DIVERSE CLIENTS

- Acadian Ambulance
- AFCO Industries
- Albemarle
- All Star Automotive Group
- Amedisys
- Associated Grocers
- Blue Cross Blue Shield of Louisiana
- Boise Cascade
- 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
- Rain Carbon
- REC Silicon
- RoyOMartin
- Shell Exploration & Production
- Starmount Insurance
- Tetra Technologies
- Turner Industries
- UTLX Manufacturing

...helping us to build a world class workforce
by maintaining and upgrading the skill levels of our current and future employees.”
– Ray Neck, Training Manager, Turner Industries Group

Custom & On-Site Programs That Make a Difference

For more information on Custom and On-site Programs, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.

Many of the professional development programs offered by LSU Digital & 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.

For more information on Professional Development offerings or to register, visit outreach.lsu.edu or call 225-578-2500.
# COURSE SCHEDULE

## BUSINESS & MANAGEMENT
- Business & Technical Communication ................................ 3
- Business Communication Certificate .................................. 3
- Digital Marketing .................................................................... 6
- Grant Writing & Development ............................................. 8
- Business Project Management ............................................. 9
- Business Project Management Certificate ............................ 9
- Quality Assurance .................................................................. 12
- Accounting/Finance .......................................................... 13
- Accounting Specialist Certificate ...................................... 13
- Purchasing & Supply Management ...................................... 14
- Purchasing & Supply Management Certificate ....................... 14
- Human Resource Management ............................................ 16
- Human Resource Management Certificate .......................... 16
- Train the Trainer ................................................................... 18
- Leadership, Management & Supervision ............................... 19
- Management & Leadership Certificate .................................. 19
- Operations Management Certificate ..................................... 26

## CERTIFICATE PROGRAMS
- Accounting Specialist Certificate ...................................... 13
- Business Communication Certificate .................................. 3
- Business Project Management Certificate ............................ 9
- Desktop Applications Specialist Certificate ......................... 35
- Graphic Design Certificate .................................................. 40
- Human Resource Management ............................................ 16
- Human Resource Management Certificate .......................... 16
- Management & Leadership Certificate .................................. 19
- Occupational Safety Managers (COSM) .............................. 50
- Online Business Project Management Certificate ................. 9
- Operations Management Certificate ..................................... 26
- Paralegal Studies Certificate .............................................. 57
- Purchasing & Supply Management ...................................... 14
- SQL Server 2016 Certificates .............................................. 45

## ONLINE COURSES & CERTIFICATE PROGRAMS
- Online Business Project Management Certificate ................. 9
- Sustainability Management .................................................. 28
- Entrepreneurship .................................................................. 29
- Non-Profit Management ..................................................... 29
- Project Management Professional® Exam Prep Course ........... 29
- Project Management for Information Technology .................. 30
- Agile Project Management ................................................... 30
- Six Sigma Certifications ...................................................... 30
- Medical Coding & Billing ..................................................... 33
- Medical Transcription & Editing ......................................... 34
- Pharmacy Technician .......................................................... 34
- CompTIA Certifications ....................................................... 44
- Microsoft Project 2013 ......................................................... 44
- Cisco Certifications ............................................................. 44
- VMware Certified Professional ........................................... 44
- Notary Public Preparatory Course ....................................... 60
- Graduate Test Preparation Courses ..................................... 53

## COMPUTER & INFORMATION TECHNOLOGY
- Business & Office Applications ........................................... 36
- Desktop Applications Specialist Certificate ......................... 35
- Microsoft Certified Application Specialist Program ............... 38
- Microsoft Office .................................................................... 36
- Business Applications ........................................................ 39
- Graphic Design Certificate .................................................. 40
- ArcGIS ................................................................................. 42
- Online Computer & IT Courses & Certifications .................. 43
- CompTIA Certifications ....................................................... 44
- Microsoft Project 2013 ......................................................... 44
- Cisco Certifications ............................................................. 44
- VMware Certified Professional ........................................... 44
- Microsoft Technical Courses & Certifications ..................... 45
- SQL Server 2016 Database Development Certificate ............ 45
- SQL Server 2016 Business Intelligence Certificate ................ 46

## SAFETY MANAGEMENT
- Certified Occupational Safety Specialist (COSS) ................... 48
- Certificate for Occupational Safety Managers (COSM) .......... 50
- Safe Supervisor .................................................................... 53

## ENVIRONMENTAL MANAGEMENT
- Asbestos Management ....................................................... 54

## PARALEGAL STUDIES PROGRAM ............................................. 57

## TEST PREPARATION
- College Admissions Tests .................................................... 53
- Graduate Test Preparation (Live Online) ............................... 53
- Professional Test Preparation ............................................... 61
- Cisco Certification Courses & Exams (Online) ....................... 44
- CompTIA Certification Courses & Exams (Online) ................. 44
- Microsoft Project 2013 Course & Exam (Online) .................... 44
- Notary Public Preparatory Course (Live Online) .................... 60
- Project Management Professional® Exam Prep Course (Online) 29
- Six Sigma Certification Courses & Exams (Online) ................. 30
- VMware Certified Professional Course & Exam (Online) ........ 44

## ADDITIONAL INFORMATION
- Location Information ......................................................... 62
- Registration Information ................................................... 63
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

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:
- Digital Marketing (Page 6)
- Online Business Project Management Program (Page 9)
- Quality Assurance (Page 12)
- Operations Management Program (Page 26)
- Six Sigma Black Belt Exam Prep Course (Page 32)
- Six Sigma Black Belt Certification Exam (Page 32)
- Medical Coding & Billing (Page 33)
- ArcGIS (Page 42)

Computer & Information Technology:
- CompTIA A+, Network+ & Security+ (Page 43)
- Microsoft Project 2013 (Page 44)
- Cisco CCNP (Page 44)
- VMware Certified Professional (Page 44)
- SQL Server 2016 Certificates (Page 45)

Safety Management
- Certificate for Occupational Safety Managers (COSM) (Page 50)

Some of our most popular programs include:

- Business Communication Program (Page 3)
- Business Project Management Program (Page 9)
- Management & Leadership Program (Page 19)
- Accounting Specialist Program (Page 13)
- Purchasing & Supply Management Program (Page 14)
- Human Resource Management Program (Page 16)
- Microsoft Office (Page 36)
- Certified Occupational Safety Specialist Program (Page 48)
- Paralegal Studies Program (Page 57)
- Notary Public Preparatory Course (Page 60)
BUSINESS & MANAGEMENT

Business & Technical Communication

BUSINESS COMMUNICATION CERTIFICATE PROGRAM

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 (Page 3)
2. Public Speaking: Personal & Professional (Page 3)
3. Interpersonal Success in the Workplace (Page 4)
4. Strategic Communication (Page 4)
5. Choose one elective:
   - Communication in Conflict Situations (Page 5)
   - Effective Writing for Business & Technical Professionals (Page 5)
   - Successful Grant Writing (Page 8)
   - 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

Course Code: PBCBC Fee: $375 CEUs: 0.6

Section: Jan. 29; Tue.; 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: $375 CEUs: 0.6

Section: Feb. 14; Thu.; 8:30 A.M.–4 P.M. (1 mtg.)
INTERPERSONAL SUCCESS IN THE WORKPLACE

Interpersonal Success in the Workplace is offered by LSU Digital & 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 how 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.

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

Course Code: PBMIS Fee: $795 CEUs: 1.2

Section: May 8–9; 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: $375 CEUs: 0.6

Section: Mar. 28; Thu.; 8:30 A.M.–4 P.M. (1 mtg.; LSU)
Section: Apr. 30; Tue.; 8:30 A.M.–4 P.M. (1 mtg.; Slidell, LA)
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 distinct styles of conflict resolution and their advantages and disadvantages
• Find the style that fits you best 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.

Instructor: Steve Robichaux is President of Capital City Consultants. He has been professionally affiliated with LSU Digital & 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: $375    CEUs: 0.6
Section: Apr. 17; Wed.; 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

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

Course Code: PBCBG    Fee: $375    CEUs: 0.6
Section: May 29; Wed.; 8:30 A.M.–4 P.M. (1 mtg.)
Digital Marketing

**CONTENT MARKETING**

Content marketing is a marketing strategy which involves the creation and sharing of online materials. This strategy is yielding great results in today’s market. Learning effective content marketing techniques and practices will allow participants to take their company’s marketing strategy to the next level. In this course, you will learn how to use storytelling to engage your audience and increase your organization’s success with online marketing.

- Understand Content Marketing Strategies
- Explore platforms like video, podcasts, and blogs
- Learn how to use Content Marketing to engage with social media
- Learn steps for crafting quality content

**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:** CASML  
**Fee:** $295  
**CEUs:** 0.7

**Section:** Feb. 13; Wed.; 8:30 A.M.–4:30 P.M. (1 mtg.)

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**ONLINE ADVERTISING**

Online advertising has continually grown in both usage and effectiveness for several years. Marketing professionals are able to get amazing results that are being achieved with small budgets. This course will familiarize participants with online marketing strategies as well as the most popular platforms for online advertising as well as useful techniques to target customers and share your message.

- Understand Online Advertising Strategies
- Discuss Targeting Techniques’
- Explain Cost per click and Cost per thousand models
- Discuss Retargeting and cookies
- Explore Google Ads
- Explore Facebook Ads
- Explore LinkedIn Ads
- Explore Youtube Ads

**Instructor:** Victor Canada

**Course Code:** CASMO  
**Fee:** $295  
**CEUs:** 0.7

**Section:** Mar. 12; Tue.; 8:30 A.M.–4:30 P.M. (1 mtg.)
VIDEO PRODUCTION FOR BUSINESS

Video has long been the best way to share a story or message, this course will introduce you to the most effective way to reach an audience through video for today’s business. Today’s social platforms and tools have made it easier than ever before to take advantage of this effective marketing method. Participants will gain an understanding of basic video production methods as well as the most effective strategies and techniques to utilize video for business.

- Understand video strategies
- Discuss YouTube techniques
- Explore Video on social platforms
- Discuss Equipment choices (from mobile device to professional gear)
- Discuss Lighting, angles and timing

**Instructor:** Victor Canada

**Course Code:** CASMV  
**Fee:** $295  
**CEUs:** 0.7

**Section:** Apr. 30; Tue.; 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.

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**Bring LSU to Your Workplace**

LSU Professional Development training courses can be delivered at your organization’s site or a site of your choosing. Additional courses can be developed based upon specific workforce development needs.

Below are examples of fully customized courses that can be offered on site, in addition to the courses listed in this catalog.

- Computer Applications
- Customer Service
- Lean Manufacturing
- Sales
- Sexual Harassment
- Supervision, Management, and Leadership

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

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/narrative, how to write budgets, learn about potential funding opportunities, how to acquire funding, and how to effectively manage a grant once it is awarded.

Successful Grant Writing will benefit anyone, from the beginner to the seasoned grant writer that is seeking funding through state and federal opportunities, corporate grants, foundation grants and more. This seminar is ideal for grant writers from any organization, government agency, municipality, 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/Narrative/Budget & Application Needs
  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.

• Improving Grant Writing Skills
  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 Elements: Narrative, Budget, Goals, Objectives, Metrics, Impacts and Outcomes, Quality Assurance and Evaluations
  Learn through interactive activities how to appropriately write each section of a grant.

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

Seminar Leaders: Sharon Sandifer, M.Ed. is Co-Founder and Chairwoman/Chief Executive Officer of the workplace training and consulting firm, kiisa corporation. Sharon is a successful author, grant researcher, educator, and educational entrepreneur. She has created three companies, including co-founding kiisa corporation with her brother, David. She has held positions in executive management with retail corporations in New Orleans, Louisiana and Houston, Texas. She has assisted in corporate streamlining activities for business processes, as well as launching and measuring cost-saving programs for corporate staffing, supervisors, managers, CEO’s, and corporate owners/boards.

David Kiviaho is Co-Founder and Chief Operating Officer of the workplace training and consulting firm, kiisa corporation. He is a successful author, grant writer, technical writer, inspirational speaker, and consultant. He has been instrumental in providing programmatic, developmental, and educational services for business and highly visible non-profits. David has also served in executive management positions handling business operations for several organizations. His experience also includes managing all Human Resource activities, state and federal contracts, and contract negotiations for a highly competitive biomedical firm serving the southeastern United States.

Course Code: PBNG4    Fee: $395    CEUs: 1.2

Section: Feb. 11–12; Mon.–Tue.; 8:30 A.M.–3:30 P.M. (2 mtgs.; Slidell, LA)
Section: Apr. 1–2; Mon.–Tue.; 8:30 A.M.–3:30 P.M. (2 mtgs.; LSU)

For more information, contact Abigail Theriot at 225-578-2755 or atheriot@outreach.lsu.edu.
BUSINESS PROJECT MANAGEMENT CERTIFICATE PROGRAMS
(See also, Online PMP Exam Prep Course, page 29; and Project Management for Information Technology online course, page 30)

POPULAR CLASSROOM PROGRAM
The Business Project Management Certificate Program is designed to provide you with the practical insights and skills you need to deliver projects on time and within budget. The courses offer practical, hands-on project management tools and techniques for those who are relatively new to project management.

To earn a Business Project Management Certificate, participants must complete the following five (5) courses:

1. Essentials of Project Management (Page 10)
2. Techniques for Project Development (Page 10)
3. Estimation & Cost Benefit Analysis (Page 11)
4. Choose two electives from the following:
   - Project Change Control & Cost Management (Page 11)
   - Microsoft Project 2013 (Page 44)
   - Fundamentals of Supervision (Page 19)
   - Contract Writing & Implementation (Page 15)
   - Mastering Excel 2016 (Page 37)
   - Effective Writing for Business & Technical Professionals (Page 5)
   - Strategic Communication (Page 4)
   - Essentials of Business Analysis (Page 25)
   - Essentials of Operations Management (Page 26)
   - Enhancing Organizational Performance (Page 27)
   - Quality Assurance (Page 12)
   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.

NEW! ONLINE PROGRAM
The Online Business Project Management Certificate covers the essential and advanced skills relating to project management in a flexible online format. You will learn practical skills and organizational competencies to make an immediate difference in your workplace effectiveness.

You can complete this comprehensive certificate program in a timeframe that works with your schedule. You have 4 weeks to complete each individual course or up to six months to complete the entire certificate. Because the learning materials, videos, assignments, and projects are delivered in a 100 percent online format, you can balance your personal and professional obligations with the certificate coursework.

To earn an Online Business Project Management Certificate, participants must complete the following five (5) courses:

1. Essentials of Project Management (Page 10)
2. Techniques for Project Development (Page 10)
3. Estimation & Cost Benefit Analysis (Page 11)
4. Project Change Control and Cost Management (Page 11)
5. Quality Assurance Essentials (Page 12)

Courses are open to all participants, not just those pursuing a certificate program.

Sign up for the entire online certificate program (all 5 courses at one time) and receive a 20% discount.

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

PMI® REGISTERED EDUCATION PROVIDER (R.E.P)
LSU Digital & 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 Digital & 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.

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.
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:

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: Paul Zimmerman, PMP

Prerequisite: Essentials of Project Management or equivalent knowledge.

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

Section: Mar. 25–26; Mon.–Tue.; 8:30 A.M.–4 P.M. (2 mtgs.)

Online section: POPMB Fee: $795 CEU’s 1.2/PDUs:12
**PROFESSIONAL DEVELOPMENT HOURS FOR PROFESSIONAL ENGINEERS AND LAND SURVEYORS**

LSU Professional Development and the LSU College of Engineering are pleased to announce the following course offerings to address the continuing professional development needs of professional engineers and professional land surveyors. All courses qualify for continuing education units (CEUs) and professional development hours (PDHs) to maintain your license. For Louisiana State Board professional development hour information call: 225-925-6291 (www.lapels.com)

**Some of our most popular programs include:**
- Enhancing Organizational Performance (Page 27)
- Fundamentals of Supervision (Page 19)
- Developing Your Managerial Effectiveness (Page 20)
- Business & Technical Communication Courses (Page 3)

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

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**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.

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**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
- Pro-actively 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 option
- Understanding and Using the Principles of Project Cost Budgeting and Earned Value Management Techniques: 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:** PBMPF  **Fee:** $795  **CEUs:** 1.2  **PDUs:** 12

**Section:** Apr. 10–11; Wed.–Thu.; 8:30 A.M.–4 P.M. (2 mtgs.)

**Online section:** POPMC  **Fee:** $795  **CEU’s 1.2/PDUs:12**

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**Register online at www.outreach.lsu.edu**
Quality Assurance

(See also, Six Sigma Online Prep Courses & Exams, page 30)

**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:** Feb. 21; Thu.; 8:30 A.M.–4 P.M. (1 mtg.)

**Online section:** POPMQ  
**Fee:** $395  
**CEU’s:** 1.2/PDUs:12

**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:**
- Learn to use and interpret Quality Management tools
- Facilitate effective brainstorming
- 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. 24–25; Wed.–Thu.; 8:30 A.M.–4 P.M. (2 mtgs.)

For more information, contact Abigail Theriot at 225-578-2755 or atheriot@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** (Page 13)
2. **Payroll Accounting** (Page 13)
3. **QuickBooks Pro 2018** (Page 13)
4. Choose one elective from the following:
   - Mastering Excel 2016 (Page 37)
   - Essentials of Project Management (Page 9)
   - 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 Del Johnson at 225-578-0287 or djohnson@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 19–20; Wed.–Thu.; 8:30 A.M.–3:30 P.M (2 mtgs.)

QUICKBOOKS PRO 2018

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:** CQQWP  **Fee:** $495  **CEUs:** 1.2

**Section:** July 16–17; Tue.–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 13 & 15; Mon. & Wed.; 8:30 A.M.–3:30 P.M (2 mtgs.)
Purchasing & Supply Management

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.

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

For more information on the Purchasing & Supply Management Program, contact Del Johnson at 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: PBFPA Fee: $395 CEUs: 0.6
Section: Mar. 1; 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: PBFPC Fee: $395 CEUs: 0.6
Section: Mar. 29; 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:** Apr. 9; Tue.; 8:30 A.M.–4 P.M. (1 mtg.)

**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:** May 10; Fri.; 8:30 A.M.–4 P.M. (1 mtg.)

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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](#) (Page 13)  
- [Business Communication Certificate](#) (Page 3)  
- [Business Project Management Certificate](#) (Page 9)  
- [Desktop Applications Specialist Certificate](#) (Page 35)  
- [Graphic Design Certificate](#) (Page 40)  
- [Human Resource Management Certificate](#) (Page 16)  
- [Management & Leadership Certificate](#) (Page 19)  
- [Occupational Safety Managers (COSM)](#) (Page 50)  
- [Online Business Project Management Certificate](#) (Page 9)  
- [Operations Management Certificate](#) (Page 26)  
- [Paralegal Studies Certificate](#) (Page 57)  
- [Purchasing & Supply Management Certificate](#) (Page 14)  
- [SQL Server 2016 Certificates](#) (Page 45)
Human Resource Management

HUMAN RESOURCE MANAGEMENT CERTIFICATE PROGRAM

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 Digital & 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.

LSU Digital & Continuing Education is recognized by the Society for Human Resource Management (SHRM) as a SHRM Recertification Provider to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM.

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 19)
2. The Practical & Legal Aspects of Staffing (Page 17)
3. Employee Development & Total Rewards (Page 17)
4. Employee Relations & Employment Law (Page 17)
5. Choose one elective from the following:
   - Business Communication (Page 3)
   - Public Speaking: Personal & Professional (Page 3)
   - Train the Trainer Program (Page 18)
   - Interpersonal Success in the Workplace (Page 4)
   - Workplace Investigation Essentials (Page 22)
   - Effective Management of Compensation & Rewards (Page 23)
   - 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 at 225-578-6760 or aash@outreach.lsu.edu.
HUMAN RESOURCE MANAGEMENT CERTIFICATE PROGRAM (CONT.)
(See also, Workplace Investigation Essentials, page 22)

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. 6–7; 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. 13–14; 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. 3–4; Wed.–Thu.; 8:30 A.M.–4 P.M. (2 mtgs.)
Train the Trainer

**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
- 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:**
- Gain proficiency in the 7 critical steps to effective training sessions.
- Experience greater comfort in front of the training room.
- Increase your ability to adapt and connect with the audience.
- Explore teaching across multiple generations and personality types.
- Improve your ability to easily use a variety of tools in your training sessions.
- Learn methods to deal with difficult or trying participants.
- Be more confident in your ability as an effective facilitator.

**Instructor:** 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 (CPPC).

**Course Code:** PBHTT  
**Fee:** $795  
**CEUs:** 1.4

**Section:** Mar. 18–19; Mon.–Tue.; 8:30 A.M.–4:30 P.M. (2 mtgs.)

For more information, contact Andrea Ash at 225-578-6760 or aash@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 development 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 19)
2. Developing your Managerial Effectiveness (Page 20)
3. Finance for Non-Financial Managers (Page 21)
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 25)
   - Enhancing Organizational Performance (Page 27)
   - Business Communication (Page 3)
   - Strategic Communication (Page 4)
   - Essentials of Project Management (Page 9)
   - The Practical & Legal Aspects of Staffing (Page 17)
   - Effective Management of Compensation & Rewards (Page 23)
   - 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 Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.

FUNDAMENTALS OF SUPERVISION

Fundamentals of Supervision (FOS) is the flagship program offered by LSU Digital & 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—Counseling & 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: $1,295  CEUs: 1.8 / PDUs: 18

Section: Feb. 11–13; Mon.–Wed.; 8:30 A.M.–4:30 P.M. (3 mtgs.; LSU)
Section: Apr. 1–3; Mon.–Wed.; 8:30 A.M.–4:30 P.M. (3 mtgs.; LSU)
Section: May 6–8; Mon.–Wed.; 8:30 A.M.–4:30 P.M. (3 mtgs.; LSU- Alexandria)
Section: June 10–12; Mon.–Wed.; 8:30 A.M.–4:30 P.M. (3 mtgs.; LSU)

For more information, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.
Recent FOS Participants Include:

- Albemarle Corp.
- All Star Automotive Group
- Arianxeo
- Associated Terminals
- BASF Corp.
- Basic Industries
- BioLab Inc.
- Blue Cross Blue Shield of La.
- Boise Cascade
- Bollinger Shipyards
- Brown-Eagle Contract Services
- CF Industries
- Chemtura
- Chevron Phillips Chemical Co.
- Cleco Corp.
- Community Coffee Co.
- Compass Minerals
- Cornerstone Chemicals
- Cox Communications
- Crest Industries
- Deitech Corp.
- Dow Chemical Co.
- DuPont Company
- Entergy
- Eclectic Products
- Excel Maintenance Services
- First South Farm Credit Union
- Formosa Plastics Corp.
- Georgia Pacific Corp.
- Gibson Energy Inc.
- Guarantee Service Team of Professionals
- Gulfstream Services
- Halliburton
- Honeywell
- HydroChem Industrial Services
- Ineos
- Impala Terminals
- Kinder Morgan
- Lamar Advertising
- Lion Copolymer
- Louisiana Workers’ Compensation Corp.
- Lucite International
- Marathon Petroleum
- Marsulex
- Methanex USA
- Morton Salt
- Mosaic Fertilizer
- Motiva Enterprises
- NRG Energy
- Natural Advantage
- 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
- Stupp Corporation
- Syngenta
- Syngenta Crop Protection
- TPC Group
- TETRA Technologies
- Total Petrochemicals USA
- Turner Industries
- UTLX Manufacturing
- Weeks Marine
- Weyerhaeuser
- Williams Olefins

DEVELOPING YOUR MANAGERIAL EFFECTIVENESS

Developing Your Managerial Effectiveness, offered by LSU Digital & 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.

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.
Instructors: Courtland M. Chaney, PhD, SPHR. is president of Human Resource Management Associates. Courtland served for more than 28 years as an instructor in the Department of Management at Louisiana State University. He is an industrial/organizational psychologist and consultant in the field of supervisory/management development, employee selection, performance appraisal and improvement, test development and validation, and organization needs analysis and development.

Kerry S. Sauley, PhD, is an instructor in the Department of Management at Louisiana State University. His doctorate is in industrial/organizational psychology and his teaching/research interests include equity perceptions at work, honesty testing, team building, and organizational behavior. Kerry has won numerous teaching awards at LSU. As an active management consultant, he specializes in management development training, employee counseling, and human resource management. He is a member of the Southern Management Association and the Academy of Management.

**Finance for Non-Financial Managers**

Finance for Non-Financial Managers, offered by LSU Digital & 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.

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**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

**Instructor:** 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 Digital & 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: PBMFA**  **Fee: $795**  **CEUs: 1.2**

**Section:** Mar. 13–14; Wed.–Thu.; 8:30 A.M.–4:00 P.M. (2 mtgs.)

For more information, contact Abigail Theriot at 225-578-2755 or atheriot@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 Digital & 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 eyewitness reliability and how to improve the accuracy of eyewitness 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

**Instructor:** Courtland M. Chaney, PhD, SPHR, Human Resource Management Associates

**Course Code:** PBHRI  **Fee:** $695  **CEUs:** 1.2

**Section:** Apr. 24–25; Wed.–Thu.; 8:30 A.M.–4:00 P.M. (2 mtgs.)

For more information, contact Andrea Ash at 225-578-6760 or aash@outreach.lsu.edu.
NEW! EFFECTIVE MANAGEMENT OF COMPENSATION & REWARDS

Effective Management of Compensation & Rewards, offered by LSU Digital & 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

Instructor: James T. Stodd, MS, SPHR, SHRM-SCP, JT Stodd & Associates
Course Code: PBHRF Fee: $695 CEUs: 1.2
Section: May 22–23; Wed.—Thu.; 8:30 A.M.—4:00 P.M. (2 mtgs.)

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

**Bring LSU to Your Workplace**

LSU Professional Development training courses can be delivered at your organization’s site or a site of your choosing. Additional courses can be developed based upon specific workforce development needs.

Below are examples of fully customized courses that can be offered on site, in addition to the courses listed in this catalog.

- Computer Applications
- Customer Service
- Lean Manufacturing
- Sales
- Sexual Harassment
- Supervision, Management, and Leadership

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

Instructor: 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. 21; Thu.; 8:30 A.M.–4:00P.M. (1 mtg.)

For more information, contact: Andrea Ash at 225-578-6760 or aash@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

**Instructor:** 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:** May 1–2; Wed.–Thu.; 8:30 A.M.–4:00 P.M (2 mtgs.)

For more information, contact: Del Johnson at 225-578-0287 or djohnson@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.
OPERATIONS MANAGEMENT CERTIFICATE PROGRAM
(See also, Six Sigma Online Prep Courses & Exams, page 30)

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:

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

NEW! ESSENTIALS OF OPERATIONS MANAGEMENT

Essentials of Operations Management, offered by LSU Digital & 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.

Instructor: Shannon Nunez, MBA, has more than 20 years of progressive plant and operations leadership experience working with major international manufacturing corporations. His broad-based experience
includes the areas of operations management, operational and organizational excellence, lean manufacturing, continuous improvement, quality management, environmental and 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: PBEOM  Fee: $795  CEUs: 1.2

Section: Mar. 27–28; Wed.—Thu.; 8:30 A.M.—4:00 P.M (2 mtgs.)

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

ENHANCING ORGANIZATIONAL PERFORMANCE

Enhancing Organizational Performance, offered by LSU Digital & 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.”

Instructor: Shannon Nunez, MBA

Course Code: PBEOP  Fee: $795  CEUs: 1.2

Section: May 20–21; Tue.—Wed.; 8:30 A.M.—4:00 P.M (2 mtgs.)

For more information, contact Del Johnson at 225-578-0287 or djohnson@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: 25 hours of online course work.
Fee: $459
CEUs: 2.5

For more information, contact Kelli Harrison at 225-578-3209 or kharrison@outreach.lsu.edu.
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: 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: 44 hrs of online course work.
Fee: $699  CFRE: 23  CEUs: 4.4

PROJECT MANAGEMENT PROFESSIONAL® EXAM PREP COURSE  (SIXTH 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, twenty-six 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.

After completing this course, you should be able to:
• Understand how enterprise environmental factors and organizational process assets affect how projects can be managed.
• Explain the five stages of a project life cycle and understand how these stages can overlap in time.
• Understand how to create a project management plan with subsidiary plans for each of the knowledge areas and explain how progressive elaboration and integrated change management can keep these documents effective and relevant.
• Understand the overlapping nature of project activities and practice Project Integration Management to coordinate the various project management processes.
• Understand how a project’s various baselines (including scope, cost, schedule, quality, risk, procurement, and others) are determined, planned for, and managed.
• 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.
• Identify key project stakeholders and continuously engage them in appropriate project activities
• Describe how the project management knowledge contained in the PMBOK® Guide can be used in practice

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 hours of online course work.
Fee: $699  PDUs: 35  CEUs: 3.5

Visit our website at www.outreach.lsu.edu for the most up-to-date information including program dates and more detailed course descriptions.
NEW! CERTIFICATE IN AGILE PROJECT MANAGEMENT

Agile project management practices have become the standard for software development projects. More recently, Agile has grown beyond software projects as more and more companies adopt Agile concepts and methodologies. Individuals who have a solid understanding of Agile have a distinct advantage in today's changing project management atmosphere. The courses included in this certificate program will provide managers the basic foundation they need to become competent Agile practitioners. The program introduces the learner to the basic methodologies, practices, and key concepts of Agile and enables the learner to explore, through case studies, many of the common challenges of working on an Agile team.

Courses included in this Certificate:
1. Agile Team Challenges
2. Integrated Agile and Waterfall Practices
3. Introduction to Agile

Estimated time to complete: 17 hours of online coursework
Fee: $299  PDUs: 17  CEUs: 1.9

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

Estimated time to complete: 25 hours of online course work.
Fee: $499  PDUs: 25  CEUs: 2.5
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 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 25-question practice exams.

Estimated time to complete: 21.5 hours of online course work.
Fee: $499  PDUs: 20  CEUs: 2.0

NEW! ONLINE PROJECT MANAGEMENT PROGRAM

The Online Business Project Management Certificate covers the essential and advanced skills relating to project management in a flexible online format. You will learn practical skills and organizational competencies to make an immediate difference in your workplace effectiveness.

You can complete this comprehensive certificate program in a timeframe that works with your schedule. You have 4 weeks to complete each individual course or up to six months to complete the entire certificate. Because the learning materials, videos, assignments, and projects are delivered in a 100 percent online format, you can balance your personal and professional obligations with the certificate coursework.

To earn an Online Business Project Management Certificate, participants must complete the following five (5) courses:

1. Essentials of Project Management (Page 10)
2. Techniques for Project Development (Page 10)
3. Estimation & Cost Benefit Analysis (Page 11)
4. Project Change Control and Cost Management (Page 11)
5. Quality Assurance Essentials (Page 12)

Courses are open to all participants, not just those pursuing a certificate program.

Sign up for the entire online certificate program (all 5 courses at one time) and receive a 20% discount.

For more information on the Business Project Management Program, contact Abigail Theriot at 225-578-2755 or atheriot@outreach.lsu.edu.
**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 advanced-level 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 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.
- Choose and apply the correct tools or techniques to achieve project goals.

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

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

Train with Louisiana State University for a career in medical coding and learn the specialized skills you need to assign the standardized codes used to bill for healthcare services. With over 29,000 new jobs expected in this field by 2024, the rapidly expanding healthcare industry relies on these professionals.

Key Benefits of Participation:
- Employer-trusted curriculum – Some of the largest and most respected healthcare employers in the nation are using this curriculum to train their employees. Our graduates have even been hired to work remotely right after graduation. Choose training employers prefer!
- Expert-designed and supported career training – Our program was built by experts with decades of experience to ensure you gain the skills you need to excel in this field, and your instructors are available by phone, email, and chat to help you learn the material.
- Technical Support Advisors who are knowledgeable, experienced, and available six days a week to help you work through any technical or computer issues encountered within the training program.
- National certification preparation – Graduate prepared to earn your Certified Professional Coder (CPC) or Certified Coding Associate (CCA) credentials and prove you have the skills employers are looking for.

3-Part Program Design:
- Foundations – This first section of the program will teach computer fundamentals, the health information management process, and reimbursement methodologies
- Biomedical sciences – This section will expose students to medical terminology, anatomy, pathophysiology, and pharmacology from a coding perspective
- 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

Program Benefits:
- A 6 part webinar series that focuses on the skill set necessary to pass AHIMA’s CCS exam.
- Students get a complimentary, one-year AHIMA student membership when they enroll.
- CareerStep partnership with RCM Health Care Services to increase employment opportunities
- Prepares students to sit for five different national certifications

Completion timespan: from 4 – 12 months
Fee: $3699 (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 (AHDI), 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 AHDI 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:** $3199 (payment options available)  640 hours of curriculum

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

NEW! PHARMACY TECHNICIAN (ASHP/APCE) PROGRAM

Built on over 25 years of experience training high-quality healthcare professionals, this Pharmacy Technician (ASHP/ACPE) training helps students quickly gain necessary knowledge and skills to succeed. The comprehensive curriculum was developed in collaboration with practicing pharmacists and certified pharmacy technicians and is specially designed to:

- Prepare you for the Pharmacy Technician Certification Board (PTCBO) Exam
- Train you for careers in both retail and institutional healthcare settings
- Enroll in one of the only online pharmacy technician programs that has achieved candidate status for American Society of Health-System Pharmacists (ASHP)/Accreditation Council for Pharmacy Education (ACPE) accreditation.

In addition to expert-designed curriculum and online flexibility, you’ll also have one-on-one access to 3 instructor support teams— Student Support, Technical Support, and Graduate Support.

**Key benefits of participation:**
- Walgreens and CVS Pharmacy externships
  Get hands-on experience at a local pharmacy before you graduate! We have partnerships that can help you find an externship opportunity.
- PTCB Exam preparation
  Graduate ready to earn your Certified Pharmacy Technician (CPhT) credential and start working right away. (Free exam voucher (a $129 value) included!)
- Flexible online training
  The flexible online format allows completion in 6 months or less.

**Completion timespan:** from 4–12 months.
**Fee:** $2999 (payment options available) 600 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 Database Design (Page 38)
   - Mastering Outlook 2016 (Page 38)
   - 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 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. 15; Tue.; 8:30 A.M.–3:30 P.M. (1 mtg.)
**Section:** June 3; Mon.; 8:30 A.M.–3:30 P.M. (1 mtg.)

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; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)
**Section:** May 15–16; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

Bring LSU to Your Workplace

LSU Professional Development training courses can be delivered at your organization’s site or a site of your choosing. Additional courses can be developed based upon specific workforce development needs.

Below are examples of fully customized courses that can be offered on site, in addition to the courses listed in this catalog.

- Computer Applications
- Customer Service
- Lean Manufacturing
- Sales
- Sexual Harassment
- Supervision, Management, and Leadership

For more information about course topics, pricing and scheduling, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.
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. 24; Thu.; 8:30 A.M.–3:30 P.M. (1 mtg.)
Section: April 29; Mon.; 8:30 A.M.–3:30 P.M. (1 mtg.)
Section: June 4; 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. 19–20; Tue.–Wed. 8:30 A.M.–3:30 P.M. (2 mtgs.)
Section: Mar. 20–21; Wed.–Thu. 8:30 A.M.–3:30 P.M. (2 mtgs.)
Section: May 8–9; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)
Section: June 12–13; 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. 2–3; Tue.–Wed.; 8:30 A.M.–3:30 P.M. (2 mtgs.)
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: May 21–22; Tue.–Wed.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

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.
- 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 and meetings.
- Create and edit tasks and 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: Jan. 16–17; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

Section: May 1–2; Wed.–Thu.; 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 updated 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.
Business Applications
(See also, Microsoft Project 2013 online course, page 44)

QUICKBOOKS PRO 2018
(See also, Accounting/Finance courses, page 13)
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; 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 16–17; Tue.–Wed.; 8:30 A.M.–3:30 P.M (2 mtgs.)

ESSENTIALS OF WEB DESIGN
Learn current web design tools and begin creating websites all your
own. Whether you are embarking on a technical career related to
computers or just want to build a website for your small business,
this course will help you understand basic web design tools and
fundamentals.

• Plan, design, and create your own webpages
• Learn current design tools and workflow techniques
• Understand HTML basics and best practices to create webpages
  that work well
• Learn CSS Basics to have webpages that are as appealing as they
  are functional
• Use a text editor to set up both design and content structures of an
  HTML document
• Learn how to create backgrounds, graphics, photos and links

Course Code: CIGHD Fee: $395 CEUs: 1.2
Section: Mar. 19–20; Tue.–Wed.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

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

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 13–14; Mon.–Tue.; 8:30 A.M.–3:30 P.M. (2 mtgs.)
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:

- **Illustrator CC Essentials** (Page 40)
- **Graphic Design Basics** (Page 41)
- **Photoshop CC Essentials** (Page 40)
- **InDesign CC Essentials** (Page 40)
- **Elective (Choose One):**
  - **Essentials of Web Design** (Page 39)
  - **Premier Pro Essentials** (Page 41)
  - **WordPress for Websites** (Page 39)
  - **Effective Writing for Business & Technical Professionals** (Page 5)
  - **Video Production for Business** (Page 7)
  - 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.

**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.

**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.

**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.
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. 27–28; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)
Section: May 22–23; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

PREMIERE PRO ESSENTIALS
Adobe Premiere Pro is a 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: June 5–6; 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 13)
• Business Communication Certificate (Page 3)
• Business Project Management Certificate (Page 9)
• Desktop Applications Specialist Certificate (Page 35)
• Graphic Design Certificate (Page 40)
• Human Resource Management Certificate (Page 16)
• Management & Leadership Certificate (Page 19)
• Occupational Safety Managers (COSM) (Page 50)
• Online Business Project Management Certificate (Page 9)
• Operations Management Certificate (Page 26)
• Paralegal Studies Certificate (Page 57)
• Purchasing & Supply Management Certificate (Page 14)
• SQL Server 2016 Certificates (Page 45)
ArcGIS

INTRODUCTION TO ARCGIS PRO

This course introduces participants to the ArcGIS Pro software. The class begins with the basics of navigating the map and walks through the process of creating maps, optimizing the display of the data, and performing spatial analysis. At the completion of this course, those attending should have a strong foundation in the basic use of ArcGIS Pro and have an understanding of the strengths of performing spatial analysis with a GIS.

Target Audience: Anyone who wants to create maps and explore data in ArcGIS Pro.

Topics include:
- Introduction to GIS
  An introduction to the concepts of spatial problem solving and an overview of the ArcGIS platform.
- Exploring an ArcGIS Pro Project
  Getting familiar with the ArcGIS Pro interface.
- Changing the Look of Your Map
  Setting symbology and display properties to make a better, more manageable map, and also to begin analyzing the data.
- Queries
  Selecting features on the map by running SQL queries on the data tables, as well as by looking at spatial relationships of the features.
- Finding and Understanding Data
  Getting familiar with GIS data formats and connecting to a portal to use web services.
- Layouts
  Designing map layouts to present and share your work as hardcopy or digital maps.
- Geoprocessing
  Using a variety of the geoprocessing tools in ArcGIS to manipulate and manage your GIS data and to perform spatial analysis.
- Beginner Editing
  Drawing new features and editing existing shapes and attributes. Format In-person instruction with hands-on practice and course materials you can keep.

Prerequisites: Knowledge of Microsoft Windows.

Course Code: CCAGP  Fee: $795  CEUs: 1.4

Section: Feb. 11–12; Mon.–Tue.; 8:30 A.M.–3:30 P.M (2 mtgs.)

ARCGIS PRO QUICK-START FOR THE GIS PROFESSIONAL

With 64-bit processing, enhanced 3D capabilities, and a whole new interface, ArcGIS Pro promises a wealth of potential for experienced GIS users. This course is designed to help existing ArcMap users get up and running in Pro as quickly as possible. Become familiar with the new project structure, understand the intuitive and dynamic interface structure, and learn how to do all of your favorite tasks in a whole new way.

Target Audience: Those who are comfortable with ArcGIS Desktop and want to learn how to use ArcGIS Pro, in order to incorporate it as part of their overall GIS arsenal.

Topics Include:
- Getting to Know ArcGIS Pro
  An overview of the ArcGIS platform and how ArcGIS Pro fits in, along with an introduction to opening and navigating a project in the software.
- Starting Your Project
  Learn how to create a project from scratch, add maps and data, and work with layers in the new environment of ribbons, panes, and views.
- Connecting to a Portal
  Explore the relationship between ArcGIS Pro and ArcGIS Online/Portal, and learn how to share content and project between them.
- Working in 3D
  Uncover the 3D capabilities in ArcGIS Pro, like converting 2D maps to 3D maps, and understand the difference between 3D in Pro compared to 3D Analyst in ArcMap.
- Analysis and Geoprocessing
  Discover the organization and functionality of analysis tools in Pro, including geoprocessing and Network Analyst tools, ModelBuilder, Python, and raster functions.
- Managing and Editing Data
  Understand the editing environment and capabilities in ArcGIS Pro, including the Editing tab and the Create Features and Modify Features panes.
- Layouts
  Get familiar with the layout capabilities in ArcGIS Pro compared to ArcMap, including the creation of multiple layouts within a project, 3D map frames, and more.
- Sharing Workflows as Tasks
  Document and share repeatable GIS workflows with tasks, and understand how they function inside of a project.

Prerequisites: Knowledge of Microsoft Windows® and have a comfortable working knowledge of the use of ArcGIS Desktop, including the topics covered in both the Fundamentals of ArcGIS and Intermediate GIS Concepts classes.

Course Code: CCAGQ  Fee: $795  CEUs: 1.4

Section: Apr. 8–9; Mon.– Tue.; 8:30 A.M.–3:30 P.M (2 mtgs.)

For more information, contact Del Johnson at 225-578-0287 or djohnson@outreach.lsu.edu.
NEW! Online Computer & IT Courses & Certifications

(See also, Project Management for Information Technology, page 30)

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)

LSU Digital & 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 SECURITY+ COURSE, PRACTICE LAB & EXAM

CompTIA SY0-501 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 SY0-501 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-501 Exam)

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)

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)

VMWARE VSPHERE VCP COURSE, PRACTICE LABS & EXAM

The VMware Data Center Virtualization (6.5) Exam (2V0-622) tests candidates on their skills and abilities to install, configure, and manage vCenter Server, ESXi hosts, and virtual machines using the appropriate VMware tools. Successful candidates demonstrate mastery of these skills and abilities.

Students should be able to perform maintenance tasks with the command line, install and configure a workstation, and be able to configure a basic network. This course includes an exam voucher for the VMWare exam!

This course also includes 4 Practice Labs! The Practice Labs included are: VMware Certified Professional vSphere 5, Data Center Virtualization, Cloud & Desktop.

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

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

For more information, contact Kelli Harrison at 225-578-3209 or kharrison@outreach.lsu.edu.
Microsoft Technical Courses & Certifications

SQL SERVER 2016 DATABASE DEVELOPMENT CERTIFICATE PROGRAM

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 professionals 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.

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**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 manager your SQL code and scripts

**Course Code:** CMSQD  
**Fee:** $995  
**CEUs:** 1.8

**Section:** Jan. 22–24; Tue.–Thu.; 8:30 A.M.–3:30 P.M. (3 mtgs.)

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**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 using .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:** Feb. 25–27; 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: Mar. 25–26; Mon.–Tue.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

MICROSOFT SQL SERVER 2016 INTEGRATION SERVICES

This course will enable technology professionals with little or no ETL experience to be 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: Jan. 14–16; 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: Apr. 15–17; 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 and unbound parameters
- 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: CMBID Fee: $795 CEUs: 1.4

Section: May 20–21; Mon.–Tue.; 8:30 A.M.–4:30 P.M. (2 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 20–21; Mon.–Tue.; 8:30 A.M.–4:30 P.M. (2 mtgs.)
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: $1,799 CEUs: 4.0

Section: Feb. 4–Feb 8; Mon.—Fri.; 8:00 A.M.—5:00 P.M. (5 mtgs.; LSU)
Section: Apr. 8–Apr 12; Mon.—Fri.; 8:00 A.M.—5:00 P.M. (5 mtgs.; LSU)
Section: May 6–May 10; Mon.—Fri.; 8:00 A.M.—5:00 P.M. (5 mtgs.; Slidell, LA)
Section: June 3–June 7; Mon.—Fri.; 8:00 A.M.—5:00 P.M. (5 mtgs.; LSU)

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.
To register or for information call 225-578-2500

Recent COSS Participants Include:

- AEP River Operations
- Albemarle Corp.
- Atlantic Scaffolding
- BASF Corp.
- Bayou Companies
- Bengal Transportation Services
- Bertucci Contracting Corp.
- Blue Water Constructors
- Brown-Eagle Contract Services
- CB&I
- Cajun Deep Foundations
- Cajun Industries
- Cajun Valve Services
- Cheramie Marine
- Chevron
- Cleco Corp.
- Crest Industries
- Cytec Industries
- Deepwater Specialists Inc.
- DEMCO
- Diversified Well Logging
- Durr Heavy Construction
- Entergy
- Excel Group
- Expro Americas
- ExxonMobil
- Fire Tech Systems
- Freedom Oilfield Services
- The Gray Insurance Co.
- Gulfstream Services
- Halliburton
- Honeywell International
- Industrial Safety Solutions
- Industrial Specialty Contractors
- International Offshore Services
- ISC Constructors
- Kinder Morgan
- Louisiana Rehabilitation Services
- Louisiana Natural Gas Service
- Louisiana Risk Management
- Malone Allstar Electric
- MAPP Construction
- McDermott
- Motiva Enterprises
- Nalco Co.
- New Orleans Public Belt Railroad
- NuStar Energy
- PEC Safety
- Performance Contractors
- Proctor & Gamble
- PS Safety & Risk Management
- Rope Access Technology
- Rowan Companies
- RoyOMartin Lumber Co
- Safety By Design Consultant Services
- Safety Environmental & Operational Training
- Shell
- Southern Electric Corp.
- Stratos Offshore Services Co.
- Stupp Corp.
- Superior Service Co.
- TESCO
- Tetra Offshore Service
- TNT Crane and Rigging
- Total Safety
- Trane
- Transocean Offshore
- Turner Industries
- U.S. Naval Sea Systems Command
- Universal-Sodexho
- VersaTech Automation Services
- Wechem Inc.
- Weeks Marine
- Zen-Noh Grain Corp.

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
- Exploring 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: $1999    CEUs: 4.0
Section: Mar. 18–22; Mon.–Fri.; 8:00 A.M.–5:00 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 the importance of utilizing leading indicators as well as lagging indicators in evaluating your safety system’s success.
• Become familiar with self-inspection checklists and OSHA audit forms that will help you evaluate your organization’s safety system’s strengths and weaknesses.

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.

• Explore accident causation theories.
• Identify sources and types of risk.
• Learn to analyze measure and manage your organization’s risks using computer-based tools designed to measure risk and budget for safety.
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 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.

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 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: 2.0

Section: Feb. 18–20; Mon.–Tue.; 8:00 A.M.–5:00 P.M.; Wed.; 8:00 A.M.–12:00 P.M. (3 mtgs.; LSU)
Section: Mar. 11–13; Mon.–Tue.; 8:00 A.M.–5:00 P.M.; Wed.; 8:00 A.M.–12:00 P.M. (3 mtgs.; LSU-Alexandria)
Section: May 13–15; Mon.–Tue.; 8:00 A.M.–12:00 P.M. (3 mtgs.; LSU)

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

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 44)
  CompTIA Certification Courses & Exams (Online) (Page 44)
  Microsoft Project 2013 Course & Exam (Online) (Page 44)
  Notary Public Preparatory Course (Live Online) (Page 60)
  Project Management Professional® Exam Prep Course (Online) (Page 29)
  Six Sigma Certification Prep Courses & Exams (Online) (Page 30)
  VMware Certified Professional Course & Exam (Online) (Page 44)

Visit our website at www.outreach.lsu.edu/Professional/Test-Preparation for the most up-to-date information including course content and registration information.
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.

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.

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 2019</th>
<th>May 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asbestos Contractor/Supervisor Refresher</td>
<td>22</td>
<td>20</td>
</tr>
<tr>
<td>Asbestos Inspection and Assessment Refresher (4 hrs.)</td>
<td>23</td>
<td>21</td>
</tr>
<tr>
<td>Asbestos Management Planner/Inspector Refresher (8 hrs.)</td>
<td>23</td>
<td>21</td>
</tr>
<tr>
<td>Asbestos Project Designer Refresher (8 hrs.)</td>
<td>24</td>
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</tr>
</tbody>
</table>

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: Feb. 18–22; 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; Tue.; 8 A.M.–5 P.M. (1mtg.)
Section: May 20; Mon.; 8 A.M.–5 P.M (1mtg.)
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: Mar. 25–27; 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; Wed.; 8 A.M.–12 P.M. (1mtg.)
Section: May 21; Tue.; 8 A.M.–12 P.M. (1mtg.)

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. 15–16; Mon.–Tue.; 8 A.M.–5 P.M. (2 mtgs.)

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: EAPDB  Fee: $595  CEUs: 2.4
Section: June 17–19; Mon.–Wed.; 8 A.M.–5 P.M. (3 mtgs.)

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
Section: Jan. 24; Thu.; 8 A.M.–5 P.M. (1mtg.)
To register or for information call 225-578-2500

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 13)
- Business Communication Certificate (Page 3)
- Business Project Management Certificate (Page 9)
- Desktop Applications Specialist Certificate (Page 35)
- Graphic Design Certificate (Page 40)
- Human Resource Management Certificate (Page 16)
- Management & Leadership Certificate (Page 19)
- Occupational Safety Managers (COSM) (Page 50)
- Online Business Project Management Certificate (Page 9)
- Operations Management Certificate (Page 26)
- Paralegal Studies Certificate (Page 57)
- Purchasing & Supply Management Certificate (Page 14)
- SQL Server 2016 Certificates (Page 45)

ASBESTOS DESIGNATED PERSON TRAINING – 8 HRS.

This course is designed to meet the training requirements under the OSHA Construction Standard for Asbestos for persons who conduct Class III activities and also meet the requirements for designated persons who maintain management plans for schools and state buildings as required by the Louisiana “Asbestos in Schools and State Buildings Rule.”

Course Code: EADPA  CEUs: 0.8

ASBESTOS DESIGNATED PERSON AND OPERATIONS AND MAINTENANCE TRAINING – 16 HRS.

This course is designed to meet the training requirements for 1) persons conducting asbestos maintenance activities and, 2) persons designated to maintain the asbestos management plan. Topics meet the requirements of AHERA and the Louisiana “Asbestos in Schools and State Buildings Rule” for school maintenance employees who disturb asbestos in amounts less that three square or three linear feet. These also meet training requirements under the OSHA Construction Standard for Asbestos for persons who conduct Class III activities. Additional topics covered meet the requirements for designated persons who maintain school management plans. Hands-on instruction is included.

Course Code: EADPB  CEUs: 1.6

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 ABATEMENT WORKER REFRESHER – 8 HRS.

Required to maintain state accreditation as an asbestos abatement worker.

Course Code: EAWTR  CEUs: 0.8

Scheduled upon request. On-site training available. Call 225-578-0287 for information and pricing.
PARALEGAL STUDIES PROGRAM

LSU PARALEGAL STUDIES CERTIFICATE PROGRAM
Approved by the American Bar Association

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.

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

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

LSU Paralegal Studies Program Advisory Committee Members

A. Brock Avery
State of Louisiana, Division of Administrative Law
(Administrative Law Judge, Public Sector)

Debra Desadier
(President, Baton Rouge Paralegal Association)

Ann K. Gregorie
(Director, Baton Rouge Bar Association)

Katrina Gwin
Bienvenu, Bonnecaze, Foco, Viator & Holinga, APLLC
(Paralegal, Private Sector)

Noel Steffes Melancon
Attorney, Steffes, Vingiello & McKenzie, LLC
(Faculty Representative)

James Bradford Peters
LSU Paralegal Studies Program
(Student Representative)

Wendy Ross
Taylor, Porter, Brooks & Phillips, LLP
(Paralegal, Private Sector)

Frankie Snyder, CLA
Spirit of Cheyenne
(Citizen Representative)

Melinda Stallings
Melinda Stallings International
(Citizen Representative)

Julie White
Schiff, Scheckman & White, LLP
(Attorney, Private Sector)
Spring/Summer 2019 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: $525
Section: Jan. 14–May 6; Mon.; 6–8:30 P.M.
Section: June 3–July 22; Mon. & Thu.; 6–8:30 PM

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 provide 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. This course includes Westlaw access for students for the duration of their time in the paralegal program after passing this course.

Course Code: LCRES Fee: $625
Section: Jan. 15–Apr. 30; 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: $525
Section: Jan. 16–May 1; 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: $525
Section: Jan. 17–May 2; 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: $525
Section: Jan. 16–May 1; 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: $100
Section: Feb. 11; Mon.; 8 A.M.–12 P.M. (1 mtg.)
Section: Mar. 11; 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:** $525

**Section:**  
Jan. 14; Mon.; 1:30–2:30 P.M.

**Section:**  
June 3; 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.

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**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 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:** $150

**ONLINE Section:**  
Feb. 22–Mar. 22 (Students must register by February 13 and will have one month of online access to complete the course)

**ONLINE Section:**  
June 21–July 19 (Register by June 12)
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. 15; Tue.; 8:30 A.M.–3:30 P.M. (1 mtg.)
Section: June 3; Mon.; 8:30 A.M.–3:30 P.M. (1 mtg.)

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 1 (Louisiana), LSU Paralegal Studies Program certificate, or equivalent.

Course Code: LCFED  Fee: $525.00
Section: Jan. 14–May 6; Mon.; 6–8:30 P.M.

EMPLOYMENT LAW
This course will provide the student with an understanding of current legal issues in the area of employer/employee relations. Emphasis is placed on both federal and state regulations applicable to employment law. The use of current events is emphasized to reinforce areas covered in the course materials and lectures.

Course Code: LCEMP  Fee: $525.00
Section: Jan. 15–Apr. 30; Tue.; 6–8:30 P.M.

LAW OFFICE TECHNOLOGY
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.

Upon successful completion of this course, students will receive a Legal Technology Certificate from the National Society for Legal Technology.

Prerequisites: Basic understanding of Windows and keyboarding skills.

Course Code: LCLOT  Fee: $625
Section: Jan. 16–May 1; Wed.; 3:30–5:30 P.M.

CRIMINAL LAW
The purpose of this course is to understand both criminal law and criminal procedure. The elements of a crime and specific examples of crimes will be discussed. Students will also learn about defenses to crimes and various procedural tools which affect criminal law.

Course Code: LCCRM  Fee: $525
Section: Jan. 17–May 2; Thu.; 6–8:30 PM

MASTERING DIGITAL EVIDENCE AND ELECTRONIC TRIAL PRESENTATION
This course will provide paralegals with a comprehensive understanding of electronically stored information (ESI) with the use of software programs, such as Relativity, and the discovery of such (e-Discovery); as well as the skills necessary to present digital evidence during trial. Specific focus will be given to different methods of information storage; various file formats of ESI and why those matter in litigation; best practices surrounding the identification, preservation and collection of electronic evidence; workflow considerations regarding document review and trial preparation; a review of leading case law/statutory law relative to e-Discovery; and ethical considerations that paralegals should be aware of in order to be a valued member of their legal team. Additionally, students will be taught to prepare evidence for trial and present that evidence electronically using a variety of software programs. Trial Director software will be used in this class along with other presentation software. You must have excellent computer skills to register for this course. (A student who has previously taken Trial Presentation should not register for this course.)

Course Code: LCMDE  Fee: $625.00
Section: June 3–July 22; Mon. & Thu.; 6–8:30 PM
LOCATION 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 a.m. to 10 p.m., Monday through Friday. Pleasant Hall (#22 on map) has a metered lot adjacent to the building.
2. Metered parking is also available at the Union Square Parking Garage, behind the LSU Bookstore (# 26 on map; enter from East Campus Dr.). Pay stations are located on all floors near the exits.

The LSU Parking Visitor Services Office is located in the Union Square Parking Garage (#25). It is open Monday through Friday, from 7 a.m. to 5 p.m., and can provide parking information and campus maps.

LSU Parking Visitor Services Office: 225-578-5030
LSU Digital & Continuing Education: 225-578-2500

Getting to the LSU Campus
From I-10, take the Dalrymple Drive exit. Turn right (south) at the bottom of the ramp and follow Dalrymple onto campus. The third traffic signal is Highland Road. If your course is in Pleasant Hall, after you cross Highland, turn right immediately into the Welcome Center parking lot. Pleasant Hall is the large building behind the parking area. Other metered parking areas are indicated on the map below.
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 Digital & 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 December 24-January 1, January 21, March 5, April 19 and July 4. 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.
REGISTRATION FORM

Participant Information

Name _________________________________________________________________________________

Company Name  _______________________________ Position/Title _______________________________

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

Address  __________________________________________________   Apt.# _______________________

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) ______________________________________________________

3 EASY WAYS TO REGISTER!

1 Online Registration
www.outreach.lsu.edu

2 Phone Registration
225-578-2500

3 Fax Registration
225-578-3090

Louisiana State University  •  Digital and Continuing Education  •  1225 Pleasant Hall  •  Baton Rouge, LA 70803

TOTAL

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

**LSU Digital & Continuing Education**
LSU 2025:
LEADING LOUISIANA
IMPACTING THE WORLD

REGISTER ONLINE AT
OUTREACH.LSU.EDU

OR CALL 225.578.2500

Photos by Eddy Perez, LSU Division of Strategic Communications