the art of story meets the business of persuasion.

Friday, 2/25/22, 9 AM – 12 PM,

Face to Face, Class ID: 10265

**Also check out Kelly's show w/NIACC
Performing Arts & Leadership Series:*

February 25, 2022, 7:00 pm



Kelly Swanson

**Not included in Business Partnership.*

Championship Leadership: A Culture of Mentorship

Instructor: Nate Bailey

As a leader, do you walk the walk or just talk the talk? One of the greatest forms of mentorship is by being a shining example. In this session, learn how to lead yourself first because in order to lead and mentor others you must first start with yourself. Discover ways to build strong relationships with your people and maintain clear vision of where you are headed with practical and intentional focus on the here and now.

Learning Objectives:

- Lead yourself first
- Know your people
- Be the example
- Clear vision with focus on today

Who should attend: Top, middle, operational managers

Nate Bailey is an expert in Leadership, Success Strategies, and Personal Development. He believes that BIG impact starts with imperfect action, showing up in all areas of your life with intention. Every. Single. Day. From a Veteran of Operation Iraqi Freedom to a seasoned entrepreneur - and the many paths in between - Nate found his true calling is helping others achieve greatness for themselves.

In Nate's own quest to expand his personal physical limits, he has completed Sealfit Kokoro (52+ hour event lead by Navy SEALs), run several 50k's and 100k's, and the Kettle 100 - a 100 mile solo run - all while being a successful entrepreneur inside three different businesses and enjoying life with his wonderful wife and 3 awesome kids. In addition to speaking, live events, and coaching, Nate is the founder of the 5 Day Unleash The Leader Within Challenge & Championship Leadership 24 Hr experience, host of the top rated "Championship Leadership Podcast", and author of 100 Mile Mindset: Discover The Power Of Being Your Word. Nate shares stories and lessons learned in the Army, in Business & Life and as an Extreme Athlete on how to be a Championship Leader - helping teams come together during uncertain times and rise to the top.



Nate Bailey

Wednesday, 3/23/22,

9 AM-12 PM, Face to Face, Class ID: 10259

Wednesday, 3/30/22,

1-3:30 PM, Live-Online, Class ID: 10260

**Recording available through 4/8/22*

Emotional Intelligence in the Workplace: Discover Your Inner Resources

Instructor: Juli Burney

With the constantly shifting landscape of the workplace in today's world, we need to be adaptable. This presentation will address emotional intelligence, humor and effective communication tools to help one find the inner resources needed to work most effectively. We do not always have control over situations in our lives however we do have control over our responses to them. Discover the most effective way to be at your best with clear mental processing and strong work relationships.



Learning Objectives:

- Recognize your own emotional intelligence.
- Identify the importance of emotions to mental well-being and success.
- Discover the importance of appropriate good humor to building strong relationships.
- Examine how to communicate more effectively.

Who should attend: This class is beneficial to all levels of employees, however especially useful for leadership in building strong teams.

Multiple award winning retired college professor, communication specialist, humorist and author, **Juli Burney**, M.A. makes an amazing connection with her audiences. She is able to entertain with the ability of a headlining comedian while either motivating or training with ease as a nationally renowned speaker. Juli has been honored by her state of Nebraska as Artist of the Year for her ability to help improve people's lives through humor, emotional intelligence, and effective use of communication tools. She has worked in all 48 continental United States and Canada, and has been commissioned by a variety of associations, from the National Endowment for the Arts to Fortune 500 companies, to develop training programs that stick. She has filmed for Showtime and HBO, along with making numerous guest appearances on radio and television programs. Her humor is insightful, delightful, universal and enlightening on any topic she presents.



Juli Burney

Tuesday, 4/12/22,

9 AM-12 PM, Face to Face, Class ID: 10261

Tuesday, 4/19/22,

1-3:30 PM, Live-Online, Class ID: 10262

**Recording available through 4/29/22*

Financial Statements for Non-Financial Staff

Instructor: Jim Lindell

How would it feel, if you could read, understand AND make decisions using financial statements? It is easier than most people think and it is made more difficult by accountants and definitions that can be confusing. Jim will take the mystery out of financial statements, make them easy to read and understand and most importantly demonstrate how the financial statements give guidance on running or managing a business. In this session, we will learn to read and understand financial statements, learn the three sources where cash comes from, learn and interpret key ratio information, and learn the one key formula to predict business success. Jim makes the complex, practical. No longer will financial statements be scary and make you feel uncomfortable at management meetings!



Learning Objectives:

- Identify Key Financial Statements and their purpose
- Learn how to read Financial Statements for understanding and insight
- Calculate and identify key financial ratios and understand the meaning of specific ratios
- Learn to illustrate critical financial information with virtual tools
- Identify financial benchmarks and external corroborative data sources

Who should attend: All levels

Jim Lindell is the President of Thorsten Consulting Group, the Wisconsin-based provider of strategic & financial consulting, professional speaking, training and executive coaching. Jim has an extensive background in senior management, including positions as Chief Financial Officer, Corporate Controller and Corporate Assistant Controller. Jim has worked with a variety of industries including: manufacturing, health care, not-for-profit, distribution and food processing. He has been involved in more than 50 mergers and acquisition projects. Jim Lindell is a Certified Public Accountant with a public accounting experience at several local and regional accounting firms. He is a TEC/Vistage Chairman. He is a member and instructor of the American Institute of CPAs and the Wisconsin Institute of CPAs.



Jim Lindell

Thursday, 5/12/22,

9 AM-12 PM, Face to Face, Class ID: 10263

Thursday, 5/19/22,

1-3:30 PM, Live-Online, Class ID: 10264

**Recording available through 5/27/22*

BUSINESS & WORKFORCE SOLUTIONS



Patti Hanson

Dean, Continuing Education

641.422.4170

Patti.Hanson@niacc.edu

Hello! I wanted to take a few minutes to share some exciting news with all of you! We have created a new division within NIACC's Continuing Education department that is dedicated to serving the businesses and job seekers in our area. Business and Workforce Solutions is a team of individuals that are here to help you with training, upskilling, and building a job ready pipeline. The team can help you in a variety of ways – customized training, continued professional education, apprenticeship, training to prepare the emerging workforce, and a variety of other services. We look forward to serving you in this capacity and hope you will look to NIACC's Business and Workforce Solutions for assistance in achieving your organizational and personal goals.

Business & Workforce Solutions services include *(but not limited to):*

PROFESSIONAL HEALTH PROGRAMS

- Continued Health Professional Education
- Conferences

PROFESSIONAL DEVELOPMENT & INNOVATIVE SOLUTIONS

- Business Partnership
- Customized Training
- Continued Professional Education

EDUCATION TO EMPLOYMENT

- Short Term Certificate Programs
- Apprenticeships, Internships, and Work-Based Learning
- AEL/ESL Services

And so much more!



Strategic Doing™
Do More Together.

Ask us about Strategic Doing Workshops and Consultations!



NORTH IOWA AREA
COMMUNITY COLLEGE
Continuing Education
Train • Develop • Enrich



HUE CONVERSATIONS

Do you want to more easily gather diverse perspectives, increase morale, and engage and motivate your staff and team members? You can save time and money as a result of increased productivity, and gain higher engagement, motivation, and greater results from teams. HUE (Human Understanding and Engagement) Conversations offers space to understand different perspectives and better inform a group to create collective decisions. This one-day workshop is an introduction to fundamentals of the human decision-making process and group dynamics. Participants will learn core principles and values to better facilitate impactful conversations.

Businesses interested in sending more than 10 participants can call 641-422-4352 to set up a private offering.

**Oct
7**

Live-Online Course

Class ID: 9509

Date: Thursday, October 7

Time: 9 AM - 4 PM (Break from 12-1)

Registration Deadline: 10/5/2021

Cost:
\$399

**Dec
13**

On Campus Course

Class ID: 9510

Date: Monday, December 13

Time: 9 AM - 4 PM (Break from 12-1. Lunch not provided)

Room: Activity Center - Room 101

Registration Deadline: 12/8/21

Cost:
\$399

Other Courses from hueLife

Harvesting Wisdom

Class ID: 9488 • Live-Online • Cost: \$75

Tuesday, 10/5/21 • 9-10:30 AM

Learn how to "harvest wisdom" from a group of people on any topic through an interactive, engaging, self-guided process using the world café methodology.

Virtual Engagement

Class ID: 9468 • Live-Online • Cost: \$90

Tuesday, 10/5/21 • 1-3 PM

Participants will learn 10 techniques to keep your virtual meetings engaging and participatory, minimizing "zoom fatigue."

If you would like to get more information or register, call us at
641-422-4358 or visit **niacc.augusoft.net** and search for "HueLife".

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Not included in Business Partnership

Supervisor Safety Development Program



Instructed by:



Iowa-Illinois
Safety Council

DATES: November 2-4, 2021 · 8 AM-4 PM

Pappajohn Business Center, Room PC117 · Cost: \$899 · Class ID: 9351

The Supervisors' Safety Development Program trains managers, supervisors, and human resource managers to incorporate best safety practices into their daily management activities. Learn how to incorporate safety and health into your daily management process. Learning objectives include:

- How to confidently address critical safety and health issues
- How to enhance safety responsibilities and safety management systems, including safety inspections, incident investigations, safety meetings and employee engagement
- Identification and control of hazards, incident prevention, OSHA compliance, and continuous improvement in all areas of safety and health
- How to promote a positive safety culture
- How to support workers with on-going safety training, on-the-job training and development of safe behavior

Lunch each day will be provided. Participants receive the participant kit, supervisor safety manual and certificate.

Topics covered include: safety management, communication, safety & health training, employee involvement, safety & health inspections, incident investigation, industrial hygiene, PPE, ergonomics, hazard communication, regulatory issues, machine safeguarding, hand tools and portable power tools, materials handling and storage, electrical safety & fire safety.

To register or get more info:



641-422-4358



niacc.augusoft.net (search "Safety")

Registration deadline:
10/19/21



an nsc chapter



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Not included in Business Partnership

CULTURE OF SERVICE: THE SMILE INITIATIVE



Dec. 8, 2021 • 9 - 11 AM • \$59 • Class ID: 9395
NIACC Activity Center - Room 101

What are customers posting about your company online? Are they positive reviews about service, or are there some negative comments? Service culture is paramount to the success of any organization, and customer experience training is crucial to anyone who works with people.

Not only does each interaction between front line employees and customers affect customer retention, but employees with effective customer service skills also feel more valuable and committed to their jobs. The skills taught through "The Smile Initiative" can help make a positive impression on both current and future customers, as well as the employees who utilize them, leading to positive online reviews all around.

SPEAKER



**Bob
Buesing**

Bob has over 40 years of comprehensive experience in the tourism and hospitality industry. His lively personality coupled with his wealth of knowledge makes for a unique and effective training experience.



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Need more info/want to register?



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niacc.augusoft.net (Search for 9395)

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Microsoft Excel

Whether it's beginner, intermediate and/or advanced, take your office skills to a whole new level!



Course dates:

Tuesday 1/11/2022

Course #: 10123 • Cost: \$129

Time: 9:00 AM - 4:00 PM

Registration deadline: 1/6/21

Excel is the most popular spreadsheet program on the market today. It makes seemingly difficult math formulas a breeze! Discover how to enter data, create charts and graphs, use your own formulas as well as the built-in formula wizard.



Course dates:

Tuesday 3/8/2022

Course #: 10130 • Cost: \$129

Time: 9:00 AM - 4:00 PM

Registration deadline: 3/3/2022

Do you want to take your skills to the next level? This Excel course is designed for anyone who has a foundational knowledge and wishes to advance to an intermediate level. Join us as the instructor leads you through charting, data analysis, PivotTables and more advanced functions. Make your life easier by gaining more from Excel!



Course dates:

Tuesday 4/5/2022

Course #: 10131 • Cost: \$129

Time: 9:00 AM - 4:00 PM

Registration deadline: 3/31/2022

Are you an experienced Excel user? Do you need to further your skills in some of the more advanced features of Excel? An expert instructor will lead you through working with multiple worksheets and workbooks; sharing and protecting workbooks, lookup functions and formula auditing and forecasting data.

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SHRM Certification Test Prep



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Live-Online
February 3 - May 5, 2022
Thursday Evenings
6:30 - 9:00 PM

(Sessions are recorded and can be viewed at alternate times.)

Course: #10133
Instructor: Peerman
Tuition: \$1,295*
*Includes SHRM Learning System (\$1,075 value)

Reserve your spot today!
Online: www.niacc.augusoft.net
Phone: (641) 422-4358

Program questions?
Contact Theresa Price at
(641) 422-4352 or
Theresa.Price@niacc.edu.
visit our website
www.niacc.edu/SHRM

Registration Deadline Jan. 24, 2022

Commit to Your Career.

HR professionals like you are facing new and larger challenges each day due in part to a changing workforce, shifting legislation and regulations and so much more. Ensure you're prepared for these changes, and anything else thrown your way with SHRM's global HR credentials, SHRM-CP and SHRM-SCP.

Unlike memorization-based certification credentials, SHRM certification measures an HR professional's most critical skill: the ability to apply HR principles to real-life situations. No other exam compares.

By becoming SHRM certified, you prove your knowledge, competency and value to colleagues and to employers looking for a competitive edge in today's global economy. Wherever your career takes you, your SHRM certification will define you as an HR expert and leader.

Find Success with NIACC's Expert Guidance.

Looking to get SHRM-CP or SHRM-SCP certified? Let our team of experts help you get there.

Our course combines expert instruction with the 2021 SHRM Learning System to offer a comprehensive and effective way to prepare for success on your SHRM-CP or SHRM-SCP exam. You'll also:

- Gain one-on-one guidance to help you comprehend and learn to apply your new HR knowledge.
- Engage with the proven SHRM Learning System that dynamically adjusts to students' interaction.
- Acquire the knowledge and understand the behavioral competencies you need to prepare to pass the exam.
- Network and collaborate with peers to share real-life examples and bring HR knowledge and competencies to life.
- Stay on track to earn your certification with a structured learning experience and support.

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ASPIRE TO LEAD:

Certificate Series for New & Emerging Managers & Supervisor



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Are you new to a leadership role and working to advance your career in a management or supervisory role? Gain valuable management skills to lead with confidence. This introductory series equips new, emerging, and experienced managers with the fundamental skills needed to build trust and influence, enhance interpersonal communication, train, coach, develop, and motivate employees – everything you need to step confidently into your leadership role. This hands-on course delivers maximum content with a minimum time commitment. Skills are developed through group discussion, case studies, self-assessments, on-the-job application, **and a weekly one-on-one coaching call with the instructor.**

Series learning objectives include:

- Make a successful transition to management while gaining respect, trust, and influence
- Effectively communicate up, down, and across the organization
- Train, coach, and develop others for high performance
- Motivate employees to do their best work

SESSION 1: (2/2/22)

From Employee to Manager: What You Need to Know

SESSION 2: (2/9/22)

Communicate for Results

SESSION 3: (2/16/22)

Train, Coach, and Develop Others for High Performance

SESSION 4: (2/23/22)

Leading Drivers of Employee Motivation



Every Wednesday in February from 9 AM – 12 PM

AC101 | \$995 | Instructor: Liz Uram

Liz Uram is a nationally-recognized speaker and corporate trainer who works with leaders who want to make a bigger impact, get better results, and motivate others to do their best. Whether she's training onsite at a client location or speaking at a conference, audiences get practical solutions to everyday leadership challenges they can apply in the real-world. Her stories and examples drive home the lessons and make them stick.

After 20 years of practicing, studying, and teaching leadership skills, she developed systems that work. In fact, she's written four books packed full of tools to help leaders get real results, real fast.

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Liz Uram

The Workplace Excellence Series

Delivering Essential Skills for Workplace Success



Blueprint for Companies

supporting incumbent workers & new hires

To maintain a healthy bottom-line and reach their goals, companies today need every employee to deliver not just the hard skills for the job, but the workplace excellence to maximize those skills. Developed through a public-private partnership, based on employer needs and vetted by businesses across industries, **The Workplace Excellence Series** teaches incumbent workers and new hires the essential workplace skills you look for when hiring, retaining, and advancing employees. Equip your employees with the skills that maximize their contribution and success on the job.

BENEFITS

Maximize Employee Performance

- Increase productivity and team building by fostering effective employee communications skills.
- Attract and retain a high-quality workforce.
- Establish a reputation as an employer of choice, which values and invests in a positive work culture that empowers quality employees.

Reduce Turnover & Associated Costs

- Empowered employees stay and grow with your business. They are invested in your mission and vision.

Get the Competitive Edge

- Brand your company as a leader in delivering workforce excellence on all levels.

NEXT STEPS

The Workplace Excellence Series must be delivered by a Certified Facilitator so:

- Bring in a Certified Facilitator to train your employees through the series, OR
- Enroll your employees in a scheduled class* through NIACC Continuing Ed, face-to-face or virtual.



Contact Us
641.422.4352

www.niacc.edu

theresa.price@niacc.edu

THE CURRICULUM

The series consists of ten flexible modules designed to help employees understand and deliver what companies really want today. Each module teaches the employer's perspective, practical skills, and the "bottom line" in one of ten essential areas.

Adaptability | navigating success in the changing workplace
Communicationability | verbal & non-verbal communication
Dependability | maximizing your time in the workplace
Presentability | displaying the image of your workplace
Reasonability | managing your mindset in the workplace
Respectability | thriving in the multi-generational workplace
Suitability | fitting into the culture of the workplace
Transitionability | making a smooth job transition
Workability | realities & expectations in today's workplace
Writeability | written communication in the workplace

" We use the **DEPENDability** module to help our Engineers to focus on the top priorities, and we've seen benefit from it already. I think the Workplace Excellence training is a necessity for a high-performing company."

– Peter Russell, HR Manager, Cianbro



*Visit www.niacc.augusoft.net (search "Workplace Excellence") Or call (641) 422-4358

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WOMEN'S DAY EMPOWERMENT SEMINAR



March 8, 2022 • 12:30 - 5 PM • \$89
NIACC Muse Norris Conference Center

Eleanor Roosevelt once challenged us all to "do one thing every day that scares you." Where are you in your journey to personal and professional success and empowerment?

On this International Women's Day, 2022, we invite you to an afternoon of learning, networking and developing your courage, confidence, perseverance, and empowerment.

Registration Deadline: 2/24/2022!

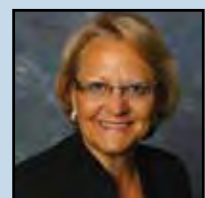
SPEAKERS



Jodi Krikke



Lisa Schaefer



Deadra Stanton



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niacc.augusoft.net (Search for Empowerment)

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Crucial Conversations®

Tools for Talking When Stakes are High

with Kim Hanson



crucial
conversations®

May 25-26, 2022

**Wednesday &
Thursday**

8:30 AM - 4:30 PM

Face-to-Face

Lunch is provided.
Seating limited.

Tuition: \$699

Register online at
www.niacc.augusoft.net
(search "Conversations")
Or call (641) 422-4358

A crucial conversation is a discussion between two or more people where the stakes are high, opinions vary, and emotions run strong. These conversations—when handled poorly or ignored—lead to strained relationships and dismal results.

Crucial Conversations® teaches skills for creating alignment and agreement by fostering open dialogue around high-stakes, emotional, or risky topics—at all levels of your organization. By learning how to speak and be heard (and encouraging others to do the same), you'll surface the best ideas, make the highest-quality decisions, and then act on your decisions with unity and commitment.

This course teaches you to:

- **Speak persuasively**, not abrasively.
- **Foster teamwork** and better decision making.
- **Build acceptance** rather than resistance.
- **Resolve** individual and group **disagreements**.



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APPRENTICESHIP

A proven solution for your workforce



APPRENTICESHIP IS
an industry-driven, high-
quality career pathway where
employers can **develop** and
prepare their future workforce.

DID YOU KNOW?

As an employer, you can choose to register your program with the U.S. Department of Labor to show prospective job seekers that your apprenticeship program meets national quality standards.

BENEFITS OF APPRENTICESHIP PROGRAMS



RECRUIT & DEVELOP
DIVERSE AND HIGHLY
SKILLED WORKFORCE



IMPROVE
PRODUCTIVITY
& PROFITABILITY



CREATE FLEXIBLE
TRAINING OPTIONS
THAT ENSURE WORKERS
DEVELOP THE RIGHT
SKILLS



REDUCE
TURNOVER,
IMPROVE LOYALTY, &
RETAIN TOP TALENT



DEMONSTRATE INVESTMENT
IN YOUR COMMUNITY

5 KEY COMPONENTS OF AN APPRENTICESHIP

PAID JOB

Apprentices earn competitive wages from their employers so they can earn and learn!

WORK-BASED LEARNING

Programs provide structured on-the-job learning to prepare for a successful career.

MENTORSHIP

Opportunity for internal mentorship program to provide one-to-one support to apprentices.

CLASSROOM LEARNING

Apprentices receive classroom instruction on the critical aspects of their careers.

CREDENTIALS

Apprentices earn a portable, nationally-recognized credential within an industry.

CONNECT WITH US TO:

EXPLORE APPRENTICESHIP

Discover benefits | Learn more about successful programs

REGISTER YOUR PROGRAM

Find best model | Build partnerships | Obtain resources

PROMOTE YOUR APPRENTICESHIP PROGRAM

Connect with job seekers and partners



Melinda McGregor

Director, Emerging Workforce Solutions

500 College Dr. | Mason City, IA

(641) 422-4302

Melinda.McGregor@niacc.edu

CONTACT:

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2021-2022 BUSINESS PARTNERS



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Mason City, IA 50401
www.niacc.edu/businesspartnership

