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How to Register

Online: nbdc.unomaha.edu/training
Email: unonbdcREGISTER@unomaha.edu

To secure your place, include YOUR NAME, DATES and TITLE of workshop in body of email

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28 Microsoft Project 2013
Complimentary Breakfast Briefing & Open House

Whether you are a morning person or need gallons of coffee to open your eyes, get a great start to your day with us. Look for more details in our next catalog and eNotes.*

- Meet our facilitators, staff and consultants.
- Network with your peers.
- Learn about NBDC training and certificate programs.
- Get briefed on NBDC’s organizational development services.

FOR MORE INFORMATION
Kim Harter
(402) 554-4095
kkharter@unomaha.edu

*Subscribe to eNotes at nbdc.unomaha.edu/training/
Create a planned and systematic change effort to become a more vital and sustainable organization.

- Improve organizational effectiveness through strategic planning and aligning functional structures.
- Create a collaborative, innovative environment with reward systems to improve overall operations.
- Identify strengths and opportunities where improvement is needed.
- Support employees through a system of feedback and individual development emphasis.

WHEN TRAINING IS NOT THE SOLUTION

We can create a plan that delivers measurable results. From an in-depth consultation with your key personnel, NBDC will develop objectives and create a customized approach to address the needs and goals of your organization. NBDC can help you initiate and complete the following strategies:

- Competitiveness Review
- Market Research
- Focus Group
- Cultural Assessment
- Training Needs Assessment
- Coaching and Mentoring
- Improve Processes
- Leadership Development

“The bottom line is, when people are crystal clear about the most important priorities of the organization and team they work with and prioritized their work around those top priorities, not only are they many times more productive, they discover they have the time they need to have a whole life.” Stephen Covey
OUR STRATEGIC APPROACH

NBDC consultants can assist you with each step of a strategic approach to organizational development:

Define the Need
- Consult and Question
- Determine Performance Gaps
- Explore Organizational Culture

Recommend a Solution
- Align with Strategic Direction
- Highly Customized
- High Probability of Success
- Cultural Fit

Manage the Delivery
- Plan and Administer Delivery
- Provide Tailored Materials
- Ensure Strategic Directions are Met
- Evaluate

Email or Call us FOR MORE INFO
- See contact information for OD consultants after their profiles.
- Visit nbdc.unomaha.edu/OD

OD CONSULTANTS

Harold Sargus, MBA, SPHR, SHRM-SCP, client services manager for the NBDC professional and organizational development program, has over 25 years of human resource, OD and sales experience and has served as lead HR professional within a variety of organizations.
(402) 554-4088  Email: hsargus@unomaha.edu

Laurie Matthews, BS, account representative for the NBDC professional and organizational development program, has a successful professional background in talent development, coaching and employee relations.
(402) 554-6250  Email: lamatthews@unomaha.edu

Renee Held, BS, NIST MEP Lean Certified, Lean consultant, has 25+ years experience in business, management and in effectively implementing Lean techniques within manufacturing processes.
(402) 564-0105  Email: rheld@unomaha.edu
Two days
May 13, 17
8:30–4:30
Building 4-Dimensional Teams
You will learn how to assess team members to discover and take advantage of their naturally strongest dimension. You will discover how to improve the eight behaviors to create a well-balanced 4-D team. The methodology is based on the NASA 4-D team building process used for the Space Shuttle, space telescopes, robots on Mars and the mission back to the moon. Fee: $599. Facilitator Beth Giesbrecht, BS, PMP

Two days
Sep 15, 16
8:30–4:30
Core Principles for Business Analysis
Learn business analysis, BA principles, practices, roles and responsibilities. Whether you are a new business analyst or experienced, you will benefit from creating an actual feasibility study and examining a current business case. Exercises will keep you engaged and encourage you to share personal experiences. Fee: $599. Facilitator: Pam Soderholm, MS, PMP

One day
Jun 7
8:30–4:30
Communicating Projects Visually
Almost every study reveals that communication issues turn out to be project managers’ number one problem and consume 90% of their time. Beginning project managers issue status reports, good project managers create a short plan. Great project managers do both as well as communicate to all stakeholders. Fee: $299. Facilitator: Beth Giesbrecht, BS, PMP

One day
Jun 21
8:30–4:30
Communicating with Project Stakeholders
Understand the importance of stakeholder management for project success as you step through the processes—identify, assess and prioritize—as well as the ethical issues involved. You will complete the class with a plan on how to communicate information and get the kind of feedback you need to be effective in delivering a project. Fee: $299. Facilitator: Beth Giesbrecht, BS, PMP
Exploring Project Risk Management
Discover the importance of Risk and how it fits within the PMBOK® Guide. In course exercises, you will work with risk assessment tools such as Monte Carlo and decision tree analysis and learn to determine potential conflict between project and stakeholder goals. Fee: $299. Facilitator: Garry Flemings, PMP, CSDP, CSM

IT Project Management
In a PMBOK® aligned course you will learn how to bring IT projects in on schedule and under budget. Learn how to build a Project Charter and Definition; estimate project hours, duration and cost; create a project plan to manage and report on progress. This course blends current information, case studies and project simulations to strengthen your IT project management skills. Fee: $599. Facilitator: Pam Soderholm, MS, PMP

Lean Refresher: Review the Basics
Through the generous use of case studies and team problem solving exercises, participants will experience various implementation techniques. Rigorous and highly interactive, this workshop will provide a valuable refresher for anyone involved in Lean projects and organizations. Fee: $299. Facilitator: Martin Kostecki, MS, NIST-MEP Lean Certified

All business analysis courses have been updated to the current BABOK guide.
Two days
Jul 28, 29
8:30–4:30

Microsoft Project 2013
You will gain the skills and techniques to develop a project schedule, assign task dependencies, resources and create leads and lags. Learn to use and customize views, tables, filters, sorts and reports to display your data the way you desire. You can track projects by establishing baselines and assigning costs to resources and tasks. Learn the new features of manual scheduling, inactive tasks and timeline view. Fee: $599. Facilitator: Beth Giesbrecht, BS, PMP

Half day
Apr 5
Sep 29
8:30–12

Prioritize or Agonize
Are you feeling overwhelmed by a “to-do” list that is pages long and growing? Learn skills of time management that will help you organize and complete your daily tasks. You will take away workable ideas on how to better manage your responsibilities so that—rather than yesterday’s unfinished business—you can start each day on something new! Fee: $125. Facilitator: Beth Giesbrecht, BS, PMP

Four days
May 19, 20, 26, 27
8–6
Call (402) 554-2521 for information about CAPM exam prep.

PMP Exam Prep
This accelerated instructor-led course fulfills all contact hours required for the PMP Exam and will give you the resources and confidence to pass the test. You will receive a review book and a three-month subscription to online resources, CDs, flashcards, and the PMBOK Guide®. An exam simulation will recreate an actual exam and includes a walk-through of the application process. Fee: $1,699. Facilitator: Pam Soderholm, MS, PMP

One day
May 12
8:30-4:30

Process Mapping for Business Improvement
Learn the sequence and symbols commonly used to plan processes. You will proceed from mapping existing, organized processes toward planning the future state of processes. In teams, you will actually map several as-is processes and then proceed to mapping at least one future process. Fee: $299. Facilitator: Beth Giesbrecht, BS, PMP
Project Management by the Book
In PMBOK® aligned course you will learn how to bring projects in on schedule and under budget. Learn how to build a Project Charter and Definition; estimate project hours, duration and cost; create a project plan to manage and report on progress. This course blends current information, case studies and project simulations to strengthen your project management skills. Fee: $599. Facilitator: Pam Soderholm, MS, PMP

Requirements Elicitation Methods and Models
If the requirements are not correct, your project is doomed. In this class, you will learn various methods of gathering requirements, such as prototyping and reverse engineering. You will practice correctly writing requirements. You will work with various ways to visualize the requirements by modeling. If your requirements are communicated accurately, everyone prospers. Fee: $899. Facilitator: Pam Soderholm, MS, PMP

Running Productive Meetings
There are good meetings and bad meetings. Bad meetings are wasteful and lower morale. Good meetings leave your team energized and excited. You will learn how to organize and run effective meetings that increase productivity through improved collaboration, communication and consensus. Fee: $125. Facilitator: Beth Giesbrecht, BS, PMP

Successful Project Management
Learn PMBOK®-aligned techniques for planning and implementing projects to produce desired results on time and within budget. Learn to set measurable objectives, estimate project time and costs, determine scope, manage resource requirements and control results. Includes an interactive exercise in which students manage a project from planning through measurement of results. Fee: $599. Facilitator: Beth Giesbrecht, BS, PMP

High Impact Business Writing
Learn how to use email, texts, and social media to communicate in a professional manner. Polish your personal brand through better written communication. See page 18
Agile 101
Get an overview of agile models Scrum, Kanban, and Lean (including Lean Software Development). You will understand the practical problems associated with adoption of any new practice and receive practical tips on applying one or more agile models at your company. Learn about effective habits of low-tech management, about information radiators and about feedback offered early and often. Fee: $299. Facilitator: Garry Flemings, PMP, CSDP, CSM

Agile for Managers
Learn what distinguishes Agile and Lean models in business. We will discuss typical reactions (some wildly positive and some less enthusiastic) of teams who use agile models and consider the cultural challenges of converting between development models. You will learn what improvements other organizations have experienced. Fee: $149. Facilitator: Garry Flemings, PMP, CSDP, CSM

Putting SCRUM into Action
Agile is meant to be lightweight and nimble, so why waste valuable time with planning? Understand why and how Agile development teams develop plans. Learn how to develop a Scrum Release plan, Sprint plan and estimate project requirements through an adaptive Agile Planning framework. Fee: $299. Facilitator: Nik Kalantjakos, PMP, CSM, CSP

From the Computer Room to the Board Room
As you move from working as a technical professional who is very effective in your position to a management role, your challenges become more complex. You now have an entire team’s goals and performance to manage. This course will explore how to build trust in your team, how to effectively delegate, how to lead your team through change and what to do in your first days as a manager. Fee: $149. Denise Dantzler, IT PMO

Getting Back to the Basics with SCRUM
After implementing SCRUM successfully, organizations can often stray away from the important basics. Learn the roles and responsibilities of the SCRUM master, team member, product owner, leadership team, the organization, the SCRUM coach and other stakeholders. You will identify and discuss pitfalls, recommended actions and opportunities for improvement. Fee: $149. Denise Dantzler, IT PMO
Certificate in Project Management (blended program)

- Successful Project Management (2 days in class)
- Microsoft Project 2013 (2 days in class) or Project Management Simulation (online)
- Requirements Elicitation Methods and Models (3 days in class) or three online courses
- Building 4-Dimensional Teams (2 days in class) or Project Management Team Leadership (online)

Certificate in IT Project Management

- IT Project Management (2 days)
- Requirements Elicitation Methods and Models (3 days)
- Building 4-Dimensional Teams (2 days)
- Agile 101 (1 day)
- Any class from our Agile offerings (1 day)

Certificate in Advanced Project Management

- Core Principles for Business Analysis (2 days)
- Exploring Project Risk Management (1 day)
- Quality Tools for Project Managers (2 days)
- Communicating Projects Visually (1 day) or Communicating with Project Stakeholders (1 day)
- Agile 101 (1 day)
- Ethical Decision Making (1 day)
- Any one-day leadership course (1 day)

Certificate in Business Analysis

- Core Principles for Business Analysis (2 days)
- Process Mapping for Business Improvement (1 day)
- Requirements Elicitation Methods and Models (3 days)
- Prioritize or Agonize (1/2 day)
- Running Productive Meetings (1/2 day)
- Successful Project Management (2 days)

FEES
$1,990 for each certificate program

PMP CREDENTIALS
All project management courses can be used to earn the Project Management Professional (PMP) credential and the Certified Associate in Project Management (CAPM) credential awarded by the Project Management Institute. Courses fill PDU (Professional Development Units) requirements to maintain PMP certification. One contact hour equals one PDU. Visit www.pmi.org for more information.

CBAP CERTIFICATION
Business Analysis courses qualify for the 21 contact hour requirement for a Certified Business Analysis Professional (CBAP). Courses fill Continuing Development Units (CDU) to maintain CBAP certification. One contact hour equals one CDU.

CONTINUING EDUCATION UNITS (CEUs)
Those who complete the certificate program can receive 5.4 CEUs. CEU applications require a $15 processing fee and must be turned in prior to taking a course. Call (402) 554-2521 for an application.
IFMA Sustainability Facility Professional Credential (SFP)

Play a key leadership role in developing, managing and operating sustainable facilities. Get the information and tools that facility managers need to develop a comprehensive sustainability strategy.

The SFP credential will give you recognition and credibility as an informed champion, partner and steward of the built environment within your organization and your community.

SFP CREDENTIAL WILL BENEFIT
- Facility coordinators, directors, managers, specialists, supervisors
- Architects, designers, safety engineers
- Consultants to the FM industry
- FMPs and CFMs
- Leed-certified professionals

Complete the 40-hour course and exam to earn the IFMA Sustainability Facility Professional Credential.
- Earn 70 CE hours for LEED-professional credential maintenance.
- Learn what you need to know to pass the SFP Exam.
- Get a solid foundation in sustainable facility practices.
- Build a business case for sustainability on sound research.
- Lead your organization’s sustainability program.

FEES
$2,495 includes all course materials

Call (402) 554-4095 for dates of next program offered.

Rick Yoder, PE SFP, is director of the Pollution Prevention Regional Information Center (P2RIC) and UNO’s College of Business Administration’s sustainability officer. Yoder is a registered mechanical engineer specializing in HVAC, indoor air quality, energy efficiency and water conservation.

IFMA INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION is the world’s largest and most widely recognized international association for professional facility managers. IFMA’s credentials are the global standard for the facility management profession.
Green Globes Professional Certification (GGP)

Green Globes provides a nationally recognized green building certification that involves an onsite assessment by a credentialed third party (GGA). It offers an affordable alternative to LEED as a way to advance the overall environmental performance and sustainability of a wide range of buildings.

WHY SHOULD YOU BECOME A CERTIFIED GGP

- Expand your business opportunities by offering green building services to a broader client base.
- As a GGP, you may serve as a consultant on Green Globes projects, facilitate the building certification process and provide project management for your own clients.
- Play an important role in fostering more energy-efficient, healthier and environmentally sustainable buildings.

TWO-DAY CURRICULUM INCLUDES

- Green Globes assessment and certification process
- All of the Green Globes modules, including New Construction (NC), Continual Improvement of Existing Buildings (CIEB), and CIEB for Healthcare Buildings (CIEB Healthcare)
- Minimum qualifications for Green Globes Professional

FEES

$875, includes application fee, materials and final exam, plus initial two-year certification.

Call (402) 554-4095 for dates of next program offered.

“...I became convinced through experience that Green Globes is an excellent and thorough rating system that covers design, building and the operation of new construction. One of the reasons the university I worked with choose Green Globes was its transparency. You can get input so you don’t have to guess how well you are doing along the way.” – Barbara A.W. Clarke, AIA LEED AP, Green Globes Professional, Bonnett Associates Incorporated
Are your customers demanding reduced lead times, cost reductions and improved quality? Meet these challenges by becoming a Lean Enterprise.

Give your company the Lean competitive advantage. Simulations and practical exercises will give you or a team from your facility the confidence to immediately implement Lean improvements in your workplace.

CERTIFICATE SCHEDULE
A new program is offered approximately every six months. Call (402) 564-0105 for workshop dates, cost, location and registration information. Fee: $1,795 per person for seven days of training. Facilitators: Rachel Baxter, BSIE, MBA; Renee Held, BS, NIST MEP Lean Certified.

CURRICULUM
- Principles of Lean Manufacturing
- 5S Workplace Organization
- Set-Up Reduction/Quick Changeover
- Value Stream Mapping
- Cellular Flow Manufacturing
- Standardized Work

- New classes will start in May in Lincoln and August in Omaha.

LEAN REFRESHER: REVIEW THE BASICS

Through the generous use of case studies and team problem solving exercises, participants will experience various implementation techniques. Rigorous and highly interactive, this workshop will provide a valuable refresher for anyone involved in Lean projects and organizations.

June 10 | 8:30 – 4:30 | $299 | Instructor: Marty Kostecki
THE CHALLENGE FOR LEADERS AND MANAGERS of the Lean organization is to maintain a culture of continuous improvement through consistent modeling, teaching and coaching.

Through lecture, you’ll discover how applying Lean principles to your process, people and problem solving can transform your organization. Through case study, simulation and exercises, you will gain practical experience of how to lead and manage the change.

WHO WILL BENEFIT
- Floor and mid-level managers from any industry
- Facilitators, lean trainers, engineers and team leaders

CERTIFICATE SCHEDULE
A new program is offered approximately every six months. Call (402) 554-4095 for workshop dates, cost, location and registration information. Fee: $2,195 per person. Facilitators: Rachel Baxter, BSIE, MBA; Beth Giesbrecht, PMP, COI; Chris Schultz, BA

CURRICULUM

Creating a Culture of Continuous Improvement
Real continuous improvement requires an organizational culture change. Discover the key to maximizing productivity – harnessing the creative power of people!

Servant Leadership and the Lean Manager
Learn how to empower people to reach goals and collaborate on decisions. You will learn the foundational tenets of Servant Leadership and discover techniques for nurturing it in your organization. You will design a plan of action during the workshop and develop the confidence to implement it at your workplace.

Understanding the Financial Benefits of Lean
Learn how to identify the key financial benefits of your Lean project. You will to learn to calculate ROI, read profit and loss statements and build your case for stakeholder support.

Coaching Through Problem Solving
Learn to use the A3 management process to solve problems, gain agreement, mentor and lead. You will practice problem solving through a simulation exercise. Case studies of typical coaching sessions with mentor/mentee discussions will be presented and analyzed.

Achieving OEE Through Total Productive Maintenance
Examine the power of applying Overall Equipment Effectiveness (OEE) as a building block of TPM. You will learn what data is required to understand where the equipment wastes are happening and analyze to improve equipment productivity to produce change in your organization.

NEW WORKSHOP

Resource Efficiency and Value Stream (REVS) Maps
Level up with this enhancement of the VSM tool. The REVS Map identifies material, water, and energy efficiencies and shifts focus from Lean to Lean & Clean. A must for those thinking of becoming a zero waste enterprise. This is an especially valuable exercise for production, facility and EHS managers to work on together. Instructor: Rick Yoder, P.E., SFPP

Two-days | June 8, 22 | 8:30 – 4:30 | $599
Prepare for the next generation HR certification

Establish yourself as a globally-recognized human resource expert by earning the new standard in HR certification: SHRM Certified Professional (SHRM-CP™) and SHRM Senior Certified Professional (SHRM-SCP™). These professional certifications can open doors for professional advancement, serve to harmonize standards with changing expectations and signal to employers advanced professional development. They reflect what HR practitioners need to know to be leaders in their organizations and in the profession.

This intensive program combines expert instruction with the SHRM Learning System® for SHRM-CP/SHRM-SCP, so you will learn faster, retain more knowledge and stay on track for success on the exam.

2016 SHRM Learning System
As part of your course, you will receive the 2016 SHRM Learning System for SHRM-CP/SHRM-SCP. Comprised of comprehensive learning modules in print and e-reader formats, and advanced online resources, these study materials streamline study time, accelerate learning and build confidence for passing the SHRM-CP/SHRM-SCP exam.

YOU WILL BENEFIT FROM:

- Experienced, certified facilitator
- The SHRM Learning System, historically ranked the #1 HR certification prep tool
- A structured learning experience that keeps you on track
- Opportunities to network and learn from your peers
- Tuition reimbursement and up to 36 professional development credits (PDCs)
- Five learning modules covering a comprehensive body of competency and knowledge (HR Competencies, People, Organization, Workplace, Strategy)

Instructor
JENNIFER PURSELL SPHR, has extensive HR experience working for Midwest companies ranging from 30 to 3,000 employees. A member of HRAM, she volunteers on the certification and governmental affairs committees. She is currently human capital manager at Central States Group.

SEPTEMBER 5—offered 12 weeks online starting September 5, 2016. Fees are $1,095. Instructions for participating, course materials, answers to technology questions and SHRM testing process will be sent to you after you register. (Exam fees are excluded.)

Call (402) 554-2521 for more information.
Building Personal Resiliency
People who are good at coping with challenges and setbacks usually have one thing in common—resiliency. Increase your resiliency by learning how to build positive relationships with supervisors, coworkers and team members; create higher levels of engagement and productivity and reduce conflict and disruption. Fee: $125. Facilitator: Ann Gillaspie, MA, PHR

Coaching for Performance
Learn how to become an active, involved leader and coach. Pick up skills that will help you guide teams, identify individual abilities and improve productivity. You will gain a better understanding of what drives performance, supports employee engagement and helps your organization retain the most qualified workers. Fee: $125. Facilitator: Moniki Cannon, MOL, Certified Performance Coach

Conflict Management in the Workplace
In a positive workplace, managers master techniques that reduce conflict and encourage healthy engagement. In this workshop, you will increase your confidence in diffusing difficult situations. Learn how to use a collaborative conflict management model, information exchange and problem solving techniques. Fee: $249. Facilitator: Michael Harsh, MA, LPC

Enhancing Employee Engagement
Learn how you can develop a satisfied workforce. You will learn how to create a culture in which employees are enthusiastic about their work and emotionally and intellectually connected to their organization. Work can be more than a paycheck! Fee: $125. Facilitator: Ann Gillaspie, MA, PHR

HR Laws for Supervisors and Managers
Supervisors and managers have shared HR responsibilities making sure that interactions with employees comply with federal and state laws. Learn fundamentals of interviewing, hiring, reviewing and firing processes that may help you avoid costly claims. This course will benefit line managers, office managers, supervisors or anyone involved in any kind of HR function. Fee: $125. Facilitator: Ann Gillaspie, MA, PHR
### Adaptive Leadership
Leaders must continually question whether a person is able to do the job and whether they will take responsibility for doing the job. You will learn how to adjust your leadership style to how these questions are answered. Fee: $249. Facilitator: Tony Clair, MS

### Balancing Two (or More) Bosses
Do you work with multiple bosses and competing goals? Do you have all of the responsibility with limited authority? Are you accountable for tasks you have no control over? Welcome to the matrix organization. In this new workshop, you will learn strategies and techniques to help you cope and thrive in this complex structure. Fee: $125. Facilitator: Beth Giesbrecht, BS, PMP

### Building Personal Resiliency
People who are good at coping with challenges and setbacks usually have one thing in common—resiliency. Increase your resiliency by learning how to build positive relationships with supervisors, coworkers and team members; create higher levels of engagement and productivity and reduce conflict and disruption. Fee: $125. Facilitator: Ann Gillaspie, MA, PHR

### High Impact Business Writing
Business communication has changed. Email, text messaging and other digital communication tools have brought advantages and challenges to the workplace. Learn how to use these new communication methods in a positive, professional manner. You will learn to polish your personal brand through better written communication. Fee: $249. Todd Conkright, MA, CPT

### Coaching for Performance
Pick up skills that will help you guide teams, identify individual abilities, and improve productivity. You will gain a better understanding of what drives performance, supports employee engagement, and helps your organization retain the most qualified workers. Fee: $125. Facilitator: Moniki Cannon, MOL, Certified Performance Coach

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Event</th>
<th>Description</th>
<th>Fee</th>
<th>Facilitator</th>
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<tbody>
<tr>
<td>One day</td>
<td>Jun 23</td>
<td>8:30–4:30</td>
<td>Adaptive Leadership</td>
<td>$249</td>
<td>Tony Clair, MS</td>
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<tr>
<td>Half day</td>
<td>Sep 13</td>
<td>8:30–12</td>
<td>Balancing Two (or More) Bosses</td>
<td>$125</td>
<td>Beth Giesbrecht, BS, PMP</td>
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<tr>
<td>Half day</td>
<td>May 6</td>
<td>1–4:30</td>
<td>Building Personal Resiliency</td>
<td>$125</td>
<td>Ann Gillaspie, MA, PHR</td>
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<tr>
<td>One day</td>
<td>Apr 7, Oct 27</td>
<td>8:30–4:30</td>
<td>High Impact Business Writing</td>
<td>$249</td>
<td>Todd Conkright, MA, CPT</td>
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<tr>
<td>Half day</td>
<td>Jul 19, Nov 14</td>
<td>1–4:30</td>
<td>Coaching for Performance</td>
<td>$125</td>
<td>Moniki Cannon, MOL, Certified Performance Coach</td>
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</tbody>
</table>
### Defending Your Position

Even the best prepared plans will inevitably encounter resistance. So, it is important to know how to effectively defend your work and ideas when challenged. By the end of this session, you will be prepared to protect your interests while maintaining your professional relationships.

Fee: $249. Facilitator: Vanessa Hatfield-Reeker, MA

### Dynamic and Compelling Presentations

The ability to effectively communicate with and persuade groups of all sizes is a requirement for every successful individual in the 21st century workplace. This session will help participants turn even the driest, most mundane information into a dynamic, compelling presentation. You will learn how to deliver a message with poise and power no matter what the subject.

Fee: $249. Facilitator: Ralph Lassiter, CQM, CPT, SPHR

### Conflict Management in the Workplace

To foster a positive workplace, managers need to master techniques that reduce conflict and encourage healthy interpersonal engagement. In this course, you will increase your confidence and competence to diffuse difficult situations. Learn how you can use a collaborative conflict management model, information exchange and problem solving to reach your goals.

Fee: $249. Facilitator: Michael Harsh, MA, LPC

### Crucial Coaching Conversations

A leader’s effectiveness is measured by the results he or she achieves. A leader must decide what is to be done, who is to do it and ensure that it is done — all requiring crucial conversations and skills in direction setting, talent alignment and the coaching of team members to perform their best.

Fee: $249. Facilitator: Ralph Lassiter, CQM, CPT, SPHR

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**How to Give Dynamic and Compelling Presentations**

Learn how to capture attention, motivate and persuade others with poise and power.

Facilitator: Ralph Lassiter, a dynamic and compelling presenter

One day, $249
Oct 28
8:30–4:30
### Enhancing Employee Engagement

Employee engagement lies at the intersection of what benefits the company and what benefits employees. Learn how you can profit from a satisfied workforce. You will learn how to create a culture in which employees are enthusiastic about their work and emotionally and intellectually connected to their organization. Work can be more than a paycheck! Fee: $125. Facilitator: Ann Gillaspie, MA, PHR

### Ethical Decision Making

Workplace dilemmas can create difficult choices that will involve issues of character and test one’s ethics. Being a true professional means committing to act ethically in the execution of duties. Ethical behavior protects you from civil suits, damage to reputation and loss of professional licensure. In this course, you will examine issues that impact your ability to act ethically in service delivery, vendor relations and public interactions. Fee: $249. Facilitator: Ralph Lassiter, CQM, CPT, SPHR

### Giving Effective Feedback

“Feedback is the Breakfast of Champions!” No world class performer would ever build on talent without meaningful feedback from their audience. Learn how four specific types of feedback (Pure Feedback on What, Pure Feedback on How, Personalized Praise, Disapproval) function in coaching and developing talent in others. Fee $125. Facilitator: Tony Clair, MS

### Kill the SWOT

SWOT analysis has been used as a strategic planning tool for years, but the powerful questions used in Appreciative Inquiry (AI) identify the positive core of the organization and lead to more impactful strategies. Learn about the four phases of AI and tools and techniques used to shift the conversation from what needs to be fixed to how you capitalize on your strengths. Fee: $249. Facilitator: Todd Conkright, MA, CPT

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**Transitioning to Supervisor**

$249 | April 21 | 8:30-4:30

Move smoothly from working alongside co-workers to supervising them. Learn how to motivate others as well as discipline fairly.

Facilitator: Ralph Lassiter

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**APPLIED LEADERSHIP**
Two-day workshop in advanced topics

Leadership Boot Camp

AUGUST 4–5
$599

(Register early. Space is limited.)

Strengthen your management skills. Explore in depth the personal qualities and professional skills required to be effective in a leadership role.

Adaptive Leadership
Learn how to adjust your leadership style to the strengths, limitations and abilities of your teams. Learn how to judge who will best take responsibility for a job or project. Instructor: Tony Clair, MS

Leveraging Your Team
Assess your leadership type. Learn to develop and communicate a shared vision. Understand and apply critical principles of negotiation. Learn how to identify behavior patterns, communicate more effectively and be a more versatile problem solver. Instructor: Ralph Lassiter, MS, SPHR

Developing High Performance People
Learn a management process that will lead to peak performance and inspire increased productivity throughout the organization. Learn how to identify and encourage employees with greatest potential for growth and improvement. Instructor: Ann Gillaspie, MA, PHR

Managing Conflict
Learn how to handle tough conversations and encourage healthy workplace conflict by applying appropriate styles of competing, collaborating, accommodating, avoiding and compromising. Instructor: Michael Harsh, MA, LPC
<table>
<thead>
<tr>
<th><strong>APPLIED LEADERSHIP</strong></th>
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<tbody>
<tr>
<td><strong>Leading Organizational Change</strong></td>
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<tr>
<td>Change is constant in every organization. New technology, shifting client expectations, staff additions, layoffs, new procedures and increased competition are daily occurrences. Teams may become resistant and disheartened with difficult conditions, and leaders will be challenged to maintain performance. This workshop will help you prepare to serve your staff as an effective change leader. Fee: $249, Facilitator: Ralph Lassiter, CQM, CPT, SPHR</td>
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<tr>
<td>One day</td>
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<td>Jul 26</td>
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<td><strong>Leading Virtually</strong></td>
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<td>Although it helps virtual teams operate more effectively, technology alone can't create a successful virtual team. Today's leaders need special skills to support team members who do not work in the same office and are sometimes at geographic distances from each other. You will learn how to overcome challenges of building and maintaining trust, encouraging focus and creating clear communication. Fee $125. Facilitator: Tony Clair, MS</td>
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<tr>
<td>Half day</td>
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<td>May 13</td>
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<tr>
<td><strong>Prioritize or Agonize</strong></td>
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<td>Are you feeling overwhelmed by a “to-do” list that is pages long and growing? Learn skills of time management that will help you organize and complete your daily tasks. You will take away workable ideas on how to better manage your responsibilities so that—rather than yesterday's unfinished business—you can start each day on something new! Fee: $125. Facilitator: Beth Giesbrecht, BS, PMP</td>
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<td>Half day</td>
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<td>Apr 5</td>
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<td><strong>Running Productive Meetings</strong></td>
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<td>There are good meetings and bad meetings. Bad meetings are wasteful and lower morale. Good meetings leave your team energized and excited. You will learn how to organize and run effective meetings that increase productivity through improved collaboration, communication and consensus. Fee: $125. Facilitator: Beth Giesbrecht, BS, PMP</td>
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<tr>
<td>Half day</td>
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<tr>
<td>Apr 5</td>
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<td>Sep 29</td>
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<td><strong>Super Charge your Interpersonal Skills</strong></td>
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<td>Gain a deeper understanding of the behaviors associated with different work styles for better communication and a foundation for effective leadership practices. Fee: $125. Facilitator: Ralph Lassiter, CQM, CPT, SPHR</td>
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<td>Half day</td>
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<td>Jun 9</td>
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<td><strong>Transitioning to Supervision</strong></td>
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<td>Make the change from working alongside co-workers to supervising them without creating resentment. Learn how to motivate as well as discipline openly and fairly. Fee: $249. Facilitator: Ralph Lassiter, CQM, CPT, SPHR</td>
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<tr>
<td>One day</td>
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<tr>
<td>Apr 21</td>
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<td><strong>Understanding and Valuing Differences at Work</strong></td>
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<td>You will identify the four generations that make up today's workforce and discuss how their different life experiences affect communication styles. You will learn how certain management approaches build stronger cross-generational teams by working with the special characteristics of different age groups. Fee: $125. Facilitator: Ann Gillaspie, MA, PHR</td>
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<td>Half day</td>
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<td>Apr 12</td>
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CERTIFICATE IN LEADERSHIP

Demonstrate your commitment to professional growth and a mastery of skills required in your chosen field. A comprehensive interactive curriculum strengthens the practical skills of managers and provides an opportunity to practice team building, communication and organizing techniques that can be immediately applied in the workplace.

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- Building 4-Dimensional Teams (2 days)
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- Leading Organizational Change (1 day)
- HR Laws for Supervisors and Managers (½ day)

MORE INFORMATION
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Prioritize or AGONIZE

Overwhelmed by a “to-do” list that is pages long and growing? Learn the essential skills of time management that will help you organize and complete daily tasks.

Half day | Apr 5, Sep 29 | 8:30–12 | $125
Facilitator: Beth Giesbrecht, BS, PMP
Globalization, technology and empowered consumers are changing how you provide value to your customers.

In this intensive program, you will learn the fundamentals and techniques in materials management, logistics, lean manufacturing and supply chain risk analysis that can help you make your organization more productive and will enhance your value as a professional.

COURSE SCHEDULES
A new program is offered approximately every six months. Call (402) 564-0105 for workshop dates, cost, location and registration information. Fee: $1,990 per person. Facilitators: Renee Held, NIST Lean Certified; Beth Giesbrecht, PMP; Steve Schulz, PhD; Jean Waters, MS, SFP

CERTIFICATE CURRICULUM

Principles of Supply Chain Management
Principles of Lean Manufacturing
Process Mapping for Business Improvement
Sustainable Practices
Materials Management and Procurement
Successful Project Management
Supply Chain Integration

MORE INFORMATION
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TO ENROLL CALL
(402) 554-4095
APR 8 How to Have Crucial Conversations
Learn positive, healthy ways to conduct crucial conversations with your team and create a lasting impact. Presented by Ralph Lassiter, CQM, CPT, SPHR

MAY 6 What Color is your Personality?
Discover your innate preferences and how to communicate with co-workers based on their preferences. Presented by Beth Giesbrecht, PMP

JUN 24 Understanding Social Media Influences at Work
Burgeoning social media use has not only affected personal habits and time management, it also influences our relationships in the workplace. Presented by Ann Gillaspie, MA, PHR

JUL 15 Tapping into the Power of Excel Pivot Tables
Some say it’s the single most powerful feature of Excel. A pivot table allows you to summarize, analyze and present data in a meaningful way. Presented by Beth Giesbrecht, PMP

12 to 1 pm
$15 per session includes lunch.

TO REGISTER
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Access Level I and II
Two days | $249 | Apr 19, 20 | Aug 11, 12

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One day | $125 | Jun 17 | Sep 23

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You may re-take an open enrollment class for any reason. There is no cost (except for food) if you re-take within one year. Some restrictions apply. Call (402) 554-4095 to re-take a class.

CANCELLATION POLICY AND MORE

IF YOU CANCEL: Workshops with a published price greater than $599 require a ten (10) business day cancellation or transfer notice. To receive a full refund and avoid a 25% fee, you must give notice of cancellation or transfer two (2) business days prior to workshop date. To receive full refund for a Lunch & Learn workshop, you must give notice of cancellation five business days prior to workshop date. Confirmed registrants who do not attend their workshop are liable for the entire registration fee. Substitutions may be made at any time.

IF WE CANCEL: We reserve the right to cancel a course at any time. In this event, we will try to give you at least a seven-calendar-day notice and reschedule course within a month. If it cannot be rescheduled, you may choose to register for the same course at the next scheduled date or register for another course of equal value or receive a full refund. We will process refunds with a University of Nebraska at Omaha check issued within four weeks of the cancellation.

FOOD SERVICE: Course fees include snack breaks and lunch (computer classes excluded).

DATE CHANGES: Class dates may be subject to change. Check website for updates to schedule.

DISCOUNTS: Save 10% off the published price: Enroll in four or more workshops at one time or enroll four or more people from your company at one time. Discounts do not apply to online classes.

WORKSHOP LOCATIONS IN OMAHA: University of Nebraska at Omaha, College of Business Administration, Mammel Hall, 6708 Pine Street.

MILITARY PERSONNEL: All of our classes lead towards a certificate of completion. Many commands will approve tuition assistance for promotion points, career advancement and morale purposes.