We are committed to building and supporting successful partnerships and alliances.

Albemarle
All Star Automotive Group
Amedisys
Associated Grocers
Blue Cross Blue Shield of Louisiana
CF Industries
CLECO
Electronic Arts
Entergy
ExxonMobil
Fugro Chance
Georgia-Pacific
Halliburton
HydroChem
ISC Constructors
LA Dept. of Administration
LA Dept. of Children & Family Services
LA Dept. of Economic Development
LA Dept. of Environmental Quality
LA Dept. of Health & Hospitals
LA Dept. of Transportation & Development
Louisiana Lottery
Louisiana Workers' Compensation Corporation
Louisiana Workforce Commission
Marriott
Morton Salt
North American Salt
Peoples Health
Performance Contractors
REC Silicon
Shell Exploration & Production
Starmount Insurance
Tetra Technologies
Turner Industries

...giving our employees the tools they need to advance in their positions.

- Dianne Toledo,
  Training Coordinator, Turner Industries

Custom & On-Site Programs That Make a Difference

Many of the professional development programs offered by LSU Continuing Education are available for presentation at your organization's site, or at a site of your choosing. Additional programs can be developed based upon the specific educational needs and concerns of your organization.

At LSU, we build programs that work for our clients. Our non-credit courses and certificate programs target high-value, highly practical information that can be applied immediately. Many corporations, professional organizations and government agencies turn to LSU because of our ability to interface with such initiatives as Louisiana's Incumbent Worker Training Program and to deliver standard or fully customized courses on-site.

Contact us to learn more about how we can be your education partner:

Lisa Verma • 225-578-4316 • lverma@outreach.lsu.edu
## Course Schedule

### Business & Management

<table>
<thead>
<tr>
<th>Course Type</th>
<th>Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business &amp; Technical Communication</td>
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</tr>
<tr>
<td>Business Communication Certificate</td>
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<tr>
<td>Sales &amp; Marketing</td>
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</tr>
<tr>
<td>Grant Writing &amp; Development</td>
<td>7</td>
</tr>
<tr>
<td>Business Project Management</td>
<td>8</td>
</tr>
<tr>
<td>Business Project Management Certificate</td>
<td>8</td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>11</td>
</tr>
<tr>
<td>Accounting/Finance</td>
<td>12</td>
</tr>
<tr>
<td>Accounting Specialist Certificate</td>
<td>12</td>
</tr>
<tr>
<td>Purchasing &amp; Supply Management</td>
<td>13</td>
</tr>
<tr>
<td>Purchasing &amp; Supply Management Certificate</td>
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</tr>
<tr>
<td>Human Resource Management</td>
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<tr>
<td>Human Resource Management Certificate</td>
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<tr>
<td>Train the Trainer</td>
<td>17</td>
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<tr>
<td>Leadership, Management &amp; Supervision</td>
<td>18</td>
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<tr>
<td>Management &amp; Leadership Certificate</td>
<td>18</td>
</tr>
<tr>
<td>Organizational Leadership Certificate</td>
<td>23</td>
</tr>
<tr>
<td>Operations Management Certificate</td>
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</table>

### Certificate Programs

<table>
<thead>
<tr>
<th>Certificate</th>
<th>Credits</th>
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</thead>
<tbody>
<tr>
<td>Accounting Specialist Certificate</td>
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</tr>
<tr>
<td>Business Communication Certificate</td>
<td>3</td>
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<tr>
<td>Business Project Management Certificate</td>
<td>8</td>
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<tr>
<td>Database Development Certificate</td>
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<tr>
<td>Desktop Applications Specialist Certificate</td>
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<tr>
<td>Graphic Design Certificate</td>
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<tr>
<td>Human Resource Management Certificate</td>
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<tr>
<td>Management &amp; Leadership Certificate</td>
<td>18</td>
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<tr>
<td>.NET Programming Certificate</td>
<td>44</td>
</tr>
<tr>
<td>Occupational Safety Managers (COSM)</td>
<td>56</td>
</tr>
<tr>
<td>Operations Management Certificate</td>
<td>27</td>
</tr>
<tr>
<td>Organizational Leadership Certificate</td>
<td>23</td>
</tr>
<tr>
<td>Paralegal Studies Certificate</td>
<td>61</td>
</tr>
<tr>
<td>Purchasing &amp; Supply Management Certificate</td>
<td>13</td>
</tr>
<tr>
<td>SQL Server 2016 Certificates</td>
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<tr>
<td>Web Design Certificate</td>
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<tr>
<td>Web Development Certificate</td>
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### Online Courses & Certificate Programs

<table>
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<tr>
<th>Program</th>
<th>Credits</th>
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<tbody>
<tr>
<td>Sustainability Management</td>
<td>30</td>
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<tr>
<td>Entrepreneurship</td>
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</tr>
<tr>
<td>Non-Profit Management</td>
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</tr>
<tr>
<td>Project Management Professional Exam Prep Course</td>
<td>31</td>
</tr>
<tr>
<td>Project Management for Information Technology</td>
<td>31</td>
</tr>
<tr>
<td>Six Sigma Certifications</td>
<td>32</td>
</tr>
<tr>
<td>Medical Coding &amp; Billing</td>
<td>34</td>
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<tr>
<td>Medical Transcription &amp; Editing</td>
<td>34</td>
</tr>
<tr>
<td>CompTIA Certification</td>
<td>48</td>
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<tr>
<td>Microsoft Project 2013</td>
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<tr>
<td>Cisco Certifications</td>
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</tr>
<tr>
<td>VMware Certified Professional</td>
<td>49</td>
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<tr>
<td>Notary Public Preparatory Course</td>
<td>64</td>
</tr>
<tr>
<td>Graduate Test Preparation Courses</td>
<td>65</td>
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### Computer & Information Technology

<table>
<thead>
<tr>
<th>Course Type</th>
<th>Credits</th>
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</thead>
<tbody>
<tr>
<td>Business &amp; Office Applications</td>
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</tr>
<tr>
<td>Desktop Applications Specialist Certificate</td>
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### Engineering & Architecture

<table>
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<tr>
<th>Program</th>
<th>Credits</th>
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<td>Engineering &amp; Technology</td>
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### Sustainable Practices

<table>
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<tr>
<th>Program</th>
<th>Credits</th>
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<tbody>
<tr>
<td>Sustainability Management</td>
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### Safety Management

<table>
<thead>
<tr>
<th>Program</th>
<th>Credits</th>
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<tbody>
<tr>
<td>Certified Occupational Safety Specialist (COSM)</td>
<td>54</td>
</tr>
<tr>
<td>Certificate for Occupational Safety Managers (COSM)</td>
<td>56</td>
</tr>
<tr>
<td>Safe Supervisor</td>
<td>58</td>
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### Environmental Management

<table>
<thead>
<tr>
<th>Program</th>
<th>Credits</th>
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</thead>
<tbody>
<tr>
<td>Asbestos Management</td>
<td>59</td>
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### Paralegal Studies Program

<table>
<thead>
<tr>
<th>Program</th>
<th>Credits</th>
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<tr>
<td>CPSM and CSM Study Skill Program</td>
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### Test Preparation

<table>
<thead>
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<th>Program</th>
<th>Credits</th>
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<tbody>
<tr>
<td>College Admissions Tests</td>
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<tr>
<td>Graduate Test Preparation (Live Online)</td>
<td>65</td>
</tr>
<tr>
<td>Professional Test Preparation</td>
<td>65</td>
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<tr>
<td>CompTIA Certification Courses &amp; Exams (Online)</td>
<td>49</td>
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<tr>
<td>CPSM and CSM Study Skill Program</td>
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<tr>
<td>Microsoft Project 2013 Course &amp; Exam (Online)</td>
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<tr>
<td>Notary Public Preparatory Course (Live Online)</td>
<td>64</td>
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<tr>
<td>Project Management Professional Exam Prep Course (Online)</td>
<td>31</td>
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<tr>
<td>Six Sigma Certification Courses &amp; Exams (Online)</td>
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<tr>
<td>VMware Certified Professional Course &amp; Exam (Online)</td>
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</table>

### Additional Information

<table>
<thead>
<tr>
<th>Information</th>
<th>Credits</th>
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</thead>
<tbody>
<tr>
<td>Location Information</td>
<td>66</td>
</tr>
<tr>
<td>Registration Information</td>
<td>68</td>
</tr>
</tbody>
</table>
Tools for Changing Times!

In today’s uncertain business environment one thing is certain—change.

LSU is committed to providing you with the latest tools you need to stay ahead in a rapidly changing world. We invite you to select from our comprehensive listing of courses in this bulletin which contains an array of new courses and certificate program offerings. If you are wondering what to take, let us help you choose the course or program that’s right for you.

Call us for further information at 225-578-2500.

LSU Certificate Programs

If you’re interested in pursuing a new career, advancing in your current field or expanding your knowledge, consider an LSU certificate program. These noncredit, non-degree programs, developed by academic specialists and experienced professionals, offer planned sequences of courses ideal for people who want to acquire an in-depth background in a particular field without pursuing a formal degree program. The courses are open to all people, not just those enrolled in the certificate programs.

Continuing Education Units (CEU)

CEUs are a nationally recognized method of documenting the duration and quality of noncredit course work. One CEU is equal to 10 class hours of participation in a qualifying educational activity. A record of your CEUs is maintained by LSU Continuing Education, and transcripts may be requested by contacting us at 225-578-2500.

What’s new in Professional Development

Business & Management:
- Sales & Marketing (Page 6)
- Quality Assurance (Page 11)
- CPSM and CSM Study Skill Program (Page 14)
- Operations Management Program (Page 27)
- Organizational Leadership Program (Page 23)
- Six Sigma Black Belt Exam Prep Course (Page 32)
- Six Sigma Black Belt Certification Exam (Page 33)
- Medical Coding & Billing (Page 34)

Computer & Information Technology:
- CompTIA A+, Network+ & Security+ (Page 48)
- Microsoft Project 2013 (Page 49)
- Cisco CCNP (Page 49)
- VMware Certified Professional (Page 49)
- SQL Server 2016 Certificates (Page 50)

Safety Management
- Certificate for Occupational Safety Managers (COSM) (Page 56)

Some of our most popular programs include:
- Business Communication Program (Page 3)
- Business Project Management Program (Page 8)
- Management & Leadership Program (Page 18)
- Accounting Specialist Program (Page 12)
- Purchasing & Supply Management Program (Page 13)
- Human Resource Management Program (Page 15)
- Microsoft Office (Page 36)
- Web Design / Web Development Program (Page 40)
- .NET Programming Certificate (Page 44)
- Certified Occupational Safety Specialist Program (Page 54)
- Paralegal Studies Program (Page 61)
- Notary Public Preparatory Course (Page 64)
LSU’s Business Communication Certificate Program is designed to provide all professionals with the skills needed to become effective communicators in their companies or organizations. Participants will develop and enhance their written, verbal, and cross-cultural communication skills and presentation techniques, to ensure success in any environment. To earn a Business Communication Certificate, participants must complete the following five (5) courses.

1. Business Communication
2. Public Speaking: Personal & Professional
3. Interpersonal Success in the Workplace
4. Strategic Communication
5. Choose one elective:
   - Communication in Conflict Situations (Page 5)
   - Effective Writing for Business & Technical Professionals (Page 5)
   - Social Media Marketing (Page 6)
   - Successful Grant Writing (Page 7)
   - Mastering PowerPoint 2016 (Page 37)
   - or approved elective

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Business Communication Program, contact Abigail Theriot at 225-578-2755 or atheriot@outreach.lsu.edu.

Business Communication

Every communication that bears your name is your personal representative to the world. What do your emails, letters, and memos say about you? Develop the communication skills necessary to thrive in a professional setting and learn how to build stronger work relationships, communicate your message to people at every level, and use methods and tools available to gain the most from your communication efforts.

• Identify the needs and understand the interpersonal styles of the people you are communicating with and gain knowledge to organize your thoughts, articulate your message, and identify the best means of delivering your message.
• Learn how to successfully connect with a variety of people at different levels in the organization by using multiple methods and business tools that are vital to an organization’s success.
• Expand communications intelligence by developing a mastery of business speaking, social media/technology in the workplace, and professional online presence.
• Develop and apply successful communication strategies to inform, persuade, and motivate others.

Instructor: Ted Ball, MBA, Louisiana Transportation Research Center or Melinda Stallings, MA, SPHR, SHRM-SCP, Melinda Stallings International

Course Code: PBCBC Fee: $355 CEUs: 0.6
Section: Feb. 22; Thu.; 8:30 A.M.-4 P.M. (1 mtg.)

Public Speaking: Personal & Professional

As a public representative, how you conduct yourself at meetings, social gatherings, news briefings, and other speaking engagements is critical. Learn various strategies to make you a successful presenter in whatever situation is required. Other topics to be covered include:

• Effective vocal and visual delivery.
• Selling yourself and your ideas, choosing the right words.
• Staying focused, directed, and organized in different situations.
• Communication styles for various situations: crisis, company or community.
• Crisis communication fundamentals—planning, planning, planning!

Instructors: Tommy Karam, LSU Department of Marketing; E.J. Smith, MBA; and Melinda Stallings, MA, SPHR, SHRM-SCP, Melinda Stallings International

Course Code: PBPCD Fee: $355 CEUs: 0.6
Section: Mar. 21; Wed.; 8:30 A.M.-4 P.M. (1 mtg.)
Interpersonal Success in the Workplace

Interpersonal Success in the Workplace is offered by LSU Continuing Education’s Management & Leadership Institute. The program provides a fundamental and concentrated study of human behavior. This seminar is designed to help people understand and work effectively with other people, and to prepare individuals for working in groups and/or supervising others. This program will be valuable for new or aspiring supervisors, sales and customer service personnel, and others who must interact with people regularly in their work.

This two-day seminar begins with an explanation of how individual personality patterns develop and how interpersonal perception and communication influence interpersonal dynamics. The program then provides an understanding of the role attitudes play in affecting workplace behavior. On the second day, attention focuses on the impact of these normal behaviors on group and team effectiveness and concludes with a detailed discussion of why personality characteristics are so important to workplace success.

Major topics to be presented include:

• Understanding Human Behavior and Improving Interpersonal Skills—Learn about human needs and personality development, including the role of defense and coping mechanisms and how perceptual processes influence behavior.

• Understanding the Role Attitudes Play in the Workplace—Understand how attitudes affect job behavior and learn ways of managing attitudinal and generational differences.

• Individual, Interpersonal and Group Dynamics Impacting Team Effectiveness—Understand and learn to manage individual, interpersonal and group dynamics affecting team performance.

• Personality Matters: Personality Characteristics that Impact Workplace Behavior—Understand the role personality plays in influencing workplace behavior and how to work effectively with different types of people.

This seminar is ideal for:

• New or aspiring supervisors, sales and customer service personnel, and others who must interact with people regularly in their work.

• People who wish to prepare for working in groups and/or supervising others.

Key benefits of participation:

• Learn how human needs influence behavior and how personality develops.

• Understand how defense and coping behaviors affect relationships.

• Learn how attitudes affect workplace conduct and how to manage human differences.

• Develop insight into interpersonal and group dynamics and learn to manage group dynamics.

• Examine the role personality plays in workplace behavior and learn how to work with different kinds of people.

Seminar Leaders: Courtland Chaney, Human Resource Management Associates; Kerry Sauley, LSU Department of Management.

Course Code: PBMIS Fee: $795 CEUs: 1.2

Section: May 16-17; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

Strategic Communication

Communication is a vital tool used to support the goals, mission, and vision of an organization. Crafting a message, paying attention to the receiver, consideration of the actions needed, and ensuring feedback are all components that can affect successful communication.

This course will provide you with effective, proven methods of recognizing and disabling conflict in the workplace while promoting positive relationships. Through the use of assessments and experiential exercises, you will learn to identify a preferred style of interacting with individuals of differing styles and within a group setting. Become better equipped to carry on strategic conversations while seeking positive business results.

Major topics include:

• The four basic personality types and participant identification of their own

• The effect of perception on workplace interactions

• How awareness promotes greater understanding and workplace cohesion

• The 5 principle modes of conflict resolution in the workplace

• How to diffuse conflict through successful communication techniques

• The effect that communication has on change to promote organizational goals

Instructor: Melinda Stallings, MA, SPHR, SHRM-SCP, Melinda Stallings International

Course Code: PBCBF Fee: $355 CEUs: 0.6

Section: Apr. 24; Tue.; 8:30 A.M.-4 P.M. (1 mtg.)
NEW! Communication in Conflict Situations

The ability to deal with conflict is crucial in today’s society. To do so you must master the underlying principles of communicating in a conflict situation. When you master these principles, you can apply various techniques for each unique situation. It is not the absence of conflict that is needed—it is the ability to manage the conflict.

This one-day interactive, participant-driven seminar will explore stereotyping and self-fulfilling prophecies, which contribute to the escalation of conflict. In this program, we will explore the “Six Underlying Causes of Conflict”, along with “Fair and Unfair Rules of Fighting”. Students will examine how biases are formed and how to overcome them.

Major topics to be presented include:
• The 3 Distinct Levels of Communication
• How inferences are formed
• Self-Fulfilling Prophecies
• Strategies for working through misunderstanding
• Explore the 5 District Styles of Conflict Resolution and their advantages and disadvantages
• Find your favorite style for resolving conflict and develop your least favorite for resolving conflict
• Obtain specific skills for managing various conflict situations
• Challenge your attitude towards conflict

This seminar is ideal for:
• Supervisors and Managers interested in developing their communication and conflict resolution skills.
• Anyone who deals with the Public; Anyone involved in the deescalating of customer complaints; Anyone on the receiving end of escalating conflict.
• All positions in the Hospitality and Tourism Industry; Educators; Mediation and Arbitration Professionals; Human Resource Personnel and Employee relations Professionals; Business Leaders and Owners.

Seminar Leader: Steve Robichaux is President of Capital City Consultants. He has been professionally affiliated with LSU Continuing Education for over 25 years. Steve was an instructor in the LSU Executive Education Program for fifteen years. Steve has an MBA and Undergraduate Degree in Psychology from LSU. As an active consultant, Steve specializes in Conflict Resolution, Team Building, Motivating and empowering your employees. Steve has worked with companies such as Schlumberger, EMC, Albemarle, CLECO, and Turner Industries.

Course Code: PBCIC Fee: $355 CEUs: 0.6
Section: Apr. 12; Thu.; 8:30 A.M.-4 P.M. (1 mtg.)

Effective Writing for Business & Technical Professionals

Do you spend a considerable amount of your workday writing? Most people do. Yet when it comes to writing email, reports, procedures, proposals, and other business communication, many business people and technical professionals do not plan their writing, understand their reader’s perspective, or define the expected outcome of their communication. This hands-on class will give you fresh ideas and practical tools to help you write clearly and persuasively in business.

After completing this course, you should be able to:
• Apply analytical-thinking techniques to assess key issues and decision points
• Define and identify audience perceptions and expectations
• Create and structure logical and clearly-organized documents
• Avoid confusing jargon, clichés, and pompous language
• Motivate and inspire your readers through clear, logical, and persuasive writing

Course Code: PBCBG Fee: $355 CEUs: 0.6
Section: May 1; Tue.; 8:30 A.M.-4 P.M. (1 mtg.)
Sales & Marketing

The Mind of the Sales Warrior—Advanced Sales Training

Selling in today’s cost conscious environment is a never-ending battle. Successful Sales Warriors rely on three key weapons: information, strategies, and skills. This interactive two-day workshop is designed to enhance your effectiveness using all three weapons. The Mind of the Sales Warrior Training Program uses role-plays and strategy development exercises. The program will provide you the strong foundation needed to overcome key obstacles and achieve success in maximizing sales effectiveness and overall revenue performance.

Major topics include:
• Everybody Sells!—Conquering a future for you and your company
• Sales Development Tools, Resources, and Best Practices: Building your sales armament
• Gaining Respect and Building Allies: True customer-based sales relationship building
• Knowing the Terrain: Identifying customer buying decision motivators, styles, and processes
• Attack or Hold Your Ground: The proactive versus reactive sales warriors
• Pre-Call Planning: Knowing the strategy before the battle
• Knowledge is Battle Power: Knowing the customer—A five-step process
• Battle Planning: Competitive analysis that really works
• Planting Land Mines: Effectively positioning your strengths versus the competitors’ weaknesses
• The War Table: Using the strategies of Attila the Hun for account management
• Advanced Sales Skills: The real battlefield weapons
  • Opening statements that focus your aim and accuracy
  • Hand-to-hand positioning questions that control the sales call
  • Presenting information that hits the target
  • Recon using questions that really impact the sales process
  • Overcoming objections and closing skills that win the battles
• Hail the Conqueror: How to stay positive and customer focused battle after battle
• Building and Maintaining a Sales and Career Development Plan: Performance development planning for long-term success

Workshop Leader: E. J. Smith, MBA, is a strategic planning and training consultant. He has served in numerous management and executive roles in several Fortune 500 companies including General Electric, Merck and Healthdyne with direct responsibilities for developing and managing multi-million dollar budgets; as well as managing multiple domestic and international branch locations, and more than 2,000 employees. He has been an instructor with LSU Continuing Education for more than 10 years, and he is an instructor with LSU’s Executive Education Program. He earned his bachelor’s degree in marketing from Southern University-Baton Rouge and his MBA from the University of Cincinnati. As a consultant, E. J. has worked with numerous domestic and global organizations such as AT&T, Entergy, BellSouth, Gentiva Healthcare, and DACOM-South Korea.

Course Code: PBMSW Fee: $595 CEUs: 1.2

Section: Mar. 26-27; Mon.-Tue.; 8:30 A.M.-4 P.M. (2 mtgs.)

Social Media Marketing

This one-day course will familiarize you not only with a variety of social media outlets, but also with ways those platforms can be used as tools to market organizations, products and services.

As a participant, you will explore:
• Why organizations use social media.
• How to use social media effectively for your company.
• What Search Engine Optimization (SEO) is and how it can boost your business.
• The most popular social media sites for businesses, including blogging, Facebook, Twitter, LinkedIn, Google+, YouTube, Pinterest and Instagram.
• How to strategically choose the best social media channels for your organization.
• How to communicate in the Voice of the Customer (VoC).
• Practical applications and techniques for using social media when branding yourself and your business.
• Creating content for social business and digital media.
• Measuring results from your social media efforts.

Instructor: Victor Canada has more than 25 years of experience in business management and has delivered business and Information Technology training and consulting to organizations ranging from the U.S. Military to Fortune 500 companies. A veteran of the Louisiana Air National Guard, Victor has served on several professional organizations’ and non-profit boards.

Course Code: CASMD Fee: $295 CEUs: 0.7

Section: Mar. 5; Mon.; 8:30 A.M.- 4:30 P.M. (1 mtg.)

For more information, contact Abigail Theriot at 225-578-2755 or atheriot@outreach.lsu.edu.
Successful Grant Writing

Successful Grant Writing will teach you the essentials of researching, writing, obtaining, and maintaining grants. You will learn from experienced grant writers how to write grants effectively, how to format your proposal and how to acquire funding.

Successful Grant Writing will benefit anyone seeking funding through state and federal grants, corporate grants, foundation grants and more. This seminar is ideal for beginning and experienced grant writers from any organization, government agency, educational institution or corporate entity interested in diversifying their revenue stream.

Major topics to be presented include:

• Local, Regional & Federal Grants
  Gain in-depth insight into the world of state and federal grants. Provide definitions and requirements local, regional, and federal grants.

• Organizational Funding & Community Needs
  Learn to review organization’s budget and understand where grants fit into budgetary projections and portfolio. Understand how the grant will impact or provide positive outcomes in the community.

• Grant Proposal & Application Requirements
  Develop the proposal by learning to ask the subjective and objective questions from the grantor point of view.

• Improving Grant Writing Skills
  Increase knowledge of the language involved in a grant to better prepare the writer, or the writing team.

• Data Research & Collection
  Explore various types of online data repositories, research tools, and how to expertly collect, analyze and report the data necessary for a successful grant award.

• Effective Proposal Writing: Narrative, Budget, Objectives, Goals, Impact Measurements, Quality Assurance & Evaluations
  Learn through interactive activities how to appropriately write each section of a grant.

• Building Effective Relationships with the Funder
  Learn how to assure the relationship is relevant to organizational or corporate entity needs.

Seminar Leaders: Sharon Sandifer, M.Ed. is co-founder, president and chief executive officer of the service-based education, training, and consulting firm, kiisa corporation. She has been a leader in business, holding executive positions with retail corporations in New Orleans and Houston. She has also shared her business consulting skills, pro bono, in grant writing and development for non-profits in Slidell, La. Sandifer obtained a master’s degree in elementary education from Southeastern Louisiana University. She is a retired educator from the St. Tammany Parish School System.

David Kiviaho is co-founder and vice-president of the kiisa corporation. He is a successful grant writer, public speaker and has been instrumental in providing programmatic, developmental, and educational services for businesses and highly visible non-profits. Kiviaho served as vice-president of operations with Advanced Bio-Medical for the southeastern United States, as Louisiana statewide hotline director for the NO/AIDS Task Force, and as national hotline director for Project Inform in San Francisco.

Course Code: PBNG4   Fee: $395   CEUs: 1.2
Section: Mar. 12-13; Mon.-Tue.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information, contact: Abigail Theriot at 225-578-2755 or atheriot@outreach.lsu.edu.
Business Project Management

PMI® Registered Education Provider (R.E.P)
LSU Continuing Education is proud to be a Registered Education Provider (R.E.P) approved by the Project Management Institute (PMI®) to offer project management training for Professional Development Units (PDUs). As a R.E.P, LSU Continuing Education offers courses that have been pre-approved by PMI®.

Professional Development Units (PDUs)
The Professional Development Unit (PDU) is a measure of time spent in a structured learning activity. One (1) PDU is given for each hour of structured learning. Fractions of hours will be accepted in .25 increments.

For more information on the Business Project Management Program, contact Osmar Padilla at 225-578-2621 or opadilla@outreach.lsu.edu.

Essentials of Project Management
Regardless of your field, successful planning involves a carefully crafted set of steps leading to planned and measurable goals. In today's fast-paced business environment, the challenge of planning ahead becomes increasingly complex. As deadlines get tighter, budgets get smaller, and resources become scarcer, organizations turn to their managers, supervisors and employees to do more with less.

This course is designed for practical application in the workplace and is intended as a basic overview describing the fundamental principles, processes, knowledge areas, tools and techniques of project management. It takes attendees through the project life cycle in the same sequence they would face when managing a real project in the workplace.

Major topics to be presented include:
- Improve productivity.
- Effectively organize projects.
- Understand the project life cycle.
- Master basic project management skills.

- Link realistic objectives to stakeholder needs.
- Establish dependable monitoring techniques.
- Estimate project costs.
- Agree on realistic time schedules.

This seminar is ideal for:
Project and program managers, project analysts, consultants, trainers, human resource professionals, and others who want to enhance their project management skills.

Key benefits of participation:
Individuals successfully completing this course can be expected to demonstrate a basic understanding of the requirements for leading and participating in successful projects and have the ability to apply their learning in a practical way in the workplace.

Instructor: E. J. Smith, MBA
Course Code: PBMPD Fee: $795 CEUs: 1.2 / PDUs: 12
Section: Feb. 20-21; Tue.-Wed.; 8:30 A.M.-4 P.M. (2 mtgs.; LSU)
Section: Apr. 10-11; Tue.-Wed.; 8:30 A.M.-4 P.M. (2 mtgs.; LSU Alexandria, LA)
Techniques for Project Development

Enhance project management understanding and develop the skills necessary to be successful in the workplace. This course is designed to enhance and further your knowledge base on the fundamental principles and processes of project management. Based on established tools and techniques the program will focus on those areas which will allow you to understand the need for project management and how to utilize the tools to improve workplace skills.

Move through the project life cycle and apply directly to real-world projects and applications. This course will present you with the challenges that are faced by not only project managers but also project team members on a daily basis and techniques that can be utilized to manage and control those situations successfully.

Major topics to be presented include:

- **Project Scope**: articulates the boundaries of the project including the Project Work Breakdown Structure
- **Project Time Management**: scheduling all phases of the project with coordinated functions between each component of the project
- **Project Cost Management**: estimation and forecasting of all defined project costs within a specified master budget
- **Project Quality Management**: understanding how quality measures are planned and built into a project, with metrics developed for monitoring and improvement
- **Project Communications Management**: establishing information criteria and utilizing communication channels amongst all stakeholders of a project
- **Project Risk Management**: deciding the associated risks involved with a project and how to manage them for successful project completion
- **Project Change Management**: developing a methodology to control the project and manage the changes that occur throughout the project life cycle

This seminar is ideal for:

Senior executives, portfolio managers, project and program managers, purchasing and quality managers, office managers, consultants, trainers, human resource managers, and others who want to more effectively apply their basic project management skills.

Key benefits of participation:

Further enhance and develop your understanding of the basic principles and concepts of project management. Enhance your confidence as a Project Manager and be further prepared to apply these principles and concepts in your company or organization.

**Instructor:** Paul Zimmerman, PMP

**Prerequisite:** Essentials of Project Management or equivalent knowledge.

**Course Code:** PBMPG  **Fee:** $795  **CEUs:** 1.2 / **PDUs:** 12

**Section:** Mar. 19-20; Mon.-Tue.; 8:30 A.M.-4 P.M. (2 mtgs.)

LSU Certificate Programs

Energize your career, expand your knowledge and skills, update your professional expertise, explore new fields, or justify promotion with a LSU certificate program.

- [Accounting Specialist Certificate](#) (Page 12)
- [Business Communication Certificate](#) (Page 3)
- [Business Project Management Certificate](#) (Page 8)
- [Database Development Certificate](#) (Page 46)
- [Desktop Applications Specialist Certificate](#) (Page 35)
- [Graphic Design Certificate](#) (Page 43)
- [Human Resource Management Certificate](#) (Page 15)
- [Management & Leadership Certificate](#) (Page 18)
- [.NET Programming Certificate](#) (Page 44)
- [Occupational Safety Managers (COSM)](#) (Page 56)
- [Operations Management Certificate](#) (Page 27)
- [Organizational Leadership Certificate](#) (Page 23)
- [Paralegal Studies Certificate](#) (Page 61)
- [Purchasing & Supply Management Certificate](#) (Page 13)
- [SQL Server 2016 Certificates](#) (Page 13)
- [Web Design Certificate](#) (Page 40)
- [Web Development Certificate](#) (Page 40)
Estimation & Cost Benefit Analysis

In project management, accurate estimates are the basis of good planning. Many processes have been developed to aid an individual in making accurate estimates. A systematic approach can apply to any project from building a house to developing a new product.

Major topics to be presented include:
- Structured planning.
- Examining historical data.
- Identifying discrepancies.
- Breakdown of tasks.
- Estimating each task.
- Documenting the results.

This seminar is ideal for:
Senior executives, portfolio managers, project and program managers, project analysts, consultants, trainers, human resource professionals, and others who want to enhance their project management skills.

Key benefits of participation:
By the conclusion of this course, you should be able to develop detailed estimates as required by the project.

Instructor: Paul Zimmerman, PMP
Prerequisite: Essentials of Project Management or equivalent knowledge.

Course Code: PBMPF  Fee: $795  CEUs: 1.2 / PDUs: 12
Section: Apr. 4-5; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

NEW! Project Change Control & Cost Management

This course is designed to help you implement an efficient and effective method of change control within your project management framework. It also provides a framework of building your knowledge and use of proven techniques of Earned Value Management to help you create project budgets, and effectively assess and manage them throughout the life cycle of your projects.

Project Change Control & Cost Management is a second level course intended to help prepare participants who are seeking their Project Management Professional® and Certified Associate in Project Management® certification for the certification exams or maintain your credentials with PDUs if you are already a certified project management professional.

- Work Breakdown Structure: The Cornerstone of Effective Change and Cost Control
- Proactively Evaluating and Managing Risks
- Project Quality Management: Seven QM Tools that Help Keep You on Plan
- Creating Realistic Project Baselines
- Creating Realistic Project Change Management Controls and Tools—Effectively Managing Project Changes When There's No Other Options
- Understanding and Using the Principles of Project Cost Budgeting and Earned Value Management Techniques to Track and Stay Within Budget
- Recognizing and Saving a Project that’s in Trouble
- Effective Techniques for Managing Multiple Projects

This seminar is ideal for:
Project program managers and sponsors, project analysts, project team members, consultants, business owners, and others who want to enhance their project management skills and knowledge.

Key benefits of participation:
Individuals successfully completing this course can be expected to demonstrate a high-level understanding for all aspects of project management.

Instructor: E. J. Smith, MBA

Course Code: PBMPH  Fee: $795  CEUs: 1.2 / PDUs: 12
Section: May 9-10; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)
Quality Assurance Essentials – Managing Quality & Improving Processes

Businesses and organizations of all sizes have a greater need than ever to reduce waste, improve performance and increase productivity without taking away from the customer experience. Professionals trained in quality management and process improvement are well equipped to face this challenge. The art and science of Quality Assurance provides the tools needed to identify opportunities to reduce costs, improve performance and customer satisfaction.

Course Objectives:
• Understand Quality Concepts
• Learn to control Systems and processes
• Team Formation & Dynamics
• Learn to implement Continuous improvement
• Understand Customer-Supplier Relationships

Instructor: Victor Canada has over 25 years in business management and has delivered training and consulting in matters related to business and Information Technology for the U.S. Military, Federal and State Agencies, Fortune 500 companies, and a variety of organizations across several industries. He holds the Microsoft Solutions Framework Practitioner designation and certifications including Microsoft Certified Solutions Developer, Microsoft Certified Professional, Computing Technology Industry Association A+ and the American Society for Quality Certified Quality Improvement Associate. He serves as the President of the Baton Rouge Section of the American Society for Quality, has served on several non-profit boards, and is a veteran of the Louisiana Air National Guard.

Course Code: PBQAA Fee: $395 CEUs: 0.6
Section: Mar. 14; Wed.; 8:30 A.M.-4 P.M. (1 mtg.)

Quality Tools for Improving Business Performance

The discipline of Quality Management/Assurance uses a number of quantitative methods and tools to identify problems and suggest avenues for continuous improvement. Quality professionals have many names for the basic tools of quality: The Old Seven; The First Seven; The Basic Seven. The tools were first emphasized by Kaoru Ishikawa, a professor of engineering at Tokyo University and the father of “quality circles”. Start your quality journey by mastering these tools, and you’ll have a name for them too: “indispensable.”

Course Objectives:
• Understand the purpose and use of quality tools
• Learn to apply quality tools in business
• Cause-and-effect diagrams
• Flow charts
• Data types
• Check sheets
• Histograms
• Pareto diagrams
• Scatter diagrams
• Control charts
• Learn to use and interpret Quality Management Tools
• Facilitate Effective Brainstorming
• Affinity diagrams
• Benchmarking
• Quality costs
• Quality audits

Instructor: Victor Canada

Course Code: PBQAB Fee: $695 CEUs: 1.2
Section: Apr. 18-19; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information, contact Kandie Montgomery at 225-578-1214 or kmontgomery@outreach.lsu.edu.
Accounting/Finance

Accounting Specialist Certificate Program

The Accounting Specialist Certificate Program is designed to provide you with the accounting and computer skills needed to perform a variety of accounting applications. You will learn correct accounting procedures, accounting terminology and proper organization of accounting records. To earn an Accounting Specialist Certificate, participants must complete the following four (4) courses:

1. Accounting Basics
2. Payroll Accounting
3. QuickBooks Pro 2014
4. Choose one elective from the following:
   - Mastering Excel 2016 (Page 37)
   - Essentials of Project Management (Page 8)
   - Business Communication (Page 3)
   - Effective Writing for Business & Technical Professionals (Page 5)
   - Strategic Communication (Page 4)
   - or approved elective

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Accounting Specialist Program, contact Abigail Theriot at 225-578-2755 or atheriot@outreach.lsu.edu.

Payroll Accounting
This course is ideal for businesses that want to handle payroll in-house. Learn how to calculate and prepare payroll checks and report all federal and Louisiana payroll taxes for employees. It also covers year end reporting for employees as well as independent contractors. This course teaches how to calculate payroll tax deposits and when, where, and how to remit payroll taxes and tax returns to the proper authorities. Topics include:

- Taxability of compensation
- Employer benefits
- Online payroll reporting for federal and both Louisiana agencies: Louisiana Department of Revenue and LA Workforce Commission
- Review QuickBooks payroll abilities

Course Code: PBFAC  Fee: $395  CEUs: 1.2
Section: June 11 & 13; Mon. & Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

QuickBooks Pro 2014
This full-featured course covers the basic features and functionality of the software. Learn how to fully utilize the many facets of this software, if you are just beginning or have been using it for some time. Other topics include:

- Setting up a company.
- Working with lists.
- Creating invoices and processing payments.
- Setting up inventory and customizing forms.
- Creating graphs.
- Estimating time tracking and job costing.

Prerequisites: A basic understanding of the computer operating system you are using is recommended; Accounting Basics; Payroll Accounting; or equivalent knowledge.

Course Code: CQWP  Fee: $495  CEUs: 1.2
Section: July 16 & 18; Mon. & Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Accounting Basics
Having knowledge of accounting is important for managing an office, operating a business or for maintaining your personal finances. This course introduces you to the basic language and mechanics of accounting. Topics include:

- Define and implement the basic accounting terms
- Distinguish the three types of business activities
- Read and analyze a balance sheet
- Post transactions to the general ledger
- Apply depreciation to fixed assets
- Accrue and defer revenue
- Prepare financial statements

Instructor: Dana Hollie, CPA, LSU Department of Accounting

Course Code: PBFAA  Fee: $395  CEUs: 1.2
Section: May 14-15; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Purchasing & Supply Management Certificate Program

LSU's Purchasing & Supply Management Certificate Program is designed to provide you with the practical insights and skills you need to function as a procurement professional. The courses offer practical hands-on exercises and the fundamental principles from which a participant can properly apply sound procurement techniques.

The courses are ideal for supply management personnel, purchasing agents, buyers, analysts, inventory specialists, expediters, schedulers, and all management personnel who deal with supply management functions.

To earn a Purchasing & Supply Management Certificate, participants must complete the following five (5) courses.

1. Supply Management Essentials
2. Negotiation Strategies
3. Contract Writing & Implementation
4. Choose two electives from the following:
   - Cost & Price Management—An Effective Tool
   - Essentials of Project Management
5. Business Communication
6. Effective Writing for Business & Technical Professionals
7. Strategic Communication
10. or approved elective

Upon the completion of each seminar, participants will receive CEUs (Continuing Education Units) applicable to CPM (Certified Purchasing Manager) or APP (Accredited Purchasing Practitioner) certifications. Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Purchasing & Supply Management Program, contact Del Johnson, 225-578-0287 or djohnson@outreach.lsu.edu.

Supply Management Essentials

This course covers numerous topics from supply management basics to understanding Incoterms or international commercial terms, total cost of ownership, and more. The course also introduces more advanced concepts such as pay-for-performance and managing costs and pricing. Other topics include:

- Ethics and legal responsibilities.
- Incoterms and which ones are more advantageous to you, including update on recent Incoterms® 2010.
- Understanding “the Battle of the Forms”.
- Understanding Total Cost of Ownership.
- Critical elements in Inventory Management.
- Common contract warranty language and what they mean.
- Understanding Sarbanes-Oxley and critical authorities that put companies at risk.

While the course is essential for new supply management staff and front-line supervisors, previous attendees with experience have also found the course to be informative and have learned new skills to apply in their work.

Instructor: Lee Ferriss, CPM
Course Code: PBFP A
Fee: $395
CEUs: 0.6
Section: Mar. 2; Fri.; 8:30 A.M.-4 P.M. (1 mtg.)

Negotiation Strategies

Whether you are in purchasing, supply management, or sales, being an effective negotiator takes skill and practice. Preparation is key to successful negotiating. This course will provide tools to assist you in preparing and conducting a successful negotiation. Other topics include:

- Negotiation styles and how to deal with each.
- Understanding “No” in negotiations and what it really means.
- Developing Key Performance Indicators.
- Employing Pay-for-Performance to get the performance you’re paying for.
- Applying good listening skills and how to use to your advantage.
- Differences in men’s and women’s negotiations styles.
- Pre- and post-negotiation actions.
- The power of questions.

This course is intended for individuals with supply management or sales experience. It is also useful for those interested in enhancing their personal negotiation techniques.

Prerequisite: Supply Management Essentials
Instructor: Lee Ferriss, CPM
Course Code: PBFP C
Fee: $395
CEUs: 0.6
Section: Mar. 16; Fri.; 8:30 A.M.-4 P.M. (1 mtg.)
**Contract Writing & Implementation**

Need to write or interpret contracts and want to be sure you have met all legal considerations? This course is a must for new supply management personnel who want to be sure they have produced a document that will ensure a quality process. The program covers effective contract verbiage, legal considerations, as well as global considerations. Other topics include:

- Basic contract law.
- Types of contracts.
- What to incorporate into the contract—and what NOT to include.
- Statements of Work (S.O.W.).
- Effective execution of contracts.

**Instructor:** E. J. Smith, MBA  
**Course Code:** PBFPB  
**Fee:** $395  
**CEUs:** 0.6  
**Section:** Mar. 22; Thu.; 8:30 A.M.-4 P.M. (1 mtg.)

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**Cost & Price Management—An Effective Tool**

Managing purchasing costs and sales prices present challenges in our fast-paced dynamic environment. Effective tools are needed to help in understanding market drivers to maintain a competitive cost and price position against your competition. This course presents a method of investigating, substantiating and controlling costs in a professional business process. The course provides hands-on use of tools available for helping determine realistic and competitive costs and pricing. Other topics include:

- Understanding what drives your supplier or customer.
- Understanding market dynamics.
- How to use market dynamics in forecasting.
- Working with published indices to provide quantitative data.
- Advantages and disadvantages of various published indices.
- Using and developing customized cost models.
- Negotiating cost and price with confidence.
- Case studies demonstrating how to apply this data.

This course is intended for supply management or sales staff and front-line supervisors, with experience. The course uses online computer tools; familiarity and comfort with using computers is recommended.

**Prerequisites:** Supply Management Essentials; Negotiation Strategies; or equivalent experience.  
**Instructor:** Lee Ferriss, CPM  
**Course Code:** PBFPF  
**Fee:** $395  
**CEUs:** 0.6  
**Section:** Apr. 27; Fri.; 8:30 A.M.-4 P.M. (1 mtg.)

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**Announcing! The Certified Professional in Supply Management® (CPSM®) and Certified in Supply Management™ (CSM™) Study Skill Program**

This program helps prepare participants to take the Institute of Supply Management (ISM) Certified Professional in Supply Management® (CPSM®) exams 1, 2, and 3 or ISM’s Certified in Supply Management™ (CSM™) exam. The program is an intense review of the material covered by the CPSM® and CSM™ exams as well as the structure of the exams.

The knowledge, skills and abilities represented in the CPSM® and CSM™ reflect the expanded education, skills and experience needed to excel in strategic supply management as supported by leaders across the globe. In order to be professionally competitive, supply managers must acquire the necessary strategic skills that add value and enable effective alignment with key business functions at the senior management level.

**Please note:** The course fee includes the CPSM Study Guide and CPSM Diagnostic Kit.

**CPSM Study Skill Section One**

**Foundation of Supply Management - 12 hrs.**  
**Instructor:** Lee Ferriss, CPM  
**Course Code:** PBFP1  
**Fee:** $495  
**CEUs:** 1.2  
**Section:** May 11-12; Fri. & Sat.; 8:30 A.M.-4 P.M. (2 mtgs.)

**CPSM Study Skill Section Two**

**Effective Supply Management Performance - 12 hrs.**  
**Instructor:** Lee Ferriss, CPM  
**Course Code:** PBFP2  
**Fee:** $495  
**CEUs:** 1.2  
**Section:** To be offered in Fall 2018

**CPSM Study Skill Section Three**

**Leadership in Supply Management - 12 hrs.**  
**Instructor:** Lee Ferriss, CPM  
**Course Code:** PBFP3  
**Fee:** $495  
**CEUs:** 1.2  
**Section:** June 8-9; Fri. & Sat.; 8:30 A.M.-4 P.M. (2 mtgs.)

Visit our website at www.outreach.lsu.edu for more information about this new professional study skill program or contact: Del Johnson, 225-578-0287 or djohnson@outreach.lsu.edu.
LSU Continuing Education is recognized by the Society for Human Resource Management (SHRM) as an SHRM Recertification Provider to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM.

LSU Continuing Education is recognized as an Approved Provider by the Human Resource Certification Institute (HRCI), a non-profit affiliate of the Society for Human Resource Management. LSU offers quality human resource management courses that qualify for HRCI credit hours for those professionals desiring continuing professional education to meet recertification requirements.

For more information, contact Andrea Ash, 225-578-6760 or aash@outreach.lsu.edu.

The importance and complexity of managing human resources has grown over the years, as have the opportunities for employment in this exciting area of management. Recognizing these changes, LSU Continuing Education developed a series of professional development programs to assist individuals and organizations in improving the value they contribute to their business success from a Human Resource Management (HRM) perspective. The program is designed for human resource professionals and support staff, and for line managers who find their job duties involving more human resource-related activities.

The HRM Certificate Program involves five separate courses covering a range of HRM-related topics. These topics include the personal skills to manage individual employees and the general HRM knowledge to manage the HRM function in the business.

To earn a Human Resource Management Certificate, participants must complete the following five (5) courses, which may be taken in any sequence.

1. Fundamentals of Supervision (Page 18)
2. The Practical & Legal Aspects of Staffing
3. Employee Development & Total Rewards
4. Employee Relations & Employment Law
5. Choose one elective from the following:
   - Business Communication (Page 3)
   - Public Speaking: Personal & Professional (Page 3)
   - Train the Trainer Program (Page 17)
   - Interpersonal Success in the Workplace (Page 4)
   - Workplace Investigation Essentials (Page 21)
   - Effective Management of Compensation & Rewards (Page 22)
   or approved elective

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Human Resource Management Program, contact Andrea Ash, 225-578-6760 or aash@outreach.lsu.edu.
The Practical & Legal Aspects of Staffing

- Learn about the HRM field and profession.
- Identify areas in which improvements can be made in managing your human resources.
- Understand the legal, practical and ethical considerations associated with the employment process.
- Review the basic HR elements of job analysis, HR planning, recruiting, and testing.
- Improve your interviewing procedures.
- Learn how to develop a job performance appraisal and management process that is meaningful and legally defensible.

Course Code: PBHRA  Fee: $695  CEUs: 1.2
Section: Feb. 7-8; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

Employee Development & Total Rewards

- Learn about and improve employee orientation and on-boarding.
- Review the basic principles associated with effective employee training.
- Prepare to implement formal coaching and mentoring procedures to manage performance and succession.
- Learn the basics of compensation management.
- Explore the importance of linking compensation practices with organizational goals.
- Learn about different types of incentive practices.
- Learn about the range and breadth of employee benefits.
- Develop an understanding of retirement planning and retirement plan alternatives.
- Explore the state of healthcare management and plan alternatives for businesses.

Course Code: PBHRD  Fee: $695  CEUs: 1.2
Section: Mar. 7-8; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

Employee Relations & Employment Law

- Review key labor laws and the labor relations process.
- Explore reasons for organizational conflict and issues in employee relations.
- Understand the key issues in occupational safety and health.
- Develop an understanding of unemployment insurance and workers’ compensation.
- Review federal and state employment laws impacting the entire employment cycle.
- Understand key concepts in building high performance organizations, teams and work systems.

Course Code: PBHRE  Fee: $695  CEUs: 1.2
Section: Apr. 11-12; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)
Train the Trainer Program

LSU’s Train-the-Trainer Program is designed to introduce new and experienced trainers to fresh methods for creating and managing effective training programs that truly engage their learners. New and experienced trainers experience a strong sense of confidence in their presentation skills when equipped with proper methodology. Learn how to reduce course preparation time, accelerate learning and discover new ways to demonstrate return on investment for clients.

In today’s global business environment, trainers must be prepared to demonstrate they are able to make their programs relevant to each audience, be able to explain the rationale behind their content and include blended activities that will engage and support the learning experience. Whether you hold the position of trainer or are called upon in a leadership role to develop and deliver important training, this program provides you with the skills necessary for transfer of learning that are of critical importance to the success of the program.

Major topics to be presented include:
• Instructor Led – Participant centered training.
• Adult Learning – Why it’s different and what you must do to be effective.
• How to determine the purpose of the program.
• Preparing the lesson plan and developing course content.
• Preparing templates and slides.
• Instructional Methods – When to use which type.
• Using flipcharts, power points, technology and games.
• Coaching participants through their mock train-the-trainer.

This seminar is ideal for:
• New or veteran trainers seeking to employ the latest training techniques.
• Individuals who may be called upon to lead a training initiative.
• Individuals who are responsible for leading any successful project.

Key benefits of participation:
• Proficiency in the 7 critical steps to effective training sessions.
• Greater comfort in front of the training room.
• Increased ability to adapt and connect with the audience.
• Explore teaching across multiple generations and personality types.
• Ability to easily use a variety of tools in your training sessions.
• Learn methods to deal with difficult or trying participants.
• Greater confidence in your ability as an effective facilitator.

Program Leader: Melinda Stallings, MA, SPHR, SHRM-SCP, is a highly recognized professional in the fields of leadership development, change, building effective teams, powerful presentations and conflict resolution. The CEO of Melinda Stallings International and with over 25 years of experience, she holds a MA in Industrial Organizational Psychology. She is a SHRM Senior Certified Professional (SHRM-SCP), a Senior Professional in Human Resources (SPHR), a Mediator specializing in Human Resources issues and a certified Professional and Personal Coach (CPC).

Course Code: PBHTT  Fee: $795  CEUs: 1.4
Section: Mar. 5-6; Mon.-Tue.; 8:30 A.M.-4:30 P.M. (2 mtgs.)

For more information, contact Kandie Montgomery at 225-578-1214 or kmontgomery@outreach.lsu.edu.
Leadership, Management & Supervision

Management & Leadership Certificate Program

LSU’s Management & Leadership Certificate Program is the outgrowth of more than 50 years of providing professional development in the areas of supervisory effectiveness and organizational leadership.

Recognizing that today’s leaders must be able to manage individual employees as well as the overall business, this certificate program is a comprehensive personal and professional development experience covering a range of management competencies, including public speaking and finance.

The certificate program includes our flagship course, “Fundamentals of Supervision (FOS)”, as well as “Developing Your Managerial Effectiveness”. “Fundamentals of Supervision” is a foundational course providing knowledge and skills related to supervision and setting the stage for career success in all management roles. “Developing Your Managerial Effectiveness” expands and strengthens management competencies, including providing perspective on broader organizational issues.

In addition to these two core courses, you will take “Public Speaking: Personal & Professional” to improve oratory skills and personal confidence, and “Finance for Non-Financial Managers” to assure you are prepared for the financial demands of your position. The fifth course in the certificate program is an elective, which will allow you to address unique demands of your position. The fifth course in the certificate program is an elective, which will allow you to address unique developmental interests and career goals.

To earn a Management & Leadership Certificate, participants must complete the following five (5) courses, which may be taken in any sequence:

1. Fundamentals of Supervision (Page 18)
2. Developing your Managerial Effectiveness (Page 19)
3. Finance for Non-Financial Managers (Page 20)
4. Public Speaking: Personal & Professional (Page 3)
5. Choose one elective from the following:
   - Interpersonal Success in the Workplace (Page 4)
   - Essentials of Business Analysis (Page 26)
   - Enhancing Organizational Performance (Page 28)
   - Business Communication (Page 3)
   - Strategic Communication (Page 4)
   - Essentials of Project Management (Page 8)
   - The Practical & Legal Aspects of Staffing (Page 16)
   - Effective Management of Compensation & Rewards (Page 22)
   - or approved elective

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information, contact Osmar Padilla at 225-578-2621 or opadilla@outreach.lsu.edu.

Fundamentals of Supervision

Fundamentals of Supervision (FOS) is the flagship program offered by LSU Continuing Education’s Management & Leadership Institute. FOS delivers basic, practical training for supervisors, managers, business professionals, and team leaders in a three-day seminar format. The goal is to enhance individual management skills and personal effectiveness in the work environment. FOS gives supervisors and other business professionals the opportunity to master the basic leadership skills that are essential for high productivity and continuing quality improvement. The program is specifically designed for new or aspiring supervisors or those desiring a refresher. FOS emphasizes the achievement of goals by using practical solutions to real-world problems. Instructors prepare managers to face trends in the business world, including quality management, team building, and the organizational restructuring that is evident in today’s business climate. FOS was introduced in 1964 by an executive from private industry and has been operating continuously for more than 50 years. More than 10,000 supervisors and managers have attended this comprehensive course. An outstanding faculty of recognized management and supervisory training experts includes LSU faculty members and industry experts.

Major topics presented in FOS include:

- **Managerial Behavior—Thinking & Acting Like a Manager**
  Understand the basic management functions and skills and avoid the pitfalls and common mistakes made by first-time managers.

- **Organizational Behavior—How to Build Effective Teams**
  Understand the foundational theories of organizational development and how to build effective teams.

- **Motivating, Developing & Empowering Your Staff**
  Analyze employee needs and discover useful ways to overcome resistance to change.

- **Supervisory Practices—Counselling & Disciplining Employees and Learning to Delegate**
  Learn how to counsel and discipline employees effectively and learn how to delegate as a management technique for developing and motivating employees.

- **Giving Effective Feedback**
  Learn helpful ways to give positive and effective feedback to staff.

- **Positive Conflict Resolution**
  Understand behavioral styles and learn new skills to maximize the positive resolution of conflicts.

Instructors: Courtland Chaney, Human Resource Management Associates; Steve Robichaux, Capital City Consultants; Kerry Sauley, LSU Department of Management; and, Melinda Stallings, Melinda Stallings International.

Course Code: PBMFS  Fee: $1,195  CEUs: 1.8 / PDUs: 18

Section: Feb. 26-28; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.; LSU)
Section: Apr. 2-4; Mon.-Wed.; 8:30 A.M.-4:30 P.M.  (3 mtgs.; SEED Center, Lake Charles, LA)
Section: Apr. 9-11; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.; LSU)
Section: May 7-9; Mon.-Wed.; 8:30 A.M.-4:30 P.M.  (3 mtgs.; LSU Alexandria, LA)
Section: June 18-20; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.; LSU)

For more information, contact Osmar Padilla at 225-578-2621 or opadilla@outreach.lsu.edu.
Recent FOS Participants Include:

- Albemarle Corp.
- All Star Automotive Group
- Associated Grocers
- BASF Corp.
- Basic Industries
- BioLab Inc.
- Blue Cross Blue Shield of La.
- Bollinger Shipyards
- Brown-Eagle Contract Services
- CF Industries
- Chemtura
- Chevron Phillips Chemical Co.
- Cleco Corp.
- Colonial Pipeline Co.
- Community Coffee Co.
- Cox Communications
- Crest Industries
- Deltech Corp.
- Dixie Pipeline Co.
- Dow Chemical Co.
- DuPont Company
- EATEL
- Entergy
- Excel Maintenance Services
- First NBC Bank
- Formosa Plastics Corp.
- Fugro Chance Inc.
- Georgia Pacific Corp.
- Gibson Energy Inc.
- Graham Packaging Co.
- Guarantee Service Team of Professionals
- Gulfstream Services
- Halliburton
- Honeywell
- HydroChem Industrial Services
- Ineos
- International Paper
- Kinder Morgan
- LANXESS Corp.
- Lamar Advertising
- Lion Copolymer
- Louisiana Workers’ Compensation Corp.
- Lucite International
- Marathon Petroleum
- Marsulex
- Methanex USA
- Morton Salt
- Mosaic Fertilizer
- Motiva Enterprises
- NRG Energy
- Noranda Alumina
- North American Salt Co.
- Olinde Hardware Supply Co.
- PCS Nitrogen
- Peoples Health
- Placid Refining Co.
- Rain CII Carbon
- Regions Financial Corp.
- Rhodia Inc.
- RoyOMartin Lumber Co.
- Rubicon Inc.
- SGL Carbon Group
- SJB Group
- Schering-Plough Animal Health Corp.
- Shell Chemical Co.
- Sigma Consulting Group
- Sigma Engineers & Constructors
- Southern Ionics
- Syngenta Crop Protection
- TPC Group
- Targa Resources
- TETRA Technologies
- Total Petrochemicals USA
- Transocean
- Turner Industries
- Weeks Marine
- Westlake Chemical Corp.
- Weyerhaeuser
- Williams Olefins
- Zen-Noh Grain Corp.

Developing Your Managerial Effectiveness

Developing Your Managerial Effectiveness, offered by LSU Continuing Education’s Management & Leadership Institute, is a follow up program to LSU’s Fundamentals of Supervision program. This interactive, two-day seminar is designed to deliver practical management training for first-line supervisors as well as mid-managers. The program gives supervisors and other business professionals the opportunity to build their leadership and interpersonal skills, as well as, add to their management expertise. Experienced instructors prepare managers to face trends in the business world by providing practical solutions to real-world problems.

An outstanding faculty of recognized management and supervisory training experts offers participants the best possible opportunity to enhance their professional skills and prepare for new management responsibilities. Interaction with colleagues in different business areas and disciplines provides a chance to discover how other organizations act, react and interact in the working world. Participants are exposed to problems and solutions in industries other than their own.

Major topics to be presented include:

- **Understanding and Managing Workplace Motivation**
  Review motivation models and learn how to diagnose and deal with motivation-related performance problems.

- **Managing Up and Down the Organizational Hierarchy**
  Review the dynamics and recommended strategies for influencing change within the organization.

- **Managing Conflict and Coping with Difficult People**
  Understand human conflict and learn how to mediate conflict between others.

- **Understanding Your Personality Type and Managing Workplace Behavior**
  Gain insight about your own personality and learn how to manage different personalities in the workplace.

This seminar is ideal for:

- Supervisors and managers, in general, as well as those who have participated in LSU’s Fundamentals of Supervision program.
- Supervisors and managers interested in developing their managerial potential and improving their effectiveness.

Key benefits of participation:

- Review motivational models and learn to diagnose motivation-related performance problems.
- Identify organizational policies and practices inhibiting motivation.
- Learn how to influence others.
- Understand the causes of interpersonal conflict on the job.
- Develop interpersonal skills and confidence in managing interpersonal conflicts.
- Learn how to provide feedback to others.
- Learn more about your own personality and behavior tendencies.
- Develop an awareness of successful and effective leadership styles and behaviors.
Finance for Non-Financial Managers

Finance for Non-Financial Managers, offered by LSU Continuing Education’s Management & Leadership Institute, is a follow-up program to LSU’s Fundamentals of Supervision program. This interactive, two-day seminar is designed to provide basic financial statement analysis. This program gives supervisors and mid-managers that do not have an accounting background, the ability to analyze data and prepare ratios to make better fiscal decisions. Our instructors will help demystify financial jargon and reduce projected risks through improved financial analysis. Knowledge is power, and understanding your financial position will help prepare managers to make more meaningful decisions based on data.

Our instructors are experienced and offer practical, useful information that can be put into practice immediately. Interaction with other participants from a variety of business environments offer the chance to discover other methods of operations, and how other organizations interact in today’s economy.

Major topics to be presented include:

• Analyzing and decoding balance sheets and income statements.
• Ratio and cash flow analysis.
• Capital requirements (e.g. tax/liability/depreciation).
• Budgeting methods (e.g. Activity based, Zero-based, Top-down or Bottom-up).

This seminar is ideal for:

• Supervisors, managers and past participants of Fundamentals of Supervision.
• Supervisors and managers interested in providing better data to back-up projects.

Key benefits of participation:

• Improve success and reduce risk of projects.
• Support decisions through data based on specific initiatives.

Seminar Leader: E. J. Smith, MBA, is a strategic planning and training consultant. He has served in numerous management and executive roles in several Fortune 500 companies including General Electric, Merck and Healthdyne with direct responsibilities for developing and managing multi-million dollar budgets; as well as managing multiple domestic and international branch locations, and more than 2,000 employees. He has been an instructor with LSU Continuing Education for more than 10 years, and he is an instructor with LSU’s Executive Education Program. He earned his bachelor’s degree in marketing from Southern University-Baton Rouge and his MBA from the University of Cincinnati. As a consultant, E. J. has worked with numerous domestic and global organizations such as AT&T, Entergy, BellSouth, Gentiva Healthcare, and DACOM-South Korea.

Course Code: PBMME Fee: $795 CEUs: 1.4
Section: Apr. 25-26; Wed.-Thu.; 8 A.M.-4:30 P.M. (2 mtgs.; LSU)
Section: May 30-31; Wed.-Thu.; 8 A.M.-4:30 P.M. (2 mtgs.; LSU Alexandria, LA)

For more information, contact Kandie Montgomery at 225-578-1214 or kmontgomery@outreach.lsu.edu.
NEW! Workplace Investigation Essentials

Of all the management challenges, conducting an internal investigation is arguably the most difficult task to undertake. Legal, ethical and practical considerations demand the investigator to consider investigative methodology, human psychology, scientific reasoning, legal mandates, employee relations considerations, the role of written reports, and potential liability as we respond to employee relations problems as diverse as accusations of discrimination, harassment, theft and bullying. Managers must be prepared to investigate and resolve these issues quickly and appropriately to minimize damage and liability and move the business forward. This information-filled seminar, offered by LSU Continuing Education’s Management & Leadership Institute, will provide participants with the knowledge and skill needed to conduct a complete, impartial and timely investigation into any type of employee relations incident.

Major topics to be covered include:

• Basics of Workplace Investigations
  Steps to a successful investigation: From the decision to investigate to the written report; Common mistakes committed during investigations; Methods for gathering information, including how to interview all parties; Documenting and evaluating the findings, and taking action.

• Human Behavior: Science, Psychology, Perception, Eye Witness Reliability & Deceit Detection
  Human perceptual processes and how those processes affect our interpretations of information and our behavior; Factors influencing eye witness reliability and how to improve the accuracy of eye witness reports; Behavioral evidence suggesting deceit and how we can improve deceit detection.

• Typical Workplace Complaints: Issues, Accusations, and Recommendations
  Key laws and legal concepts related to the most frequent employee relations problems; Elements and perspective unique to investigating accusations of discrimination, sexual harassment, workplace theft, threats & violence, bullying, and drug & alcohol use; Preventative and remedial actions companies should take.

• Managing Employee Relations
  Recommended workplace policies and practices to guide better employee relations; Investigative documentation and reports; Topics and practices affecting employee relations and sample cases.

This seminar is ideal for:

• Supervisors and managers who may be asked to conduct employee relations investigations
• Human resource and employee relations professionals
• Business leaders and owners

Seminar Leader: Courtland M. Chaney, PhD, SPHR, Human Resource Management Associates

Course Code: PBHRI    Fee: $695    CEUs: 1.2
Section: May 9-10; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information, contact Andrea Ash, 225-578-6760 or aash@outreach.lsu.edu.
NEW! Effective Management of Compensation & Rewards

Effective Management of Compensation & Rewards, offered by LSU Continuing Education’s Management & Leadership Institute, is an advanced “how to” course designed to equip participants with the knowledge, skills and tools necessary to effectively meet the strategic and compensation compliance requirements of businesses operating within a competitive and compliance-sensitive environment. During this course, you will learn to design and manage base salary structures, pay-for-performance programs, incentive and other variable pay programs, and to effectively shape a “total rewards” strategy for your organization. The topics, principles and techniques covered in this program are applicable to almost any size or type of business, and also address important compensation issues and strategies appropriate to nonprofits.

Major topics to be covered include:

• **Compensation Compliance Requirements**
  Identify the most common legal “mine fields” associated with employee pay practices, including exempt/non-exempt classification, overtime and other tricky wage and hour compliance issues, the pitfalls of treating employees as independent contractors, and compliance with the private benefit and inurement rules affecting nonprofit organizations.

• **Benchmarking Pay Practices**
  Learn how to use modern salary surveys, and other sources of pay information, for “benchmarking” base pay and total cash compensation in order to ensure market competitiveness, and strategically position your organization for success in the competitive arena.

• **Salary Structure Development & Maintenance**
  Review alternative methods for job evaluation and for developing competitive and equitable base salary structures, determining the approach that would work best for your organization, and how to refresh and update that salary structure for wage/salary inflation and changes in the market.

• **Alternative Pay-for-Performance Strategies**
  A common mistake made by many employers is to expect too much from their base pay and salary programs. In this module, you will learn what “pay-for-performance” is about, the problems and pitfalls with most pay-for-performance programs, how to make merit-based pay really work for your organization, the basics for constructing alternative pay-for-performance strategies (including spot-bonus, incentive and gainsharing programs), and which pay-for-performance strategies work best for nonprofit organizations.

• **Defining an Appropriate “Total Rewards” Strategy for Your Organization**
  Total rewards is the sum of various compensation forms and components, including base pay (salary), premium pay, variable (at-risk or contingent) pay, and employee benefits. It is important for each organization to establish a compensation philosophy that identifies which forms of compensation will best serve the organization in achieving its mission, vision, and strategic objectives, as well as the amount to be assigned to each component. In this module, you will learn how to state high-level human resource management objectives and to use the concepts learned in this class to identify a total rewards strategy appropriate for attaining those objectives.

This program is ideal for:

• HR professionals seeking to expand their knowledge and skills in compensation compliance, base salary administration, and other forms of strategic remuneration
• CEO’s, COO’s, and CFO’s of emerging businesses and nonprofits who are responsible for the design and maintenance of the organization’s compensation practices
• CPA’s, consultants, and other business advisors who provide expert advice to clients in total rewards management

Key benefits of participation:

• Identify and reduce risks associated with common wage & hour, employee misclassification, wage & salary administration, and private benefit (nonprofit) violations
• Use available benchmarking resources to establish competitive pay practices and to ensure the ongoing competitiveness of salary structures and pay ranges
• Maximize employee engagement and morale through effective pay strategies
• Link reward programs to the strategic objectives of the enterprise
• Establish a total rewards strategy that best supports the organization’s mission, vision and strategic objectives

Seminar Leader: James T. Stodd, MS, SPHR, SHRM-SCP, JT Stodd & Associates

Course Code: PBHRF  Fee: $695  CEUs: 1.2

Section: May 23-24; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information, contact: Andrea Ash, 225-578-6760 or aash@outreach.lsu.edu.
Strategic & Organizational Planning

This course provides a simple framework, appropriate for businesses of any size and complexity, which supports the visioning and strategic planning process so that it is dynamic, manageable, executable, measurable, refreshable, and leads to achievement of strategic goals and objectives. The program covers the visioning and strategic planning process, making appropriate organizational changes to support achieving the vision, communicating the plan to employees and stakeholders, aligning processes and rewards to ensure execution, and developing formal business plan documents.

Major topics to be presented include:

- **The Strategic and Organizational Planning Process**
  Good planning starts with adopting a planning process that will effectively guide collective activity and result in a complete, thoughtful and executable plan. This session provides an overview of a seven-step process model that can be applied by planning facilitators to any strategic and organizational planning challenge, and will ensure that key questions and issues are addressed during established stages of the planning process.

- **Overview of Selected Strategic Planning Issues, Concepts and Conceptual Models**
  Much has been written by leading experts concerning the key questions, issues, challenges and recommended approaches to the strategic and organizational planning process. This session will provide an overview of some of the more profound and useful ideas from thought leaders like Drucker, Porter, Kim & Mauborgne, and others on important topics that may enrich your organization's planning endeavors.

- **Facilitating the Planning Process**
  Good planning requires good facilitation. This session will provide an overview of the facilitator’s role, as well as focus on the key questions to be addressed, and critical steps to be followed.

- **Preparing Written Business Plans and Communication Materials**
  There are times when the planning process should or must result in a written business plan that effectively documents the key questions, issues, intentions and plans of the organization. During this session, we will address the purposes of written business plans, including recommendations for format and composition, as well as summarize best practices for communicating “the plan” to employees, directors and other key stakeholders.

This program is ideal for:

- Human resource management and organizational development professionals seeking to expand their knowledge and skills in strategic leadership and organizational effectiveness
- Business leaders and owners responsible for business strategy and organizational performance
- CPA's, consultants, technology vendors, and other business advisors who provide expert advice to clients in business strategy as well as organizational and leadership development

Key benefits of participation:

- Establish and articulate a vision, mission and purpose for their business
- Establish descriptive measures and metrics for visionary achievement
- Conduct SWOT assessments of both the external environment and internal operating environment of the organization

NEW! Organizational Leadership Certificate Program

Louisiana State University’s Organizational Leadership certificate program, offered by LSU Continuing Education’s Management & Leadership Institute, is the result of decades of providing professional development in the areas of supervisory and managerial effectiveness.

Recognizing that organizations need managers who can understand and navigate the complex contemporary challenges facing business, and confidently lead and engage others in achieving success, this certificate is a comprehensive personal and professional development experience designed to address multiple facets of organizational leadership and organizational development.

To earn an Organizational Leadership Certificate, participants must complete the following five (5) courses, which may be taken in any sequence:

1. Strategic & Organizational Planning
2. Building High Performance Organizations
3. Leading Highly Successful Organizational Change
4. Essentials of Business Analysis

Choose one elective from the following:

- Developing Your Managerial Effectiveness (Page 19)
- Effective Management of Compensation & Rewards (Page 22)
- Enhancing Organizational Performance (Page 28)
- Essentials of Operations Management (Page 27)
- Finance for Non-Financial Managers (Page 20)
- Introduction to Lean Manufacturing (Page 28)
- Strategic Communication (Page 4)
- Supply Management Essentials (Page 13)
- or approved elective

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Organizational Leadership Program, contact Kandie Montgomery at 225-578-1214 or kmontgomery@outreach.lsu.edu.
• Establish meaningful SMART goals and objectives that will lead to achieving the organization’s vision
• Align performance goals and rewards to support the strategic plan and vision
• Use available resources to develop a formal business plan
• Communicate critical components of the plan to employees and other stakeholders
• Ensure ongoing execution and timely refreshment of the plan

Seminar Leader: James T. Stodd, MS, SPHR, SHRM-SCP, is the Principal & Managing Director of JT Stodd & Associates, a management consulting firm specializing in strategic organizational planning, change management, and compensation and rewards management. Jim has served as the VP and chief human resource officer for several prestigious organizations during which time he was responsible for all compensation and employee benefit programs. Prior to starting his own firm, Jim was also associated with several international consulting firms (including Ernst & Young, LLP and Hay Management Consultants) and provided compensation consulting services to a diverse mix of clients on total rewards management issues and organizational effectiveness. He holds a BA from Saint Louis University and a MS in Industrial/Organizational Psychology from Illinois State University.

Course Code: PBOLA  Fee: $395  CEUs: 0.6
Section: Mar. 1; Thu.; 8:30 A.M.-4 P.M. (1 mtg.)

For more information, contact: Kandie Montgomery at 225-578-1214 or kmontgomery@outreach.lsu.edu.

Building High Performance Organizations
The demands on business and organizational leaders are being increased and significantly redefined by the accelerating rate of change impacting most organizations. A number of complex factors present major challenges when it comes to ensuring the financial performance, growth, and the sustainability of the enterprise. Yet, some “high performing” organizations seem to meet these challenges with grace and relative ease, successfully sustain themselves, and even prosper amidst the turbulence. This course focuses on the traits and characteristics typical of those “high performing” organizations as well as the principles they use to endure, create loyalty amongst customers, investors and employees, and to achieve sustainable growth and prosperity.

Major topics to be presented include:
• Understanding the Properties and Characteristics of High Performance Organizations (HPO’s)
Every organization is unique in its own special way. Despite this uniqueness, high performance organizations (HPO’s) share common properties and characteristics. They focus on the “right targets” thereby creating value that speaks to the needs, interests and preferences of customers, investors and employees alike. This session will address those vital properties as well as steps participants can take to create these qualities and characteristics within their own organization.

• Balancing Empowerment with Accountability
A second characteristic of HPO’s is their ability to deliver unparalleled value through the efforts of capable, energized and committed employees whose collective performance sets the organization apart from their competitors. Doing so requires balancing empowerment (aka, “freedom to act”) with appropriate levels of direction, expectations and accountability (aka, “responsibility to act”). This session will focus on creating and maintaining that critical balance.

• Motivation and Reward
HPO’s typically differ from other organizations in the way they reward excellence. During this session, we will discuss performance at the individual, group and organizational level, and how HPO’s uniquely link rewards to collective accomplishment.

• Understanding and Managing Organizational Culture
Organizations have cultures. And different organizations have different cultures. One could even make the case that once a business/organization comes into existence, it immediately begins to develop a culture; and, of course, its culture evolves over time as its people (owners/employees) and the broader cultural milieu changes. This session will begin by defining and explaining the relevant concepts and terminology associated with strategic planning, organizational culture and organizational change management and then shift to deliberate efforts to articulate and manage the creation of an ideal organizational culture.

• Effective Teamwork
In order to manage and lead an effective team one must understand group development and team leadership. Key concepts associated with group dynamics and team leadership will be reviewed and applied to the management of highly effective workgroups.

• Team and Organization Development: Matching Options with Obstacles
Many team building methodologies exist, but the success of any particular method depends on its relevance to the unique circumstances facing the team. This session focuses on diagnosing the underlying obstacles to team success and selecting the right method to meet the challenges. Six team development approaches will be reviewed.

This program is ideal for:
• Human resource managers, organizational development practitioners, marketing professionals and other business managers seeking to expand their knowledge and skills in strategic leadership and organizational effectiveness
• Organizational leaders responsible for business strategy, business development, organizational performance, customer service and investor relations
Leading Highly Successful Organizational Change

In today’s business world, the ability to plan and lead change is a prerequisite for success in most management and leadership roles. This course focuses on planning, implementing and successfully leading change in organizations, with an emphasis on both methodology and the role of leadership. Participants will be exposed to the best thinking of leading change management experts such as Kotter, Lewin, Blanchard, Beilier, Lawler and Bridges. Participants will also become familiar with several well-tested change models that they can then apply to the planning and execution of change initiatives, as well as the personal, professional and leadership competencies required of individuals who effectively initiate, facilitate and manage the change process.

Major topics to be presented include:
• Overview of Organizational Change Management
  As a discipline, organizational change management (OCM) has continued to evolve and expand in response to an increasing number of internal and external change drivers. This session will provide an overview of OCM’s development as well as the circumstances that generally drive change in contemporary organizations.
• Understanding Organizational Growth, Decline and Renewal
  Like other living organisms, organizations typically go through predictable stages in their life cycle. This session will cover the various stages of natural organizational growth, development and decline, the typical characteristics and challenges associated with a specific stage, as well as provide guidance regarding the interventions most appropriate to various stages in the organizational life cycle.
• Multi-Step Organizational Change Process Models
  Successful change is a “process” that has been studied extensively along with the methods most appropriate to managing that change. This session will cover several organizational change process models that will provide participants with alternative approaches to augment their change leadership competencies.
• Understanding and Managing Resistance to Change
  Change does not come easily, and experts almost universally agree that “resistance” to change is a pervasive challenge to almost all change initiatives. This session will cover common sources of resistance as well as equip participants for dealing most effectively with these challenges.
• Dealing with Non-Stop Change
  In today’s world, change is a constant. This session will help participants guide and equip organizations to thrive in a world where ongoing change is the new norm.
• Change Management and Communication
  Effective change must be planned, managed and embraced; this requires very effective communication with stakeholders. This session will equip participants with tools and methods for managing these communications, and maximizing stakeholder engagement in the change process.

This program is ideal for:
• Human resource management and organizational development professionals seeking to expand their knowledge and skills in strategic leadership and organizational effectiveness
• CEO’s, COO’s and CFO’s responsible for business strategy and organizational performance
• CPA’s, consultants, technology vendors, and other business advisors who provide expert advice to clients in business strategy, technology enablers and process improvement, as well as organizational and leadership development

Key benefits of participation:
• Identify and understand the internal & external change drivers affecting their organization
• Describe the various stages of the “corporate lifecycles” model, and understand the change management implications for their organization
• Evaluate alternative “multi-step” process models for managing organizational change, and select the model (or models) most applicable to their situation
• Describe the various reactions to proposed change, including sources of resistance
• Identify and exercise the leadership behaviors necessary to minimize sources of change resistance during each of the three stages of transition
• Articulate the 10 principles of effective communication to be employed during the management of change initiatives
• Create a business case and communication plan to support the planned change
• Develop a complete plan for effectively managing a change initiative using a multi-step change process model


Course Code: PBOLC   Fee: $695   CEUs: 1.2
Section: May 2-3; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information, contact: Kandie Montgomery at 225-578-1214 or kmontgomery@outreach.lsu.edu.
Essentials of Business Analysis

This course teaches key skills required to analyze a business. It delivers practical management training in the skills of business analysis, such as identifying business needs, gathering, filtering and prioritizing information, developing and presenting possible solutions and monitoring the effectiveness of those solutions. In the modern information age, the business analyst fulfills a key role on any business team in helping the organization manage the data available and make business decisions based on numbers and data rather than relying only on “gut feel”. The program gives managers, analysts and other business professionals the opportunity to build their quantitative and interpersonal skills, as well as, add to their management expertise. A case study is utilized in the program to help illustrate the major principles and drive home the key skills.

Major topics to be presented include:

• **Essential Business Financial Analysis**
  Review income statement, balance sheet, cash flow statements and some key financial ratios, including how these may vary for different types of businesses.

• **Understanding What Drives Value**
  Learn a framework for making data-driven decisions and how to construct a business case.

• **Implementing Improvement Initiatives**
  Understand the key components of continuous improvement efforts.

• **Personal Reputation & Influence**
  Business analysts must interact with several parts of an organization. Learn how your personal reputation impacts effectiveness and why that is important to your success as a business analyst.

• **Business Processes**
  All businesses follow some process or processes to get things done. Analyze the processes and where process change is needed in order to continuously improve.

This seminar is ideal for:

• New business analysts and mid-level managers
• Managers interested in developing their managerial potential and improving their effectiveness

Key benefits of participation:

• Review business financial statements and learn to diagnose problems
• Learn quantitative methods to build value in any organization
• Understand how to analyze and develop effective business processes
• Learn how to influence others as well as how to identify who should be influenced

Seminar Leader: Tim Stoll, PhD, MSIA, is President of The Alternative Board – Metro Baton Rouge. Dr. Stoll has worked for more than 20 years successfully running global specialty chemical businesses within a corporate structure. He has international business experience, working extensively with customers in Europe, Asia, North America and South America and lived in Singapore for almost three years. Dr. Stoll started The Alternative Board – Metro Baton Rouge in 2009 to help small business owners in the Baton Rouge metro area build and grow successful businesses. He holds a PhD in Organic Chemistry from Purdue University and an MSIA (MBA equivalent degree) from the Krannert School of Management at Purdue University.

Course Code: PB MBA  Fee: $695  CEUs: 1.2

Section: Apr. 25-26; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information, contact: Kandie Montgomery at 225-578-1214 or kmontgomery@outreach.lsu.edu.
LSU’s Operations Management Certificate Program provides strategies, tactics, and tools for individuals responsible for helping to advance the performance of their organization by using as few resources as needed, and remain effective in terms of meeting customer requirements.

The certificate program is designed to help you learn practical solutions to everyday problems, increasing your value to your organization. Participants will develop core competencies including operations management knowledge, planning, control, problem-solving and communication.

To earn an Operations Management Certificate, participants must complete the following six (6) courses, which may be taken in any sequence:

1. **Essentials of Operations Management**
2. **Enhancing Organizational Performance**
3. **Quality Assurance Essentials** (Page 11)
4. **Finance for Non-Financial Managers** (Page 20)
5. **Essentials of Project Management** (Page 8)
6. Choose one elective from the following:
   - **Quality Tools for Improving Business Performance** (Page 11)
   - **Introduction to Lean Manufacturing** (Page 28)
   - **Fundamentals of Supervision** (Page 18)
   - **Essentials of Business Analysis** (Page 26)
   - **Business Communication** (Page 3)
   - **Effective Writing for Business & Technical Professionals** (Page 5)
   - **Strategic Communication** (Page 4)
   - **Interpersonal Success in the Workplace** (Page 4)
   - **Techniques for Project Development** (Page 9)
   - **Cost & Price Management** (Page 14)

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Operations Management Program, contact Kandie Montgomery at 225-578-1214 or kmontgomery@outreach.lsu.edu.

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**NEW! Essentials of Operations Management**

Essentials of Operations Management, offered by LSU Continuing Education’s Management & Leadership Institute, is designed to deliver practical skills and knowledge to professionals in operations. This interactive, hands-on, two-day course focuses on developing an understanding of effectiveness in planning, coordinating, and executing the use of an organization’s resources. Participants will gain skills and knowledge that will allow them to improve the efficiency and effectiveness of the operations they lead.

**Major topics to be presented include:**

- **Process selection and design.**
  - Understand how process selection and design affect process performance.
  - Learn how layout and workflow affect speed, quality, waste, and cost.

- **Process analysis and improvement.**
  - Learn how to use three key diagrams to analyze and improve processes.
  - Understand the basic process improvement methodology.
  - Use learning curve theory to improve performance.
  - Apply the Theory of Constraints to remove process bottlenecks.
  - Study how systems thinking helps avoid unintended consequences.

- **Process and quality control.**
  - Understand the principles of Total Quality Management (TQM).
  - Learn how to use Statistical Process Control to keep quality on target.
  - Develop and track Key Performance Indicators.

- **Supply chain management.**
  - Understand what an operations manager needs to know about supply chains.
  - Learn how to use Economic Order Quantity and Just In Time delivery to minimize inventory and waste.

- **Demand forecasting and scheduling.**
  - Learn how to apply forecasting concepts to process analysis.
  - Understand how aggregate operations planning techniques can minimize the cost of resources.
  - Explore how to design a Materials Requirements Plan.

This seminar is ideal for:

- Supervisors and managers in operations roles, responsible for producing goods or services.
- Supervisors and managers from any industry, including government, service, and manufacturing.

**Key benefits of participation:**

- Learn practical approaches for improving your processes.
- Learn how to improve quality, cost, time, and productivity.
- Learn how to shorten response times.
- Understand and apply a framework for operations management and improvement.

**Seminar Leader:** Shannon Nunez, MBA

**Course Code:** PBEOM  
**Fee:** $795  
**CEUs:** 1.2

**Section:** Apr. 4-5; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information, contact: Kandie Montgomery at 225-578-1214 or kmontgomery@outreach.lsu.edu.
Enhancing Organizational Performance

Enhancing Organizational Performance, offered by LSU Continuing Education’s Management & Leadership Institute, is a professional development program designed for supervisors, middle managers and others responsible for managing organizational performance improvement. This interactive, two-day seminar is a logical follow-up program to our Fundamentals of Supervision and Developing Your Managerial Effectiveness programs. It emphasizes both a conceptual understanding of performance, performance improvement and change management and the development of practical skills and tools.

The seminar leader, who combines engineering and leadership expertise, provides participants with an excellent opportunity to develop sophisticated management and performance improvement skills. Interaction with other participants representing different industries and disciplines will further enrich this learning experience. Participants will leave with a new perspective on managing and improving their organizations.

Major topics to be presented include:

- **Organizational Performance**
  Understand how organizational performance is measured, why it matters, and how it can be improved.

- **Lean Thinking**
  What lean thinking is and how it can provide a framework for organizational improvement.

- **Tools for Creative Thinking**
  How creative thinking supports organizational performance improvement and how to stimulate and manage creative thinking.

- **Planning and Implementing Change**
  Measuring change readiness, planning change, understanding how people react to change, and successfully implementing change.

This seminar is ideal for:

- Supervisors and managers in general, as well as those who have participated in LSU’s Fundamentals of Supervision and/or Developing Your Managerial Effectiveness programs.
- Supervisors and managers from any industry, including government, service and manufacturing.

Key benefits of participation:

- Acquire an understanding of organizational performance, and of how to enhance it.
- Learn how to use Lean principles as the foundation of organizational performance enhancement.
- Acquire an understanding of how the mind’s creative muscle works, and learn key tools to maximize creativity in the work place.
- Discover what it takes to make change happen in the “real world.”

**Seminar Leader:** Greg Kennedy, MBA, PE, is the Operations Excellence Superintendent at Rubicon, LLC in Geismar, LA. He earned a BS in Chemical Engineering and a MBA from Louisiana State University and he is a graduate of LSU’s Executive Development Program. He is a licensed professional engineer and has almost two decades of progressive chemical industry experience in engineering, supervision, and plant management roles. He leverages Theory of Constraints, Six Sigma, and PDSA methodologies to streamline processes and eliminate waste. Kennedy believes the secret to execution is through empowering employees to solve problems which ultimately results in higher morale and job satisfaction.

NEW! Introduction to Lean Manufacturing

Introduction to Lean Manufacturing is designed to deliver practical skills and knowledge in the use of Lean Manufacturing Principles. This interactive, hands-on, one-day course focuses on developing a basic understanding of the Lean Manufacturing terms and principles, characteristics of lean systems, key building blocks, benefits of Lean Manufacturing and various aspects of Lean Leadership.

Hands-on simulation learning activities will help participants gain a better understanding of the Lean Manufacturing concepts. Through incremental improvements made during the simulation, participants will also see how these changes affect key metrics/key performance indicators (KPIs). This course will also provide insight into the various Lean Manufacturing applications in different types of industries and settings.

Major topics to be presented include:

- **Introduction**
  Definitions and History of Lean Manufacturing; Lean Characteristics and Principles; Benefits of Lean Manufacturing (e.g. Reduced wastes, lower costs, increased quality, reduced cycle time, increased flexibility, increased productivity, etc.).

- **Waste Identification and Elimination**
  Learn the 8 wastes or non-value added activities; Understand how to identify the wastes; Learn methods of eliminating or minimizing the impact associated with the wastes.
• **Lean Manufacturing Tools**
  5S, Gemba, Visual Systems, Line/Area Layout, Quality at the Source; Dashboards, POUS, Standardized Work, Batch Size Reduction, and Teams; Set-up Reduction, Cellular Manufacturing, Takt Time, Kanban/Pull, TPM.

• **Additional Tools**
  Value Stream Mapping (Current State and Future State); Kaizen Events; SWOT Analysis; PDCA.

• **Industry Specific Applications of Lean Manufacturing**
  Large and Small Manufacturing Plants; Job Shop Environments; Chemical Plants; Field Service Organizations; Office Settings; Healthcare and Universities.

• **Lean Leadership**
  Create the Burning Platform; Understand the Voice of the Customer; Define the Lean Implementation Roadmap and Scalability Approaches; Ensure Alignment with Strategy and Goals; Define Organizational Structure for the Lean Journey—Focus on Key Metrics and Visibility, Develop a Lean Culture (People Engagement and Commitment), Identify and Execute Methods to Institutionalize and Sustain, Understand Pitfalls and Lessons Learned of Implementing Lean Manufacturing.

**This seminar is ideal for:**
• Anyone who may be involved in implementing Lean Manufacturing Principles and wants to get a basic understanding of Lean Manufacturing
• Anyone about to embark on the journey of leading the implementation of lean manufacturing principles in their organization and wants to get a better understanding of the Lean Manufacturing Principles and Tools

**Key benefits of participation:**
• Develop the ability to identify wastes
• Develop the skills to help identify what tools would be helpful in various applications
• Learn and practice the use of key manufacturing concepts and tools
• Gain better insight as to the importance of strategic alignment and metrics
• Describe some of the obstacles regarding Lean Manufacturing and methods to overcome

**Seminar Leader:** Shannon Nunez, MBA, has more than 20 years of progressive plant & operations leadership experience working with major international manufacturing corporations. His broad-based experience includes the areas of operations management, operational & organizational excellence, lean manufacturing, continuous improvement, quality management, environmental & safety compliance, and project management. He has taught college courses in the areas of Operations Management and Management Principles, and he has worked as an operational excellence consultant assisting Louisiana companies in their pursuit of implementing lean manufacturing within their organizations.

**Course Code:** PBEOL  Fee: $395  CEUs: 0.6
**Section:** Apr. 24; Tue.; 8:30 A.M.-4 P.M. (1 mtg.)

For more information, contact: Kandie Montgomery at 225-578-1214 or kmontgomery@outreach.lsu.edu.
Certificate in Sustainability Management

This online certificate program is a one-of-a-kind opportunity to learn the concepts and practices associated with sustainability that are critical in today’s business environment. In its broadest definition, sustainability is the use of ecosystems and their resources in a manner that satisfies current needs without compromising the needs or options for future generations. A sustainable business is one that generates profits for its owners, protects the environment, and improves the lives of the people with whom it interacts. This five-part program also looks at how focusing on sustainable management can help a company achieve long-run profitability and success.

This Certificate is ideally suited for adult professionals in a broad range of fields and industries, including education, government, manufacturing, healthcare, nonprofit, energy, operations and corporate management.

The Certificate integrates interactive exercises, case studies, video commentary and assessments to create a valuable and compelling learning experience and covers the following topics:
• The reasons why sustainability and corporate responsibilities have moved to the forefront.
• The connection between the environment and sustainability.
• The business case for an organization to embrace sustainable management.
• The role government regulation plays in sustainability efforts.
• Critiques and criticisms of corporate sustainability.
• How sustainable management principles can be applied to the workplace.
• How the Triple Bottom Line (TBL) concept and its three pillars of “People, Planet, and Profits” can be employed by organizations.
• Recognizing and implementing best practices for measuring sustainable management.

Courses include:
1. An Overview of Sustainable Management
2. Corporate Social Responsibility
3. Triple Bottom Line Accounting
4. Measuring Sustainable Management Performance
5. Sustainable Management: Leadership Ethics

Estimated time to complete: 20-25 hours of online course work.
Fee: $459  CEUs: 2.5

Entrepreneurship Certificate

This online certificate program introduces entrepreneurship and the key issues for those looking to start a business on their own. How do you know if you have what it takes to build and grow a business from scratch? What personal characteristics are shared by successful entrepreneurs? What types of resources are available to budding entrepreneurs, and where can you find them? Learners who complete this program will have the answers to those and other key questions.

Through the use of selected readings, video, Internet interactivity, and case studies, these self-paced courses explore entrepreneurship in an engaging and structured manner. Courses are affordable and convenient. Each course is 3–5 hours in length and includes interactive exercises, learning assessments, case studies, web links, and much more.

Courses include:
1. Introduction to Entrepreneurship
2. Strategic Marketing for Entrepreneurs
3. Leadership & Management for Entrepreneurs
4. Accounting & Finance for Entrepreneurs
5. Business Law for Entrepreneurs

Estimated time to complete: 20-25 hours of online course work.
Fee: $599  CEUs: 2.5
Non-Profit Management Certificate
This online certificate program introduces the key management issues for non-profit organizations. Learners who complete the program will be exposed to the latest thinking about fundraising, board and volunteer development, budgeting, marketing, and strategic direction for the non-profit sector. Through the use of selected readings, video, Internet interactivity, and simulations, these eleven self-paced courses explore non-profit management in an engaging and structured manner. Further the program is 100% web-based, allowing even the busiest individuals to gain the training needed to become a more effective, productive, and strategic contributor to their non-profit organization’s goals and objectives. Each course is 3-5 hours in length and includes interactive exercises, learning assessments, case studies, web links, and much more.

Courses include:
1. Budgeting in a Non-Profit Organization
2. Capital Campaigns
3. Fundraising for Non-Profit Organizations
4. How to Read a Non-Profit Financial Statement
5. Leadership in a Non-Profit Organization
6. Non-Profit Board and Volunteer Development
7. Principles of Marketing for Non-Profit Organizations
8. Strategy for Non-Profit Organizations
9. Introduction to Grant Writing
10. Social Media for Non-Profits
11. Introduction to Non-Profit Management

Estimated time to complete: 30-50 hrs of online course work.
Fee: $699  CFRE: 26  CEUs: 5.5

Project Management Professional® Exam Prep Course  (Fifth Edition)
This MindEdge online and self-paced twelve-module project management program builds successful project managers at all levels of the organization. It provides a comprehensive preparation for the PMP® certification exam including exam taking tips, twelve comprehensive module quizzes, five process group tests, and two full-length, 200-question practice exams covering the Project Management Body of Knowledge (PMBOK® Guide) areas of knowledge.

After completing this course, you should be able to:
• Understand how to effectively manage human resources and communicate with all stakeholders.
• Understand the key methods used to estimate project schedule and cost at the beginning of a project and to forecast cost and schedule variances at any time during the project.

Note: After successful completion, you will receive 35 PDUs/contact hours to qualify to take the PMI Project Management Professional Exam®. Successful completion means completing all assignments in the course, and scoring a minimum of 70% on the second 200-question practice test.

Estimated time to complete: 35-40 hours of online course work.
Fee: $699  PDUs: 38.5  CEUs: 3.5

Registered Education Provider (REP), PMI, Project Management Professional, PMP, Certified Associate in Project Management, CAPM, Project Management Body of Knowledge, and PMBOK Guide are registered marks of the Project Management Institute.

Project Management for Information Technology
(See also, Online Computer & IT Courses & Certifications, page 48)
This MindEdge online course focuses on how project management concepts can be applied to IT projects, as well as on project management issues that are unique to IT projects. It reviews the concepts, methodologies, and tools of project management as it relates to IT. You will also learn about fundamentals, such as integration management, scope, costing, quality, human resources, risk management, and procurement.

This course contains eight comprehensive module quizzes and a 70-question Final Assessment spanning IT project management areas of knowledge.

After completing this course, you should be able to:
• Apply concepts from the Project Management Body of Knowledge (PMBOK® Guide) to IT projects.
• Explain the technical processes that might be applied during the IT project lifecycle.
• Describe the importance of scope control for IT projects and different tools that can be used to manage project scope.
• Explain the challenges associated with delivering IT projects on time.
• Differentiate between different techniques for managing the project schedule.
• Discuss why cost management is difficult for IT projects and describe cost estimation methods, Earned Value Management, and portfolio management.
• Explain several maturity models and how they can be applied to improve IT project quality.
• Explain various approaches for team building and communicating on IT projects.
• Discuss different sources of IT project risk and how to manage them.
• Describe issues related to IT project procurement, such as outsourcing decisions, e-procurement, and others.

Estimated time to complete: 25-28 hours of online course work.
Fee: $499  PDUs: 25  CEUs: 2.5
Six Sigma Yellow Belt Prep Course & Exam

This self-paced course prepares learners for the successful completion of the MindEdge Six Sigma Yellow Belt Certification Exam by exposing them to the Six Sigma concepts, strategies, tools, and techniques used in process improvement projects. Course assignments show the tools and skills practitioners will use in support of process improvement activities, and explain how participants can contribute as important members of improvement teams.

Throughout the course, learners will be tested on their understanding and comprehension of course topics through challenging exercises, and interactive games. Each module also includes comprehensive quizzes and tests that learners can use to gauge their progress and prepare for two practice exams at the course end. Video segments from subject matter experts also supplement the course material, to provide real-world examples and enhanced understanding of important concepts and best practices.

After completing this course, you should be able to:
• Explain the concepts, tools, techniques, and strategies used in Six Sigma projects
• Describe the five stages of the DMAIC methodology and identify the factors that will improve its chances of success
• Assist in the application of specific tools and techniques in support of process improvement activities
• Demonstrate mastery of the skills and information covered in the MindEdge Six Sigma Yellow Belt Certification Exam

Note: After successful completion of this course, you will be qualified to take the MindEdge Six Sigma Yellow Belt Certification Exam (The fee for taking the certification exam is included in the cost of this course). Successful completion means completing all assignments in the course, and scoring a minimum of 70% on the second of the two 25-question practice exams.

Estimated time to complete: 20 hours of online course work.
Fee: $499 PDUs: 20 CEUs: 2.0

Six Sigma Green Belt Prep Course & Exam

This self-paced course prepares learners for the successful completion of the MindEdge Six Sigma Green Belt Certification Exam by explaining the concepts, strategies, tools, and techniques they will need to complete process improvement projects and activities. Course assignments detail the tools and skills learners will implement as they apply a Six Sigma approach to process improvement activities, and show practitioners how they can contribute as important members of improvement teams.

Throughout the course, learners will be tested on their understanding and comprehension of course topics through challenging exercises, interactive games, and case study assignments. Each module also includes comprehensive quizzes and tests that learners can use to gauge their progress and prepare for two practice exams at the course end, as well as summaries and study guides that can be used for review. Video segments from subject matter experts also supplement the course material, to provide real-world examples and enhanced understanding of important concepts and best practices.

After completing this course, you should be able to:
• Explain the strategies, tools, and concepts that make up a successful Six Sigma implementation
• Plan, execute, and monitor improvement projects that achieve organizational objectives
• Describe the Black Belt’s role in each of the five stages of the DMAIC methodology

NEW! Six Sigma Black Belt Exam Prep Course

The Six Sigma Black Belt Exam Prep course explains the key concepts, strategies, tools, and techniques that learners need to successfully pass the MindEdge Black Belt Certification Exam. (Note: Learners must submit an application to the MindEdge Six Sigma Quality Council to be considered for the Black Belt certification exam. Experience in managing projects is a requirement.)

This self-paced, eight-module course, guides learners through elemental Six Sigma material before diving into each of the five DMAIC stages in detail. Specific instruction about the role of the Black Belt in each stage, as well as help in transitioning between each of the stages, is explained by practicing professionals and training experts in Six Sigma preparation and application.

Throughout the course, participants will be tested with challenging exercises, case studies, and interactive games, to ensure their proficiency and mastery of Six Sigma concepts. Additional resource lists and web links will provide learners with ancillary material that can be explored to augment their understanding of important course elements. Progress and aptitude is gauged in comprehensive quizzes and tests at the end of each module, while requisite knowledge, understanding, and integration ability is assessed through three concluding practice exams that mirror the multiple-choice and essay questions learners will see when they test for their certification.

After completing this course, practitioners should be able to:
• Explain the concepts, tools, techniques, and strategies used in Six Sigma projects
• Describe the five stages of the DMAIC methodology and identify the factors that will improve its chances of success
• Choose and apply specific tools and techniques in support of process improvement activities
• Analyze the specific roles and responsibilities of team members and formulate plans to ensure appropriate participation in project assignments
• Examine the interrelationships of tasks, activities, and practices in Six Sigma projects
• Demonstrate mastery of the skills and information covered in the MindEdge Six Sigma Green Belt Certification Exam

Note: After successful completion, you will be qualified to take the MindEdge Six Sigma Green Belt Certification Exam (The fee for taking the certification exam is included in the cost of this course).

Successful completion means completing all assignments in the course, and scoring a minimum of 70% on the second of the two 50-question practice exams.

Estimated time to complete: 32 hours of online course work.
Fee: $699 PDUs: 32 CEUs: 3.2

To register or for information call 225-578-2500
• Choose and apply the correct tools or techniques to achieve project goals
• Demonstrate the expertise necessary to successfully complete the MindEdge Six Sigma Black Belt Certification Exam

**Note:** Successful completion means completing all assignments in the course, and scoring a minimum of 70% on the Practice Exam 3 in the course.

**Prerequisites:** Learners should have exposure to project and process management practices, and should display proficiency in basic Six Sigma terminology and understanding.

**Estimated time to complete:** 34 hours of online coursework.

**Fee:** $499   **PDUs:** 34   **CEUs:** 3.4

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**NEW! Six Sigma Black Belt Certification Exam**

To secure MindEdge’s Six Sigma Black Belt Certification, practitioners must demonstrate mastery of Six Sigma by completing a timed online assessment and providing details of a Six Sigma project they are involved in.

The four-hour, timed assessment tests an individual’s competency and comprehension of Six Sigma principles, strategies, tools, and techniques. This exam includes multiple-choice and essay questions, and covers all aspects of the DMAIC methodology and its implementation. Questions are posed in several configurations that ask test takers to identify, calculate, analyze, and apply their knowledge, to demonstrate their ability to perform as important members of improvement teams.

If practitioners successfully complete the exam assessment, they are then asked to provide information and updates for a new or ongoing project they are immersed in. The information and updates will be evaluated by a panel of experts who may ask questions or request additional information to ensure that participants are well versed and able to successfully complete a Six Sigma project, before certification can be conferred.

**Note:** After successful completion of the certification program, you will be recognized as a MindEdge-certified Six Sigma Black Belt. Successful completion involves scoring a minimum of 70% on the online assessment exam and submitting details for a successful Six Sigma improvement project.

**Prerequisites:** Learners should have comprehensive, in-depth knowledge of Six Sigma concepts and practices.

**Allotted time to complete the exam:** 4 hours.

**Fee:** $699

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**For more information, contact Kelli Harrison at 225-578-3209 or kharrison@outreach.lsu.edu.**
Professional Medical Coding & Billing with Applied PCS

This premier medical coding and billing training program is specifically designed to ensure students gain the exact skills needed to begin working as a medical coder by teaching both ICD-10-CM and ICD-10-PCS including the new PCS procedural code set.

Key benefits of participation:
• One of the only AHIMA-approved training programs
• Complete online access to expert-created Comprehensive Curriculum
• Flexible online training
• Live student support including one-one support from instructors and technical support team
• 12 months of online access
• E-book text companion
• ICD-10, CPT, and HCPCS industry codebooks and additional ICD-10-PCS references
• AHIMA ICD-10-PCS Coding: An Applied Approach
• Access to 3M reference library and encoding software
• Voucher to take the CCA or CPC national certification exam upon graduation ($325 value)

3-part program includes:
1. Foundations - This first section of the program will teach computer fundamentals, the health information management process, and reimbursement methodologies.
2. Biomedical sciences - This section will expose students to medical terminology, anatomy, pathophysiology, and pharmacology from a coding perspective.
3. Code training - This final section introduces all of the different code sets and teaches how to use them. This includes the practical application of coding actual medical records and reports and using the 3M encoding software.

Training objectives:
• Students will stand out in the job market because most entry-level coding programs do not cover PCS codes
• Students will be prepared to earn their certification and start working right away
• Preparation for both the CCA (offered by AHIMA) and the CPC (offered by AAPC) exams is built in to this training so students are prepared to earn industry credentials right after graduation

Completion timespan: from 4-12 months.
Fee: $3499 (payment options available)    640 hours of curriculum

Medical Transcription Editor

This premier medical transcription course, designed by medical transcriptionists for medical transcriptionists, prepares students to be medical transcriptionists as well as medical transcription editors. Approved by the Association for Healthcare Documentation Integrity (ADHI), this program is employer-trusted and even preferred by many employers when hiring new graduates.

Key benefits of participation:
• Complete online access to expert-created Comprehensive Curriculum
• Complete E-book library
• Live student support including one-one support from instructors and technical support team
• 12 months of online access
• A voucher to take the RHDS national certification exam upon graduation (a $190 value)
• Transcription foot pedal (device used to control audio playback when transcribing)
• The ADHI Book of Style
• Graduate Support designed to assist graduates in turning education into employment

Topics to be presented include:
• Medical Terminology
• Anatomy and physiology
• Healthcare documentation practices
• Listening skills
• Typing Skills
• Grammar and punctuation
• Pharmacology
• Medical Record types and formats
• Practicum section designed to develop students’ transcription and editing skills by practicing on hundreds of authentic doctor dictations and patient records

Topics to be presented include:
• Training as a specialized medical transcriptionist editor prepares students for the future of the Medical Transcriptionist Industry as it relies more on speech recognition technology
• Hands-on experience will prepare students to transition to the workforce soon after graduation

Completion timespan: from 4-12 months.
Fee: $2999 (payment options available)    640 hours of curriculum

For more information, contact Kelli Harrison at 225-578-3209 or kharrison@outreach.lsu.edu.
LSU’s Desktop Applications Specialist Certificate Program is designed to help you develop and validate your skills in using the Microsoft Office suite of business software. The courses cover key concepts and skills, and they also assist those preparing to seek certification as Microsoft Office Specialists (Please Note: certification is optional).

The Microsoft Office Specialist program is designed for individuals who use Microsoft’s business desktop software and who seek recognition for their expertise with specific Microsoft products. Certification candidates must pass one or more product proficiency exams in order to earn Microsoft Office Specialist certification.

The courses assume that you are familiar with using personal computers and have used a mouse and keyboard (basic typing skills are recommended). You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and, manage files and folders.

To earn a Desktop Applications Specialist Certificate, participants must complete the following six (6) courses:

1. **Introduction to Word 2016** (Page 36)
2. **Mastering Word 2016** (Page 36)
3. **Introduction to Excel 2016** (Page 37)
4. **Mastering Excel 2016** (Page 37)
5. **Choose two electives from list:**
   - Access 2016: Introduction to Relational Databases (2 days)
   - Mastering Outlook 2016 (2 days)
   - Mastering PowerPoint 2016 (2 days)

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Desktop Applications Specialist Certificate Program, contact Jon DeRoche, 225-578-0403 or jderoche@outreach.lsu.edu.
Microsoft Office

Introduction to Word 2016

This course introduces you to using Microsoft Office Word. It will teach you the fundamentals of word processing with Word. After taking this course, you will be able to create, edit, format, add tables, and print basic business documents using Word. The course also helps you prepare for the Word Core certification exam in the Microsoft Office Specialist Program. No matter what version of Office Word you currently use, this course will benefit you.

- Explore the various components of the Office Word environment.
- Create a document.
- Edit documents by locating and modifying text.
- Format text.
- Format paragraphs.
- Add tables to a document.
- Add graphic elements to a document.
- Proof documents to make them more accurate.
- Control a document’s page setup and its overall appearance.

**Prerequisites:** Participants should be familiar with using personal computers and have used a mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

Course Code: CWMW1 Fee: $175 CEUs: 0.6

Section: Jan. 22; Mon.; 8:30 A.M.-3:30 P.M. (1 mtg.)

EVENING Section: Mar. 13 & 15; Tue. & Thu.; 6-9 P.M. (2 mtgs.)

Section: June 4; Mon.; 8:30 A.M.-3:30 P.M. (1 mtg.)

Bring LSU to Your Workplace

Let us train your employees at your selected location. Courses are tailored to meet the specific needs of your business or organization. We have a long record of successful presentations of on-site courses for selected groups. Our staff and instructors are experts at matching educational programs to client needs.

For more information about course topics, pricing and scheduling, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.

Mastering Word 2016

In the first course in this series, Introduction to Word 2016, you gained all the basic skills that you need to create a wide range of standardized business documents. If you use Word on a regular basis, then once you have mastered the basic skills, the next step is to improve your proficiency. To do so, you can customize and automate the way Word works for you. You can also improve the quality of your work by enhancing your documents with customized Word elements. In this course, you will create complex documents in Word by adding components such as, customized lists, tables, charts, and graphics. You will also create personalized Word efficiency tools. The course also helps you prepare for the Word Expert certification exam in the Microsoft Office Specialist Program.

- Manage lists.
- Customize tables and charts.
- Present a professional appearance to your documents by customizing formatting.
- Customize styles for document elements.
- Modify pictures in a document.
- Create customized graphic elements.
- Structure content using Quick Parts.
- Control text flow.
- Automate common tasks.
- Automate document creation.
- Perform mail merges.

**Prerequisite:** Introduction to Word 2016 or equivalent knowledge.

Course Code: CWMMS Fee: $295 CEUs: 1.2

Section: Feb. 27-28; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Section: May 16-17; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Introduction to Excel 2016

This course introduces you to using Microsoft Office Excel. It will teach you the fundamentals of spreadsheets with Excel. After taking this course, you will be able to create, edit, format and print basic worksheets and charts in Excel. The course also helps you prepare for the Excel Core certification exam in the Microsoft Office Specialist Program. No matter what version of Office Excel you currently use, this course will benefit you.

• Explore the Office Excel environment.
• Work with an Excel worksheet by entering and selecting the data in it. You will also save the data in the worksheet.
• Modify a worksheet.
• Perform calculations.
• Format a worksheet.
• Develop a workbook.
• Print workbook contents.
• Customize the layout of the Excel application window.

Prerequisites: Participants should be familiar with using personal computers and have used a mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

Course Code: CSXK1 Fee: $175 CEUs: 0.6
Section: Jan. 23; Tue.; 8:30 A.M.-3:30 P.M. (1 mtg.)
Section: Mar. 1; Thu.; 8:30 A.M.-3:30 P.M. (1 mtg.)
Section: Apr. 9; Mon.; 8:30 A.M.-3:30 P.M. (1 mtg.)
Section: June 5; Tue.; 8:30 A.M.-3:30 P.M. (1 mtg.)

Mastering Excel 2016

This is a follow-up program to the Introduction to Excel 2016 course. In this course, you will use Excel to streamline and enhance your spreadsheets with templates, charts, graphics and formulas. The course also helps you prepare for the Excel Expert certification exam in the Microsoft Office Specialist Program.

• Enhance the workbook.
• Automate workbook creation by using templates.
• Organize data using tables.
• Create and modify charts.
• Analyze data using PivotTables and PivotCharts.
• Work with graphic objects.
• Calculate with advanced formulas.
• Sort and filter data.

Prerequisite: Introduction to Excel 2016 or equivalent knowledge.

Course Code: CSXMS Fee: $295 CEUs: 1.2
Section: Feb. 20-21; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: Mar. 7-8; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: Apr. 24-25; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: June 13-14; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Mastering PowerPoint 2016

This course will help you learn how to create and modify basic Microsoft Office PowerPoint presentations for delivery in front of an audience. You will explore the PowerPoint environment and create a new presentation. You will enhance your presentation with features that will transform it into a powerful means of communication. The course also helps you prepare for the PowerPoint Core certification exam in the Microsoft Office Specialist Program. No matter what version of Office PowerPoint you currently use, this course will benefit you.

• Explore the Office PowerPoint environment.
• Create a presentation. You will also add text and themes to a presentation.
• Format text on slides.
• Add graphical objects to a presentation.
• Modify objects on slides.
• Add tables to a presentation.
• Add charts to a presentation.
• Prepare to deliver a presentation.
• Customize the PowerPoint environment.
• Customize a design template.
• Add diagrams to your presentation.
• Add special effects to a PowerPoint presentation.
• Use the various options to customize slide shows.
• Use PowerPoint to publish slides to a slide library and secure your presentations.
• Finalize a presentation.

Prerequisite: Introduction to Word 2016 or equivalent knowledge.

Course Code: CGPMS Fee: $295 CEUs: 1.2
Section: Apr. 3-4; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Microsoft Certified Application Specialist Program

The core Microsoft Office Specialist Certification Program credential has been upgraded to validate skills with the 2016 Microsoft Office system as well as the latest Windows operating system. The Application Specialist certification targets Information Workers and covers the most popular Microsoft Office applications such as Word 2016, PowerPoint 2016, Excel 2016, and Outlook 2016.

For more information on the upcoming Microsoft Certified Application Specialist program, contact Jon DeRoche, 225-578-0403 or jderoche@outreach.lsu.edu.

Mastering Outlook 2016
This course is designed for people with a basic understanding of Microsoft Windows who need to learn how to use Microsoft Outlook to compose and send e-mail, schedule appointments and meetings, manage contact information and tasks, and use notes. You will then learn how to customize your environment, calendar and mail messages to meet your specific needs as well as track, share, assign and quickly locate various Outlook items. The course also helps you prepare for the Outlook Core certification exam in the Microsoft Office Specialist Program.

- Identify the components of the Outlook environment. You will also perform simple tasks such as sending and responding to email messages.
- Compose messages.
- Use folders to organize messages.
- Manage contacts and contact information.
- Schedule appointments.
- Schedule meetings.
- Create and edit tasks.
- Create and edit notes.
- Customize the calendar by setting various calendar options.
- Set message options.
- Track work activities using the Journal.
- Assign and track tasks.
- Share folder information.
- Customize the Outlook environment.
- Sort, find, and color-code items in your mailbox and calendar.
- Work with public folders.

Prerequisite: Introduction to Word 2016 or equivalent knowledge.

Course Code: CIMMS Fee: $350 CEUs: 1.2
Section: May 2-3; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Access 2016: Introduction to Relational Database Design
(See also, Database Development including Microsoft Office Access courses, page 46)
You will learn the basic skills necessary to begin using Microsoft Office Access and to design and create databases, tables, queries, forms, and reports. Additionally, you will learn the general principles involved in designing a database that complies with the relational database model.

- Examine the basic database concepts and explore the Office Access environment.
- Design a simple database.
- Build a new database with related tables.
- Manage the data in a table.
- Query a database using different methods.
- Design forms.
- Generate reports.

Prerequisite: Participants should be familiar with using personal computers and have used a mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

Course Code: CDMAA Fee: $395 CEUs: 1.2
Section: Mar. 20-21; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: June 6-7; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Visit our website at www.outreach.lsu.edu for the most up-to-date information including program dates and more detailed course descriptions.
Business Applications
(See also, Microsoft Project 2013 online course, page 49)

QuickBooks Pro 2014
(See also, Accounting/Finance courses, page 12)

This full-featured course covers the basic features and functionality of the software. Learn how to fully utilize the many facets of this software, if you are just beginning or have been using it for sometime. Other topics include: Setting up a company; working with lists; creating invoices and processing payments; setting up inventory and customizing forms; creating graphs; and estimating time tracking and job costing.

Prerequisites: A basic understanding of the computer operating system you are using is recommended; Accounting Basics; Payroll Accounting; or equivalent knowledge.

Course Code: CQQWP Fee: $495 CEUs: 1.2

Section: July 16 & 18; Mon. & Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

NEW! Tableau Fundamentals (Desktop & Server)

In this course, you will learn how to use Tableau to create data visualizations for your key decision makers. You will use Tableau to explore, experiment, clean, prepare and present data easily. Tableau connects to virtually any and all data sources from corporate data warehouses to web data feeds. Through the creation of dashboards you will transform data into visually appealing and interactive visualizations utilizing the drag-and-drop interface. You will learn the different options for sharing visualizations and the requirements for each such as on-premise server versus public cloud based solutions.

- Install Tableau Desktop
- Install Tableau Server
- Connect to various data sources, such as SQL Server, Excel, CSV files, web, etc.
- Create various chart types; maps, bar charts, scatterplots, etc.
- Create interactive dashboards
- Create storylines
- Understand Aggregation, Granularity, and Level of Detail
- Advanced data preparation included in the latest version of Tableau
- Monitor server health and manage projects
- Manage server security

Course Code: CPVTT Fee: $495 CEUs: 1.2

Section: Feb. 21-22; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

LSU Certificate Programs
Energize your career, expand your knowledge and skills, update your professional expertise, explore new fields, or justify promotion with a LSU certificate program.

- Accounting Specialist Certificate (Page 12)
- Business Communication Certificate (Page 3)
- Business Project Management Certificate (Page 8)
- Database Development Certificate (Page 46)
- Desktop Applications Specialist Certificate (Page 35)
- Graphic Design Certificate (Page 43)
- Human Resource Management Certificate (Page 15)
- Management & Leadership Certificate (Page 18)
- .NET Programming Certificate (Page 44)
- Occupational Safety Managers (COSM) (Page 56)
- Operations Management Certificate (Page 27)
- Organizational Leadership Certificate (Page 23)
- Paralegal Studies Certificate (Page 61)
- Purchasing & Supply Management Certificate (Page 13)
- SQL Server 2016 Certificates (Page 50)
- Web Design Certificate (Page 40)
- Web Development Certificate (Page 40)
Web Design & Web Development Certificate Programs

LSU’s Web Design & Web Development Certificate Programs are designed to help individuals develop and validate their skills in Internet-related technologies. The programs cover key concepts and skills and they also assist individuals who wish to prepare for vendor-neutral certification options, such as the Brainbench Certified Internet Professional (BCIP) and Certified Internet Webmaster (CIW). Certification offers structured and reliable evidence that an individual has the necessary Internet skill competencies to excel in the industry.

Web Design Certificate Program

The Web Design career track is a flexible program that focuses on the skills needed to design interesting, successful and functional websites. This track allows individuals to prove their skills and expertise in the physical layout and design of web pages, including the use of color, layout, functionality, multiple types of media, typography, and user interfaces. The structure of the Web Design track has been designed to recognize that there are many different types of Web designers performing different activities using different applications. Participants complete core concept courses that cover what all Web designers should know and an elective course to allow you to tailor the career track to your needs.

To earn a Web Design Certificate, participants must complete the following five (5) courses:

1. Core Courses (Three Required)
   - Essentials of Web Design
   - Web Design Tools
   - WordPress for Websites

2. Elective (Choose Two)
   - Photoshop CC Essentials
   - Illustrator CC Essentials
   - Premier Pro Essentials (Page 43)
   - Animate Essentials (Page 44)
   - or approved elective

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Web Design Certificate Program, contact contact Abigail Theriot atatheriot@outreach.lsu.edu or 578-2755.

Web Development Certificate Program

The Internet has become a communication tool that is critical in our society. As this has developed, organizations around the world have come to realize that it makes sense to deliver application functionality over the Internet, and specifically the World Wide Web. Building software designed to execute over the Internet is the most common development paradigm in use today.

After completing this track, you will be able to write Visual Basic .NET applications that leverage the Internet. Specifically, you will learn how to create web-based applications that allow end users’ functionality of an installed program running within a web browser.

To earn a Web Development Certificate, participants must complete the following five (5) courses:

1. Core Courses (Three Required)
   - Essentials of Web Design
   - Web Design Tools
   - WordPress for Websites

2. Programming Courses (Two Required)
   - Web Application Systems Integration Development (Page 45)
   - Introduction to Programming using Visual Basic .NET (Page 44)

To earn a Web Development Specialist Certificate, two (2) additional programming courses are required.

1. Database Driven Web Development (Page 45)
2. Advanced Web Programming (Page 45)

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Web Development Certificate Program, contact contact Del Johnson at 225-578-0287 or djohnson@outreach.lsu.edu.
**Web Design Tools**

Put to use HTML, CSS and design concepts to take full advantage of new features available in web design. Upon completion of this course, you will be using tools to be able to create webpages that are as functional as they are beautiful. Along with design concepts such as navigation, animation, interactive widgets, content design, and much more.

- Create a webpage using navigation structure
- Learn good HTML coding practices and what is most effective for websites
- Use Adobe Muse to create webpages
- Learn how to use basic color theory, typography, subtle textures, and imagery
- Design landing pages and incorporate SEO techniques
- Learn how to incorporate user interface, responsive templates, and slideshows
- Learn best practices for web marketing using responsive websites for promoting and measuring success

**Prerequisite:** Essentials of Web Design or equivalent experience.

**Course Code:** CIGHM  
**Fee:** $395  
**CEUs:** 1.2

**Section:** Apr. 11-12; Wed.-Thu.; 8:30 A.M.- 3:30 P.M. (2 mtgs.)

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**NEW! WordPress for Websites**

Looking for a simple way to create a website? WordPress is a completely free and easy to use content management system you can use to build and maintain your website. This course will teach you to create a basic WordPress website using a basic theme and your own content and images, on a test site. You will learn how to navigate the WordPress dashboard. You will also learn to create posts and pages, and add images and other media. Upon completion of this course, you will know how to create a test site in WordPress. This course will get you up and running in this exciting alternative approach to building websites.

- Create pages and post in WordPress
- Navigate the WordPress dashboard
- Add user friendly features to your site
- Utilize WordPress design theme
- Add images and other media to pages and posts
- Use widgets and simple plugins

**Prerequisites:** Basic computer and Internet browsing skills required.

**Course Code:** CIGWW  
**Fee:** $395  
**CEUs:** 1.2

**Section:** May 2-3; Wed.-Thu.; 8:30 A.M.- 3:30 P.M. (2 mtgs.)
Photoshop CC Essentials
Learn to modify and combine scanned photographs to create realistic composite images using Adobe Photoshop. Learn to use several tools for selecting parts of images and to move, duplicate and resize images. Learn to use layers and to apply layer effects and filters to create special effects, including lighting and texture effects. Additionally, you will use painting tools and blending modes to create shading effects. You will further your understanding of isolating image areas by creating and saving masks with specialized tools, commands, modes and layer elements. You will also learn to create and apply creative elements such as gradients, patterns and color overlays, and to save them along with effects in easy-to-apply layer styles. Upon completion of the course you will have a firm grasp on Photoshop concepts that are applicable to almost every facet of using the application, including web design, preparing photographic images for printing and illustration.

Course Code: CIGPS  Fee: $395  CEUs: 1.2
Section: Feb. 7-8; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: Apr. 25-26; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

InDesign CC Essentials
This course will familiarize you with print layout and design tools and features available to you in Adobe InDesign. You will learn to create eye-catching printed documents. You will set up documents, work with text and type styles, add color, work with tables, use transparency and other effects, and bring in graphics to your InDesign projects. You will use the advanced features in InDesign to create documents that are attractive and have the highest degree of perfection.

Course Code: CGPIN  Fee: $395  CEUs: 1.2
Section: Mar. 14-15; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: May 9-10; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Illustrator CC Essentials
Adobe Illustrator is a sophisticated graphics application that helps you to create complex and attractive designs with type effects. You will create logos, advertisements, and other illustrations with ease using this software. In this course, you will learn to use Illustrator by drawing and manipulating simple shapes to create logos. You will also combine text and graphics to create advertisements. You will learn to create complex illustrations, print documents without any errors or color mismatches and prepare illustrations for the Web. Create logos using simple shapes and custom paths.

Course Code: CGILL  Fee: $395  CEUs: 1.2
Section: Feb. 28-Mar. 1; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: Apr. 18-19; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Graphic Design Certificate Program

LSU’s Graphic Design Certificate Program is designed to help individuals develop and validate their skills in the Graphic Design industry. The program covers the purposes and methods essential to graphic design to prepare participants in the design process from conception to print using the latest design methodologies and software tools effectively. Participants complete four core courses and choose one elective to complete the certificate program.

To earn a Graphic Design Certificate, participants must complete the following five (5) courses.

1. Illustrator CC Essentials (Page 42)
2. Graphic Design Basics (Page 43)
3. Photoshop CC Essentials (Page 42)
4. InDesign CC Essentials (Page 42)

Elective (Choose One):
- Essentials of Web Design (Page 41)
- Premier Pro Essentials (Page 43)
- Animate Essentials (Page 44)
- WordPress for Websites (Page 41)
- Effective Writing for Business & Technical Professionals (Page 5)
- or approved elective

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Graphic Design Certificate Program, contact Kandie Montgomery at 225–578–1214 or kmontgomery@outreach.lsu.edu.

Graphic Design Basics

This course offers an introduction to the purposes and methods of graphic design. You will gain a fundamental understanding of the elements and principles of visual communication. You will learn the basics of communicating with type and image, color theory, studio practices and print production. The knowledge gained in this course will enhance your abilities to produce designed materials such as logos, advertisements, brochures, posters and newsletters.

- Learn the purposes and methods of graphic design.
- Understand the basic elements and principles of visual communication.
- Explore and solve visual problems.
- Understand relationships between form and content and expand on concept and meaning.
- Build knowledge of the design process.

Prerequisite: Illustrator Essentials or equivalent knowledge.

Course Code: CIGDA  Fee: $395  CEUs: 1.2
Section: Mar. 21-22; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: May 16-17; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Premiere Pro Essentials

Adobe Premiere Pro is a timeline based video editing software. It has an easy to use interface and its ability to work with and render high quality footage has made it the industry standard. This course will focus on taking a project from beginning to end. You will learn basic editing techniques, organizing media, using audio, creating transitions, producing titles, and adding effects. You will then practice these techniques with real footage and learn how to export them for the web or for clients. We will also discuss the basics of animating titles, color correcting your footage and other important effects and tricks within the program. You will leave with the confidence and know-how to edit your own next short video.

Course Code: CIGAP  Fee: $395  CEUs: 1.2
Section: Mar. 7-8; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
NEW! Animate Essentials

This course introduces you to the basics of creating web animations using Adobe Animate. Design interactive animations using drawing tools and publish them to multiple platforms including Flash/AIR, HTML5 Canvas, and WebGL. You will learn about web graphic formats and the use of Animate to create CSS and Javascript based animations for websites.

- Create, preview and modify motion
- Create and manipulate images, HTML elements and effects
- Use symbols and nested animations to refine animations and add complexity
- Incorporate basic interactivity into animated elements
- Use embedded media
- Create advanced interactivity through programming constructs
- Publish your animations

Course Code: CIGEA  Fee: $395  CEUs: 1.2
Section: June 6-7; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Introduction to Programming using Visual Basic .NET

In this course, you will learn the fundamentals of event-driven programming using Visual Basic .Net. From ‘Hello World’ to a simple database based web application, you will explore the features of the Microsoft Visual Studio Development Environment. In addition to learning the fundamentals of the .Net Framework, you will learn how to let your applications make decisions to create robust applications.

Course Code: CPVIP  Fee: $450  CEUs: 1.2
Section: Mar. 12-13; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: June 4-5; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Object-Oriented Programming using Visual Studio .NET
This course introduces you to general principles underlying the practice of object-oriented programming. The concepts and principles in this course are presented in a generic manner, and as such are intended to prepare you for programming in virtually any object-oriented programming language. In this course, you learn how to work with the IDE Windows in Visual Studio .NET to create the different .NET project types. You will learn general programming concepts that provide a basis for object-oriented programming in many different languages.

Prerequisite: Introduction to Programming using Visual Basic .NET or equivalent knowledge.
Course Code: CPVOP Fee: $595 CEUs: 1.8
Section: Apr. 9-11; Mon.-Wed; 8:30 A.M.-3:30 P.M. (3 mtgs.)

NEW! Database Driven Web Development
In this course, you will build an end-to-end web application that communicates directly with a database. Using ASP.Net, you will learn how to design web forms using Visual Studio’s designer as well as writing XML directly in the form’s markup. Using ADO.Net, you will create a data access layer to effectively connect to your database. By creating a custom middle layer for application logic, you will connect the web application to the data access for seamless data presentation.

Prerequisite: Introduction to Programming using Visual Basic .NET or equivalent knowledge.
Course Code: CPASE Fee: $595 CEUs: 1.8
Section: May 29-31; Tue.-Thu.; 8:30 A.M.-3:30 P.M. (3 mtgs.)

NEW! Web Application Systems Integration Development
In this course, you will learn how to get projects of different types working together in a single solution. You will learn how to compile code into libraries and reference those libraries from multiple project types. Those project types will include a traditional SOAP based web service, a RESTful web service, and other project types. Build all these projects in a single solution and learn how to deploy them and reference them.

Prerequisites: Introduction to Programming using Visual Basic .NET; Object-Oriented Programming using Visual Studio .NET; or equivalent knowledge.
Course Code: CPASD Fee: $595 CEUs: 1.8
Section: May 14-16; Mon.-Wed.; 8:30 A.M.-3:30 P.M. (3 mtgs.)

NEW! Advanced Web Programming
In this course, you will learn how to work with typical application code sets to turn your code into a sophisticated web application. You will create User Controls and learn how to incorporate them onto other pages. You will work with a Bootstrap template and learn best practices for implementing this HTML5 platform in a Microsoft .Net application. You will learn how to implement Microsoft’s ASP.Net Membership Provider for secure role based user authentication and authorization in your application.

Prerequisites: Introduction to Programming using Visual Basic .NET; Database Driven Web Development; or equivalent knowledge.
Course Code: CPASF Fee: $495 CEUs: 1.2
Section: June 18-19; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Bring LSU to Your Workplace
Let us train your employees at your selected location. Courses are tailored to meet the specific needs of your business or organization. We have a long record of successful presentations of on-site courses for selected groups. Our staff and instructors are experts at matching educational programs to client needs.

For more information about course topics, pricing and scheduling, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.
Database Development Certificate Program

Most professional requirements for application development center on the need to organize, store, and retrieve data. Understanding how databases themselves are designed, built, and maintained is crucial to software developers. Being able to access and update data programmatically is the difference between hobbyist and professional applications.

After completing this track, you will be able to design and build a database on either the Microsoft Access or Microsoft SQL Server platform. You will also learn how to write Visual Basic .NET code, focusing on using code to interact with databases.

To earn a Database Development Certificate, participants must complete the following courses:

1. **Access 2016: Introduction to Relational Database Design** (Page 46)
2. **Access 2016: Database Application Development** (Page 46)
3. **Access 2016: Advanced Topics** (Page 47) OR **Structured Query Language (SQL)** (Page 47)
4. **Introduction to Programming using Visual Basic .NET** (Page 44)
5. **Database Driven Web Development** (Page 45)

**Please Note:** Advanced Microsoft SQL Server 2016 Development (Page 51), may be substituted for the Microsoft Access 2016/SQL course requirements listed above.

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information on the Database Development Certificate Program, contact Jon DeRoche at 225-578-0403 or jderoche@outreach.lsu.edu.

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**Access 2016: Introduction to Relational Database Design**

You will learn the basic skills necessary to begin using Microsoft Office Access and to design and create databases, tables, queries, forms, and reports. Additionally, you will learn the general principles involved in designing a database that complies with the relational database model.

- Examine the basic database concepts and explore the Office Access environment.
- Design a simple database.
- Build a new database with related tables.
- Manage the data in a table.
- Query a database using different methods.
- Design forms.
- Generate reports.

**Prerequisite:** Participants should be familiar with using personal computers and have used a mouse and keyboard. You should be comfortable in the Windows environment and be able to use Windows to manage information on your computer. Specifically, you should be able to launch and close programs; navigate to information stored on the computer; and manage files and folders.

**Course Code:** CDMAA
**Fee:** $395
**CEUs:** 1.2

**Section:** Mar. 20-21; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
**Section:** June 6-7; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

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**Access 2016: Database Application Development**

Learn how to enhance your database designs by using the principles of normalization and table relationships. Take the guesswork out of creating databases by using data-normalization techniques. Take advantage of relational database efficiency to maintain data. Save time by controlling data entry and automating tasks. You will also benefit by becoming familiar with Access features that will enable you to customize forms and reports.

**Prerequisite:** Access 2016: Introduction to Relational Database Design or equivalent knowledge.

**Course Code:** CDMAB
**Fee:** $495
**CEUs:** 1.2

**Section:** Apr. 16-17; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
**Section:** June 27-28; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Structured Query Language (SQL)

You will learn how to write SQL and how it can help you query a database to answer business questions. Using Microsoft SQL Server, you will also learn advanced queries and how to create and manage tables, views, indexes and data. You will learn the basics of a SQL Server installation so that you can quickly authenticate to a SQL Server.

**Prerequisites:** Access 2016: Introduction to Relational Database Design; Access 2016: Database Application Development; or equivalent knowledge.

**Course Code:** CDSQL  **Fee:** $495  **CEUs:** 1.2

**Section:** May 22-23; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

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Access 2016: Advanced Topics

In previous levels, you were introduced to the various features of Access 2016 that dealt with local database management. However, effective database management calls for mastering the advanced administrative and collaborative features of Access. In this course, you will exchange data with other applications, automate business processes by using VBA code, and secure and share databases.

**Prerequisites:** Access 2016: Introduction to Relational Database Design; Access 2016: Database Application Development; Structured Query Language (SQL); or equivalent knowledge.

**Course Code:** CDMAC  **Fee:** $495  **CEUs:** 1.2

**Section:** July 24-25; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

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LSU Certificate Programs

Energize your career, expand your knowledge and skills, update your professional expertise, explore new fields, or justify promotion with a LSU certificate program.

- Accounting Specialist Certificate
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- Database Development Certificate
- Desktop Applications Specialist Certificate
- Graphic Design Certificate
- Human Resource Management Certificate
- Management & Leadership Certificate
- .NET Programming Certificate
- Occupational Safety Managers (COSM)
- Operations Management Certificate
- Organizational Leadership Certificate
- Paralegal Studies Certificate
- Purchasing & Supply Management Certificate
- SQL Server 2016 Certificates
- Web Design Certificate
- Web Development Certificate
NEW! Online Computer & IT Courses & Certifications
(See also, Project Management for Information Technology, page 31)


LSU Continuing Education, in partnership with Worldeducation.net, is excited to offer self-paced online computer and IT training courses. In today’s world of complex IT systems and technologies it is essential that IT professionals and those new to IT are able to demonstrate how to use and understand vendor products and software.

With these courses you can develop your practical IT skills in a safe working environment without the need to invest in your own hardware and software. With the ease and convenience of the Internet, these courses can provide you with the knowledge and skills needed to be successful in the IT field.

For more information, contact: Kelli Harrison at 225-578-3209 or kharrison@outreach.lsu.edu.

CompTIA: A+ Essentials & Practical Application Course, Practice Lab & Exam
The A+ by CompTIA is recognized as one of the top entry-level certifications in the industry. It provides you with a solid foundation in hardware, software and troubleshooting skills in order to build or supplement your technical knowledge. This online course will prepare you for the CompTIA A+ 220-901 and 220-902 exams (CompTIA A+ 900 Series). CompTIA A+ 220-901 covers PC hardware and peripherals, mobile device hardware, networking and troubleshooting hardware and network connectivity issues. CompTIA A+ 220-902 covers installing and configuring operating systems including Windows, iOS, Android, Apple OS X and Linux. It also addresses security, the fundamentals of cloud computing and operational procedures. The Practice Lab covers topics for the CompTIA A+ exam using real CompTIA equipment. The associated lab guides cover exam and real world scenarios carried out on real equipment.

Estimated time to complete: 85 hours. 12 months of access to complete course.
Fee: $1,995 (Includes vouchers for the CompTIA A+ 220-901 & 220-902 Exams)

CompTIA: Network+ Course, Practice Lab & Exam
CompTIA Network+ 006 (2015) Certification is a worldwide recognized qualification which validates the skills of networking professionals. The qualification recognizes a technician’s ability to describe the features and functions of network components and to manage, maintain, troubleshoot, install, operate and configure basic network infrastructure. This course makes sure the successful candidate has the knowledge and skills required to implement a defined network architecture with basic network security. CompTIA Network+ covers the configuration, management, and troubleshooting of common wired and wireless network devices. Also included are emerging technologies such as unified communications, mobile, cloud, and virtualization technologies. The Practice Lab covers topics for the CompTIA Network+ exam using real CompTIA equipment.

Estimated time to complete: 120 hours. 12 months of access to complete course.
Fee: $2,195 (Includes a voucher for the CompTIA Network+ Exam)

CompTIA Security+ Course, Practice Lab & Exam
CompTIA SY0-401 Security+ certification covers network security, compliance and operation security, threats and vulnerabilities as well as application, data and host security. Also included are access control, identity management, and cryptography. The Security+ exam covers the most important foundation principles for securing a network and managing risk.
Access control, identity management and cryptography are important topics on the exam, as well as selection of appropriate mitigation and deterrent techniques to address network attacks and vulnerabilities. Security concerns associated with cloud computing, BYOD and SCADA are addressed in the SY0-401 exam. The Practice Lab covers topics for the CompTIA Security+ exam using real CompTIA equipment.

**Estimated time to complete:** 75 hours. 12 months of access to complete course.

**Fee:** $1,995 (Includes a voucher for the CompTIA SYO-401 Exam)

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**VMware vSphere VCP Course, Practice Labs & Exam**

The VMware Certified Professional 5 – Data Center Virtualization (VCP5-DCV) Exam tests candidates on their skills and abilities installing, configuring and administering a VMware vSphere® 5 environment. Successful candidates demonstrate mastery of these skills and abilities. This course includes four practice labs: VMware Certified Professional vSphere 5, Data Center Virtualization, Cloud & Desktop. The practice labs cover topics for the VMWare VCP550 exam using real VMWare equipment.

**Estimated time to complete:** 115 hours. 12 months of access to complete course.

**Fee:** $2,995 (Includes a voucher for the VMWare VCP550 exam)

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**Microsoft Project 2013 Course & Exam**

This program provides learners with the basic features and functions of Microsoft Project 2013 so that you can use it effectively and efficiently in a real-world project management environment. Each class session is presented in full motion audio/video, with step by step demonstrations testing modules to insure that you fully understand the subject matter. You can review each subject as needed to reinforce your knowledge, and you will have access to educational mentors.

**Upon completion of this program, you will learn about:**

- Starting a project
- Working with project calendars
- Working with project tasks
- Working with project resources
- Delivering a project plan

**Estimated time to complete:** 35 hours. 12 months of access to complete course.

**Fee:** $1,695 (Includes a voucher for the Microsoft Project 2013 Exam)

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**Cisco CCNP: Implementing Cisco IP Routing Course, Practice Lab & Exam**

Implementing Cisco IP Routing (ROUTE 300-101) is a qualifying exam for the Cisco CCNP Routing and Switching and CCDP certifications. The ROUTE 300-101 exam certifies the routing knowledge and skills of successful candidates. They are certified in using advanced IP addressing and routing in implementing scalable and highly secure Cisco routers that are connected to LANs, WANs, and IPv6. The exam also covers the configuration of highly secure routing solutions to support branch offices and mobile workers. The practice lab covers topics for the Routing exam using real Cisco equipment.

**Estimated time to complete:** 90 hours. 12 months of access to complete course.

**Fee:** $1,995 (Includes a voucher for Cisco’s 300-101 Routing Exam)
Microsoft Technical Courses & Certifications

LSU's SQL Server 2016 Database Development Certificate Program is designed to provide an intensive and comprehensive introduction to all essential aspects of Microsoft SQL Server technologies. The program focuses on teaching IT professionals the knowledge for implementing and maintaining a database with the tools and utilities available in SQL Server. It will also explore security, database performance issues, T-SQL, as well as data integration. This program will give IT professional the knowledge to implement and maintain a SQL Server database and to provide understanding of the capabilities and uses of its services.

To earn a SQL Server 2016 certificate, participants must complete the following three (3) courses.

1. Introduction to Microsoft SQL Server 2016 Development
2. Advanced Microsoft SQL Server 2016 Development
3. Querying using Microsoft SQL Server 2016 T-SQL

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information, contact: Del Johnson at 225-578-0287 or djohnson@outreach.lsu.edu.

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At LSU Continuing Education, our Custom & On-Site Programs are employer-driven. We build programs that work for your organization.

Whenever possible, we tap resources like the Louisiana Incumbent Worker Training Program and Small Business Employee Training grants to give you greater return on your training dollar. Our instructors deliver highly practical information that your employees can apply at once.

Contact Lisa Verma to discuss options for bringing an LSU Custom or Training Grant Program to your workplace at 225-578-4316 or lverma@outreach.lsu.edu

OR

In the Greater New Orleans, Northshore, and Mississippi Gulf Coast regions, contact our area representative, Mark Stahl at 504-439-2001 or mstahl@outreach.lsu.edu
Introduction to Microsoft SQL Server 2016 Development

In this course, you will learn about how SQL Server 2016 empowers users to design relational databases that support business needs. You will learn how to use the features of SQL Server Management Studio to administer and develop objects in SQL Server. The course introduces how to retrieve data from a single table and then advances into retrieving data from multiple tables using JOINs and subqueries. You will learn how to write SQL statements that insert, update, and delete rows from a table. You will learn about a variety of functions available in SQL Server that allow you to format output, create data filters, test for conditions, and calculate aggregates such as SUM, AVG, and COUNT.

- Retrieve data from one or more tables
- Code summary queries to calculate aggregate values
- Code subqueries
- Insert, Update, and Delete data
- Understand how to work with different data types
- Use functions to manipulate data and test for conditions
- Design and normalize a relational database
- Use SQL Server Management Studio to manage your SQL code and scripts

Course Code: CMSQD Fee: $995 CEUs: 1.8
Section: Jan. 29-31; Mon.-Wed.; 8:30 A.M.-3:30 P.M. (3 mtgs.)

Advanced Microsoft SQL Server 2016 Development

In this course, you will learn about the advanced querying features that are available in SQL Server. You will learn how to use views to optimize query performance and control data retrieval and modification. You will learn how to use parameters to filter or control data retrieval with stored procedures and functions. You will learn how transactions can prevent partial updates and undo the effects of update, insert, and delete commands. You will learn how to apply database security to control access to data and objects. You will learn how to use .NET code and the Common Language Runtime (CLR) in SQL Server will overcome many SQL code limitations.

- Create and manage views
- Create and control SQL scripts
- Code stored procedures, functions, and triggers
- Use cursors to retrieve and modify data
- Create and manage transactions
- Understand data concurrency and locking
- Manage database security
- Use SQL Server to store XML or binary data
- Create custom data types
- Use CLR to create custom objects

Prerequisite: Introduction to Microsoft SQL Server 2016 Development or equivalent knowledge.

Course Code: CMSQE Fee: $995 CEUs: 1.8
Section: Apr. 2-4; Mon.-Wed.; 8:30 A.M.-3:30 P.M. (3 mtgs.)

Querying using Microsoft SQL Server 2016 T-SQL

This course will cover the foundations of T-SQL with the right balance of conceptual and practical content. You will learn how to develop code to query and modify data. You will gain a solid understanding of the T-SQL language and good programming practices, and learn to write more efficient and powerful queries.

- Apply T-SQL fundamentals, create tables, and define data integrity
- Understand logical query processing
- Query multiple tables using joins and subqueries
- Simplify code and improve maintainability with table expressions
- Explore pivoting techniques, grouping sets, and window functions
- Write code that modifies data
- Work with transactions and isolation levels to manage data concurrency
- Build scripts with flow control, variables, temp tables, and functions

Course Code: CMSQC Fee: $795 CEUs: 1.4
Section: Apr. 30-May 1; Mon.-Tue.; 8:30 A.M.-4:30 P.M. (2 mtgs.)

SQL Server 2016 Business Intelligence Certificate Program

Business Intelligence professionals help organizations transform vast amounts of data into insight and action. Business Intelligence (BI) has become essential in many organizations because it provides the means to deal with growing data volumes and increased data complexity. This certificate program is designed to provide a comprehensive introduction to the Microsoft Business Intelligence platform using Microsoft SQL Server. The program focuses on teaching data professionals how to use SQL Server product features and tools to build business intelligence solutions. These features include analysis services with real-time analytics, integration services, data mining, reporting services, Key Performance Indicators, cube and dimensions development, proactive caching, SQL Server Management Studio, Business Intelligence Development Studio, and integration with the Microsoft Office system.

To earn a SQL Server 2016 Business Intelligence Certificate, participants must complete the following four (4) courses:
1. Microsoft SQL Server 2016 Integration Services
2. Microsoft SQL Server 2016 Analysis Services
3. Microsoft SQL Server 2016 Reporting Services
4. R and Microsoft SQL Server 2016

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses.

For more information, contact: Del Johnson at 225-578-0287 or djohnson@outreach.lsu.edu.
Microsoft SQL Server 2016 Integration Services

This course will enable technology professionals with little or no ETL experience to become comfortable and productive with the SSIS tools and technologies. In this course you will learn about the SQL Server Data Tools (SSDT) and working with Control and Data Flows to build workflows to extract, transform, and load data using a variety of data sources, transformations, and destinations. You will also become familiar with SSIS package management and package deployment along with learning to write solid code using debugging, error handling, and logging techniques.

• How to use SSDT to create well-designed packages
• About Control Flows, how to build them using many of the built-in tasks, including the various containers
• How to use the Data Flow task to perform primary ETL operations
• About variable and configurations to make your packages dynamic and resilient to changes in environments
• About the features in SSDT and Integration Services that help you troubleshoot a package
• How to deploy and manage packages effectively
• How to write script so that you can go beyond the built-in tasks, data sources and destinations, and transformations, as well as building and using custom components
• Best practices that will make it easier to develop and maintain a package over its entire life cycle
• About using Integration Services for tasks other than traditional ETL operations

Prerequisites: This course assumes no prior knowledge of SQL Server Integration Services. It does assume prior knowledge of Microsoft SQL Server and basic relational database concepts.

Course Code: CMBIA Fee: $995 CEUs: 2.1
Section: Feb. 5-7; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.)

Microsoft SQL Server 2016 Analysis Services

In this course, you will learn how to use Microsoft SQL Server 2016 Analysis Services (SSAS) to design and implement On-Line Analytical Processing (OLAP) cubes to support Business Intelligence (BI) solutions. This course includes concepts, procedures and practices based on real-world experience giving both the novice and experienced SQL Server 2016 developer the tools to build data cubes and forecasting solutions. This course also provides information on end-user tools including Excel and SQL Server Data Tools (SSDT).

• Learn to define what Business Intelligence is and how it applies to a database
• Understand how the cube structure works for viewing data information
• View cubes using Excel 2016 and SQL Reporting Services
• See how to create cube models using SQL Server Data Tools (SSDT)
• Create Data Source, Data Source Views and then create cubes with the Cube Wizard
• Create Tabular models
• Learn how to create key performance indicators (KPIs)
• Work with changing and advanced dimension types
• Use relational and SSAS partitions
• Understand how to use MDX and DAX syntax for queries, functions and tasks
• Implement security, XMLA scripts, backups and restores for SSAS

Prerequisites: This course does not require any prior experience with Analysis Services. It does assume that participants have working experience with Microsoft SQL Server and basic relational database concepts.

Course Code: CMBIC Fee: $995 CEUs: 2.1
Section: March 5-7; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.)

Microsoft SQL Server 2016 Reporting Services

In this course, you will learn how to use SQL Server 2016 Reporting Services. Explore its basic architecture and gain a basic understanding of the components of SSRS 2016. You will then explore tabular and list reports that employ datasets and data regions. As you progress you will learn to add custom expressions, custom functions and format your reports using Visual Studio 2015 and SQL Server Data Tools (SSDT). The reports you create in the course will employ shared data sources, interactive sorting, and drill-down capabilities. You will gain knowledge of SSRS Security in managing of user roles and accounts. You will also discover how to view reports using URL access and the Reporting Services Web Service API, without requiring users to use Internet Explorer. Finally, you will learn how to empower your users to create ad-hoc reports using Report Builder and Report Model projects.

• Create tabular and list reports
• Build expressions and how they are used within SSRS
• Use global, field and parameter collections
• Create Groups using the grouping pane for Details Group and Row Groups
• Use parameters with stored procedures, with values on reports
• Create Matrix reports and see the new features of reports for SSRS 2016
• Deploy reports and use the report manager
• Use SSRS Security, SSL and Data Source Security
• Use Reporting Services APIs and Report Viewer Controls
• Create mobile friendly reports and dashboards
• Utilize Power BI desktop software to deploy on-premise dashboards

Prerequisites: This course does not require any prior experience with Analysis Services. It does assume that participants have working experience with Microsoft SQL Server and basic relational database concepts.

Course Code: CMBIC Fee: $995 CEUs: 2.1
Section: April 16-18; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.)
NEW! R and Microsoft SQL Server 2016

In this course, you will learn how to use R Services for SQL Server 2016 to develop and deploy intelligent applications. Usage of the R language integrated within SQL Server will keep analytics close to the data and reduce costs and risks of data movement. With the integration of R, it allows for secure execution of R scripts on the SQL Server machine. There is a corresponding client tool that lets developers create R solutions from their workstation while allowing the connection to production data residing on the SQL Server.

- What is R and how does it relate to SQL Server 2016
- Ensure the necessary components are installed to support In-Database R services
- Utilize R Server stand-alone
- Utilize R Client to build solutions for R Server
- Work with SQL Data using R
- Create and run R scripts
- Transform data using R
- Analyze Data in local compute context
- Create simulations

**Prerequisites:** This course does not require any prior experience with Analysis Services. It does assume that participants have working experience with Microsoft SQL Server and basic relational database concepts.

**Course Code:** CMBID  
**Fee:** $795  
**CEUs:** 1.4  
**Section:** May 21-22; Mon.-Tue.; 8:30 A.M.-4:30 P.M. (2 mtgs.)

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**For more information about course topics, pricing and scheduling, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.**
Safety Management

Certified Occupational Safety Specialist®

LSU Professional Development is proud of our partnership with the Alliance Safety Council and to extend you the opportunity to attend the Certified Occupational Safety Specialist (COSS®) program. COSS is a nationally recognized five-day training program designed by safety professionals for the entry level person, or for the experienced safety person who needs a refresher on safety. Its main objective is to equip employees who have safety and health responsibilities with the core competencies they must master to be successful in occupational safety and health.

The COSS Program provides students with focused and relevant content that is enforced with concentrated learning activities. Unlike other safety designations, where there is no training involved, the curriculum-based format of the COSS Program involves hands-on, in-class, instructor-led training. Students testify to the value of the training they receive; instead of simply “testing into the designation”, they feel like they worked hard to earn it. Student presentations, daily quizzes, practical reviews and a comprehensive final exam allow students to demonstrate their competency in the class. By learning how to promote safety on a job site, COSS graduates have the knowledge to help lower fatalities, near misses and OSHA citations.

Benefits of achieving the COSS designation:
• Greater recognition.
• Greater earning potential.
• Networking across multiple industries.
• Increased job security.
• Advanced learning and application of occupational safety.
• Achieve certification 60 percent faster than similar programs.

What You Will Learn:
Safety Specialist Knowledge
The heart of the COSS program is the solid foundation built on learning to read and apply the OSHA safety and training requirements in 29 CFR 1910 and 1926. Other areas of knowledge covered are:
• Occupational Safety and Health Act.
• Amendments to the OSHA Act.
• 29 CFR 1910 (General Industry) and 1926 (Construction) Standards.
• OSHA training requirements.
• Specialized training.
• OSHA inspections.
• How to determine applicability.
• Coordinating multiple worksites.
• Citations and penalties.
• OSHA recordkeeping requirements.
• OSHA 300 requirements.
• Multi-employer rule.

Safety Specialist Skills
Skills the COSS can expect to learn or enhance:
• Identification & mitigation of hazards.
• Hazard analysis.
• Competent person requirements.
• Job safety analysis.
• Pre-job planning.
• Safety meetings and briefings.
• Leadership.

Safety Specialist Essentials
The COSS must have a good working understanding of safety essentials to be effective. COSS graduates will gain total understanding of safety programs that are common to most businesses and industries. Topics include:
• Fall protection.
• Personal protective equipment.
• Hearing conservation.
• Most common injuries and hazards.

Safety Specialist Roles
The role of the COSS will vary from setting to setting, but the COSS program will help to prepare safety coordinators for all types of application. You will gain experience in:
• How to develop a written safety plan.
• Management commitment.
• Responsibilities.
• Effective safety committees.
• Safety rules and regulations.
• Accident investigations.
• Worker compensation claims.
• Delivering safety training.
• Evaluating effectiveness.

Course Format
• The COSS five-day course consists of 40 hours packed with learning.
• Case studies are used extensively to bring learning objectives into focus.
• There are two hours of testing and certification at the end of the program.

Prerequisite: High School Diploma or equivalent. COSS is an academically rigorous course that requires nightly reading from a college textbook for successful completion of daily quizzes, student presentations, and a comprehensive written exam.

Course Code: PSMOS Fee: $1,699 CEUs: 4.0
Section: Feb. 5-9; Mon.-Fri.; 8 A.M.–5 P.M. (5 mtgs.; LSU)
Section: Apr. 16-20; Mon.-Fri.; 8 A.M.–5 P.M. (5 mtgs.; LSU)
Section: May 7-11; Mon.-Fri.; 8 A.M.–5 P.M. (5 mtgs.; Shell Robert Training & Conference Center, Robert, LA)
Section: June 4-8; Mon.-Fri.; 8 A.M.–5 P.M. (5 mtgs.; LSU)

For more information, contact Jon DeRoche at 225-578-0403 or jderoche@outreach.lsu.edu.
COSS Recertification Requirements

COSS Graduates must participate in professional development activities after their initial certification, and report such activities every three years. Graduates must earn 6.0 CEUs or 60 contact hours every three years, in the area of safety and health and/or management. All CEUs or contact hours must be earned within the Recertification cycle to which they apply. For more information on Recertification, visit the COSS website at www.coss.net and click on the “Recertification Requirements” link.

For more information, contact Jon DeRoche at 225-578-0403 or jderoche@outreach.lsu.edu.

What Our Recent Graduates Are Saying

“My interest in the COSS program was to grasp OSHA regulations and gain the ability to integrate those regulations into my daily role as a safety specialist in an industrial setting. The information provided to us is an invaluable tool that can be used to save lives and prevent injuries in the workplace.”

– Glenn Simoneaux, COSS Graduate

“The COSS program put a certificate in my hand in one week and that certificate was the pivotal item that helped me go back to work. My first week’s paycheck was more than the cost of the class.”

– Britton Cross, COSS Graduate

Educational Benefits for Veterans

Veterans Affairs (VA) may contribute up to 100 percent of COSS tuition for qualified Veterans (depending on the selected educational benefit).

For more information, contact Kelli Harrison at 225-578-3209 or kharrison@outreach.lsu.edu.
Recent COSS Participants Include:

- AEP River Operations
- Albemarle Corp.
- Amerisafe Safety Consulting
- Atlantic Scaffolding
- BASF Corp.
- Bengal Transportation Services
- Bercen
- Bertucci Contracting Corp.
- Brown-Eagle Contract Services
- CB&I
- Cajun Valve Services
- Cetco Oilfield Services Co.
- Cheramie Marine
- Chevron
- Cleco Corp.
- Crest Industries
- Crossover Inc.
- Cytec Industries
- Deepwater Specialists Inc.
- Delta Environmental
- DEMCO
- Ensco Offshore Co.
- Entergy
- Excel Group
- Expro Americas
- ExxonMobil
- Fairfield Industries
- Fire Tech Systems
- Freedom Oilfield Services
- The Gray Insurance Co.
- Halliburton
- Honeywell International
- Industrial Safety Solutions
- Industrial Specialty Contractors
- International Offshore Services
- ISC Constructors
- JX Nippon Chemical Texas
- Kinder Morgan
- Knight Oil Tools
- Louisiana Rehabilitation Services
- Louisiana Risk Management
- Louisiana Natural Gas Service
- MAPP Construction
- McDermott
- Motiva Enterprises
- Nalco Co.
- National Oilwell Varco
- New Orleans Public Belt Railroad
- Noble Energy
- NuStar Energy
- Performance Contractors
- Proctor & Gamble
- PS Safety & Risk Management
- Rope Access Technology
- Rowan Companies
- RoyOMartin Lumber Co
- Safety & Training Consultants
- Safety By Design Consultant Services
- Safety Environmental & Operational Training
- SEACOR Liftboats
- Shell
- Southern Electric Corp.
- Stolthaven New Orleans
- Stratos Offshore Services Co.
- Stupp Corp.
- Superior Service Co.
- Survival Systems International
- TESCO Corp.
- Total Safety
- Trane
- Transocean Offshore
- Turner Industries
- TWA Erectors
- U.S. Naval Sea Systems Command
- Universal-Sodexho
- VersaTech Automation Services
- Weatherford
- Wechem Inc.
- Weeks Marine
- Wood Group PSN
- Zen-Noh Grain Corp.

NEW! Certificate for Occupational Safety Managers™ (COSM)

LSU Professional Development in partnership with the Alliance Safety Council offers you the opportunity to attend the Certificate for Occupational Safety Managers (COSM) program. As safety professionals move along in their career path they are in need of training designed for a high-level safety manager. This advanced level safety program consists of five 8-hour modules. This unique 40-hour, five-day program is designed to build core competencies in the field of safety management. It examines current thinking and explores “cutting edge” principles regarding safety theory as well as the application of these principles to safety related knowledge, skills, and competencies needed to effectively manage safety departments in organizations. Instructional elements of the program are based on application and reinforcement that build on each other.

Program participants will, among meeting other key objectives, learn to develop strategies for achieving safety-related goals in business environments by:

- Developing clear objectives, goals, strategies and measures for integrating health safety and environment into the culture of the organization
- Creating specific methods for promoting occupational health, safety and environmental program initiatives to organizational decision makers by developing and communicating the safety message
- Developing a comprehensive safety management system that is capable of assuring that overall safety, by whatever measure is improved in the organization
- Understanding different aspects of risk and learning how to effectively manage these risks
- Explore various techniques for preventing accidents, along with managing accidents and claims

Participants must complete the following five (5) modules to earn the COSM certificate:

1. Essentials of Safety Management
2. Strategic Planning & Evaluating for Safety Success
3. Managing Risk & Safety Finances
4. Communicating the Safety Message
5. Injury Management, Incentives & Discipline

Prerequisites: In order to receive the COSM industry designation you must meet the following criteria:

- Complete all five modules
- Turn in all completed assignments
- Have a minimum of two (2) years of safety, health and environmental work experience

Course Code: PSMMM  Fee: $1899   CEUs: 4.0
Section: Mar. 5-9; Mon.-Fri.; 8 A.M.-5 P.M. (5 mtgs.)

For more information, contact Jon DeRoche at 225-578-0403 or jderoche@outreach.lsu.edu.
Essentials of Safety Management —Module 1
All safety managers need to understand the abilities required to become great safety managers. This course is a critical step in understanding how to progress to a higher level as a safety professional. For participants who are currently at an executive-level safety manager position, this course can assist in identifying competencies that need to be strengthened. This course explores what safety, health and environment (SH&E) professionals recognize as the essential executive-level competencies.
• Explore the scope and function of the Safety ‘Position’ according to established health and safety entities such as ASSE’s ANSI standard Z590.2
• Assess personal competencies within the categories of foundation, core, technical and professional and executive abilities
• Understand the importance and process for developing a training plan to increase competencies

Strategic Planning & Evaluating for Safety Success —Module 2
As safety managers develop strategic safety plans aligned to the corporate vision and mission statement, such plans can only be effective if safety managers understand the basic SH&E system elements required within the planning process. Additionally, the importance of periodic evaluation of established Safety Management Systems (SMS) is just as much a critical factor of success as the written plan. You will learn that understanding how your top management views safety is critical in developing a strategic safety plan that will be effective and successful.
• Assess your organization’s maturity by auditing your organization’s Safety Management System (SMS)
• Use computer tools that will help you determine maturity and criticality of improving safety programs within your organization
• Discover the newest safety ‘trends’ that will affect safety professionals
• Learn the importance of benchmarking quality safety systems, such as TQM, ANSI Z10, and OHSAS 18001, for creating your own organization’s strategic safety plan
• Discover the critical steps of evaluating the success and weaknesses of an organization’s strategic safety plan
• Realize how discipline plays a strategic role in providing a safe environment
• Recognize how discipline plays a strategic role in providing a safe environment
• Identify sources and types of risk
• Explore accident causation theories
• Explore the potential negative consequences of using lagging indicator measurements in your recognition programs
• Learn what leading indicators are and how they work to improve safety incentive and recognition programs and increase employee satisfaction

Managing Risk & Safety Finances —Module 3
As a safety professional, a chief duty is to ensure that the risks to safety, health and the environment within your organization are properly assessed and managed. Well-developed safety budgets provide resources needed to successfully manage those SH&E risks. This course will provide tremendous support for measuring the degree of risk that hazards present and for budgeting to eliminate hazards and their risks.

Injury Management, Incentives & Discipline —Module 4
The concept of injury management has greatly expanded into what is now described as an Integrated Disability Management System (IDMS), and as safety managers, we need to embrace these new concepts by understanding the benefits. This course also covers incentives, recognition and discipline. In the past, organizations have utilized lagging indicators as measurements for their incentive and recognition programs. OSHA now warns that using measurements of lagging indicators might encourage workers to avoid reporting injuries. This course explores phases of both positive and negative discipline. It studies the paradigm shift from the use of lagging indicators to using leading indicators in incentive and recognition programs.
• Recognize the benefits of a comprehensive IDMS
• Recognize the differences in using an occupational medicine specialist or the emergency room
• Realize how discipline plays a strategic role in providing a safe environment
• Explore the critical steps of evaluating the success and weaknesses of an organization’s strategic safety plan
• Realize how discipline plays a strategic role in providing a safe environment
• Identify sources and types of risk
• Explore accident causation theories
• Explore the potential negative consequences of using lagging indicator measurements in your recognition programs
• Learn what leading indicators are and how they work to improve safety incentive and recognition programs and increase employee satisfaction

Communicating the Safety Message —Module 5
The value of effective communication is recognized in every facet of safety as an essential element. Learning skills that help provide good communication is important to all safety positions, including executive safety managers. In this course, you will learn the common barriers of communication, explore methods to improve your safety communication, and learn the steps for planning safety communications.
• Learn to present to high-level executives
• Determine their basic communication style
• Explore the critical steps to a great performance
• Explore methods to improve your safety communication
• Create and present a one-minute ‘elevator pitch’

For more information, contact Jon DeRoche at 225-578-0403 or jderoche@outreach.lsu.edu.
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For more information about course topics, pricing and scheduling, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.

Visit our website at www.outreach.lsu.edu for the most up-to-date information including program dates and more detailed course descriptions.

Safe Supervisor

LSU Professional Development in partnership with the Alliance Safety Council offers you the opportunity to attend the Safe Supervisor program. Achieving an injury-free workplace takes more than a catchy phrase or one individual championing the cause. It takes a team effort. All workers need to be engaged in the safety culture. Safety leaders understand the pivotal role that frontline supervisors play in shaping the safety mindset in the workforce, and often wish that frontline supervisors understood this as well. Safe Supervisor is a three-day course designed to enhance a supervisor’s understanding of the bigger picture of safety, and his or her role in creating a safer work environment.

Upon completion of the Safe Supervisor course, a supervisor will be able to:
• Describe how exposures to hazards can lead to accidents.
• Perform a worksite analysis.
• Recognize hazards.
• Determine what potential effects an identified hazard may have.
• Determine what the OSHA Code of Federal Regulations say regarding an identified hazard.
• Determine how to control identified hazards.
• Communicate hazard-related information to personnel in the field and in administrative positions.
• Initiate an accident investigation.
• Understand some of the psychology that drives employees’ “unsafe” behaviors.

Participants will receive:
• A comprehensive workbook.
• Twenty-four hours of face-to-face learning, delivered by an Authorized OSHA Outreach Trainer in Construction and General Industry.
• A certificate of completion.

Course Code: PSMSS Fee: $525 CEUs: 2.4
Section: Feb. 19-21; Mon.-Wed.; 8 A.M.-5 P.M. (3 mtgs.)
Section: Mar. 12-14; Mon.-Wed.; 8 A.M.-5 P.M. (3 mtgs.)
Section: May 14-16; Mon.-Wed.; 8 A.M.-5 P.M. (3 mtgs.)

For more information, contact Jon DeRoche at 225-578-0403 or jderoche@outreach.lsu.edu.
Environmental Management

Asbestos Management

Initial training at each level meets or exceeds federal and state training requirements. Refresher courses for each job classification are eight hours in length (except inspector, for which only a four hour refresher is required). Refresher course content includes a discussion of recent regulatory changes and a review of initial course topics. All courses are available for on-site training.

Accreditation

Louisiana Department of Environmental Quality

• All asbestos management courses are recognized by the EPA and the Louisiana Department of Environmental Quality (LDEQ) for certification purposes.

Annual refresher courses are required to maintain state accreditation. Check the course schedule for the course dates that will keep your accreditation current. Early registration is advised. If you have questions about maintaining your accreditation or about which course to take, let us help you choose the course and dates that are right for you.

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Contact Del Johnson for information and pricing at 225-578-0287 or djohnson@outreach.lsu.edu.

Upcoming Asbestos Refresher Batteries

Choose a convenient battery of dates for all of your asbestos refresher course needs:

<table>
<thead>
<tr>
<th>Course Code</th>
<th>January 2018</th>
<th>May 2018</th>
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<tbody>
<tr>
<td>Asbestos Contractor/Supervisor Refresher</td>
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<tr>
<td>Asbestos Inspection and Assessment Refresher (4 hrs.)</td>
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<td>Asbestos Management Planner/Inspector Refresher (8 hrs.)</td>
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<tr>
<td>Asbestos Project Designer Refresher</td>
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Asbestos Contractor/Supervisor Training - 40 hrs.

Based on the EPA model curriculum, this course is designed to meet the requirements for persons who supervise asbestos abatement projects, act as competent person on a Class I or II project, or conduct air monitoring. The course meets state and federal regulatory requirements for training: Louisiana Renovation/Demolition regulations (LAC 33:III. Chapter 51, Subchapter M); Asbestos in Schools and State Buildings Rule (LAC 33:III. Chapter 27); OSHA Asbestos Construction Standard (29 CFR 1926.1101). There is an exam given at the conclusion of the course. Successful completion of the course and exam qualifies participants to apply for accreditation from LDEQ.

Course Code: EASTB Fee: $895 CEUs: 4.0
Section: Jan. 29-Feb. 2; Mon.-Fri.; 8 A.M.-5 P.M. (5 mtgs.)

Asbestos Contractor/Supervisor Refresher - 8 hrs.

This course includes a discussion of state and federal regulatory changes and a review of initial course topics including air monitoring, project preparation, engineering controls, hygiene, housekeeping, disposal, respiratory protection and medical surveillance. Course completion is required annually by OSHA to maintain state accreditation.

Course Code: EASTR Fee: $295 CEUs: 0.8
Section: Jan. 22; Mon.; 8 A.M.-5 P.M. (1 mtg.)
Section: May 21; Mon.; 8 A.M.-5 P.M. (1 mtg.)

Asbestos Inspection and Assessment - 24 hrs.

Based on the EPA model curriculum, this course is designed to meet the requirements for persons who conduct inspections for the presence of asbestos. This includes actual building inspections or collection of bulk samples in a regulated facility. There is an exam given at the conclusion of the course. Successful completion of the course and exam qualifies participants to apply for accreditation from LDEQ.

Course Code: EAINB Fee: $595 CEUs: 2.4
Section: March 19-21; Mon.-Wed.; 8 A.M.-5 P.M. (3 mtgs.)
### Asbestos Inspection and Assessment Refresher – 4 hrs.
This course includes a discussion of state and federal regulatory changes and a review of initial course topics including pre-inspection planning, inspection of friable and non-friable asbestos, assessing the condition of asbestos, bulk sampling and documentation of asbestos, and respiratory protection. Course completion is required annually in order to maintain state accreditation.

**Course Code:** EAINR  
**Fee:** $175  
**CEUs:** 0.4  
**Section:** Jan. 23; Tue.; 8 A.M.-12 P.M. (1 mtg.)  
**Section:** May 22; Tue.; 8 A.M.-12 P.M. (1 mtg.)

### The Asbestos Management Plan – 16 hrs.
This course, recognized by both EPA and LDEQ, is designed for persons who develop management plans in accordance with state and federal requirements for schools. Training includes interpretation of inspection data and the development of appropriate control options for asbestos in buildings. At least a B.S. degree is required for accreditation as a management planner in Louisiana. There is an exam given at the conclusion of the course. Successful completion of the course and exam qualifies participants with proper credentials to apply for accreditation from LDEQ.

**Prerequisite:** Asbestos Inspection and Assessment  
**Course Code:** EAMPB  
**Fee:** $495  
**CEUs:** 1.6  
**Section:** Apr. 16-17; Mon.-Tue.; 8 A.M.-5 P.M. (2 mtgs.)

### Asbestos Management Planner/Inspector Refresher – 8 hrs.
This course consists of two units: the Inspection and Assessment Refresher (4 hrs) and the Management Planner Refresher (4 hrs). Review topics for the Management Planner include: evaluation and interpretation of inspection data; hazard assessment and selection of response actions; development and implementation of the operations and maintenance plan; recordkeeping; cost estimation; management plan elements; legal considerations. Course completion is required annually in order to maintain state accreditation.

**Course Code:** EAMPR  
**Fee:** $295  
**CEUs:** 0.8  
**Section:** Jan. 23; Tue.; 8 A.M.-5 P.M. (1 mtg.)  
**Section:** May 22; Tue.; 8 A.M.-5 P.M. (1 mtg.)

### Asbestos Project Designer Training – 24 hrs.
This course follows the EPA model curricula and is designed for persons seeking accreditation to design response actions in schools or state owned/leased buildings in accordance with State of Louisiana LAC 33:III. Chapter 27 and federal AHERA rules. Persons must also be either an engineer or registered architect in order to qualify for accreditation as an Asbestos Project Designer in Louisiana. The course also meets the requirements for training of persons who design Class I operations larger than 25 linear or 10 square feet that will follow alternative control methods, in accordance with OSHA Construction Standard for Asbestos, 29 CFR 1926.1101. There is an exam given at the conclusion of the course. Successful completion of the course and exam qualifies participants with proper credentials to apply for accreditation from the Louisiana Department of Environmental Quality. A field trip exercise is included in the training.

**Course Code:** EADPA  
**CEUs:** 0.8  

### Asbestos Abatement Worker Training – 32 hrs.
This four-day course, recognized by both EPA and LDEQ, is designed for persons who perform regulated activities under the state and the federal NESHAP and AHERA rules. The course also meets the requirements for training of workers who perform Class I or II operations under the OSHA Construction Standard for Asbestos.

**Course Code:** EAWTB  
**CEUs:** 3.2

### Asbestos Project Designer Refresher – 8 hrs.
This course includes a discussion of state and federal regulatory changes and a review of initial course topics including design specifications, abatement options, final air clearance, contract preparation, respiratory protection and additional safety considerations. Course completion is required annually in order to maintain state accreditation. Approved by Louisiana Architects Examiners Board for CEUs.

**Course Code:** EAPDR  
**Fee:** $295  
**CEUs:** 0.8

### Asbestos Abatement Worker Refresher – 8 hrs.
Required to maintain state accreditation as an asbestos abatement worker.

**Course Code:** EAWTR  
**CEUs:** 0.8

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To register or for information call 225-578-2500
What is a paralegal?
A paralegal is the “right hand person” of an attorney. Paralegals assist attorneys in many ways—doing legal research, writing briefs and memoranda, interviewing clients and witnesses, summarizing depositions, drafting pleadings, and doing investigative work—just to name a few. Paralegals must work under the supervision of an attorney and are not allowed to give independent legal advice, represent clients in court, or settle claims on behalf of clients. Paralegals who do so may be charged with the crime of unauthorized practice of law. Paralegals work in law firms, corporations and government agencies.

For more information visit us at www.outreach.lsu.edu or contact Andrea Ash at 225-578-6760 or aash@outreach.lsu.edu.

Description and Objectives of the LSU Paralegal Studies Program
The LSU Paralegal Studies Program began in 1982. It is a college-level, non-credit program leading to a Certificate of Paralegal Studies. Upon completing the curriculum a student should be able to demonstrate certain knowledge and skills, including the following:
1. Understand the structure of both state and federal judicial systems.
2. Analyze (by “briefing”) reported legal opinions.
3. Research legal problems using primary and secondary resources.
4. Write clear, effective legal memoranda, using proper citation form.
5. Interview clients and witnesses.
6. Understand the procedure in a civil suit and draft appropriate pleadings.
7. Be familiar with basic concepts of business organizations and contract law.
8. Recognize the ethical standards of the paralegal profession.

Special features of the LSU Paralegal Studies Program
• This program is the only non-credit paralegal program in Louisiana approved by the American Bar Association.
• All classes are held in Baton Rouge on the LSU campus.
• The program offers the “best of both worlds”: the resources of the state’s largest university and the personal attention of a small, student-friendly program.
• All teachers are experienced lawyers, judges or paralegals with extensive experience in the classroom and working with paralegals.
• Paralegal students enjoy the following student services: student health center, use of the LSU law library and LSU Middleton library.
• The program is guided by an advisory committee of dedicated paralegals, lawyers and other interested people.

The Curriculum
In order to earn the paralegal certificate, a student must take five required courses, three paralegal electives, the internship, the one-day legal ethics seminar, a court day and Introduction to Word. The required courses, each of which is offered during every fall and spring semester, are as follows:
• Principles of Paralegal Studies
• Legal Case Analysis & Writing
• Legal Research
• Civil Litigation
• The Practicing Paralegal
• Internship
• Legal Ethics (Online)
• Court Day
• Introduction to Word

Students choose three electives from the following list (not every subject is offered every semester):
• Administrative Law
• Bankruptcy
• Business Organizations
• Civil Litigation II
• Contract Law
• Criminal Law & Procedures
• eDiscovery
• Electronic Trial Presentation
• Employment Law
• Environmental Law
• Family Law
• Federal Civil Procedure
• Immigration Law
• Intellectual Property
• Legal Investigation & Interviewing Skills
• Legal Writing
• Real Estate Law
• Using Computers in the Law Office
• Wills, Successions & Inheritance
What is the paralegal internship?
The internship is a supervised “field” experience in which the student works as a paralegal in a local law office, government agency or corporation. Students do their internship in their final semester of the program and are given a choice of about 40 different sponsors. The internship consists of a total of 150 hours; 140 hours of hands-on work at the internship site and 10 hours of meetings and workshops designed to support and enhance the internship experience. Students who work full time may substitute an elective course for the internship.

How long will it take to earn a certificate?
We offer two program-length options:
• The full-time program (students take four or five classes for two regular semesters).
• The part-time program (students take two classes a semester for five regular semesters).
Most classes are conducted at night, with the exception of the Legal Ethics Seminar, Court Day, Introduction to Word and some electives.

What are the admission requirements?
The majority of the paralegal students have already earned a bachelor’s degree, and it is recommended that students complete their bachelor’s degree before earning a paralegal certificate. However, students will be considered for admission without a bachelor’s degree if they meet these requirements:
• At least 45 semester hours of college credit from an accredited college or university (remedial courses do not count).
• At least a 2.3 grade point average.
• 18 of the 45 hours of college credit must be “general education” courses, which means they are from at least three of these disciplines:
  • Social Sciences
  • Natural Sciences
  • Math
  • Humanities
  • Foreign Languages
  • English
• Successful completion of a standardized aptitude test.
Spring/Summer 2018 Courses

Principles of Paralegal Studies
This course is an introduction for students interested in entering the paralegal profession. It offers basic information concerning the legal profession in general and the paralegal profession in particular. Topics include the American legal system, legal ethics, legal research sources and authority, interviewing, and preparation of legal documents. It also introduces material in various substantive areas of the law, such as bankruptcy, family law, successions and wills, real estate, business organizations, and Louisiana civil procedure. The focus of the course is the paralegal's role in the legal system.
Course Code: LCPRI Fee: $495
Section: Jan. 22-May 7; Mon.; 6-8:30 P.M.
Section: June 4; Mon.; 1:30-2:30 P.M.

Legal Research
The first part of this course covers the basic techniques and methods of legal research using both primary and secondary resources such as statutes, legal digests, treatises, Shepard’s legal periodicals, and law encyclopedias. Emphasis is on development of the research skills necessary to use a law library effectively, as well as the use of the proper citation form. The second part of this course will offer hands-on experience in computer-assisted legal research. Students will learn to use this online research tool through Westlaw Paralegal, which includes Westlaw Paralegal Primary Law Library & Analytical Library with News. There will be a research project at the end of this course.
Course Code: LCRE Fee: $495
Section: Jan. 16-May 1; Tue.; 6-8:30 P.M.

Legal Case Analysis
This course develops skills necessary to read and understand legal opinions. Emphasis is on legal analysis, using cases focusing on key facts and legal issues. A legal memorandum is assigned as a final project.
Course Code: LCCAS Fee: $495
Section: Jan. 17-May 2; Wed.; 6-8:30 P.M.

Civil Litigation I
This course provides an overview of Louisiana civil procedural rules. Students will learn how to locate Louisiana procedural statutes, draft pleadings and other litigation-related documents, utilize a docket control system, draft discovery documents and responses, coordinate a discovery schedule, and assist the attorney in final preparation for jury and bench trials. It follows a case from inception through discovery.
Course Code: LCLIT Fee: $495
Section: Jan. 18-May 3; Thu.; 6-8:30 P.M.

The Practicing Paralegal
This course offers instruction and practical experience in a wide spectrum of on-the-job paralegal duties. Students apply their legal knowledge to mastering routine work tasks performed by practicing paralegals, such as summarizing depositions, producing and managing documents, organizing and maintaining a client’s file, filing court records, and scheduling procedures for trial, hearings and discovery. The course also focuses on administrative duties often assigned to paralegals such as library maintenance, calendar and docket control, tickler system, professional correspondence, and the intra-office memo.
Prerequisite: Civil Litigation
Course Code: LCPRA Fee: $495
Section: Jan. 17-May 2; Wed.; 6-8:30 P.M.

Court Day
This is a one-day course designed to help students understand in practice the theories they have learned in the classroom. Students will tour and observe proceedings such as hearings, trials and oral arguments in a variety of local courts, such as the 19th Judicial District Court, the Baton Rouge City Court, the United States District Court for the Middle District of Louisiana, and the First Circuit Court of Appeal. Depending on the court’s schedule, meetings with one or more judges may also be conducted during which students will have the opportunity to ask questions. Students exposed to this “real-life” work of legal professionals will better understand the role of the paralegal in preparing for court appearances. After leaving each courtroom, there will be a class discussion on the proceedings they just witnessed. The final grade in this course will be based on a writing assignment covering the events they attended. At the conclusion of the course, students will understand the layout of the courtrooms, will know how to read court docket sheets, will understand the role of the various court employees, and will have a better understanding of what will be expected of them as paralegals.
Course Code: LCCOU Fee: $75
Section: Feb. 5; Mon.; 8 A.M.-12 P.M. (1 mtg.)
Section: Mar. 5; Mon.; 8 A.M.-12 P.M. (1 mtg.)
Please note: Choose just one section. Instructions and locations will be sent to students the week before Court Day.

Paralegal Internship
Prerequisite: This course should be taken in your last semester as a paralegal student, after the five required courses have been successfully completed. However, you may enroll concurrently in this course and The Practicing Paralegal course.
Course Code: LCINT Fee: $495
Section: Jan. 22; Mon.; 1:30-2:30 P.M.
Section: June 4; Mon.; 1:30-2:30 P.M.
Please note: Other meeting dates will be announced at the first meeting. After you register for this course, you will receive an internship packet with information on how to choose your sponsor. Students perform 150 hours of substantive paralegal work at a law office and attend four meetings on campus. Students who work full time may substitute an elective course for the internship. Contact the paralegal office for more information.
**Notary Public Preparatory Course (Live Online)**

LSU Continuing Education in partnership with iNotaryNow.com is pleased to offer the Notary Public Preparatory online course designed to help participants pass the Louisiana notary public examination and attain their statewide jurisdiction notarial commissions.

Classes are administered online every week on Tuesday evenings from 6 P.M. to 9 P.M. via webinars and include live instructor-student interaction, assignments, forms, valuable resources, and powerful notary preparatory exercises and tools. Sample juridical acts such as the will, testament, trust, tutorship, mortgage, promissory note, cash sale, credit sale, affidavit, powers of attorney, donation, and more will be at your fingertips. Further, juridical act legal effect considerations will be addressed throughout the course.

Classes are recorded and posted in the classroom e-portal in both video (MP4) and audio (MP3) formats. Practice tests, reviews, and quizzes are also delivered throughout the course designed to give you a clear sense of your progress and prepare you for the statewide examination in a comprehensive manner.

**Instructor:** Dr. Shane J. Milazzo is the founder of iNotaryNow, LLC. He earned his Louisiana statewide jurisdiction notarial commission in June of 2008. He has taught notary preparatory classes for years in both ground and online venues and continues to have excellent student feedback and testimonials every semester. He has been hired by many to produce and notarize various legal instruments since earning his commission and he has remained aware of both current notary examination requirements and potential upcoming changes.

**Requirements:** Participants will need to purchase additional books for an approximate cost of $100. You must have a computer with Internet access (DSL or better is recommended), email, a web browser such as Firefox, Google Chrome, Internet Explorer or Safari, as well as Microsoft Office Word, and be able to download and install two free plug-ins (Adobe Reader and Java).

**Please Note:** There are two exam dates each year—the first Saturday in June and the first Saturday in December.

**Course Code:** LONT1  **Fee:** $550  **CEUs:** 4.2

**ONLINE Section:** Feb. 6-May 22; Tue.; 6-9 P.M. (14 live online sessions; no class on Feb. 13 & Mar. 27)

For more information, contact Andrea Ash at 225-578-6760 or aash@outreach.lsu.edu.

**NEW! Legal Ethics Online**

This self-paced, online course familiarizes students with the Louisiana State Bar Association Rules of Professional Conduct for Attorneys. Various court decisions interpreting the ethics code are examined in detail. The course covers a paralegal’s relationship with attorneys, clients, legal secretaries, and law clerks, and emphasizes the parameters of a paralegal’s duties. Students must pass a quiz at the end of the program to earn credit for the legal ethics course.

**Please Note:** You must register in advance and you will have one month of online access from October 20—November 17 to complete the course. The course is accessible from any computer with an Internet connection, which allows you to determine your own schedule and set your own pace.

**Course Code:** LCETH  **Fee:** $130

**ONLINE Section:** Feb. 23–Mar. 23 (Students must register by February 13 and will have one month of online access to complete the course)

**Introduction to Word 2016**

This course introduces you to using Microsoft Office Word. It will teach you the fundamentals of word processing with Word. After taking this course, you will be able to create, edit, format, add tables, and print basic business documents using Word. No matter what version of Office Word you currently use, this course will benefit you.

**Please Note:** This course is required for all paralegal students. Students may request to test out of this requirement or to substitute Using Computers in the Law Office or Mastering Word 2016.

**Course Code:** CWMW1  **Fee:** $175  **CEUs:** 0.6

**Section:** Jan. 22-May 7; Mon.; 6-8:30 P.M.

**EVENING Section:** Mar. 13 & 15, Tue. & Thu.; 6-9 P.M.

**Course Code:** CWMW1  **Fee:** $175  **CEUs:** 0.6

**Section:** June 4; Mon.; 8:30 A.M.-3:30 P.M.

**Federal Civil Procedure**

This course will cover the structure of the federal court system; jurisdiction and venue rules in the federal court system, and specifically the federal district courts; parties in federal lawsuits; drafting and filing the complaint; service of process; removal and remand; forms and drafting of pleadings (complaints, answers to complaints, motions and incidental demands); electronic filing in the federal district courts; the discovery process (including voluntary disclosures) in federal court and drafting and responding to written discovery; status and pre-trial conferences; subpoenas in federal court; trials (bench and jury) – including electronic discovery presentation; and judgments (including default judgments). It will be structured as a combination of classroom and online instruction and many, if not all, of the materials to be used in the course are available online.

**Suggested prerequisite:** Civil Litigation I (Louisiana), LSU Paralegal Studies Program certificate, or equivalent.

**Course Code:** LCFED  **Fee:** $495

**Section:** Jan. 22-May 7; Mon.; 6-8:30 P.M.

**Bankruptcy Law**

The purpose of this course is to understand the role of paralegals in the bankruptcy system and the activities and tasks a paralegal may perform in bankruptcy practice. This will also cover the ethical issues which arise in connection with the practice of bankruptcy law.

**Course Code:** LCBNK  **Fee:** $495

**Section:** Jan. 22-May 7; Mon.; 3-5:30 P.M.

**Legal Writing**

This course is designed to instruct students in the understanding and preparation of legal documents related to a law practice. Students will be taken step by step through the methodology of legal writing and will be given the opportunity to draft many types of commonly used legal documents. This course will familiarize students with the language and format of legal documents through the use of sample forms and through practical application of classroom discussion to the drafting of documents.
**Using Computers in the Law Office**

This course will help students develop the skills necessary to use a variety of software applications commonly used in law offices. Basic computer concepts will be covered as well as more complex skills. Students will be guided on practical and hands-on projects specific to the legal field and will create document templates and forms they can bring with them when starting a new job. Software to be covered will include Microsoft Office, Adobe Acrobat, TrialDirector and timekeeping and billing software.

**Prerequisites:** Basic understanding of Windows and keyboarding skills. Students who are required to take Introduction to Word may fulfill that requirement by taking this course as an elective.

**Legal Investigation & Interviewing Skills**

This course will cover the substantive and procedural aspects of legal investigation and interviewing skills. Specifically, it will be structured as a combination of classroom and homework and use of a textbook, and online computer assisted legal research materials. Students will develop a broad pragmatic understanding of the role of legal investigation and interviewing in both criminal and civil law scenarios and be introduced to relevant concepts in administrative, tort, and other general areas of law.

**Electronic Trial Presentation**

This course familiarizes the student with the practical aspects of an environmental law practice. The course combines an overview of major substantive environmental laws with application of various paralegal functions, including: (1) how to locate and retrieve federal and state environmental laws, regulations and court decisions, (2) interaction with environmental regulatory agencies such as the Louisiana Department of Environmental Quality and the State Police Hazardous Materials Response Unit, (3) preparation of agency and court pleadings, (4) investigation of environmental accidents, and (5) management of environmental case files.

**Test Preparation**

We offer the following Test Preparation courses:

- **College Admissions Tests**
  - ACT Test Preparation

- **Graduate Test Preparation**
  - GMAT Test Preparation (Live Online)
  - GRE Test Preparation (Live Online)
  - LSAT Test Preparation (Live Online)

- **Professional Test Preparation**
  - Cisco Certification Courses & Exams (Online) (Page 49)
  - CompTIA Certification Courses & Exams (Online) (Page 48)
  - CPSM and CSM Study Skill Program (Page 14)
  - Microsoft Project 2013 Course & Exam (Online) (Page 49)
  - Notary Public Preparatory Course (Live Online) (Page 64)
  - Project Management Professional® Exam Prep Course (Online) (Page 31)
  - Six Sigma Certification Prep Courses & Exams (Online) (Page 32)
  - VMware Certified Professional Course & Exam (Online) (Page 49)

Visit our website at [www.outreach.lsu.edu/Professional/Test-Preparation](http://www.outreach.lsu.edu/Professional/Test-Preparation) for the most up-to-date information including course content and registration information.
Parking on the LSU Campus

Everyone must pay to park on the LSU campus.

1. You may park in any metered parking space and pay at the nearest pay station, 7 AM to 10 PM, Monday through Friday. Pleasant Hall has a metered lot adjacent to the building. Metered parking is also available at the Union Square Parking Garage, behind the LSU Bookstore (enter from East Campus Dr.).

2. At a reduced rate, you may purchase a parking permit, valid for the number of days of your course, at the Visitor’s Center (Dalrymple Drive at Highland Road). This permit allows you to park in the campus commuter lots during the day (see the parking link on our web site for blue/zone 1 lots). After 4:30 PM, by displaying your permit, you may park in any other LSU lot as long as you do not park in a metered space. To purchase this type of permit, you must show your confirmation/receipt.

The Visitor’s Center is open Monday through Friday, from 7 AM to 7 PM, and can provide parking information and campus maps.

LSU Visitor Center: 225-578-5030
LSU Continuing Education: 225-578-2500

Getting to the LSU Campus

From I-10, take the Dalrymple exit. Turn right at the bottom of the ramp and follow Dalrymple onto campus. The fourth traffic signal is Highland Road. After you pass Highland, turn right immediately into the Visitor’s Center Parking Lot.
Office hours are from 8 A.M.–4:30 P.M., Monday–Friday. For additional information about any course in this bulletin, call 225-578-2500 or visit our Web site at www.outreach.lsu.edu

**Online Registration**
Using Visa, MasterCard, Discover or American Express, register for a course day or night at our Web site: www.outreach.lsu.edu

**Phone Registration**
Using Visa, MasterCard, Discover or American Express, call between 8 A.M.–4:30 P.M., Mon.–Fri.
Phone: 225-578-2500

**Fax Registration**
Using Visa, MasterCard, Discover or American Express, fax your completed registration form to:
Fax: 225-578-3090

**Mail Registration**
Mail completed registration form with check, money order or credit card information to:
LSU Continuing Education
1225 Pleasant Hall, LSU
Baton Rouge, LA 70803-1520
Your mail registration should be received one week or more before the first course meeting.

**Walk-In Registration**
1225 Pleasant Hall
(Highland Rd. & Dalrymple Dr.)
8 A.M.–4:30 P.M., Mon.–Fri.

**Fees**
- Full payment or an authorized purchase order for billing is due at the time of registration.
- For Web, phone or fax registration you must use Visa, MasterCard, Discover or American Express.
- For mail registration, make check or money order payable to LSU.
- Returned check charge: A returned check charge of $25 will be added to your registration fee if your payment is returned unpaid by your bank for insufficient funds.

**Refund and Cancellation Policies**
If your plans change, please let us know 5 business days prior to the course start date. There are no penalties for substitution or cancellation prior to the first class day. No cancellations will be accepted after a course begins.

LSU reserves the right to cancel or make changes in courses. If a course is canceled, the entire fee is refunded.

**Holidays**
The office will be closed on January 1-2, January 15, February 13, and March 30. Classes do not meet on these days. Other changes are noted in the course description or announced at the first class meeting.

**Accommodations for Persons with Disabilities**
Please note that some University buildings are not fully accessible for persons with disabilities. If you are a person with a disability and need special accommodations to participate in a class, please let us know at 225-578-2500 at least two weeks before the course begins.
3 Easy Ways to Register!

1. Online Registration
   www.outreach.lsu.edu

2. Phone Registration
   225-578-2500

3. Fax Registration
   225-578-3090

Registration Form

**Participant Information**

Name ..........................................................................................................................................................................................

Company Name ....................................................................................................................... Position/Title.................................

Preferred Mailing Address  ❑ Home  ❑ Work  ❑ Please Update My Mailing Address

Address ...........................................................................................................................................................................

City ................................................................................................................................................................................

State ................................................................................................................................. Zip ..........................

Work Phone # ............................................................................................................ Fax # ......................................................................

Home Phone # ............................................................................................................ E-mail Address.................................................................

**Payment Information**

❑ Check/Money Order (payable to LSU)

❑ Credit Card:  ❑ Visa  ❑ MasterCard  ❑ Discover  ❑ American Express

Card# .........................................................................................................................................................

Expiration Date: Mo. ❑ ❑ Yr. ❑ ❑ Amount Paid ...........................................................................................................

Cardholder Name.................................................. Cardholder Signature ..................................................................

❑ PO or LSU IT # (attach authorization)..................................................................................................................

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January 2018 • Louisiana State University is an Equal Access/Opportunity University
Strategic Partnerships

We are committed to building and supporting successful partnerships and alliances.

LSU Continuing Education is an active partner in the following organizations:

- University Professional & Continuing Education Association
- Association for Continuing Higher Education
- Online Learning Consortium
- Louisiana Association for Continuing Higher Education
- Online Higher Education Collaborative
- Association for Distance Education and Independent Learning
- Association for Talent Development
- Electronic Campus of the Southern Regional Education Board
- Education Advisory Board’s Continuing & Online Education Forum

As a leading university provider of educational outreach and engagement, Continuing Education extends the educational resources of LSU to help people achieve their goals and improve their quality of life, their organizations, and their communities.

Our mission is to identify, create, and support lifelong learning opportunities through quality programs that address educational, professional, and economic development goals of individuals and organizations.
CONTINUING EDUCATION
PROFESSIONAL DEVELOPMENT

KNOW MORE.
BE MORE.

REGISTER ONLINE AT WWW.OUTREACH.LSU.EDU OR CALL 225.578.2500

LSU STRATEGIC PLAN 2025: LEADING LOUISIANA. IMPACTING THE WORLD.