



CENTER *for*
**PROFESSIONAL
DEVELOPMENT**

YOUR PARTNER FOR EDUCATION AND TRAINING

2011-2012
**TRAINING
PROGRAMS**

BOISE STATE
UNIVERSITY
EXTENDED STUDIES

Compete in today's demanding economic environment with the Center's cutting-edge training, workshops, consulting services and Continuing Education Units (CEUs).

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“Great, practical direction, gave me new ideas on how to delegate to and develop my staff members.”

—Heidi Irons, Marketing Manager,
Sysco Idaho Inc.

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MESSAGE FROM THE DIRECTOR

The uniquely changing economic environment requires organizations to strategically adjust in order to maintain their competitive advantage.

The Center's clients have indicated that they cannot continue to wait for a strong economic recovery before developing employee skills. They've asked us to provide high quality, reasonably priced programs delivered in flexible public and customized formats to:

- Prepare managers to innovate and lead in positive and empowering ways
- Equip employees to organize themselves and their projects to be more productive
- Promote effective customer interaction

The Center has responded to these requests by:

- Adding new programs – Professional certifications as well as workshops in creativity and innovation, advanced project management, presentation skills, and work/life balance have been added. *See page 4 for description of new programs.*
- Refreshing existing programs – Professional Sales Strategies, Accounting and Finance Basics, and Training for Impact have been revised to provide new practical tools and techniques. *See pages 11 & 13.*
- Increasing access and quality content through online course delivery – Starting in Fall 2011, the Center will offer selected instructor-facilitated online courses in communication, leadership, professional development and certificate programs to meet the needs of participants for convenience and specialized topics. *See page 4.*
- Providing expert assistance – Professional development specialists are available to assist you by identifying public workshop(s) or tailoring custom programs to your organization's specific content, schedule and budget needs.

If your training programs have been reduced or are no longer delivering the results you need, harness the strength of the Center's innovative alternatives and add the resources of Boise State to your organization.



Bae A. Emilson
Director
Center for Professional Development
Your Partner For Education And Training

WHAT'S NEW

Advanced Project Management..... See page 10

Oct. 25, 26, and 27, 2011 8:30 a.m. - 4:30 p.m.

This series includes three advanced project management components that may be taken together or separately.

Day 1: Managing Within Projects

Day 2: Enterprise Project Management (EPM)

Day 3: EPM with Microsoft Project Server 2010

Creativity in Unexpected Places – Out Innovate Your Competitors!See page 8

Nov. 2, 2011, 9 a.m. - 11 a.m.

What makes high performing organizations stand out from the “pack”? They out innovate their competitors, using creativity, the ultimate resource.

Avoid Death by PowerPoint – Techniques to Enhance Your Presentations See page 8

Nov. 2, 2011, 1 p.m. - 3 p.m.

In this two-hour workshop we'll review common mistakes when using PowerPoint, and discuss effective principles of design and delivery that will turn PowerPoint to your advantage. Participants will have the chance to practice the techniques discussed. Familiarity with PowerPoint is helpful but not required.

Nurture Yourself – Life/Work Balance See page 8

Mar. 21, 2012, 1:30 - 3:30 p.m.

What's getting in the way? What are you waiting for? What should you focus on? Your life is calling! Distinguish between what you have to do, where you have to be, and what you should focus on. Be inspired by purpose, connected to spirit, others, and body. Learn how to manage your desired outcomes and still balance your life/work.

Respectful Workplace See page 9

May 3, 2012, 10:30 a.m. - 12:30 p.m.

What is harassment? What are the employees' responsibilities? What are the manager's responsibilities? We focus on diversity and respect in the workplace. Participants will explore the range of behaviors that can be described as harassment and positive practices that promote respect.

Certificate in Refugee Services Foundation See page 13-14

Aug. 22, 2011- Dec. 7, 2011, 6 p.m. - 9 p.m., Spring Schedule: TBD

Offered through the Center for Professional Development and the School of Social Work, these certificates will prepare participants to work effectively with refugees. Three Foundation courses will be offered this Fall including:

Principles in Refugee Resettlement Monday nights

Working with Refugees Across Cultures Tuesday nights

Case Management with Refugees Wednesday nights

Introductory Raptor Identification..... See page 14

Sept. 23-25, 2011, Friday through Sunday

Boise State University and the Idaho Bird Observatory are offering an introductory raptor identification workshop in Boise, Idaho. It will focus on raptor field identification and will consist of both classroom and field sessions held at Lucky Peak in the Boise foothills.

K-12 Teacher Professional Development..... See page 16

Online courses are now available through PBS Teacherline, in addition to Virtual Education Software, Inc. and Idaho Digital Learning Academy courses (professional education credit available).

WHAT'S COMING SOON

Public Programs: Online Courses

Get the professional development advantage through the convenience and flexibility of fully online educational programs offered through the Center for Professional Development. We will be providing noncredit educational opportunities for individuals looking to personally develop, and for organizations interested in workforce development skills. We will have instructor-facilitated, structured online courses including business management, grant writing, sales and marketing, computers and technology, writing and publishing, certifications, health care, etc. We expect to launch this program in Fall 2011. Watch for it at cpd.boisestate.edu.

LEADERSHIP AND MANAGEMENT DEVELOPMENT

Training to motivate your team with strategies to introduce change, energize business and sustain competitive advantage.

Foundations in Leadership

Six dynamic two-hour workshops filled with tips and tools to help you succeed in your new leadership role.

These workshops explore the most common issues and challenges faced by leaders today and give you tools to deal with these challenges effectively. You can take all six workshops for a well-rounded foundation or select the specific workshops that address your biggest management challenges. Complete the full series of workshops and receive a Boise State Certificate in Leadership Foundations and 1.2 CEUs.

Fee: \$60 per workshop

Instructor: Tricia Burns



Transitioning to Your New Role

Mar. 1, 2012, repeats Aug. 16, 2012, 8 a.m. - 10 a.m.

When many of us are promoted into a leadership position, we may be trained on the “meat and potatoes” of the job - what numbers we need to make, how to schedule, how to manage the costs, etc. What’s often missing is how to make the shift from being one of the team members to the new leader. This workshop will reveal the essential behaviors that you will need to adopt in order to fill the role of a new leader.

Dealing with Complications in Communication

Mar. 1, 2012, repeats Aug. 16, 2012, 10:30 a.m. - 12:30 p.m.

You may have explained the process or procedure many times only to find they still don’t get it. This workshop will explore some of the roadblocks that keep us from clear communication and offer proven tools we can use to clear things up.

Turning Your Group into a Team

Mar. 1, 2012, repeats Aug. 16, 2012, 1:30 p.m. - 3:30 p.m.

Learn how to unify your employees into a real team rather than a group of people who just happen to work the same hours or on the same project. Explore the ABC’s of bringing your team together and working through the rough spots along the way.

Managing Performance - Setting Goals and Expectations

Mar. 15, 2012, repeats Aug. 30, 2012, 8 a.m. - 10 a.m.

The first step to managing and improving your employees’ performance is to set clear goals and expectations. This workshop will introduce you to a tool (SMART goals) that will not only help you spell out those goals and expectations, but also give you a guide for measuring your employees’ performance results.

Managing Performance - Coaching for Results

Mar. 15, 2012, repeats Aug. 30, 2012, 10:30 a.m. - 12:30 p.m.

Once your employees know what’s expected of them, receiving effective coaching is the key to achieving their goals. This workshop looks at what, when, and how to coach. You will also practice a technique for coaching a difficult situation.

Execution: Getting It Done

Mar. 15, 2012, repeats Aug. 30, 2012, 1:30 p.m. - 3:30 p.m.

With ever-growing workloads, we may find ourselves approaching work projects with a “ready, fire, aim!” tactic. Turn that tactic into “ready, aim, fire!” by using a simple, five-step approach that guides you from the goal setting and preparation steps to closing the projects.

Sign up for 5 workshops and get the 6th workshop free!

Enroll online today at cpd.boisestate.edu

Applied Leadership: The Art of Supervision

Competency-Based Learning to Enhance Leadership Skills

Increase productivity, improve employee performance, and enhance business interactions through effective supervision. This training program consists of two parts of nine modules each, and provides managers with practical tools to improve the performance of their employees now. A Boise State University certificate in Applied Leadership is awarded along with CEU's (0.2 per module, 1.8 per part).

Fee: \$799 for each 3-day program or \$90 for each module **Instructors:** Tricia Burns, Kathy Drury-Bogle

You may sign-up for the full series to tackle the major demands faced by managers, or choose modules to target results in a specific area.

Part 1: Leading People Modules 1-9: Sept. 27, 28, 29, 2011, repeats Feb. 21, 22, 23, 2012, repeats Sept. 18, 19, 20, 2012

Part 2: Achieving Results Modules 10-18: Nov. 29, 30, and Dec. 1, 2011, repeats April 24, 25, 26, 2012, repeats Nov. 13, 14, 15, 2012

Part 1: Leading People

Module 1 – The Role of a Leader

Sept. 27, 2011, 8 a.m.-10 a.m., repeats Feb. 21, 2012, repeats Sept. 18, 2012

As a leader, whether you are a first-line supervisor or a CEO, your job is to influence and motivate your team members. You can apply specific strategies from this workshop to expand the boundaries of your influence and motivate those who report to you.

Module 2 – Managing Across Generations

Sept. 27, 2011, 10:30 a.m.-12:30 p.m., repeats Feb. 21, 2012, repeats Sept. 18, 2012

For the first time in history, four generations are working together – all with very different perspectives on the work world. Look at how various generations regard work ethics, work/life balance, and communication. Gain tools to effectively manage across those differences to unify your team.

Module 3 – Impacts of Personality Preferences

Sept. 27, 2011, 1:30 p.m.-3:30 p.m., repeats Feb. 21, 2012, repeats Sept. 18, 2012

Individuals differ in how they gather information, make decisions, and organize their lives. Identify your preferences and how to bridge the differences between personality types to make your team more cohesive.

Module 4 – Communicating Effectively

Sept. 28, 2011, 8 a.m.-10 a.m., repeats Feb. 22, 2012, repeats Sept. 19, 2012

When, how, and where you communicate is crucial to your success. Apply proven tools and techniques to initiate and respond to communications more clearly.

Module 5 – The Art of Delegation

Sept. 28, 2011, 10:30 a.m.-12:30 p.m., repeats Feb. 22, 2012, repeats Sept. 19, 2012

The “mechanics” of delegation begin with task assignment. The “art” of delegation includes developing your employees. Use seven delegation steps to increase productivity and staff skills.

Module 6 – Performance Management: Setting Goals and Appraising

Sept. 28, 2011, 1:30 p.m.-3:30 p.m., repeats Feb. 22, 2012, repeats Sept. 19, 2012

Define the performance management cycle then closely examine two important aspects that go hand in hand: how to set goals and how to hold a performance appraisal meeting. You will gain techniques for appraising both achieving and underachieving employees.

Module 7 – Coaching for High Performance

Sept. 29, 2011, 8 a.m.-10 a.m., repeats Feb. 23, 2012, repeats Sept. 20, 2012

By skillfully providing constructive feedback, a leader guides employees in becoming self sufficient and performing at their best. Adapt your coaching techniques to promote your employees’ optimum performance by building on what is well done, correcting what is marginal and disciplining what is unacceptable.

Module 8 – Situational Leadership

Sept. 29, 2011, 10:30 a.m.-12:30 p.m., repeats Feb. 23, 2012, repeats Sept. 20, 2012

Many managers have tried to find the one, best leadership style for all situations. However, to be an effective leader, you must adapt your leadership style to the situation. You’ll clarify the four major leadership styles and in what situations each style is preferred.

Module 9 – Taking Your Team to the Next Stage

Sept. 29, 2011, 1:30 p.m.-3:30 p.m., repeats Feb. 23, 2012, repeats Sept. 20, 2012

All teams go through several stages of development. Through a hands-on activity, you will experience the four stages of team development and discover how to move your team to the optimum performance level.

Part 2: Achieving Results

Module 10 – Customer Service

Nov. 29, 2011, 8 a.m.-10 a.m., repeats Apr. 24, 2012, repeats Nov. 13, 2012

In today's world of open communication forums, each customer interaction needs to be "magical." By using 5 simple steps, your team can improve the service and satisfaction of your internal and external customers.

Module 11 – Organizational Well Being

Nov. 29, 2011, 10:30 a.m.-12:30 p.m., repeats Apr. 24, 2012, repeats Nov. 13, 2012

As a manager, you can be held personally responsible for unsafe work environments. By assessing your workplace safety, and addressing both physical and psychological factors, you can promote the well being of your organization and its employees.

Module 12 – Decision-Making

Nov. 29, 2011, 1:30 p.m.-3:30 p.m., repeats Apr. 24, 2012, repeats Nov. 13, 2012

As leaders advance, the decisions they face become more complex and require better methods. After determining how you currently make decisions, you can gain new tools to expand your logical and intuitive decision-making techniques.

Module 13 – Problem-Solving

Nov. 30, 2011, 8 a.m.-10 a.m., repeats Apr. 25, 2012, repeats Nov. 14, 2012

On a daily basis, you encounter problems with operations and processes. You can apply a simple, four-step process to identify problem solutions and use specific tools to make sure your solutions are on the mark.

Module 14 – Lean Office

Nov. 30, 2011, 10:30 a.m.-12:30 p.m., repeats Apr. 25, 2012, repeats Nov. 14, 2012

Each workplace that has encountered reductions in staff needs to decrease duplication and trim waste. By using the basic concepts of "lean office" you can improve the efficiency and results of your workplace.

Module 15 – Ethics in the Workplace

Nov. 30, 2011, 1:30 p.m.-3:30 p.m., repeats Apr. 25, 2012, repeats Nov. 14, 2012

Maintaining high integrity is a complex issue that affects everyone faced with competing demands in the workplace. Determine your ethical orientation and learn models and tools you can use in your everyday, decision making to address ethical challenges.

Module 16 – Conflict Management

Dec. 1, 2011, 8 a.m.-10 a.m., repeats Apr. 26, 2012, repeats Nov. 15, 2012

Differences in style and interests can result in conflicts. Assess your primary conflict style and use proven techniques to mediate and turn conflict into productivity.

Module 17 – Effective Negotiation

Dec. 1, 2011, 10:30 a.m.-12:30 p.m., repeats Apr. 26, 2012, repeats Nov. 15, 2012

Two important factors in successful negotiations are preparation and approach. You'll explore examples of good and bad negotiations, outline what you need to prepare beforehand and discuss how to remove barriers.

Module 18 – Managing Change

Dec. 1, 2011, 1:30 p.m.-3:30 p.m., repeats Apr. 26, 2012, repeats Nov. 15, 2012

As they say, change is the only constant. When dealing with change, people go through several stages of transition. Define what you can do as a leader to move people through these stages more quickly and productively.



“ *I will use my skills to better my employees, to make our business more efficient and a better place for morale.*

—Scott Pierce, United Water

Power Pack Series

Get the most out of your training dollars with this just-in-time training that is topic-focused, short in duration, and moderately priced.

Fee: \$60 per workshop

NEW! Creativity in Unexpected Places – Out Innovate Your Competitors! – Nov. 2, 2011, 9 a.m. - 11 a.m.

Instructor: Nancy Napier

What makes high performing organizations stand out from the “pack”? They out innovate their competitors, using creativity, the ultimate resource. Patterned after a group she facilitates with leaders from the Boise State Football Program, Healthwise and the Ada County Sheriff’s Office, the instructor will show you how to build and use creativity in yourself and your organization as you hear lessons learned from several leading organizations in the region.

NEW! Avoid Death by PowerPoint Techniques to Enhance Your Presentations – Nov. 2, 2011, 1 p.m. - 3 p.m.

Instructor: Nancy Buffington

We’ve all sat through presentations made painfully dull by the poor use of PowerPoint. But does that mean we should give it up entirely? Accompanying a presentation with PowerPoint is still expected in many professional contexts—so how can you do it well? In this two-hour workshop we’ll review common mistakes when using PowerPoint, and discuss effective principles of design and delivery that will turn PowerPoint to your advantage. Participants will have the chance to practice the techniques discussed. Familiarity with PowerPoint is helpful but not required.

Successful Techniques of Customer Service - Part 1 & 2

Part 1 – Make Every Customer Interaction Positive – Feb. 15, 2012, 10:30 p.m.-12:30 p.m., repeats July 11, 2012

Instructor: Janet Mills

There are three stages to effective customer interactions, and four things customers want every time they interact with you (Attention, Acceptance, Assertion, and Appreciation). When all three stages are enacted, and when you give your customers the four things they want, you not only make the current interaction a positive one, you also build your customers’ positive anticipation about their next encounter with you!

Part 2 – Master Challenging Customer Interactions – Feb. 15, 2012, 1:30 p.m.-3:30 p.m., repeats July 11, 2012

Instructor: Jerri Mizrahi

Build skills and confidence in defusing difficult customer interactions. Identify the six A’s of communication and put them into practice (Acknowledge, Active Listening, Admit Mistakes, Allow Venting, Apologize and Appropriate Non-verbals).

Time Management Basics – Mar. 21, 2012, 10:30 a.m.-12:30 p.m.

Instructor: Jayne Black

If staff cuts and customer demands have filled your plate to overflowing, you need to figure out where to start and how to concentrate your resources. By using the methods from this workshop, you will more effectively maximize and prioritize your time and efforts. You will gain tools to:

- Eliminate common time wasters
- Focus on the activities that drive greatest results
- Apply techniques to better organize your workload
- Overcome procrastination

NEW! Nurture Yourself – Life/Work Balance – Mar. 21, 2012, 1:30 -3:30 p.m.

Instructor: Jerri Mizrahi

What’s getting in the way? What are you waiting for? What should you focus on? Your life is calling! Distinguish between what you have to do, where you have to be, what you should focus on, etc. Be inspired by purpose, connected to spirit, others, and body. Learn how to manage your desired outcomes and still balance your life/work.

NEW! Respectful Workplace – May 3, 2012, 10:30 a.m.-12:30 p.m.

Instructor: Jerri Mizrahi

What is harassment? What are the employees' responsibilities? What are the manager's responsibilities? We focus on diversity and respect in the workplace. Participants will explore the range of behaviors that can be described as harassment and positive strategies that promote respect.

Turn Team Conflicts into Teamwork – May 3, 2012, 1:30 p.m.-3:30 p.m.

Instructor: Jerri Mizrahi

Sometimes teams just appear to be smooth functioning, everyone gets along, are productive and positive. Is it a fluke? It doesn't just happen. Teambuilding isn't just a matter of people getting along with one another, it's a balance between task and relationship and it takes intentional actions. This session is designed to provide team leaders and members with skills, tools, and resources to intentionally create a positive and productive team environment. This workshop is designed to provide participants with the opportunities to:

- Clarify key components of outstanding teams
- Identify causes of team conflict and actions for resolution
- Use practical strategies and tools to create positive and productive teams
- Create positive team relationships and increase understanding of team dynamics

Project Management

Oct. 12-14, 2011, 8:30 a.m.- 4:30 p.m., repeats Jan. 24-26, 2012, repeats Oct. 9-11, 2012

Two Great Courses Back-to-Back!

Introduction to Project Management

Instructor: Rob Anson

This course introduces the fundamentals of project management through the use of examples and hands-on application of project management principles. Participants work on several case studies and relate best practices to their projects.

Oct. 12-13, 2011, 8:30 a.m.- 4:30 p.m., repeats Jan. 24-25, 2012, repeats

Oct. 9-10, 2012

Fee: \$495

Using Microsoft Project

Instructor: Rob Anson

Direct application of principles using Microsoft Project 2010 software including:

- Setting up a new project environment
- Creating a Gantt Chart
- Determining Critical Path
- Defining, assigning and leveling resources
- Tracking work

Oct. 14, 2011, 8:30 a.m.-4:30 p.m., repeats Jan. 26, 2012, repeats Oct. 11, 2012,

Fee: \$250

Take both for \$695 and save \$50



“ My objective for taking the class was to help get me prepared for the PMP certification. Not only did this class fulfill that requirement, it provided many great tools to apply in project meetings, communications and methods. Great class! Material was very helpful, applicable to current job tasks and interesting!”

—Cheryl Rupe, Micron Technology, Inc.

WHAT'S NEW:

Answering the Call for Advanced Courses in Project Management!

Advanced Project Management

Date and Time: Oct. 25, 26, and 27, 2011 8:30 a.m. – 4:30 p.m.

Instructors: David Spann and Joe Blake

This series includes three advanced project management components that may be taken together or separately.

Day 1 – Advanced Project Management – Managing Within Projects

The objective of day one is to develop your people and scope skills, focusing on techniques for managing the team and executive stakeholders, defining scope, and managing scope change.

Day 2 – Advanced Project Management -- Enterprise Project Management (EPM)

Day two will be to help you manage projects from an enterprise perspective to achieve consistent, high quality results from one project to the next. This workshop will cover the fundamentals of Enterprise Project Management including managing resources across projects, managing master projects, managing programs, and selecting projects through portfolio management. At the end of this workshop, students will understand enterprise project management terminology, process and techniques to incorporate enterprise project management into their organization.

Day 3 – Enterprise Project Management (EPM) with Microsoft Project Server 2010

Day three is a hands-on training to introduce you to Microsoft Project Server 2010, an enterprise level tool for managing multiple projects. You will be introduced to the Project Server environment, learn Project Server terminology and have an opportunity to using the tool in a simulated environment. You will be taken through hands-on exercises with the tool and learn about the latest capabilities of Project Server 2010 including: enterprise resources types, enterprise project schedules, tracking issues and risks and project sites.

Fee: Day 1 & 2: \$295 each or \$540 for both. **Save \$50!**

Day 3: \$395

All 3 Days: \$760. **Save \$125 when you sign up for all 3 days!**

Project Management Professional (PMP) Exam Preparation

Nov. 10-11, 2011, 8:30 a.m.-4:30 p.m., repeats Mar. 8-9, 2012, repeats Nov. 8-9, 2012

Instructor: Balbinder Banga

Fine tune your preparation for becoming a certified Project Management Professional (PMP).

Improve your chances of passing the PMP Certification Exam with proven study aids, module summaries, and sample tests. Instructor is a Registered Education Provider with the Project Management Institute (PMI) who has trained hundreds of successful exam candidates.

Fee: \$725

Early Bird Fee: \$700 if registered by Oct. 27, 2011, Feb. 23 2012 or Oct. 25, 2012

Two Great Programs Back to Back!

Make the most of your training day and dollars by taking both *Personality Styles in the Workplace* AND *Time Management Solutions*.

Personality Styles in the Workplace

Apr. 19, 2012, 8 a.m.-12 Noon

Instructor: Tricia Burns

In this hands-on, interactive session, you will learn what your personality preferences are and how those preferences impact how you communicate, learn, organize your life, and make decisions. You'll learn tips for reducing conflict and interacting successfully with others whose styles may differ from yours.

Fee: \$150

Time Management Solutions

Apr. 19, 2012, 1 p.m.-5 p.m.

Instructor: Jerri Mizrahi

Do multiple priorities and repeated interruptions turn your desktop into piles of clutter, fill your email to its

maximum, and make your days seem way too long? Take charge of your time and gain focus on your objectives with this workshop's tools and strategies for overcoming procrastination, avoiding time wasters, controlling paperwork, and planning for high performance. Regain your lost productivity and achieve the results you need to be successful.

Fee: \$150

Register for both at \$275 and save \$25!

Accounting and Finance Basics

Oct. 21, 2011, 9 a.m.-4 p.m., repeats Oct. 17, 2012

Instructor: Fred Christensen

Does your mind go blank when the monthly financials come to your in box? You don't need to be a math whiz. We'll break through the mystery of basic accounting and finance. We'll help you to forecast, monitor cash flow, and analyze the performance and value of your operation.

Fee: \$250

Early Bird Fee: \$230 if registered by Oct. 7, 2011 or Oct. 3, 2012

BUSINESS COMMUNICATION DEVELOPMENT

Resolving Workplace Conflicts

Sept. 21, 2011, 8:30 a.m.-12 Noon, repeats Sept. 20, 2012

Instructor: Jerri Mizrahi

Conflict is possible whenever people come together. This workshop helps participants to examine conflict objectively and provides opportunities for individuals to find common ground and mutual purpose. Tools and practice will be presented which guide in managing one's reactions, focusing on solutions and promoting effective cooperation.

Fee: \$150

Negotiating for Results

Achieve a Win-Win for Your Organization

Sept. 21, 2011, 1 p.m.-4:30 p.m., repeats Sept. 20, 2012

Instructor: Karrie Raine

Negotiation skills are useful for staff at all levels of an organization and essential for managers. Participants learn to address situations using mutual interests and gain insight on flexing between competitive and collaborative approaches. You can improve negotiation results and identify and adapt to different bargaining assumptions and goals, furthering your potential for success.

Fee: \$150

Sign up for both *Negotiating for Results* and *Resolving Workplace Conflicts* for \$275- Save \$25!!

Professional Sales Strategies – From Prospecting to Close

Oct. 5, 2011, 9 a.m.-4 p.m., repeats Oct. 4, 2012

Instructor: Brian Sahr

Professional selling requires building long-term relationships between suppliers and customers. These relationships are not built via tricks and high-pressure tactics. Rather, they evolve over time as trust develops. Understand the process of professional selling from the early stages of prospecting through face-to-face presentations and how to close the sale in a professional manner.

Fee: \$270

Early Bird Fee: \$250 if registered by Sept. 21

Leading Your Sales Force – Sales Manager Techniques to Motivate Highly Effective Producers

Apr. 11, 2012, 9 a.m.-4 p.m.

Instructor: Brian Sahr

As organizations respond to technology, budget constraints and geographic challenges, sales managers must develop more efficient and effective techniques in hiring, training, motivating and evaluating the sales force. The sales manager's success is determined by how well he/she manages the sales professionals within the organization's strategic plan and ethical standards. Learn how to effectively manage, coach and motivate your sales force from pushy sales people into profitable, business consultants. This one-day program is designed to equip sales managers with the tools and skills needed to succeed in a highly competitive world.

Fee: \$295

Early Bird Fee: \$275 if registered by Mar. 28, 2012

Writing for Clarity in Business

Dec. 1-2, 2011, 9 a.m.-4 p.m., repeats Dec. 5-6, 2012

Instructor: Janet Worthington

Your success depends on effective communication, whether you are sending an email, creating a report, or writing a letter. This workshop presents a refresher on the essentials of business grammar and format. In-class exercises provide an opportunity to fine-tune your writing skills and receive individual feedback on your writing style.

Fee: \$450 per person, includes all materials

Early Bird Fee: \$425 if registered by Nov. 17

Professional Technical Writing

Feb. 8-9, 2012, 9 a.m.-4 p.m.

Instructor: Janet Worthington

Discover ways to improve your proposals, reports, and instructions, making them powerful means of persuasion and communication. Organize your ideas, adapt specialized content for experts and general public, and achieve your communication objectives.

Fee: \$495

Early Bird Fee: \$470 if registered by Jan. 25, 2012

HUMAN RESOURCE MANAGEMENT DEVELOPMENT

Essentials of Human Resource Management Certificate Best Practices for Small Business and New HR Professionals

Oct. 18-19, 2011, 8:30 a.m.-5 p.m., repeats Feb. 1-2, 2012, repeats Oct. 17-18, 2012

Instructor: Gundy Kaupins

Provides an overview of the human resources function and covers real-life HR issues including employment law, selecting qualified employees, compensation, orientation, training, and employee performance. This course features best practices that small business owners and new HR professionals need. The fee includes SHRM-developed materials.

Fee: \$700

YOUR CHOICE OF TWO DELIVERY FORMATS!

Face-to-Face or Online

PHR/SPHR Certification Review Course

Designed for individuals seeking certification as a Professional in Human Resources (PHR®) or Senior Professional in Human Resources (SPHR®), this program is offered in cooperation with the Society for Human Resource Management (SHRM). The curriculum includes application exercises that develop specific competencies and decision-making skills. As a certification preparation program, it consistently beats the national pass rate.

Ten-week Online Format: Allows for weekly discussion on key elements of SHRM body of knowledge.

Oct. 3, 2011-Dec. 5, 2011, Spring semester dates TBD

Fee: \$1,300 per person, includes the SHRM Learning System

Three-day Face-to-Face Workshop: An intensive face-to-face workshop incorporating direct interaction with faculty and peers.

Nov. 3-5, 2011, 8 a.m.-5 p.m., repeats Apr. 5-7, 2012, repeats Nov. 15-17, 2012

Instructor: Gundy Kaupins

Fee: \$1,175 per person, includes the SHRM Learning System

Training for Impact: Creating a Learner-Centered Environment

Oct. 25-26, 2011, 9 a.m.-4 p.m., repeats Oct. 24-25, 2012

Instructor: Kathy Drury-Bogle

This interactive workshop will introduce and demonstrate active learning concepts for those who are responsible for training others. You will learn how to design training that works for adult learners, accommodates different learning styles, and engages and reinforces learning through interactive activities. Effective training design and delivery will improve your results!

Fee: \$495

Early Bird Fee: \$470 if registered by Oct. 11

Conflict Management Summer Institute - 2012

Basic Mediation Skills

June 2 & 3, 9 & 10, and 16 & 17, 2012, 9 a.m. - 5:30 p.m., Saturdays & Sundays

Instructor: Bayard Gregory

This workshop introduces the theory of mediation, a generic model of mediation and introductory mediator skills. You will obtain a strong foundation for the development of professional level mediator competencies including dispute resolution, mediation phases, the role of the mediator, simulations, tactics, self assessment, related laws, uses for mediation, etc.

Fee: \$1,100

SPECIALIZED PROFESSIONAL DEVELOPMENT

NEW: Certificate in Refugee Services Foundation

Improve Refugee Services and Awareness

Presented through the Center for Professional Development and the School of Social Work, the certificate will prepare participants to work effectively with refugees. The courses are intended for community members in programs that serve refugees, as well as both undergraduate and graduate students in Boise State's social work, nursing, criminal justice and education programs interested in working with refugees.

Enroll online today at cpd.boisestate.edu

Three Foundation courses which will be offered in the Fall and Spring semesters include:

Principles in Refugee Resettlement – Monday nights, 6 p.m.-9 p.m., Aug. 22, 2011 through Dec. 5, 2011

Instructor: Rabiou Manzo

Working with Refugees Across Cultures – Tuesday nights, 6 p.m.-9 p.m., Aug. 23, 2011 through Dec. 6, 2011

Instructor: Kathy Tidwell

Case Management with Refugees – Wednesday nights, 6 p.m.-9 p.m., Aug. 24, 2011 through Dec. 7, 2011

Instructor: Rachel Lara

Fee: \$425 each or \$1200 for all three.

Completion of all three courses is required to receive a Certificate in Refugee Services Foundation. The certificate contains 13.5 CEUs or 135 contact hours.

***NEW:* Introductory Raptor Identification Workshop For People with Beginner to Intermediate Raptor Identification Skills**

Sept. 23-25, 2011, Friday, Saturday and Sunday

Instructors: Jessica Pollock, Jay Carlisle and Gregory Kaltenecker

Boise State University and the Idaho Bird Observatory (IBO) are offering an introductory raptor identification workshop in Boise, Idaho. It will focus on raptor field identification (including long range ID tips) and will consist of both classroom and field sessions held at Lucky Peak in the Boise foothills, which supports one of the largest known raptor migrations in the western U.S. during autumn. Classroom topics will include raptor biology, life history and habits, field identification, morphology terminology, behavior and migration routes using IBO's raptor band recovery data. The workshop is suited for birders, naturalists, biological consultants, and anyone interested in raptor identification. Register early as enrollment is limited.

Fee: \$350

Early Bird Fee: \$325 if registered by Aug. 31, 2011

GRE/GMAT Preparation Courses

Score Higher on the GRE and GMAT by Learning Test-taking Strategies

GRE

Sept. 21, 2011 – Nov. 16, 2011, 6 p.m.-9 p.m., repeats Jan. 17 – Mar. 13, 2012

Instructor: Wayne Fischer

Be Prepared for the NEW Version of GRE Test. Become familiar with exam topics, the different types of verbal and quantitative questions and the essay portion of the Graduate Record Exam (GRE) General Test. Learn test-taking strategies and work with test-simulation exercises in reading comprehension, vocabulary, discrete quantitative, quantitative comparison, and the essay. Advanced math strategies are included.

Fee: \$450, includes test prep manual

GMAT

Sept. 20, 2011 – Nov. 15, 2011, 6 p.m.-9 p.m., repeats Jan. 19 – Mar. 15, 2012

Instructor: Wayne Fischer

Learn test-taking strategies for dealing with the verbal, quantitative, and essay sections of the Graduate Management Admissions Test (GMAT). Discover proven methods for dealing with each of the question types and work with test simulation exercises in reading comprehension, critical reasoning, grammar, discrete quantitative, data sufficiency, and the essay.

Fee: \$495, includes test prep manual

BOISE STATE CENTER FOR PROFESSIONAL DEVELOPMENT CUSTOM PROGRAMS

The Boise State Center for Professional Development provides services tailored to your organization, industry, and schedule. A Program Development Specialist will consult with you to clarify the scope and desired objectives, identify a qualified facilitator, and guide the development and delivery to meet your needs.

SERVICES THAT CAN BE BROUGHT TO YOUR ORGANIZATION INCLUDE:

- Consulting – Guide a group or team in improving its processes and operations.
- Executive Coaching – Enhance the leadership and communication skills of individual leaders and top performers.
- Specialized Training – Develop technical and professional skills and abilities of your work group.

Competitive pricing brings Boise State University experts to your organization.

Program delivery is flexible and adapted to your business and operational requirements. Custom services range in duration from one-half day to several days depending on the objectives and scope of content. The Center can arrange delivery at your site, our site or another outside venue.

PREVIOUS PROGRAMS INCLUDE:

- Leadership
- Organization Effectiveness
- Resolving Workplace Conflict
- Fostering Individual, Team and Corporate Creativity
- Power of Teams
- Generations in the Workplace
- Negotiation Skills
- Mentoring Skills
- Management Coaching
- Finance for Non-Finance Managers
- Stress Management
- Project Management
- Lean Office
- Group Decision-Making
- Writing for Clarity
- Making Effective Presentations
- Customer Service
- Languages – Spanish, Chinese, etc.

To speak with a professional development specialist about your training priorities and specialized needs, contact Bae Emilson, Director, Center for Professional Development, (208) 426-5438.

“*The Leadership program that Boise State Center for Professional Development designed and delivered for us and with us in the spirit of true partnership, is an incredible product that articulates the art of Leadership at all levels. The first session resonated throughout the entire organization sparking a renewed enthusiasm of interest in the value of Leadership that continues to this day.*”

—Gary Charland, Idaho Department of Correction

K-12 TEACHER PROFESSIONAL DEVELOPMENT



Our K-12 Teacher Professional Development Specialist collaborates closely with local school districts, the Idaho State Department of Education, campus academic departments and the College of Education to coordinate professional education courses that enable teachers and administrators to earn credit required for both re-certification and salary increases.

Through partnership with such vendors as the PBS TeacherLine, Virtual Education Software Inc. and Idaho Digital Learning Academy, Boise State University is able to provide professional education credit for a multitude of courses that are delivered fully online.

Call Jill Hella at (208) 426-3713 to discuss how the Center for Professional Development can provide credit for your project or customize a professional development course or workshop to meet the needs of educators and administrators.

Please see our educator's web page for more information:
boisestate.edu/extendedstudies/educatorsdevelopment.html

OBTAINING CONTINUING EDUCATION UNITS

Training offered by the Center for Professional Development complies with university standards for being awarded Continuing Education Units.

A Continuing Education Unit (CEU) is a nationally standardized unit documenting participation in non-credit programs, courses or workshops.

In addition, the Center can award CEU's to a professional organization's training which meets the nationally established criteria. See CEU information on the Center for Professional Development's website for details on how to apply at: cpd.boisestate.edu/ceuinfo.html

For more information, call Jill Hella at (208) 426-3713.

Center for Professional Development
Schedule At-A-Glance By Date

To register and see class descriptions: • Visit cpd.boisestate.edu • Call (208) 426-1709

Leadership and Management Development

Power Pack Series

First class in this great series starts Nov. 2, 2011

NEW! Creativity in Unexpected Places – Out-

Innovate Your Competition!
Nov. 2, 2011, 9 a.m. - 11 a.m.

NEW! Avoiding Death by PowerPoint –

Techniques to Enhance Your Presentations

Nov. 2, 2011, 1 p.m. - 3 p.m.

Make Every Customer Interaction Positive

Feb. 15, 2012, 10:30 p.m.-12:30 p.m., repeats July 11, 2012

Master Challenging Customer Interactions

Feb. 15, 2012, 1:30 p.m.-3:30 p.m., repeats July 11, 2012

Time Management Basics

Mar. 21, 2012, 10:30 a.m.-12:30 p.m.

NEW! Nurture Yourself – Life/Work Balance

Mar. 21, 2012, 1:30 -3:30 p.m.

NEW! Respectful Workplace

May 3, 2012, 10:30 a.m.-12:30 p.m.

Turn Team Conflicts into Teamwork

May 3, 2012, 1:30 p.m.-3:30 p.m.

Fee per class: \$60

Project Management

Two Great Courses Back-to-Back!

• **Introduction to Project Management**

Oct. 12-13, 2011, 8:30 a.m.- 4:30 p.m., repeats

Jan. 24-25, 2012, repeats Oct. 9-10, 2012

Fee: \$495

• **Using Microsoft Project**

Oct. 14, 2011, 8:30 a.m.-4:30 p.m., repeats Jan. 26,

2012, repeats Oct. 11, 2012

Fee: \$250

Save money by bundling: Take both for **\$695** and save **\$50!**

NEW! Advanced Project Management

Oct. 25, 26, and 27, 2011 8:30 a.m. - 4:30 p.m.

Fee:

Day 1 & 2: \$295 each or \$540 for both. Save \$50!

Day 3: \$395

All 3 Days: \$760. **Save \$125 when you sign up for all 3 days!**

Project Management Professional (PMP) Exam Preparation

Nov. 10-11, 2011, 8:30 a.m.-4:30 p.m., Mar. 8-9, 2012, repeats Nov. 8-9, 2012

Fee: \$725

Applied Leadership: The Art of Supervision

Competency-Based Learning to Enhance Leadership Skills.

Part 1: Leading People

- **Modules 1-9:** Sept. 27, 28, 29, 2011; repeats Feb. 21, 22, 23, 2012; repeats Sept. 18, 19, 20, 2012

Part 2: Achieving Results

- **Modules 10-18:** Nov. 29, 30, and Dec. 1, 2011; repeats April 24, 25, 26, 2012; repeats Nov. 13, 14, 15, 2012

Fee: \$799 for each 3-day part or \$90 for each module.

Foundations in Leadership

Workshops 1-3: Mar. 1, repeats Aug. 16, 2012

Workshops 4-6: Mar. 15, repeats Aug. 30, 2012

Transitioning to Your New Role

(Workshop 1) 8 a.m.-10 a.m.

Dealing with Complications in Communication

(Workshop 2) 10:30 a.m.-12:30 p.m.

Turning Your Group into a Team

(Workshop 3) 1:30 p.m.- 3:30 p.m.

Managing Performance-Setting Goals and

Expectations (Workshop 4) 8 a.m.-10 a.m.

Managing Performance-Coaching for Results

(Workshop 5) 10:30 a.m.-12:30 p.m.

Execution: Getting It Done

(Workshop 6) 1:30 p.m.-3:30 p.m.

Fee per workshop: \$60

Save money by bundling: Sign up for 5 workshops at \$60 and get the 6th workshop FREE!

Two Great Management Programs Back-to-Back!

• **Personality Styles in the Workplace**

Apr. 19, 2012, 8 a.m.-12 p.m.

• **Time Management Solutions**

Apr. 19, 2012, 1 p.m.-5 p.m.

Fee per workshop: \$150

Save money by bundling: Take both for \$275, and **SAVE \$25!**

Accounting and Finance Basics

Oct. 21, 2011, 9 a.m.- 4 p.m., repeats Oct. 17, 2012

Fee: \$250 per person

Early Bird Fee: \$230 if registered by Oct. 7, 2011 and Oct. 3, 2012

Business Communication Development

Resolving Workplace Conflicts

Sept. 21, 2011, 8:30 a.m.-12 noon, repeats Sept. 20, 2012

Fee: \$150

Negotiating for Results

Sept. 21, 2011, 1 p.m.-4:30 p.m., repeats Sept. 20, 2012

Fee: \$150

Sign up for both *Negotiating for Results* and *Resolving Workplace Conflicts* for \$270 – Save \$30!

Sales Strategies-From Prospecting to Close

Oct. 5, 2011, 9 a.m.-4 p.m., repeats Oct. 4, 2012

Fee: \$270 per person, includes all materials.

Early Bird Fee: \$250 if registered by Sept. 20

Leading Your Sales Force

Apr. 11, 2012, 9 a.m.-4 p.m.

Fee: \$295 per person, includes all materials.

Early Bird Fee: \$275 if registered by Mar. 28

Writing for Clarity in Business

Dec. 1-2, 2011, 9 a.m.- 4 p.m., repeats Dec. 5-6, 2012

Fee: \$450

Early Bird Fee: \$425 if registered by Nov. 17

Professional Technical Writing

Feb. 8-9, 2012, 9 a.m.-4 p.m.

Fee: \$495

Early Bird Fee: \$470 if registered by Jan. 25

Human Resource Management Development

Essentials of Human Resources

Oct. 18-19, 2011, 8:30 a.m.-5 p.m., repeats Feb. 1-2, 2012, repeats Oct. 17-18, 2012

Fee: \$700 includes SHRM materials

PHR/SPHR Certification Review Course

Online

Oct. 3, 2011-Dec. 5, 2011

Fee: \$ 1,300 per person, includes the SHRM Learning System

Face-to-Face

Nov. 3-5, 2011, 8 a.m.-5 p.m., repeats Apr. 5-7, 2012, repeats Nov. 15-17, 2012

Fee: \$ 1,175 per person, includes the SHRM Learning System

Training for Impact: Creating a Learner-Centered Environment

Oct. 25-26, 2011, 9 a.m.-4 p.m., repeats Oct. 24-25, 2012

Fee: \$495

Early Bird Fee: \$470 if registered by Oct. 11

Conflict Management Summer Institute - 2012 Basic Mediation Skills

June 2 & 3, 9 & 10, and 16 & 17, 2012, 9 a.m. - 5:30 p.m. , Saturdays & Sundays

Fee: \$1,100

Early Bird Fee: \$470 if registered by Oct. 11

Specialized Professional Development

GRE/ GMAT Preparation Courses

Graduate Record Exam (GRE)

Sept. 21 - Nov. 16, 2011, 6 p.m.-9 p.m., repeats Jan. 17- Mar. 13, 2012

(1st class is until 10 pm for diagnostic practice exam)

Fee: \$450

Graduate Management Admissions Test

(GMAT) Sept. 20 - Nov. 15, 2011, 6 p.m.-9 p.m., repeats Jan. 19, 2012-Mar. 15, 2012.

(1st class is until 10 pm for diagnostic practice exam)

Fee: \$495

Introductory Raptor Identification Workshop

Sept. 23-25, 2011

Fee: \$350

Early Bird Fee: \$325 if registered by Aug. 31, 2011

Certificate in Refugee Services Foundation

• Principles in Refugee Resettlement

Aug. 22, 2011- Dec. 5, 2011, 6 p.m.-9 p.m.

• Working with Refugees Across Cultures

Aug. 23, 2011- Dec. 6, 2011, 6 p.m.-9 p.m.

• Case Management with Refugees

Aug. 24, 2011- Dec. 7, 2011, 6 p.m.-9 p.m.

Fee: \$425 each or \$1200 for all 3. Save \$75!



VISIT THE CENTER FOR PROFESSIONAL DEVELOPMENT!



The Center is Conveniently Located on Parkcenter Boulevard

Most programs are delivered at the Center's Parkcenter location that offers easy access and parking. It is housed inside the Extended Studies Division, within the Ron and Linda Yanke Family Research Park building.

Boise State University
Center for Professional Development
220 E. Parkcenter Blvd. (*across from the Red Robin Restaurant*)
Boise ID 83706-3940

Our telephone number is (208) 426-1709.

Visit the Center online at cpd.boisestate.edu

You will see the most up-to-date details about changes and additions to our programs and services in the following interest areas:

- Leadership and Management
- Business Communication
- Human Resource Management
- Specialized Training

A convenient link for online registration appears on each page. For specific questions, our email is cpdinfo@boisestate.edu.

Scan the QR below to upload the link to all of our current programs.



CUSTOMER SUPPORT

The Center's goal is to support your participation in training that fits your interest and availability. If you are unable to attend a session for which you have registered, please contact our office at 426-1709 to reschedule or transfer your registration.

If you must cancel your registration, our cancellation policy is: Cancel six business days before class to receive a full refund. Cancel 48 business hours prior to class to receive full refund minus a \$25 processing fee. If you cancel less than 48 hours prior to class you are responsible for the full fee, which you may apply toward another class held within six months. Your registration may be transferred at any time within no fee, by calling (208) 426-1709 with the name of your substitute attendee.

LEADERSHIP AND MANAGEMENT DEVELOPMENT

The Center offers training that is designed for the differing needs of leaders from new team leads to the senior executives.

See **pages 5-7** for these workshop offerings.



BOISE STATE
UNIVERSITY

EXTENDED STUDIES