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PROFESSIONAL DEVELOPMENT

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COURSE SCHEDULE
SPRING 2015
JANUARY-JUNE
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We are committed to building and supporting successful partnerships and alliances.

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

- University Professional & Continuing Education Association (UPCEA)
- Association for Continuing Higher Education (ACHE)
- Online Learning Consortium (OLC)
- Louisiana Association for Continuing Higher Education (LACHE)
- Online Higher Education Collaborative (OHESC)
- American Society for Training & Development (ASTD)
- Electronic Campus of the Southern Regional Education Board (EC)
- Association for Distance Education and Independent Learning (ADEIL)
- Continuing and Online Education Forum (COEF)

Custom & On-Site Programs That Make a Difference

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

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

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

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

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

– Dianne Toledo, Training Coordinator, Turner Industries
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Tools for Changing Times!

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

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

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

LSU Certificate Programs

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

Continuing Education Units (CEU)

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

What’s new in Professional Development

Business & Management:
• Social Media Certificate (Page 4)
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Some of our most popular programs include:
• Business Communication Program (Page 3)
• Business Project Management Program (Page 9)
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• Purchasing & Supply Management Program (Page 14)
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• Microsoft Office (Page 33)
• Web Design / Web Development Program (Page 37)
• .NET Programming Certificate (Page 41)
• Certified Occupational Safety Specialist Program (Page 53)
• Paralegal Studies Program (Page 60)
• Notary Public Preparatory Course (Page 64)
LSU’s Business Communication Certificate Program is designed to provide all professionals with the skills needed to become effective communicators in their companies or organizations. Participants will develop and enhance their written, verbal, and cross-cultural communication skills and presentation techniques, to ensure success in any environment. To earn a Business Communication Certificate, participants must complete the following five (5) courses.

1. Business Communication
2. Public Speaking: Personal & Professional
3. Interpersonal Success in the Workplace
4. Strategic Communication
5. Choose one elective:
   - Technical Writing for Busy Professionals
   - Successful Grant Writing
   - Mastering PowerPoint 2013
   - 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, Shannon Carlson at 225-578-6672 or scarson@outreach.lsu.edu.

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**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:** $355  
**CEUs:** 0.6

**Section:** Feb. 26; Thu.; 8:30 A.M.-4 P.M. (1 mtg.)

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**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

**Course Code:** PBPCD  
**Fee:** $355  
**CEUs:** 0.6

**Section:** Mar. 24; Tue.; 8:30 A.M.-4 P.M. (1 mtg.)

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**Technical Writing for Busy Professionals**

Do you spend a considerable amount of your workday writing? Most of us do, yet when it comes to writing reports, procedures, letters or interoffice communication, too many harried professionals do not allow their computer to carry the communications burden these machines were designed to do. This course will teach you how to use your personal computer to manage your writing duties.

**Topics include:**

- Analyzing your audience.
- Creating a document template.
- Conducting a writing inventory.
- Designing more effective documents.
- Devising a document checklist.

**Course Code:** PBCBA  
**Fee:** $355  
**CEUs:** 0.6

**Section:** Apr. 14; Tue.; 8:30 A.M.-4 P.M. (1 mtg.)
NEW! 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, SPHR, Melinda Stallings International
Course Code: PBCBF Fee: $355 CEUs: 0.6
Section: May 12; Tue.; 8:30 A.M.-4 P.M. (1 mtg.)

NEW! Social Media Certificate Program

LSU’s Social Media Certificate Program is designed to provide participants with the insights and skills needed to expertly navigate and communicate via social media outlets on behalf of a variety of organizations, including non-profits and businesses. Progressively building on each other, these courses offer practical hands-on exercises based on best-practice principles. The Social Media Certificate Program focuses on customer engagement and branding, taking social media usage far beyond selfies and equipping participants with finely sharpened tools to deliver high-level results of digital marketing efforts to internal audiences.

These courses are ideal for those interested in advancing existing social media skills for business, personal branding, and philanthropic work. In addition, skills gathered in LSU’s Social Media Certificate Program benefit those looking to enhance existing techniques and career, build a better business, and/or increase sales and marketing edge.

The information is relevant for:
Small Business Owners, Executives, Educators, Marketing Professionals, Artists, Graphic Designers, Web Designers, Developers and Content Coordinators, and Sales, Public Relations, Communications, Management and Human Resources Professionals.

Instructors: The courses are led by multiple social media professionals with experience in a wide variety of industries.

Rebekah Johnson has been in public relations for 15 years, with emphases in digital marketing, internal and external communications. With experience in not-for-profit, government agencies and international corporations spanning several industries, she has been involved in the Public Relations Associations of Louisiana and Mississippi, Women in Media of Baton Rouge and the Baton Rouge Social Media Association. Rebekah has actively volunteered with a number of non-profits and service organizations, including Forum 35 and the Junior League of Jackson, Mississippi.

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.

To earn a Social Media Certificate, participants must complete the following seven (7) courses:
1. Introduction to Social Media Marketing
2. Creating a Social Media Marketing Strategy
3. Social Media Marketing in Action
4. Social Media Metrics & Measurement
5. Social Media as a Customer Relationship Tool
6. Social Media Marketing Campaigns in the Real World
7. Choose one elective from the following:
   - Technical Writing for Busy Professionals (Page 3)
   - Web Design Basics (Page 38)
   - Photoshop CS6 Essentials (Page 39)
   - Illustrator CS6 Essentials (Page 39)
   - 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 Social Media Program, contact Shannon Carlson at 225-578-6672 or scarlson@outreach.lsu.edu.
Introduction to Social Media Marketing

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

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

Course Code: CASMD    Fee: $295    CEUs: 0.7
Section: Feb. 5; Thu.; 8:30 A.M.- 4:30 P.M. (1 mtg.)

Creating a Social Media Marketing Strategy

This one-day, hands-on course offers tools for developing a strategy to effectively market your organization through social media channels. This course presents a thorough coverage of marketing essentials for social media, including budgeting and how to develop a social media policy that is consistent with your company.

As a participant, you will explore:
- How to get started with your organizational social media strategy.
- Incorporating social media components into your marketing and communications budget for successful implementation and measurement.
- Why your business should have a social media policy and how to develop your company’s policy.
- Social media security issues and how your company can navigate them to protect employees and fans.
- Hands-on experience with drafting a social media policy for your organization.

Course Code: CASME    Fee: $295    CEUs: 0.7
Section: Mar. 3; Tue.; 8:30 A.M.- 4:30 P.M. (1 mtg.)

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

This one-day course puts marketing through social media in action, covering how to implement social media strategies, the importance of developing and delivering effective content, and the value of promoting various types of organizations in different ways, such as advertising and contests.

As a participant, you will explore:
- Executing your company’s social media strategy.
- Creating the correct type of content for your organization in alignment with your social media plan.
- How and why your business might benefit from advertising on social media channels.
- Social media contests, when to hold them, and the value of participating in them as an organization.
- Hands-on experience in creating the outline for a social media marketing campaign for your company.

Course Code: CASMF  Fee: $295  CEUs: 0.7
Section: Mar. 26; Thu.; 8:30 A.M.- 4:30 P.M. (1 mtg.)

Social Media Metrics & Measurement

This one-day workshop provides an advanced look at measuring social media campaigns and content, including how to effectively read, gather relevant information from, evaluate and deliver results about your organization’s social media analytics.

As a participant, you will explore:
- The reporting options that exist for social media metrics and how to determine which is best for your organization.
- The definition of Key Performance Indicators (KPIs), why they are important to social media measurement, and which ones are best suited to help measure your company’s social media marketing results.
- Tools and resources available to assist in gathering metrics for various social media channels.
- How to evaluate results of social media marketing and determine if the analytics show a positive or negative evaluation of your company’s efforts.
- What the Return on Investment (ROI) is for social media.
- How to determine your company’s Return on Investment (ROI) when marketing through social media channels.
- How to translate your organization’s social media analytics into a relevant report for a variety of internal audiences.
- Hands-on activity to help you determine which KPIs are best to measure your company’s social media efforts.

Course Code: CASMG  Fee: $295  CEUs: 0.7
Section: Apr. 16; Thu.; 8:30 A.M.- 4:30 P.M. (1 mtg.)

Social Media as a Customer Relationship Tool

In this one-day workshop, you will gather insight on the value of engaging with consumers and into how to best develop and maintain relationships with your customers through social media channels. The program includes best-practice responses to various types of social media comments and hands-on opportunity to align your organization’s social media marketing strategy with effective customer engagement in mind.

As a participant, you will explore:
- What “listening” means for businesses on social media channels, and the best ways for organizations to convey transparency through responses.
- How to apply your company’s customer service policy to social media outlets.
- What is customer engagement, why it is important, and how your organization can make customers feel valued when communicating on social media.
- Hands-on activity revising your company’s social media marketing strategy to include customer listening, customer service, and active engagement.

Course Code: CASMH  Fee: $295  CEUs: 0.7
Section: Apr. 30; Thu.; 8:30 A.M.- 4:30 P.M. (1 mtg.)

Social Media Marketing Campaigns in the Real World

In this advanced, one-day workshop, you will see examples of superior social media marketing campaigns and have the opportunity to analyze their components. Hear a guest speaker well-versed in social media management share real-life experiences.

As a participant, you will explore:
- World-class social media marketing campaigns from a variety of industries, and an analysis of their successes.
- Hear and speak with a guest presenter with social media campaign, content, strategy and measurement experience.
- Work with instructors and fellow students to refine the social media strategies developed throughout the previous courses.

Course Code: CASMR  Fee: $295  CEUs: 0.7
Section: May 14; Thu.; 8:30 A.M.- 4:30 P.M. (1 mtg.)
Grant Writing & Management

Successful Grant Writing

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

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

Major topics to be presented include:

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

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

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

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

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

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

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

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

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

Course Code: PBNG4  Fee: $395  CEUs: 1.2
Section: Mar. 25-26; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.; LSU)
Section: June 9-10; Tue.-Wed.; 8:30 A.M.-4 P.M.
(2 mtgs.; Northshore Harbor Center, Slidell, LA)
NEW! Grant Management

What do you do once you have been awarded grant funds for your project? This course will help participants develop a comprehensive understanding of the steps involved with managing a grant, from the date the award is announced to the date when final reporting is due to the funder. Presented data and interactive activities will outline how to successfully direct aspects of the grant to include: interactions with the funder, project organization, managing the funded project, documentation and record keeping, personnel management, project finances, events, evaluation, data collection and analysis, and sustainability.

Experienced grant managers, who are also grant writers will lead you to understand the principles and concepts necessary to productively lead the management of your grant, and funded project. Participants will be exposed to management techniques and project details that will greatly assist in the project management aspects of the grant award.

Major topics to be presented include:

• Grantor Expectations
  Gain in-depth insight into the mind of the funder. Learn how to effectively meet the needs of the funder, while meeting the goals of the funded project.

• Managing the Funded Project
  Learn what needs to be managed, determine proper regulatory information, identify the role of the project director, how to move forward in the event of project changes, and structuring day to day grant operations.

• Documentation and Record Keeping
  Develop an outline of what documents are necessary prior to the grant, during the grant, and after the grant. Learn about software and apps vital to proper record keeping.

• Personnel Management
  Increase knowledge of how to deal with volunteers and staff involved in the project. Learn how to get the most out of people through management or supervision techniques.

• Event and Component Direction
  Explore, and dissect the various elements of a potential grant award to include; project organization, professional development, and proposal fundamentals.

• Project Finances
  Learn the confines of the grant budget, what is expected from the funder and how do you meet your deliverables. Explore all aspects of budgetary requirements.

• Data Collection and Analysis
  Explain the principles and activities involved with the collection of data. Learn how to effectively analyze data to meet the reporting requirements of a grant. Examine best practices involved with stellar data collection, and analysis methods.

• Evaluations from A - Z
  Learn to define an evaluation, examine its purpose, and understand who is responsible for all of its elements and how to develop the evaluation plan.

• Sustainability
  Learn what a sustainability plan is and why it is critical to the success of the project and ongoing grant funding. Explore mechanisms to develop a plan of sustainability.

This seminar is ideal for:
Any manager or director from any organization or corporate entity interested in learning to successfully manage their grant award.

Key benefits of participation:
• Understand when/why an organization should begin grant management activities.
• Focus on effectively managing grant awards on a regional, statewide, and/or nationwide basis.
• Examine effective mechanisms to market grant award.
• Review focused information and methodology on the management of grants.
• Comprehend methodology that will improve grant management.
• Understand in-depth, practical usage of data research and collection for future grant reporting.
• Learn how to build effective grantor relationships.
• Discuss innovative tools to enhance evaluation techniques and plans.
• Realize the importance of grants in fund diversification.
• Introduce Internal Revenue updates where appropriate for budgets.
• Review various online data collection sites as well as methods for data collection.


Course Code: PGNGM  Fee: $495  CEUs: 1.2
Section: Apr. 28-29; Tue.-Wed.; 8:30 A.M.- 4 P.M. (2 mtgs.; LSU)

For more information, contact: Christie Englade at 225-578-1263 or cenglade@outreach.lsu.edu.
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
2. Techniques for Project Development
3. Estimation & Cost Benefit Analysis
4. Choose two electives from the following:
   - Project 2013: Creating & Managing Projects
   - Project Risk Management
   - Contract Writing & Implementation (Page 15)
   - Mastering Excel 2013 (Page 34)
   - Technical Writing for Busy Professionals (Page 3)
   - 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.

For more information on the Business Project Management Program, contact Shannon Carlson at 225-578-6672 or scarlson@outreach.lsu.edu.

### Essentials of Project Management

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

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

**Major topics to be presented include:**
- Improve productivity.
- Effectively organize projects.
- Understand the project life cycle.
- Master basic project management skills.
- Link realistic objectives to stakeholder needs.
- Establish dependable monitoring techniques.
- Estimate project costs.
- Agree on realistic time schedules.

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

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

**Instructor:** E. J. Smith, MBA
**Course Code:** PBMPD  **Fee:** $695  **CEUs:** 1.2  **PDUs:** 12
**Section:** Feb. 10-11; Tue.-Wed.; 8:30 A.M.-4 P.M. (2 mtgs.)
NEW! 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:
Based on the latest information provided by the Project Management Institute (PMI) and information contained in the Project Management Body of Knowledge (PMBOK), we will introduce the major areas of project development and management and investigate the areas of:

- **Project Scope:** articates 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, project analysts, consultants, trainers, human resource professionals, and others who want to enhance their project management skills.

Instructor: Paul Zimmerman, PMP

Prerequisite: Essentials of Project Management or equivalent knowledge.

Course Code: PBMPG Fee: $695 CEUs: 1.2 / PDUs: 12
Section: Mar. 25-26; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

Estimation & Cost Benefit Analysis

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

**Major topics to be presented include:**

- Structured planning.
- Examining historical data.
- Identifying discrepancies.
- Breakdown of tasks.
- Estimating each task.
- Documenting the results.

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

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

Instructor: Paul Zimmerman, PMP

Prerequisite: Essentials of Project Management or equivalent knowledge.

Course Code: PBMPF Fee: $695 CEUs: 1.2 / PDUs: 12
Section: Apr. 22-23; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

Project 2013: Creating & Managing Projects

This course is designed for individuals who will use Microsoft Project as a tool to assist them in managing projects. The two-day program teaches you how to keep track of project details and modify a project that is in progress. You will create tasks, organize these tasks in a work breakdown structure containing task relationships, create and assign resources, and finalize the project in order to implement the project plan. You will exchange project plan data with other applications, update project plans, create custom reports, and re-use project plan information.

- Create a project plan file and enter task information.
- Create a work breakdown structure by organizing tasks and setting up relationships.
- Finalize the project plan file.
- Exchange project plan data with other applications.
- Update a project plan.
- Create custom reports.
- Re-use existing project plan information.

Prerequisite: Essentials of Project Management or equivalent knowledge

Course Code: CDMP1 Fee: $695 CEUs: 1.2 / PDUs: 12
Section: May 20-21; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
NEW! Project Risk Management

Commercial Projects, regardless of scope, contain many uncertainties. With knowledge, awareness and application, risk can be anticipated, identified and controlled. This Project Risk Management course encompasses the understanding of the potentialities, both positive and negative, and the critical effect an event that occurs can influence a project’s success and impact on an organization. Therefore, managing risk, irrespective of your organization’s role as a Project Manager or recipient of the end product is critical for the financial strength and productivity anticipated.

In this course, participants will learn techniques integral in planning for risks, risk identification, proactive methodologies, and flexible contingency planning.

Major topics to be presented include:
- Risk Management Concepts
- Project Risk Management Basics
- Risk Planning
- Identifying Risks
- Qualitative Risk Analysis
- Quantitative Risk Analysis
- Project Risk Management Plans
- Response Planning
- Monitoring and Controlling Project Risk
- Project Risk Management Case Studies

This seminar is ideal for:
Senior Management, Risk Managers, Project Managers, Project Staff, Clients, Supply Chain Vendors, Subcontractors, Bankers, Financial Staff, Insurance Carriers and others whether your organization executes the project or incorporates the completed project into your operations.

Instructor: Andrew Kovacs, MBA, CWCP, has been involved in Risk Management, Safety and Workers Compensation since 1985. In addition to completing an MBA program with a concentration in Risk Management in 2006, he is CWCP (Certified Workers Compensation Professional) certified. His career includes a Fortune 500 Company administering Workers Compensation claims worldwide, Risk Management positions for a major Financial Institution in New Orleans, an Oilfield Service Company in Carencro, LA and as a Project Manager on the BP Oil Spill. A published author, his writings include Reverse Management and numerous articles on Safety, Risk Management, and Loss Control, and he has taught seminars for The American Institute of Banking, National Safety Council, and Tulane University.

Course Code: PBMPR Fee: $695 CEUs: 1.2 / PDUs: 12

Section: May 6-7; Wed.-Thur.; 8:30 A.M.-4 P.M. (2 mtgs.)
NEW! Quality Assurance

Quality Assurance Essentials – Managing Quality & Improving Processes

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

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

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

Course Code: PBQAA Fee: $395 CEUs: 0.6
Section: Mar. 12; Thu.; 8:30 A.M.-4 P.M. (1 mtg.)

Quality Tools for Improving Business Performance

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

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

Instructor: Victor Canada

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

For more information, contact Kandie Saucier at 225–578–1214 or ksaucier@outreach.lsu.edu.
Accounting/Finance

Accounting Specialist Certificate Program

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

1. Accounting Basics
2. Payroll Accounting
3. QuickBooks Pro 2014
4. Choose one elective from the following:
   - Tax Reporting for the Small Business
   - Mastering Excel 2013 (Page 34)
   - Business Communication (Page 3)
   - 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 Christie Englade at 225-578-1263 or cenglade@outreach.lsu.edu.

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

Course Code: PBFAA      Fee: $355      CEUs: 1.2
Section: May 19-20; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

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

Instructor: Julie Armentor Kennedy, CPA, LSU Department of Accounting
Course Code: PBFAC      Fee: $355      CEUs: 1.2
Section: Aug. 11-12; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

QuickBooks Pro 2014

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

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

Prerequisites: A basic understanding of the computer operating system you are using is recommended; Accounting Basics; Payroll Accounting; or equivalent knowledge.
Instructor: Julie Armentor Kennedy, CPA, LSU Department of Accounting
Course Code: CQQWP      Fee: $495      CEUs: 1.2
Section: July 14-15; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Tax Reporting for the Small Business

What tax reporting is a Louisiana small business responsible for each year? This one-day seminar teaches you how to prepare critical tax reports required for a small business. Various forms of tax reporting are taught including sole proprietorships, partnerships, S corporations and corporations. Examples and hands on exercises are integrated into the course which covers taxes that small businesses must deal with every year. Review record retention guidelines and learn which records you need to keep and how to retain them in an effective manner. Topics include:

- Income taxes
- Occupational taxes
- Ad valorem taxes
- Payroll taxes
- Sales taxes

Seminar Leader: Julie Armentor Kennedy, CPA, LSU Department of Accounting
Course Code: PBFAD      Fee: $355      CEUs: 0.6
Section: June 17; Wed.; 8:30 A.M.-3:30 P.M. (1 mtg.)
To register or for information call 225-578-2500

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, expediers, schedulers, and all management personnel who deal with supply management functions.

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

1. **Supply Management Essentials**
2. **Negotiation Strategies**
3. **Contract Writing & Implementation**
4. Choose two electives from the following:
   - Cost & Price Management—An Effective Tool

Essentials of Project Management (Page 9)
Business Communication (Page 3)
Technical Writing for Busy Professionals (Page 3)
Strategic Communication (Page 4)
Mastering Excel 2013 (Page 34)
Access 2013 (Page 35)
or approved elective

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

For more information on the Purchasing & Supply Management Program, contact Del Johnson 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. 6; 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. 20; Fri.; 8:30 A.M.-4 P.M. (1 mtg.)
Contract Writing & Implementation

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

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

Instructor: E. J. Smith, MBA

Course Code: PBFPB  Fee: $395  CEUs: 0.6
Section: Mar. 5; Thu.; 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: Apr. 17; Fri.; 8:30 A.M.-4 P.M. (1 mtg.)

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

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

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

CPSM Study Skill Section One
Foundation of Supply Management - 12 hrs.

Course Code: PBFP1  Fee: $495  CEUs: 1.2
Section: May 15-16; Fri. & Sat.; 8:30 A.M.-4 P.M. (2 mtgs.)

CPSM Study Skill Section Two
Effective Supply Management Performance - 12 hrs.

Course Code: PBFP2  Fee: $495  CEUs: 1.2
Section: To be offered in Fall 2015

CPSM Study Skill Section Three
Leadership in Supply Management - 12 hrs.

Course Code: PBFP3  Fee: $495  CEUs: 1.2
Section: May 1-2; Fri. & Sat.; 8:30 A.M.-4 P.M. (2 mtgs.)

Visit our website at www.outreach.lsu.edu for more information about this new professional study skill program or contact: Del Johnson at 225-578-0287 or djohnson@outreach.lsu.edu.
LSU Continuing Education is pleased to be an Approved Provider by the Human Resource Certification Institute (HRCI), a non-profit affiliate of the Society for Human Resource Management. LSU offers quality human resource management courses that qualify for HRCI credit hours for those professionals desiring continuing professional education to meet recertification requirements.

The following courses have been approved for recertification credit hours in the HRCI general credit category:

- The Practical & Legal Aspects of Staffing (Page 17)
- Employee Development & Total Rewards (Page 17)
- Employee Relations & Employment Law (Page 17)
- Fundamentals of Supervision (Page 21)
- Developing Your Managerial Effectiveness (Page 22)
- Interpersonal Success in the Workplace (Page 19)

For more information, contact Christie Englade at 225-578-1263 or cenglade@outreach.lsu.edu.

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

The HRM Certificate Program involves four 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.

Courses are open to all participants, not just those pursuing a certificate program. These non-degree programs consist of non-credit courses. To earn a Human Resource Management Certificate, participants must complete the following four courses:

- Fundamentals of Supervision (Page 21)
Human Resource Management Certificate Program (cont.)
(See also, Workplace Investigation Essentials, page 24)

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. 11-12; 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. 11-12; 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. 15-16; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information on the Human Resource Management Program, Christie Englade at 225-578-1263 or cenglade@outreach.lsu.edu.
Recent Participants Include:

- AllBrands
- Allen Canning Co.
- Alliance Safety Council
- All Star Automotive Group
- Associated Grocers
- Auger Services
- Bank of St. Francisville
- Baton Rouge Area Convention & Visitors Bureau
- Baton Rouge Bar Association
- Baton Rouge Clinic
- Bengal Transportation Services
- Billy Heroman’s Flowerland
- Blue Runner Foods
- Capital City Press
- Carter Chambers
- Chart Energy & Chemicals
- Cleco Corp.
- Colonial Pipeline Co.
- Corporate Retraining Educational Assistance
- Crosby Tugs
- Diamond B Construction Co.
- Detel Computer Solutions
- Edgen Murray
- Electronic Arts
- Entergy
- Evans Industries
- Evergreen Presbyterian Ministries
- Fibrebond Corp.
- Fidelity Bank
- Fugro Chance Inc.
- Graham Packaging Co.
- Guarantee Girls Cleaning Services
- Guaranty Bank
- Ineos
- Interior Exterior Building Supply
- James Construction Group
- JRP Construction
- Kornmeyer’s Furniture Co.
- Landmark Bank
- LIGO Livingston Observatory
- Lion Copolymer
- Louisiana House of Representatives
- Louisiana Lottery Corp.
- Lowe’s
- Maintenance Enterprises
- Moran Printing
- National Oilwell, AmClyde
- Olinde Hardware Supply Co.
- Orion Instruments
- Palisades Holdings
- PCS Nitrogen
- Placid Refining Co.
- Rickey Heroman’s Enterprises
- Rubicon Inc.
- Schering-Plough Animal Health Corp.
- Shell Chemical Co.
- SIF Consultants of La.
- SJB Group
- Target
- Teche Federal Bank
- Technaux Technology Services
- TJM Restaurant Management
- Turner Industries
- U.S. Bankruptcy Court
- Urban Restoration
- Weeks Marine
- Wilkinson Technologies
- YWCA

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

Program Leader: Melinda Stallings, MA, SPHR, Melinda Stallings

Course Code: PBHTT  Fee: $695  CEUs: 1.4

Section: Mar. 10-11; Wed.-Thu.; 8:30 A.M.-4:30 P.M. (2 mtgs.)

For more information, contact Kandie Saucier at 225-578-1214 or ksaucier@outreach.lsu.edu.
Business Skills Courses

Interpersonal Success in the Workplace

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

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

Major topics to be presented include:

- **Understanding Human Behavior and Improving Interpersonal Skills**—Learn about human needs and personality development, including the role of defense and coping mechanisms and how perceptual processes influence behavior.
- **Understanding the Role Attitudes Play in the Workplace**—Understand how attitudes affect job behavior and learn ways of managing attitudinal and generational differences.
- **Individual, Interpersonal and Group Dynamics Impacting Team Effectiveness**—Understand and learn to manage individual, interpersonal and group dynamics affecting team performance.
- **Personality Matters: Personality Characteristics that Impact Workplace Behavior**—Understand the role personality plays in influencing workplace behavior and how to work effectively with different types of people.

This seminar is ideal for:

- New or aspiring supervisors, sales and customer service personnel, and others who must interact with people regularly in their work.
- People who wish to prepare for working in groups and/or supervising others.

Key benefits of participation:

- Learn how human needs influence behavior and how personality develops.
- Understand how defense and coping behaviors affect relationships.
- Learn how attitudes affect workplace conduct and how to manage human differences.
- Develop insight into interpersonal and group dynamics and learn to manage group dynamics.
- Examine the role personality plays in workplace behavior and learn how to work with different kinds of people.

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

Course Code: PBMIS      Fee: $795      CEUs: 1.2

Section: May 5-6; Tue.-Wed.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information, contact: Christie Englade at 225-578-1263 or cenglade@outreach.lsu.edu.
Leadership, Management & Supervision

Management & Leadership Certificate Program

LSU’s Management & Leadership Certificate Program is the outgrowth of more than 45 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 starts with our flagship course, “Fundamentals of Supervision” (FOS), as the foundation for management success. After completing FOS, you will take our follow-up course “Developing Your Managerial Effectiveness” to expand and strengthen your fundamental competencies.

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

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

1. Fundamentals of Supervision (Page 21)
2. Developing your Managerial Effectiveness (Page 22)
3. Finance for Non-Financial Managers (Page 23)
4. Public Speaking: Personal & Professional (Page 3)
5. Choose one elective from the following:
   - Interpersonal Success in the Workplace (Page 19)
   - Essentials of Business Analysis (Page 25)
   - Essentials of Operations Management (Page 26)
   - Enhancing Organizational Performance (Page 27)
   - Safe Supervisor (Page 57)
   - Business Communication (Page 3)
   - Strategic Communication (Page 4)
   - Essentials of Project Management (Page 9)
   - Quality Assurance (Page 12)
   - The Practical & Legal Aspects of Staffing (Page 17)
   - Employee Development & Total Rewards (Page 17)
   - Employee Relations & Employment Law (Page 17)
   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 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: $1,195  CEUs: 1.8

Section: Mar. 2-4; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.)
Section: Apr. 20-22; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.)
Section: June 8-10; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.)

For more information, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.

Recent FOS Participants Include:

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

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

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

Major topics to be presented include:

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

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

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

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

This seminar is ideal for:

• Supervisors and managers, in general, as well as those who have participated in LSU’s Fundamentals of Supervision program.

• Supervisors and managers interested in developing their managerial potential and improving their effectiveness.

Key benefits of participation:

• Review motivational models and learn to diagnose motivation-related performance problems.

• Identify organizational policies and practices inhibiting motivation.

• Learn how to influence others.

• Understand the causes of interpersonal conflict on the job.

• Develop interpersonal skills and confidence in managing interpersonal conflicts.

• Learn how to provide feedback to others.

• Learn more about your own personality and behavior tendencies.

• Develop an awareness of successful and effective leadership styles and behaviors.

Seminar Leaders: 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.

Course Code: PBMME  Fee: $795  CEUs: 1.4

Section: Mar. 18-19; Wed.-Thu.; 8 A.M.—4:30 P.M. (2 mtgs.)
Section: June 3-4; Wed.-Thu.; 8 A.M.—4:30 P.M. (2 mtgs.)

For more information, contact Christie Englade at 225-578-1263 or cenglade@outreach.lsu.edu.
Finance for Non-Financial Managers

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

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

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

This seminar is ideal for:
- Supervisors, managers and past participants of Fundamentals of Supervision.
- Supervisors and managers interested in providing better data to back-up projects.

Key benefits of participation:
- Improve success and reduce risk of projects.
- Support decisions through data based on specific initiatives.

Seminar Leaders: Laura DeLaune, PhD, CPA, is the Assistant Department Chair of the Department of Accounting at Louisiana State University. She has been at LSU since 1996 and teaches financial accounting and auditing courses. Laura also teaches with LSU Continuing Education’s Professional Development and Independent and Distance Learning Programs. She earned her bachelor’s degree in accounting from The University of Alabama, her master’s degree in accounting from LSU, and her doctorate in human resource education from LSU. Her research interests are assessment, accounting education, and financial literacy. She is a licensed CPA in the state of Louisiana.

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

Course Code: PBMA Fee: $795 CEUs: 1.2
Section: Apr. 8-9; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

NEW! Enhancing Supervisory Performance (ESP)

Enhancing Supervisory Performance (ESP) is the newest course offered by LSU Continuing Education’s Management & Leadership Institute. Supervisors and managers are critical in driving the day-to-day practices that fulfill the mission of the organization. They are responsible for developing, engaging and leading others as well as facilitating change. As such, they must be effective communicators, problem-solvers and team leaders, and demonstrate exceptional interpersonal skills across multiple supervisory activities.

The goals of ESP are to explore the relevance of core competencies reflected in attitudes, values and emotional intelligence while addressing fundamental supervisory practices involved in communication, problem-solving, teamwork, time management, conflict management and change facilitation.

Major topics to be covered include:
- Personality, Emotional Intelligence and Values as Core Competencies
  Recognize how personality affects behavior in the workplace; Improve interpersonal sensitivity as a form of emotional intelligence; Understand how personal values impact supervisory conduct.
- Reducing Conflict while Navigating Change
  Review the origin and dynamics of conflict and organizational change; Learn to apply core competencies in conflict and change management situations.
- Supervisory Practices: Communication, Problem-Solving, Teamwork, and Time Management
  Explore the elements of effective communication and how to improve communication with others; Review the key elements of effective problem solving and integrate these practices into team management; Review the basics of effective and efficient time management, including a discussion of the most problematic time management issues in your workplace.
- Performance Appraisal and Management
  Understand the factors influencing job performance and the options to remedy poor performance; Review the legal and procedural steps involved in performance appraisal; Learn how to coach others to improve performance, manage careers and develop organizations.

This seminar is ideal for:
- Supervisors, managers and others who work in business settings.


Course Code: PBMSP Fee: $695 CEUs: 1.2
Section: Mar. 31-Apr. 1; Tue.-Wed.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information, contact: Kandie Saucier at 225-578-1214 or ksaucier@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 will provide participants with the knowledge and skill needed to conduct a complete, impartial and timely investigation into any type of employee relations incident.

Major topics to be covered include:

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

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

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

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

This seminar is ideal for:

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

**Seminar Leader:** Courtland M. Chaney, a licensed industrial/organizational (I-O) psychologist and certified Senior Professional in Human Resources (SPHR), served as an instructor in the Department of Management at Louisiana State University from 1983 until the
end of 2010. He has designed and conducted supervisory and management development programs for LSU Continuing Education since 1984. Courtland has worked as a consultant in the fields of I-O psychology, organizational development and change, and human resources management since 1984 under the business name of Human Resource Management Associates, Inc.

Course Code: PBHRI Fee: $695 CEUs: 1.2
Section: May 13-14; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information, contact Christie Englade at 225-578-1263 or cenglade@outreach.lsu.edu.

NEW! Essentials of Business Analysis

Essentials of Business Analysis, offered by LSU Continuing Education’s Management & Leadership Institute, is a course designed to teach key skills required to analyze a business. This interactive, two-day seminar is designed to deliver practical management training in the skills of business analysis, such as identifying business needs, gathering, filtering and prioritizing information, developing and presenting possible solutions and monitoring the effectiveness of those solutions. In the modern information age, the business analyst fulfills a key role on any business team in helping the organization manage the data available and make business decisions based on numbers and data rather than relying only on “gut feel”.

The program gives managers, analysts and other business professionals the opportunity to build their quantitative and interpersonal skills, as well as, add to their management expertise. A case study is utilized in the program to help illustrate the major principles and drive home the key skills.

Major topics to be presented include:

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

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

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

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

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

This seminar is ideal for:

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

Key benefits of participation:

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

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

Course Code: PBMBA Fee: $695 CEUs: 1.2
Section: Apr. 27-28; Mon.-Tue.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information, contact: Kandie Saucier at 225–578–1214 or ksaucier@outreach.lsu.edu.
NEW! Essentials of Operations Management

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

Major topics to be presented include:
• Process selection and design.
  • Understand how process selection and design affect process performance.
  • Learn how layout and workflow affect speed, quality, waste, and cost.
• Process analysis and improvement.
  • Learn how to use three key diagrams to analyze and improve processes.
  • Understand the basic process improvement methodology.
  • Use learning curve theory to improve performance.
  • Apply the Theory of Constraints to remove process bottlenecks.
  • Study how systems thinking helps avoid unintended consequences.
• Process and quality control.
  • Understand the principles of Total Quality Management (TQM).
  • Learn how to use Statistical Process Control to keep quality on target.
  • Develop and track Key Performance Indicators.
• Supply chain management.
  • Understand what an operations manager needs to know about supply chains.
  • Learn how to use Economic Order Quantity and Just In Time delivery to minimize inventory and waste.

Course Code: PBEOM  Fee: $795  CEUs: 1.2
Section: Mar. 17-18; Tue.-Wed.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information, contact: Kandie Saucier at 225–578–1214 or ksaucier@outreach.lsu.edu.

NEW! Operations Management Certificate Program

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:
1. Essentials of Operations Management (Page 26)
2. Enhancing Organizational Performance (Page 27)
3. Quality Assurance Essentials (Page 12)
4. Finance for Non-Financial Managers (Page 23)
5. Essentials of Project Management (Page 9)
6. Choose one elective from the following:
   • Quality Tools for Improving Business Performance (Page 12)
   • Supply Management Essentials (Page 14)
   • Fundamentals of Supervision (Page 21)
   • Essentials of Business Analysis (Page 25)
   • Business Communication (Page 3)
   • Technical Writing (Page 3)
   • Strategic Communication (Page 4)
   • Interpersonal Success in the Workplace (Page 19)
   • Techniques for Project Development (Page 10)
   • Project Risk Management (Page 11)
   • Cost & Price Management (Page 15)

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

For more information on the Operations Management Program, contact Kandie Saucier at 225–578–1214 or ksaucier@outreach.lsu.edu.
Enhancing Organizational Performance

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

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

Major topics to be presented include:
- **Organizational Performance**
  Understand how organizational performance is measured, why it matters, and how it can be improved.
- **Lean Thinking**
  What lean thinking is and how it can provide a framework for organizational improvement.
- **Tools for Creative Thinking**
  How creative thinking supports organizational performance improvement and how to stimulate and manage creative thinking.
- **Planning and Implementing Change**
  Measuring change readiness, planning change, understanding how people react to change, and successfully implementing change.

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

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

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

Course Code: PBEOP  Fee: $795  CEUs: 1.2
Section: Apr. 29-30; Wed.-Thu.; 8:30 A.M.-4 P.M. (2 mtgs.)

For more information, contact Kandie Saucier at 225-578-1214 or ksaucier@outreach.lsu.edu.
Online Courses & Certificate Programs
(See also, Notary Public Preparatory Online Course, page 64)

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

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

The Certificate integrates interactive exercises, case studies, video commentary and assessments to create a valuable and compelling learning experience and covers the following topics:

• The reasons why sustainability and corporate responsibilities have moved to the forefront.
• The connection between the environment and sustainability.
• The business case for an organization to embrace sustainable management.
• The role government regulation plays in sustainability efforts.
• Critiques and criticisms of corporate sustainability.
• How sustainable management principles can be applied to the workplace.
• How the Triple Bottom Line (TBL) concept and its three pillars of “People, Planet, and Profits” can be employed by organizations.
• Recognizing and implementing best practices for measuring sustainable management.

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

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

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

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

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

Estimated time to complete: 20-25 hours of online course work.
Fee: $599       CEUs: 2.5

PMP® Exam Prep Course (Fifth Edition)

This MindEdge online and self-paced twelve-module project management program builds successful project managers at all levels of the organization. It provides a comprehensive preparation for the PMP® certification exam including exam taking tips, twelve comprehensive module quizzes, and two full-length, 200-question practice exams covering the PMBOK® Guide areas of knowledge.

After completing this course, you’ll 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.
- Understand 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: 35-40 hours of online course work.
Fee: $699       PDUs: 35       CEUs: 3.5

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 ten 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 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

Estimated time to complete: 30-50 hrs of online course work.
Fee: $699       CFRE: 26       CEUs: 5.0
Project Management for Information Technology

This MindEdge online course focuses on how project management concepts can be applied to IT projects, as well as on project management issues that are unique to IT projects. It reviews the concepts, methodologies, and tools of project management as it relates to IT. You will also learn about fundamentals, such as integration management, scope, costing, quality, human resources, risk management, and procurement.

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

After completing this course, you'll be able to:

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

Estimated time to complete: 25-28 hours of online course work.
Fee: $499 PDU: 25 CEUs: 2.5

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

Custom & On-Site Programs

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The best formula for continuing education delivers quality training the way you want it. That means you choose what courses you need, you tell us to build a new course if the template doesn’t exist, and you decide when and where we teach it—at your place or another site.

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

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

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

OR

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

In the Greater New Orleans, Northshore, and Mississippi Gulf Coast regions, contact our area representative, Mark Stahl at 504-439-2001 or mstahl@outreach.lsu.edu.
Computer & Information Technology
Authorized Training

Computer Essentials

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IT Foundations

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Web Development, Page 37
Graphic Design, Page 40
Programming, Page 41
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A+, Page 45
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Security+, Page 46

Advanced Technical

IT Project Management, Page 30
Microsoft Windows 8, Page 47
SQL Server 2012 Database Development, Page 47
SQL Server 2012 Business Intelligence, Page 49
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 2013 (Page 33)
2. Mastering Word 2013 (Page 33)
3. Introduction to Excel 2013 (Page 34)
4. Mastering Excel 2013 (Page 34)
5. Choose two electives from list:
   - Access 2013: Introduction to Relational Database Design (Page 35)
   - Mastering Outlook 2013 (Page 35)
   - Mastering PowerPoint 2013 (Page 34)
   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 Christie Englade at 225-578-1263 or ceglade@outreach.lsu.edu.
Microsoft Office

Introduction to Word 2013

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. 21; Wed.; 8:30 A.M.-3:30 P.M. (1 mtg.)
Section: Mar. 18; Wed.; 8:30 A.M.-3:30 P.M. (1 mtg.)
Section: June 3; Wed.; 8:30 A.M.-3:30 P.M. (1 mtg.)

Mastering Word 2013

In the first course in this series, Introduction to Word 2013, 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 2013 or equivalent knowledge.

Course Code: CWMMMS  Fee: $295  CEUs: 1.2
Section: Mar. 4-5; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: May 5-6; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

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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.
Introduction to Excel 2013
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. 22; Thu.; 8:30 A.M.-3:30 P.M. (1 mtg.)
EVENING Section: Mar. 10 & 12; Tue. & Thu.; 6-9 P.M. (2 mtgs.)
Section: Apr. 14; Thu.; 8:30 A.M.-3:30 P.M. (1 mtg.)
Section: June 4; Thu.; 8:30 A.M.-3:30 P.M. (1 mtg.)

Mastering Excel 2013
This is a follow-up program to the Introduction to Excel 2013 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 2013 or equivalent knowledge.

Course Code: CSXMS Fee: $295 CEUs: 1.2
Section: Feb. 24-25; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: Mar. 24-25; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
EVENING Section: Apr. 21-30; Tue. & Thu.; 6-9 P.M. (4 mtgs.)
Section: May 12-13; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: June 23-24; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Microsoft Certified Application Specialist Program

The core Microsoft Office Specialist Certification Program credential has been upgraded to validate skills with the 2013 Microsoft Office system as well as the new Windows 8 operating system. The Application Specialist certification targets Information Workers and covers the most popular Microsoft Office applications such as Word 2013, PowerPoint 2013, Excel 2013, and Outlook 2013.

For more information on the upcoming Microsoft Certified Application Specialist program, contact Christie Engleade at 225-578-1263 or cenglade@outreach.lsu.edu.

Mastering Outlook 2013

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

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

Prerequisite: Introduction to Word 2013 or equivalent knowledge.

Course Code: CIMMS     Fee: $350     CEUs: 1.2
Section: Apr. 29-30; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Access 2013: Introduction to Relational Database Design

(See also, Database Development including Microsoft Office Access courses, page 43)

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: Jan. 26-27; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: Mar. 16-17; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: June 1-2; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

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

Office Word 2013
Office Excel 2013
Office Outlook 2013
Office PowerPoint 2013
Office Access 2013
Windows 8
Business Applications

QuickBooks Pro 2014
(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 sometime. Other topics include: Setting up a company; working with lists; creating invoices and processing payments; setting up inventory and customizing forms; creating graphs; and estimating time tracking and job costing.

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

Course Code: CQQWP  Fee: $495  CEUs: 1.2
Section: July 14-15; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Project 2013: Creating & Managing Projects
(See also, Business Project Management courses, page 9)

This course is designed for individuals who will use Microsoft Project as a tool to assist them in managing projects. The two-day program teaches you how to keep track of project details and modify a project that is in progress. You will create tasks, organize these tasks in a work breakdown structure containing task relationships, create and assign resources, and finalize the project in order to implement the project plan. You will exchange project plan data with other applications, update project plans, create custom reports, and re-use project plan information.

Prerequisite: A basic understanding of project management is recommended.

Course Code: CDMP1  Fee: $695  CEUs: 1.2 / PDUs: 12
Section: May 20-21; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

SharePoint Essentials
Microsoft Office SharePoint Server 2013 combines the familiar office tools with the latest technology to communicate over the Web in a single environment to share information no matter where you are. This course will help you to create a team site to facilitate collaboration among team members. Contributors or end users will learn to collaborate in an environment to create, manage and publish their work.

• Examine collaboration technology and Windows SharePoint Services 3.0 team sites.
• Work with lists and libraries.
• Communicate with team members.
• Work remotely with SharePoint content.
• Customize your SharePoint environment.
• Perform basic site administration.

Prerequisite: SharePoint Essentials or equivalent knowledge.

Course Code: CMSSP  Fee: $495  CEUs: 1.2
Section: Mar. 10-11; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

SharePoint Administration and Design
This course covers administration of sites you own and goes further into administering multiple sites and the SharePoint Services environment as a whole. You will learn to manage team sites as a site owner and as a SharePoint Services Administrator.

• Create a site collection and manage components.
• Manage basic site collection components.
• Manage lists, discussion board, and libraries.
• Manage site access permissions, WSS content and workflow.
• Manage security options in WSS.
• Manage site usage and perform site maintenance.

Prerequisite: SharePoint Essentials or equivalent knowledge.

Course Code: CMSSA  Fee: $495  CEUs: 1.2
Section: Apr. 7-8; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Web Design & Web Development

Web Design & Web Development Certificate Programs

(See also, Social Media Program, page 4)

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

Web Design Certificate Program

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

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

1. **Core Courses (Three Required)**
   - Web Design Basics
   - Mastering Web Design
   - Enhancing Web Design with Active Server Pages

2. **Elective (Choose Two)**
   - Flash CS6 Essentials
   - Photoshop CS6 Essentials
   - Edge Animate Essentials
   - Web-Based JavaScript & jQuery

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

For more information on the Web Design Certificate Program, contact Christie Englade at 225-578-1263 or cenglade@outreach.lsu.edu.

Web Development Certificate Program

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

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

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

1. **Core Courses (Three Required)**
   - Web Design Basics
   - Mastering Web Design
   - Enhancing Web Design with Active Server Pages

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

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

1. **Database Driven Web Development**
2. **Advanced Web Programming**

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

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

This course is suitable for anyone who has used a web browser, but is now looking to learn more about how the Internet and the Web works. This information is useful for anyone embarking on a technical career related to computers, as well as those who intend to use the Internet for business or commercial purposes.

- Learn to create web documents using HTML.
- Learn good HTML coding practices to create web pages that work and will continue to work in the ever-changing world of web development.
- Understand what HTML is, how it is used, and how it came to be.
- Learn how to use HTML tags and attributes.
- Use a text editor to set up both design and content structures of an HTML document.
- Create links to locations within a site and out to other sites on the Internet.
- Incorporate graphics into web pages as embedded images, links and backgrounds.
- Generate unordered, ordered and nested lists in HTML documents.
- Create forms to collect information from your web site users.

Course Code: CIGHA Fee: $395 CEUs: 1.2
Section: Jan. 21-22; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: Mar. 11-12; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: June 3-4; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Mastering Web Design

This course provides you with the tools to create HTML documents and well-formed code that conforms to the XHRML and HTML5 standard. You will learn how to use Cascading Style Sheets (CSS) to develop and design Web sites. Learn how to use all the features of the CSS-1 specification, and a few features of CSS-2 and 3. Understand how JavaScript is embedded into HTML documents. Explore browser workarounds and sound development principles along the way. Upon completion of this course, you will be able to identify style sheets of various types, customize styles, apply positioning properties, control background appearance, and create styles that break down gracefully.

Prerequisite: Web Design Basics or equivalent knowledge.

Course Code: CIGHM Fee: $395 CEUs: 1.2
Section: Feb. 11-12; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: Apr. 13-14; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: July 8-9; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Enhancing Web Design with Active Server Pages

This course introduces you to the powerful capabilities of Active Server Pages (ASP). ASP allows web designers to incorporate live database content into web pages, process form information and store it, and create search engines, chat rooms, and shopping carts. For the web designer with knowledge of HTML, CSS, and ASP, no web project is beyond reach.

Prerequisites: Web Design Basics; Mastering Web Design; or equivalent knowledge.

Course Code: CPASA Fee: $395 CEUs: 1.2
Section: May 18-19; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Flash CS6 Essentials

Adobe Flash is used for producing animated and interactive websites. In this course, you will gain experience with Flash tools and methods for working in Flash. You will build on this knowledge by using Flash to create animations that you can publish on the Web or as stand-alone files. In this course, you will use Flash to create dynamic applications that range from e-commerce shopping carts to online forms.

Course Code: CIGFL Fee: $395 CEUs: 1.2
Section: Feb. 18-19; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Photoshop CS6 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 re-size images. Learn to use layers and to apply layer effects and filters to create special effects, including lighting and texture effects. Additionally, you will use painting tools and blending modes to create shading effects. You will further your understanding of isolating image areas by creating and saving masks with specialized tools, commands, modes and layer elements. You will also learn to create and apply creative elements such as gradients, patterns and color overlays, and to save them along with effects in easy-to-apply layer styles. Upon completion of the course you will have a firm grasp on Photoshop concepts that are applicable to almost every facet of using the application, including web design, preparing photographic images for printing and illustration.

Course Code: CIGPS  Fee: $395  CEUs: 1.2
Section: Feb. 3-4; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: Apr. 27-28; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

NEW! Edge Animate Essentials
This course introduces you to the basics of creating web animations using Adobe Edge Animate. You will learn about web graphic formats and the use of Edge Animate to create CSS and Javascript based animations for websites.
• Create, preview and modify motion
• Create and manipulate images, HTML elements and effects
• Use symbols and nested animations to refine animations and add complexity
• Incorporate basic interactivity into animated elements
• Use embedded media
• Create advanced interactivity through programming constructs
• Publish your animations
• Responsive techniques for mobile delivery

Course Code: CIGEA  Fee: $395  CEUs: 1.2
Section: Apr. 15-16; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

NEW! Web-Based JavaScript & jQuery
JavaScript is the scripting language of the Web. Billions of websites are made dynamic, interactive, and highly usable using front-end UI effects and animations. The jQuery framework is used by more than half of the top websites in the world due to its ease of use, cross-browser compatibility, and large set of features. Participants will gain exposure to:
• Basic JavaScript and jQuery syntax and functions
• How to implement jQuery libraries and plug-ins
• Using jQuery UI elements to enhance user experience and usability
• Using AJAX to fetch data from the Web without reloading the page

This course is relevant for web designers and junior developers. Participants should have an understanding of HTML and CSS languages and techniques. Some knowledge of JavaScript is recommended but not required.

Course Code: CPJSQ  Fee: $395  CEUs: 1.2
Section: Mar. 18-19; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

InDesign CS6 Essentials
This course will familiarize you with print layout and design tools and features available to you in Adobe InDesign. You will learn to create eye-catching printed documents. You will set up documents, work with text and type styles, add color, work with tables, use transparency and other effects, and bring in graphics to your InDesign projects. You will use the advanced features in InDesign to create documents that are attractive and have the highest degree of perfection.

Course Code: CGPIN  Fee: $395  CEUs: 1.2
Section: Mar. 16-17; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: May 12-13; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Illustrator CS6 Essentials
Adobe Illustrator is a sophisticated graphics application that helps you to create complex and attractive designs with type effects. You will create logos, advertisements, and other illustrations with ease using this software. In this course, you will learn to use Illustrator by drawing and manipulating simple shapes to create logos. You will also combine text and graphics to create advertisements. You will learn to create complex illustrations, print documents without any errors or color mismatches and prepare illustrations for the Web. Create logos using simple shapes and custom paths.

Course Code: CGILL  Fee: $395  CEUs: 1.2
Section: Feb. 9-10; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: Apr. 22-23; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
NEW! Graphic Design Certificate Program

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

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

1. **Illustrator CS6 Essentials** (Page 39)
2. **Graphic Design Basics** (Page 40)
3. **Photoshop CS6 Essentials** (Page 39)
4. **InDesign CS6 Essentials** (Page 39)
5. **Elective (Choose One):**
   - **Flash CS6 Essentials** (Page 38)
   - **Edge Animate Essentials** (Page 39)
   - **Web Design Basics** (Page 38)

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

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

Graphic Design Basics

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

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

**Prerequisite:** Illustrator Essentials or equivalent knowledge.

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

**Section:** Mar. 24-25; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
**Section:** May 18-19; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Visit our website at [www.outreach.lsu.edu](http://www.outreach.lsu.edu) for the most up-to-date information including program dates and more detailed course descriptions.
Programming

.NET Programming Certificate Program

The Microsoft Windows operating system is the most used software in the world. For years, different development communities have used varying technologies to tap into the power of the Windows operating system. With the creation of .NET, Microsoft standardized the way Windows machines are programmed, using the .NET Framework.

In the programming track, you will learn one of the most popular programming languages in the world, Visual Basic .NET. Using this language, you will learn the fundamentals of programming, how to create Windows applications, and add data access code to your applications. After completing this track, you will understand how to program the most popular operating system using the most popular language as your tool.

To earn a .NET Programming Certificate, participants must complete the following four (4) courses:

1. Introduction to Programming using Visual Basic .NET
2. Object-Oriented Programming using Visual Studio .NET
3. Database Driven Web Development
4. Advanced Web Programming

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 .NET Programming Certificate Program, contact Del Johnson at 225-578-0287 or djohnson@outreach.lsu.edu.

Introduction to Programming using Visual Basic .NET

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

Course Code: CPVIP       Fee: $450       CEUs: 1.2
Section: Jan. 12-13; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: Mar. 16-17; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: June 8-9; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Object-Oriented Programming using Visual Studio .NET

This course introduces you to general principles underlying the practice of object-oriented programming. The concepts and principles in this course are presented in a generic manner, and as such are intended to prepare you for programming in virtually any object-oriented programming language. In this course, you learn how to work with the IDE Windows in Visual Studio .NET to create the different .NET project types. You will learn general programming concepts that provide a basis for object-oriented programming in many different languages.

Prerequisite: Introduction to Programming using Visual Basic .NET or equivalent knowledge.

Course Code: CPVOP       Fee: $595       CEUs: 1.8
Section: Apr. 6-8; Mon.-Wed; 8:30 A.M.-3:30 P.M. (3 mtgs.)
Enhancing Web Design with Active Server Pages

This course introduces you to the powerful capabilities of Active Server Pages (ASP). ASP allows web designers to incorporate live database content into web pages, process form information and store it, and create search engines, chat rooms, and shopping carts. For the web designer with knowledge of HTML, CSS, and ASP, no web project is beyond reach.

Prerequisites: Web Design Basics; Mastering Web Design; or equivalent knowledge.

Course Code: CPASA  Fee: $395  CEUs: 1.2
Section: May 18-19; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

NEW! Web Application Systems Integration Development

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

Prerequisites: Introduction to Programming using Visual Basic .NET; Object-Oriented Programming using Visual Studio .NET; or equivalent knowledge.

Course Code: CPASD  Fee: $595  CEUs: 1.8
Section: May 4-6; Mon.-Wed.; 8:30 A.M.-3:30 P.M. (3 mtgs.)

NEW! Database Driven Web Development

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

Prerequisite: Introduction to Programming using Visual Basic .NET or equivalent knowledge.

Course Code: CPASE  Fee: $595  CEUs: 1.8
Section: May 27-29; Wed.-Fri.; 8:30 A.M.-3:30 P.M. (3 mtgs.)

NEW! Advanced Web Programming

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

Prerequisites: Introduction to Programming using Visual Basic .NET; Database Driven Web Development; or equivalent knowledge.

Course Code: CPASF  Fee: $495  CEUs: 1.2
Section: June 16-17; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Database Development Certificate Program

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

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

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

1. Access 2013: Introduction to Relational Database Design (Page 43)
2. Access 2013: Database Application Development (Page 43)
3. Access 2013: Advanced Topics (Page 44) OR Structured Query Language (SQL) (Page 44)
4. Introduction to Programming using Visual Basic .NET (Page 41)
5. Database Driven Web Development (Page 42)

Please Note: Advanced Microsoft SQL Server 2012 Development (Page 48), may be substituted for the Microsoft Access 2013/SQL course requirements listed above.

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

For more information on the Database Development Certificate Program, contact Christie Englade at 225-578-1263 or cenglade@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.

Access 2013: 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: Jan. 26-27; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: Mar. 16-17; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: June 1-2; Mon.-Tue.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Access 2013: Database Application Development

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

Prerequisite: Access 2013: Introduction to Relational Database Design or equivalent knowledge.

Course Code: CDMAB    Fee: $495    CEUs: 1.2
Section: Apr. 15-16; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Section: June 9-10; Tue.-Wed.; 8:30 A.M.-3:30 P.M. (2 mtgs.)
Structured Query Language (SQL)

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

Prerequisites: Access 2013: Introduction to Relational Database Design; Access 2013: Database Application Development; or equivalent knowledge.

Course Code: CDSQL  Fee: $495  CEUs: 1.2

Section: May 6-7; Wed.-Thu.; 8:30 A.M.-3:30 P.M. (2 mtgs.)

Access 2013: Advanced Topics

In previous levels, you were introduced to the various features of Access 2013 that dealt with local database management. However, effective database management calls for mastering the advanced administrative and collaborative features of Access. In this course, you will exchange data with other applications, automate business processes by using VBA code, and secure and share databases.

Prerequisites: Access 2013: Introduction to Relational Database Design; Access 2013: Database Application Development; Structured Query Language (SQL); or equivalent knowledge.

Course Code: CDMAC  Fee: $495  CEUs: 1.2

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

Bring LSU to Your Workplace

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

For more information about course topics, pricing and scheduling, contact Lisa Verma at 225-578-4316 or lverma@outreach.lsu.edu.
LSU Continuing Education is pleased to be an academic partner with the **Computing Technology Industry Association (CompTIA)**. CompTIA certification programs are the recognized industry standards for foundation-level information technology (IT) skills. CompTIA vendor-neutral certification programs are known throughout the technology community as one of the best ways to break into the information technology field and build a solid career. Many companies preferentially hire people with certifications.

Already certified? Acquiring additional CompTIA certifications will add to your current credentials and pave the way to more lucrative and challenging positions. Top technology companies like Cisco, Hewlett Packard, IBM, Intel, Microsoft, and Novell use CompTIA certifications as electives or equivalents to their own certification tracks.

### CompTIA Certifications

**A+ Certification**

A+ Certification is a CompTIA-sponsored testing program that is backed by major computer hardware and software vendors, distributors, resellers and publications. A+ certification signifies that the certified individual possesses the knowledge and skills essential for a successful entry-level (6 months experience) computer service technician, as defined by experts from companies across the industry. Earning CompTIA A+ certification proves that a candidate has a broad base of knowledge and competency in core hardware and operating system technologies including installation, configuration, diagnosing, preventive maintenance, and basic networking. Two courses provide participants with the core hardware and operating systems concepts and skills that all computer service technicians should be able to demonstrate on the job.

#### A+ Essentials

This course provides the necessary competencies of an entry-level IT professional. You will learn the fundamentals of computer technology, networking and security, as well as the communication skills and professionalism now required of all entry-level IT professionals. It provides you with the necessary training to ensure proficiency in PC installation and skills and knowledge necessary to install, upgrade, repair, configure, troubleshoot, and perform preventive maintenance on personal computer hardware and operating systems. You will learn the principles of supporting desktop and portable computers and operating systems plus network and print devices and applications. This course prepares you for the CompTIA A+ Certification Essentials exam (220-701).

**Course Code:** CTAPC  
**Fee:** $1,195  
**CEUs:** 3.1  
**Section:** Feb. 9-13; Mon.-Thu.; 8:30 A.M.-4:30 P.M.; Fri.; 8:30 A.M.-11:30 A.M. (5 mtgs.)  
**Section:** June 15-19; Mon.-Thu.; 8:30 A.M.-4:30 P.M.; Fri.; 8:30 A.M.-11:30 A.M. (5 mtgs.)

#### A+ Practical Application

This “hands-on” course is the essential foundation for newcomers to PC support. You will learn how to support PC hardware and develop skills required to install, configure, upgrade, and maintain PC workstations, the Windows Operating System and SOHO networks. You will gain knowledge in utilizing troubleshooting techniques and tools to effectively and efficiently resolve PC, OS, and network connectivity issues and implement security practices. This course prepares you for the CompTIA A+ Certification Practical Application exam (220-702).

**Course Code:** CTAPF  
**Fee:** $895  
**CEUs:** 2.1  
**Section:** Mar. 2-4; Mon.-Wed.; 8:30 A.M.-4:30 P.M.; (3 mtgs.)
Network+ Certification

Network+

Network+ is a CompTIA, vendor-neutral certification that indicates technical competency in networking administration and support. Professionals holding the Network+ certification demonstrate critical knowledge of media and topologies, protocols and standards, network implementation and network support. The certification is aimed at individuals with nine months field experience in network administration and support. This exam covers a wide range of vendor and product-neutral networking technologies that can also serve as a prerequisite for vendor-specific IT certifications.

Prerequisite: A+ Certification or equivalent knowledge.

Course Code: CTNP1    Fee: $1,495    CEUs: 3.1

Section: Apr. 20-24; Mon.-Thu.; 8:30 A.M.-4:30 P.M.; Fri.; 8:30 A.M.-11:30 A.M. (5 mtgs.)

Security+ Certification

Security+

CompTIA Security+ validates knowledge of communication security, infrastructure security, cryptography, operational security, and general security concepts. After taking this course, participants will understand the field of network security and how it relates to other areas of information technology.

Prerequisite: A+ Certification or equivalent knowledge.

Course Code: CTYP1    Fee: $1,495    CEUs: 3.1

Section: May 18-22; Mon.-Thu.; 8:30 A.M.-4:30 P.M.; Fri.; 8:30 A.M.-11:30 A.M. (5 mtgs.)
Microsoft Technical Courses & Certifications

Installing, Configuring and Managing Windows 8

This course will teach you about computing environments that use Microsoft Windows 8 as a desktop operating system in an enterprise environment. You will learn to install, deploy, and upgrade to Windows 8, including ensuring hardware and software compatibility. Additionally, you will learn to configure pre-installation and post-installation system settings, Windows security features, network connectivity applications included with Windows 8, and mobile computing. You will also learn to maintain systems, including monitoring for and resolving performance and reliability issues. This course covers installing, upgrading, and migrating to Windows 8; configuring network connectivity, applications, and devices; implementing backup and recovery; configuring User Account Control (UAC), mobility options, and new features such as the Metro UI and File History.

• Compare features and capabilities in each edition of Windows 7.
• Configure and customize your system with advanced setup options.
• Set up a wired network and manage shared resources.
• Administer accounts, passwords, and logons—and help control access to resources.
• Configure Internet Explorer® 8 settings and security zones.
• Master security essentials to help protect against viruses, worms, and spyware.
• Troubleshoot errors and fine-tune performance.
• Automate routine maintenance with scripts and other tools.

Course Code: CMOSA  Fee: $995  CEUs: 1.8
Section: Feb. 18-20; Wed.-Fri.; 8:30 A.M.-3:30 P.M. (3 mtgs.)

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

LSU's SQL Server 2012 Database Development Certificate Program is designed to provide an intensive and comprehensive introduction to all essential aspects of Microsoft SQL Server technologies. The program focuses on teaching IT professionals the knowledge for implementing and maintaining a database with the tools and utilities available in SQL Server. It will also explore security, database performance issues, T-SQL, as well as data integration. This program will give IT professional the knowledge to implement and maintain a SQL Server database and to provide understanding of the capabilities and uses of its services.

To earn a SQL Server 2012 Certificate, participants must complete the following three (3) courses.

1. Introduction to Microsoft SQL Server 2012 Development
2. Advanced Microsoft SQL Server 2012 Development
3. Querying using Microsoft SQL Server 2012 T-SQL

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

For more information, contact: Del Johnson at 225-578-0287 or djohnson@outreach.lsu.edu.
Introduction to Microsoft SQL Server 2012 Development

In this course, you will learn about the components that make up the comprehensive SQL Server 2012 product and the various editions that Microsoft makes available, so that you can select the right one. You will learn about installation and upgrade issues, about some of the many configuration choices available to customize it to your needs and environment, as well as how to tweak it after installation. Then you will learn how to work with database objects and data, using Management Studio and other tools, as well as Transact SQL (T-SQL), the programming language of SQL server. The course finishes up with a comprehensive look at security, both to help you secure your server and data from unauthorized use as well as to avoid security hurdles as you administer and develop applications that use the server and its data.

• Understand the differences between the available editions of SQL Server 2012.
• Prepare for a SQL Server 2012 installation.
• Upgrade from an earlier version of SQL Server to SQL Server 2012.
• Configure the server after installation.
• Create a SQL Server database based on sound design principles.
• Build tables using the SQL Server Management Studio designers.
• Create constraints, triggers, and indexes.
• Create a Database Diagram to enforce referential integrity.
• Use Transact-SQL INSERT, UPDATE and DELETE statements.
• Apply transaction isolation levels to affect performance and concurrency.
• Configure and use SQL Server Management Studio (SSMS).
• Understand potential data threats and how SQL Server is designed to protect against them.

Course Code: CMSQD    Fee: $995    CEUs: 1.8
Section: Feb. 23-25; Mon.-Wed.; 8:30 A.M.-3:30 P.M. (3 mtgs.)

Advanced Microsoft SQL Server 2012 Development

In this course, you will learn about the advanced querying features that are available in SQL Server, how to use Visual Studio to manage and deploy database projects, and how SQL Server Business Intelligence Services can make data more accessible to users. SQL Server 2012 includes a rich set of tools that go beyond the basics of querying and manipulating data. You will learn how to take advantage of the user-friendly management console that integrates both authoring and administrative tasks. You will learn how to build effective views, stored procedures, triggers, and user-defined functions. You will learn how to use the Transact-SQL programming language for error handling and hierarchical queries, dealing with complex data structures and processes, how to make your databases more scalable through partitioning, and how to use .NET languages like Visual C# and Visual Basic to build database objects.

• Understand the differences between views, stored procedures, triggers, and user-defined functions.
• How to write and use stored procedures to provide a safe, controlled, efficient way to execute Transact-SQL code to access and update data and database objects.
• Explore the various types of user-defined functions and how to support reusable database code.
• Discover how transactions can protect the integrity of your data and ways to handle errors that occur when code executes.
• Learn why using .NET code, using either Visual C# or Visual Basic, in the database overcomes many Transact-SQL limitations, and how SQL Server protects itself from misbehaving code.
• Use advanced querying techniques for grouping aggregated data, executing multiple actions with the MERGE statement, and others.
• Understand the complex data types in SQL Server, such as for spatial and hierarchical data, and how they support complex data operations.
• How to partition data to store data in ways that improve the efficiency of queries.

Prerequisite: Introduction to Microsoft SQL Server 2012 Development or equivalent knowledge.

Course Code: CMSQE    Fee: $995    CEUs: 1.8
Section: Mar. 30-Apr. 1; Mon.-Wed.; 8:30 A.M.-3:30 P.M. (3 mtgs.)

Querying using Microsoft SQL Server 2012 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 and how to handle grouping sets.
• Write code that modifies data.
• Isolate inconsistent data and address deadlock and blocking scene.

Course Code: CMSQC    Fee: $795    CEUs: 1.4
Section: Apr. 20-21; Mon.-Tue.; 8:30 A.M.-4:30 P.M. (2 mtgs.)
SQL Server 2012 Business Intelligence Certificate Program

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

To earn a SQL Server 2012 Business Intelligence Certificate, participants must complete the following three (3) courses:

1. Microsoft SQL Server 2012 Integration Services
2. Microsoft SQL Server 2012 Analysis Services
3. Microsoft SQL Server 2012 Reporting Services

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

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

Microsoft SQL Server 2012 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 SQL Server 2005/2008 or 2012 and basic relational database concepts.

Course Code: CMBIA Fee: $995 CEUs: 2.1
Section: Feb. 2-4; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.)
Microsoft SQL Server 2012 Analysis Services

In this course, you will learn how to use Microsoft SQL Server 2012 Analysis Services (SSAS) to design and implement OnLine Analytical Processing (OLAP) cubes and data mining models 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 2012 developer the tools to build data cubes and forecasting solutions. This course also provides information on end-user tools including Excel, Visio 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 2013 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.
• 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 syntax for queries, functions and tasks.
• Learn data mining concepts and mining structure processing.
• 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 SQL Server 2005/2008 or 2012 and basic relational database concepts.

Course Code: CMBIB Fee: $995 CEUs: 2.1
Section: Apr. 27-29; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.)

Microsoft SQL Server 2012 Reporting Services

In this course, you will learn how to use SQL Server 2012 Reporting Services. Explore its basic architecture and gain a basic understanding of the components of SSRS 2012. 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 2010 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 Matrix reports for SSRS 2012.
• Deploy reports and use the report manager.
• Use SSRS Security, SSL and Data Source Security.
• Use Reporting Services APIs and Report Viewer Controls.
• Create a Web Service, a Web Service Subscription and Custom Assemblies.

Prerequisites: This course assumes no prior knowledge of SQL Server Reporting Services. It does assume prior knowledge of SQL Server 2005/2008 or 2012 and basic relational database concepts.

Course Code: CMBIC Fee: $995 CEUs: 2.1
Section: June 22-24; Mon.-Wed.; 8:30 A.M.-4:30 P.M. (3 mtgs.)
Engineering & Architecture
Certified Training

Engineering & Technology

- Professional Development Hours, Page 52
- Gulf South Rotating Machinery Symposium, Page 52

Sustainable Practices

- Sustainability Management, Page 28

Safety Management

- Certified Occupational Safety Specialist, Page 53
- Certificate for Occupational Safety Managers (COSM), Page 55
- Safe Supervisor, Page 57

Environmental Management

- Asbestos Management, Page 58
To register or for information call 225-578-2500

**Engineering & Technology**

Visit our website at [www.outreach.lsu.edu](http://www.outreach.lsu.edu) for the most up-to-date information including program dates and more detailed course descriptions.

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### 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)

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

Some of our most popular programs include:

- **Enhancing Organizational Performance** (Page 27)
- **Fundamentals of Supervision** (Page 21)
- **Developing Your Managerial Effectiveness** (Page 22)
- **Business & Technical Communication Courses** (Page 3)

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### 2015 Gulf South Rotating Machinery Symposium

**April 27-30, 2015**
Crowne Plaza Hotel Executive Center
*Baton Rouge, LA*

Mark your calendar for this annual industry event! In cooperation with LSU Continuing Education, this educational forum presents innovative ideas and cutting-edge technology for the rotating machinery, compression and oil and gas industry through short courses, technical training, exhibits and demonstrations. We hope you can join us as we bring together programs, presentations, as well as a tremendous networking opportunity!

**For more information, visit us at [www.gsrms.org](http://www.gsrms.org) or call 225-578-4853 or e-mail gsrms@outreach.lsu.edu.**
Safety Management

Certified Occupational Safety Specialist™

LSU Professional Development is proud of our partnership with the Alliance Safety Council and extend you the opportunity to attend the Certified Occupational Safety Specialist (COSS) program. This unique 40-hour program is designed to offer a comprehensive initiation into safety requirements and safety implementation. COSS graduates also receive the OSHA 10-Hour card of completion for Construction and General Industry, a $550 value.

The Certified Occupational Safety Specialist (COSS) program is a unique, curriculum-based training course designed by safety professionals and practitioners to prepare and equip workers with the core competencies of occupational safety and health. The COSS program is unique due to its focused, relevant and applicable content, concentrated learning activities, and the method by which graduates are certified. The curriculum-based format of the COSS program is more practical, efficient and appropriate than an exam-based certification. COSS is simply the most well-organized and successful means of educating and validating anyone responsible for the fundamental aspects of safety in their workplace. A Certified Occupational Safety Specialist is someone who desires, has or will have a position responsible for the safety and health of other people. That position is often responsible for ensuring that all applicable safety regulations and training requirements are in compliance; coordinates the implementation and maintenance of the safety plan and program; and, provides recommendations and support for the improvement of safety to management.

Benefits of achieving the Certified Occupational Safety Specialist 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.
- COSS graduates also receive the OSHA 10-Hour card of completion for Construction and General Industry, a $550 value.

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

Course Code: PSMOS  Fee: $1,699  CEUs: 4.0

Section: Feb. 2-6; Mon.-Fri.; 8 A.M.–5 P.M. (5 mtgs.; LSU)
Section: Mar. 9-13; Mon.-Fri.; 8 A.M.–5 P.M.
(5 mtgs.; Petroleum Club, Lafayette, LA)
Section: Apr. 13-17; Mon.-Fri.; 8 A.M.–5 P.M. (5 mtgs.; LSU)
Section: May 11-15; Mon.-Fri.; 8 A.M.–5 P.M.
(5 mtgs.; Northshore Harbor Center, Slidell, LA)
Section: July 27-31; Mon.-Fri.; 8 A.M.–5 P.M. (5 mtgs.; LSU)

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

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

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

Educational Benefits for Veterans

Qualified COSS Graduates are eligible for partial reimbursement through Veterans Affairs (VA). Effective January 1, 2008, active duty military personnel, veterans, and qualified family members who attend COSS may be eligible for partial reimbursement of the cost of the course. The VA may reimburse eligible COSS graduates up to $1,185 if they apply for education benefits within a year of taking the course. You may retroactively apply for reimbursement for a COSS course taken after January 1, 2008. Visit www.gibill.va.gov if you might qualify for reimbursement for a past or upcoming COSS course offering.

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

What Our Recent Graduates Are Saying

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

- Glenn Simoneaux, COSS Graduate

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

- Britton Cross, COSS Graduate
Recent COSS Participants Include:

- AEP River Operations
- Albemarle Corp.
- Atlantic Scaffolding
- Atmos Energy
- BASF Corp.
- Bercen
- Bertucci Contracting Corp.
- Brand Energy & Infrastructure
- BP
- Brown-Eagle Contract Services
- CB&I
- Cajun Valve Services
- Cecil Perry Improvements
- Cetco Oilfield Services Co.
- Ceramie Marine
- Chevron
- Cleco Corp.
- Crest Industries
- Crossover Inc.
- Cytec Industries
- Deepwater Specialists Inc.
- Delta Environmental
- DEMCO
- Ensco Offshore Co.
- Entergy
- Excel Group
- Expro Americas
- ExxonMobil
- Fairfield Industries
- Fire Tech Systems
- Freedom Oilfield Services
- Halliburton
- Industrial Safety Solutions
- Industrial Specialty Contractors
- International Offshore Services
- JB James Construction
- JX Nippon Chemical Texas
- Knight Oil Tools
- Louisiana Rehabilitation Services
- Louisiana Risk Management
- Louisiana Natural Gas Service
- MAPP Construction
- McDermott
- Michael J LeBlanc Construction
- Nalco Co.
- National Oilwell Varco
- Noble Energy
- NuStar Energy
- Performance Contractors
- Proctor & Gamble
- PS Safety & Risk Management
- Roofing Solutions
- Rope Access Technology
- Roy O. Martin Lumber Co.
- Safety & Training Consultants
- Safety By Design Consultant Services
- Safety Environmental & Operational Training
- Shell
- Stewart Construction
- Stolthaven New Orleans
- Stratos Offshore Services Co.
- Superior Service Co.
- Survival Systems International
- Teledyne Brown Engineering
- TESCO Corp.
- Total Safety
- Trane
- Transocean Offshore
- Turner Industries
- TWA Erectors
- Universal-Sodexho
- Valero
- VIH Cougar Helicopters
- Weatherford
- Wechem Inc.
- Weeks Marine
- Zen-Noh Grain Corp.

NEW! Certificate for Occupational Safety Managers™ (COSM)

LSU Professional Development in partnership with the Alliance Safety Council offers you the opportunity to attend the Certificate for Occupational Safety Managers (COSM) program. As safety professionals move along in their career path they are in need of training designed for a high-level safety manager. This advanced level safety program consists of five 8-hour courses. This 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. Courses may be taken as standalone seminars or in full to earn the COSM industry designation.

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

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

Participants must complete the following five (5) courses 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 courses (in no particular order) within a two-year time period
- Turn in all completed assignments
- Have a minimum of two (2) years of safety, health and environmental work experience

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 Occupational Safety Managers (COSM) Program, contact Jon DeRoche at 225-578-0403 or jderoche@outreach.lsu.edu.
Essentials of Safety Management

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

Course Code: PSMMA  Fee: $379  CEUs: 0.8
Section: Mar. 9; Mon.; 8 A.M.-5 P.M. (1 mtg.)

Managing Risk & Safety Finances

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

Course Code: PSMMC  Fee: $379  CEUs: 0.8
Section: June 1; Mon.; 8 A.M.-5 P.M. (1 mtg.)

Injury Management, Incentives & Discipline

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

Course Code: PSMBB  Fee: $379  CEUs: 0.8
Section: Mar. 10; Tue.; 8 A.M.-5 P.M. (1 mtg.)
• 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

**Course Code:** PSMME  
**Fee:** $379  
**CEUs:** 0.8

**Section:** June 2; Tue.; 8 A.M.-5 P.M. (1 mtg.)

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**Communicating the Safety Message**

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’

**Course Code:** PSMMD  
**Fee:** $379  
**CEUs:** 0.8

**Section:** June 3; Wed.; 8 A.M.-5 P.M. (1 mtg.)

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**Safe Supervisor**

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

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

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

**Course Code:** PSMSS  
**Fee:** $525  
**CEUs:** 2.4

**Section:** Feb. 23-25; Mon.-Wed.; 8 A.M.-5 P.M. (3 mtgs.)
**Section:** May 18-20; Mon.-Wed.; 8 A.M.-5 P.M. (3 mtgs.)

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

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Visit our website at [www.outreach.lsu.edu](http://www.outreach.lsu.edu) for the most up-to-date information including program dates and more detailed course descriptions.
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.

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 2015</th>
<th>May 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asbestos Contractor/Supervisor Refresher</td>
<td>26</td>
<td>26</td>
</tr>
<tr>
<td>Asbestos Inspection and Assessment Refresher (4 hrs.)</td>
<td>27</td>
<td>27</td>
</tr>
<tr>
<td>Asbestos Management Planner/Inspector Refresher (8 hrs.)</td>
<td>27</td>
<td>27</td>
</tr>
<tr>
<td>Asbestos Project Designer Refresher</td>
<td>28</td>
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</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. 2-6; 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: $275  CEUs: 0.8
Section: Jan. 26; Mon.; 8 A.M.-5 P.M. (1 mtg.)
Section: May 26; Tue.; 8 A.M.-5 P.M. (1 mtg.)

Asbestos Inspection and Assessment – 24 hrs.

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

Course Code: EAINB  Fee: $595  CEUs: 2.4
Section: Mar. 30-Apr. 1; Mon.-Wed.; 8 A.M.-5 P.M. (3 mtgs.)

Contact Del Johnson for information and pricing at 225-578-0287 or djohnson@outreach.lsu.edu.
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: $155  CEUs: 0.4
Section: Jan. 27; Tue.; 8 A.M.-12 P.M. (1 mtg.)
Section: May 27; Wed.; 8 A.M.-12 P.M. (1 mtg.)

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

Prerequisite: Asbestos Inspection and Assessment

Course Code: EAMPB  Fee: $495  CEUs: 1.6
Section: Apr. 20-21; 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: EADPA  CEUs: 0.8
Section: Jan. 28; Wed.; 8 A.M.-5 P.M. (1 mtg.)

Asbestos Designated Person and Operations and Maintenance Training – 16 hrs.
This course is designed to meet the 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 management plans for schools and state buildings as required by the Louisiana “Asbestos in Schools and State Buildings Rule.”

Course Code: EADPB  CEUs: 1.6
Section: Jan. 11-13; Mon.-Wed.; 8 A.M.-5 P.M. (3 mtgs.)

Asbestos Designated Person Training – 8 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 than 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: EADPA  CEUs: 0.8

Asbestos Abatement Worker Refresher – 8 hrs.
This four-day course, recognized by both EPA and LDEQ, is designed for persons who perform regulated activities under the state and 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 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: 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.

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

Description and Objectives of the LSU Paralegal Studies Program

The LSU Paralegal Studies Program began in 1982. It is a college-level, non-credit program leading to a Certificate of Paralegal Studies. Upon completing the curriculum a student should be able to demonstrate certain knowledge and skills, including the following:

1. Understand the structure of both state and federal judicial systems.
2. Analyze (by “briefing”) reported legal opinions.
3. Research legal problems using primary and secondary resources.
4. Write clear, effective legal memoranda, using proper citation form.
5. Interview clients and witnesses.
6. Understand the procedure in a civil suit and draft appropriate pleadings.
7. Be familiar with basic concepts of business organizations and contract law.
8. Recognize the ethical standards of the paralegal profession.

Special features of the LSU Paralegal Studies Program

• This program is the only non-credit paralegal program in Louisiana approved by the American Bar Association.
• All classes are held in Baton Rouge on the LSU campus.
• The program offers the “best of both worlds”: the resources of the state’s largest university and the personal attention of a small, student-friendly program.
• All teachers are experienced lawyers, judges or paralegals with extensive experience in the classroom and working with paralegals.
• Paralegal students enjoy the following student services: student health center, residential housing, 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 Research
• Legal Case Analysis & Writing
• Civil Litigation
• The Practicing Paralegal
• Internship
• Ethics Seminar
• 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
• Employment Law
• Environmental Law
• Family Law
• Immigration Law
• Intellectual Property
• Legal Investigation & Interviewing Skills
• Legal Writing
• Real Estate Law
• Using Computers in the Law Office
• Electronic Trial Presentation
• Wills, Successions & Inheritance
What is the paralegal internship?
The internship is a supervised “field” experience in which the student works as a paralegal in a local law office, government agency or corporation. Students do their internship in their final semester of the program and are given a choice of about 40 different sponsors. The internship consists of a total of 150 hours; 140 hours of hands-on work at the internship site and 10 hours of meetings and workshops designed to support and enhance the internship experience. Students who work full time may substitute an elective course for the internship.

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

What are the admission requirements?
The majority of the paralegal students have already earned a bachelor’s degree, and it is recommended that students complete their bachelor’s degree before earning a paralegal certificate. However, students will be considered for admission without a bachelor’s degree if they meet these requirements:
• At least 45 semester hours of college credit from an accredited college or university (remedial courses do not count).
• At least a 2.3 grade point average.
• 18 of the 45 hours of college credit must be “general education” courses, which means they are from at least three of these disciplines:
  • Social Sciences
  • Natural Sciences
  • Math
  • Humanities
  • Foreign Languages
  • English
• Successful completion of a standardized aptitude test.
**Spring/Summer 2015 Courses**

**Principles of Paralegal Studies**
This course is an introduction for students interested in entering the paralegal profession. It offers basic information concerning the legal profession in general and the paralegal profession in particular. Topics include the American legal system, legal ethics, legal research sources and authority, interviewing, and preparation of legal documents. It also introduces material in various substantive areas of the law, such as bankruptcy, family law, successions and wills, real estate, business organizations, and Louisiana civil procedure. The focus of the course is the paralegal’s role in the legal system.

Course Code: LCPRI  Fee: $495  
Section: Jan. 12-May 4; Mon.; 6-8:30 P.M.  
Section: June 1-July 20; Mon. & Thu.; 6-8:30 P.M.

**Legal Research**
The first part of this course covers the basic techniques and methods of legal research using both primary and secondary resources such as statutes, legal digests, treatises, Shepard’s legal periodicals, and law encyclopedias. Emphasis is on development of the research skills necessary to use a law library effectively, as well as the use of the proper citation form. The second part of this course will offers hands-on experience in computer-assisted legal research. Students will learn to use this online research tool through Westlaw Paralegal, which includes Westlaw Paralegal Primary Law Library & Analytical Library with News. There will be a research project at the end of this course.

Course Code: LCREM  Fee: $495  
Section: Jan. 13-Apr. 28; Tue.; 6-8:30 P.M.

**Legal Case Analysis**
This course develops skills necessary to read and understand legal opinions. Emphasis is on legal analysis, using cases focusing on key facts and legal issues. A legal memorandum is assigned as a final project.

Course Code: LCCAS  Fee: $495  
Section: Jan. 14-Apr. 29; Wed.; 6-8:30 P.M.

**The Practicing Paralegal**
This course offers instruction and practical experience in a wide spectrum of on-the-job paralegal duties. Students apply their legal knowledge to mastering routine work tasks performed by practicing paralegals, such as summarizing depositions, producing and managing documents, organizing and maintaining a client’s file, filing court records, and scheduling procedures for trial, hearings and discovery. The course also focuses on administrative duties often assigned to paralegals such as library maintenance, calendar and docket control, tickler system, professional correspondence, and the intra-office memo.

Prerequisite: Civil Litigation  
Course Code: LCPRA  Fee: $495  
Section: Jan. 14-Apr. 29; Wed.; 6-8:30 P.M.

**Civil Litigation I**
This course provides an overview of Louisiana civil procedural rules. Students will learn how to locate Louisiana procedural statutes, draft pleadings and other litigation-related documents, utilize a docket control system, draft discovery documents and responses, coordinate a discovery schedule, and assist the attorney in final preparation for jury and bench trials. It follows a case from inception through discovery.

Course Code: LCLIT  Fee: $495  
Section: Jan. 15-Apr. 30; Thu.; 6-8:30 P.M.

**Court Day**
This is a one-day course designed to help students understand in practice the theories they have learned in the classroom. Students will tour and observe proceedings such as hearings, trials and oral arguments in a variety of local courts, such as the 19th Judicial District Court, the Baton Rouge City Court, the United States District Court for the Middle District of Louisiana, and the First Circuit Court of Appeal. Depending on the court’s schedule, meetings with one or more judges may also be conducted during which students will have the opportunity to ask questions. Students exposed to this “real-life” work of legal professionals will better understand the role of the paralegal in preparing for court appearances. After leaving each courtroom, there will be a class discussion on the proceedings they just witnessed. The final grade in this course will be based on a writing assignment covering the events they attended. At the conclusion of the course, students will understand the layout of the courtrooms, will know how to read court docket sheets, will understand the role of the various court employees, and will have a better understanding of what will be expected of them as paralegals.

Course Code: LCCOU  Fee: $75  
Section: Feb. 9; Mon.; 8:30 A.M.-12 P.M. (1 mtg.)  
Section: Mar. 16; Mon.; 8:30 A.M.-12 P.M. (1 mtg.)  
Please note: Students choose just one section. Instructions will be sent to students the week before Court Day.
Paralegal Internship

Prerequisite: This course should be taken in your last semester as a paralegal student, after the five required courses have been successfully completed. However, you may enroll concurrently in this course and The Practicing Paralegal course.

Course Code: LCINT   Fee: $495
Section: Jan. 12; Mon.; 1:30-2:30 P.M.
Section: June 1; 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.

Legal Ethics Seminar

This one-day seminar 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. The seminar is an all-day course offered once each regular semester, usually on a Friday.

Please Note: Because it is not offered in the summer, students who plan to graduate in the summer should schedule this seminar in the preceding spring semester.

Course Code: LCETH   Fee: $130 (includes box lunch)
Section: Mar. 13; Fri.; 9 A.M.-3 P.M. (1 mtg.)

Introduction to Word 2013

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 2013.

Course Code: CWMW1   Fee: $175   CEUs: 0.6
Section: Jan. 21; Wed.; 8:30 A.M.-3:30 P.M. (1 mtg.)
Section: Mar. 18; Wed.; 8:30 A.M.-3:30 P.M. (1 mtg.)
Section: June 3; Wed.; 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 I (Louisiana), LSU Paralegal Studies Program certificate, or equivalent.

Course Code: LCFED   Fee: $495
Section: Jan. 12-May 4; 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: $495
Section: Jan. 13-Apr. 28; Tue.; 6-8:30 P.M.

Using Computers in the Law Office

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

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

Course Code: LCUCU   Fee: $495
Section: Jan. 14-Apr. 29; Wed.; 3:30-5:30 P.M.

Electronic Trial Presentation

This course is designed to give students the skills necessary to handle the presentation of evidence during trials in electronic courtrooms. Upon successful completion of this course, students will be able to prepare a case for electronic presentation at trial and will be competent to present the evidence electronically using at least two different software programs. Trial Director Software will be used in this class along with other presentation software. (Students who have taken Trial Presentation should not register for Electronic Trial Presentation.)

Course Code: LCETP   Fee: $495
Section: May 11-14; Mon.-Thu.; 8:30 A.M.-4:30 P.M. (4 mtgs.)
Criminal Law
This course is an overview of basic principles of criminal law, including federal and state constitutional law. Students will follow an action from arrest through post-conviction relief. Students will learn how to determine what pre-trial motions are applicable to the facts of each case, develop viable defenses, draft pre-trial motions and assist the attorney in preparing a case for trial.

Course Code: LCCRI  Fee: $495
Section: Jan. 15-Apr. 30; Thu.; 6-8:30 P.M.

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

Course Code: LCESI  Fee: $495
Section: July 6-9; Mon.-Thu.; 8:30 A.M.-4:30 P.M. (4 mtgs.)

e-Discovery
This course will provide students with a comprehensive understanding of electronically stored information (ESI), and the discovery of such (e-Discovery), as it pertains to litigation. 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.

Course Code: LCWRI  Fee: $495
Section: June 1-July 20; Mon. & Thu.; 6-8:30 P.M.

NEW! Notary Public Preparatory Course (Online)
LSU Continuing Education in partnership with iNotaryNow.com is pleased to offer the Notary Public Preparatory online course designed to help you pass the Louisiana notary public examination and attain your statewide jurisdiction notarial commissions.

All classes are available on-demand 24x7 via the iNotaryNow.com web portal. The classes include exam orientation, assignments, forms, valuable resources, sample juridical acts such as the will, testament, trust, tutorship, mortgage, promissory note, cash sale, credit sale, affidavit, powers of attorney, donation, and much more. Further, juridical act legal effect considerations will be addressed throughout the course. In addition, classes are also available in MP3 so they can be imported into your smartphone, tablet, or MP3 player of choice for lectures on the go or repetition for understanding key concepts. You will get a clear sense of your progress throughout the course with reviews, quizzes, practice tests, and a comprehensive final designed to help simulate the students experience when taking the notary examination.

The course also gives you access to live webinar classes. The course begins with a live online class and then has a subsequent live online class every four weeks. In this sense, you will get the best of both worlds in that you can login and review classes on-demand at your discretion and, you can interact with the instructor live. Further, the instructor is available throughout the course to help answer your questions and help you gain a clearer understanding of key concepts.

Students must complete at least 30 of the 40 hours of the course in order to earn a certificate of completion. As a student you will be afforded 100 hours of login time when you register so you can review the course on-demand.

Instructor: Shane J. Milazzo is the founder of TNC Solutions, LLC, the company through which iNotaryNow.com is offered. He earned his Louisiana statewide jurisdiction notarial commission in June 2008. He has been hired by many to produce and notarize various legal instruments since earning his commission and he has remained aware of both current notary examination requirements and potential upcoming changes. This mixture of this experience and practical, real-world knowledge will be incredibly helpful to all who enroll in the course.

Requirements: Students will need to purchase additional books for an approximate cost of $90. You must have a computer with Internet access (DSL or better is recommended), email, a web browser such as Firefox, Google Chrome, Internet Explorer or Safari, as well as Microsoft Office Word, and be able to download and install two free plug-ins (Adobe Reader and Java).

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

Course Code: LONTC  Fee: $550  CEUs: 4.2
ONLINE Section: Feb. 21, Mar. 28, Apr. 18 & May 23; Sat.; 1-4 P.M. (4 live online mtgs.)

For more information, contact Andrea Ash at 225-578-6760 or aash@outreach.lsu.edu.
Parking on the LSU Campus

Everyone must pay to park on the LSU campus. Continuing Education participants have two options for parking:

1. You may park in any metered parking space and pay at the nearest pay station. Pleasant Hall has a metered lot adjacent to the building.

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

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

LSU Visitor’s Center phone: 225-578-5030
LSU Continuing Education phone: 225-578-2500

Getting to the LSU Campus

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

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

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

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

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

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

**Accommodations for Persons with Disabilities**
Phone: 225-578-2500

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

**Refund and Cancellation Policies**
If your plans change, please let us know 5 business days prior to the course start date. There are no penalties for substitution or cancellation prior to the first class day. No cancellations will be accepted after a course begins.
LSU reserves the right to cancel or make changes in courses. If a course is canceled, the entire fee is refunded.

**Holidays**
The office will be closed on January 1, January 19, February 17, and April 3. 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.................................................................

Po or LSU IT # (attach authorization)...........................................................................................................

Payment Information

❑ Check/Money Order (payable to LSU)
❑ Credit Card: ❑ Visa ❑ MasterCard ❑ Discover ❑ American Express
Card# ............................
Expiration Date: Mo. ❑ Yr. ❑ Amoun t Paid ...........................................................................................................
Cardholder Name.............................. Cardholder Signature..........................................................................................

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

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**LSU CONTINUING EDUCATION**

**Instructors**
Learn from our expert instructors. Each brings in-depth knowledge on the topic, excellent communications skills, and experience in the real world.

**Facilities**
Small classes and state-of-the-art computer labs allow you to spend more time learning, less time waiting.

**One-to-One Training**
All computer classes are limited to one person per computer to ensure that you get the most from your classroom experience.

**References**
We have trained thousands of people: your neighbors, your co-workers, and others in your industry. Ask them whom they recommend.

**Stability**
As a program of Louisiana State University, we have the strength and resources to meet your training needs today and into the future.

**Continuing Education Units**
CEUs are awarded for participation in many LSU Continuing Education courses. CEUs can be used to document your work when applying for promotions or preparing for new employment.

**Credentials**
As an authorized training center for some of the top software companies in the world, we meet the highest standards in the industry for classroom training.
**Strategic Partnerships**

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

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

- University Professional & Continuing Education Association
- Association for Continuing Higher Education
- Online Learning Consortium
- Louisiana Association for Continuing Higher Education
- Online Higher Education Collaborative
- Association for Distance Education and Independent Learning
- American Society for Training & Development
- Electronic Campus of the Southern Regional Education Board
- Continuing and Online Education Forum

DIVERSE CLIENTS

- Albemarle
- All Star Automotive Group
- Amedisys
- Associated Grocers
- Blue Cross Blue Shield of Louisiana
- CF Industries
- CLECO
- Electronic Arts
- Entergy
- ExsonMobil
- Fugro Chance
- Georgia-Pacific
- Halliburton
- HydroChem
- ISC Constructors
- 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
- Our Lady of the Lake Regional Medical Center
- Peoples Health
- Performance CONTRACTORS
- REC Silicon
- Shell Exploration & Production
- Starmount Insurance
- Tetra Technologies
- Turner Industries

Custom & On-Site Programs That Make a Difference

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

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

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

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

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

- Dianne Toledo,
  Training Coordinator, Turner Industries

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