

LIFELOR

Dear Lifelong Learners,

More than ever, we need to invest in our workforce. We need to ensure that our workforce has the skills and knowledge to succeed in a rapidly changing economy. We need to ensure that our workforce is prepared for the jobs of the future.

Here are some of the ways we can help you:

Go to USI.edu/professionaldevelopment

Learn USI.edu/leadskill

Proceed to USI.edu/procimprov

Make USI.edu/msexceltnt

Encore USI.edu/workplaceskillscertificates

Access USI.edu/leadskill

Bring USI.edu/procimprov

Download USI.edu/msexceltnt

Encore USI.edu/workplaceskillscertificates

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Personal USI.edu/personalenrichment

Access USI.edu/personalenrichment

Career USI.edu/personalenrichment

Encore USI.edu/personalenrichment

Access USI.edu/personalenrichment **P**ersonal USI.edu/personalenrichment
Personal USI.edu/personalenrichment **E**ncore USI.edu/personalenrichment

Professional Development

LEADERSHIP SKILLS ASSESSMENT

NO. MDC580

Using well-recognized and accepted assessment center methodology, assessors observe and evaluate participants during a series of work simulations where participants encounter challenges and tasks common to supervisory and management positions. The outcome is a comprehensive report outlining the participant's strengths, developmental needs and training recommendations. The assessment is valuable for aspiring or current supervisors and managers from all industries. Fee includes refreshments and lunch. This course addresses the following soft skills: leadership, written and oral communication, problem solving, decision making, interpersonal relationship skills, sensitivity, planning, organizing and prioritizing abilities. Similar courses available online at USI.edu/lifelonglearning-online.

Dates and Time:

- No. MDC580.001:* Friday, January 13; 8:45 a.m.-3:30 p.m.
- No. MDC580.002:* Friday, February 10; 8:45 a.m.-3:30 p.m.
- No. MDC580.003:* Friday, March 17; 8:45 a.m.-3:30 p.m.

Location: USI University Center East, 2229

Registration Fee: \$425 — Registration includes refreshments and lunch.

USI alumni receive a 10% discount. Use promo code ALUM23. Members of the Tri-State Manufacturers' Alliance receive a 10% discount for this course. Use promo code TSMA23.

Register: USI.edu/LeadershipSkills

EMOTIONAL INTELLIGENCE

NO. CER511

Emotional Intelligence Core Components, skills and habits. In this course, we will explore the three basic skill core components of Emotional Intelligence: emotional awareness, the ability to harness emotions and the ability to manage emotions. There are several habits exhibited by Emotionally Intelligent people. We will review 10 of them and have opportunities to practice them, and receive feedback, during this course.

Dates and Time:

- No. CER511.001:* Friday, April 28; 9 a.m.-Noon

Location: USI Rice Library, 0016

Registration Fee: \$169 — Members of the Tri-State Manufacturers' Alliance receive a 10% discount for this course. Use promo code TSMA23.

Register: USI.edu/emotionalintelligence

HAVING DIFFICULT CONVERSATIONS CERTIFICATE

NO. CER507

When dealing with people, one of the most difficult things we must do is address a problem through feedback. Most people are uncomfortable with giving difficult feedback, especially when it comes to doing this with difficult personality types. However, most problems never go away without confronting them. This course is designed to teach fundamental skills on how to deal with having difficult conversations.

Dates and Time:

- No. CER507.001:* Friday, April 14; 8 a.m.-Noon

Location: USI Rice Library, 0016

Registration Fee: \$199 — Registration includes refreshments and lunch. USI alumni receive a 10% discount. Use promo code ALUM23. Members of the Tri-State Manufacturers' Alliance receive a 10% discount for this course. Use promo code TSMA23.

Register: USI.edu/DifficultConversations

TIME MANAGEMENT AND DELEGATION CERTIFICATE

NO. CER506

This course teaches effective time management which involves four fundamental pillars: planning, prioritizing, eliminating procrastination and developing habits for improved efficiency. To help improve leadership effectiveness, this course will teach participants how to effectively delegate tasks to others in order to enable more work to be done; thus, utilizing available resources wisely, and helping to grow and develop others.

Dates and Time:

- No. CER506:* Thursday, March 24; 8 a.m.-Noon

Location: USI Rice Library, 0016

Registration Fee: \$199 — USI alumni receive a 10% discount. Use promo code ALUM23. Members of the Tri-State Manufacturers' Alliance receive a 10% discount for this course. Use promo code TSMA23.

Register: USI.edu/TimeManagement

HUMAN RESOURCES FOR THE NON-HR MANAGER CERTIFICATE

NO. CER505

Employees are often promoted into management roles with little training in human resources, yet managing people is a primary responsibility on which their success depends. If managers do not understand employment laws and concepts such as ADA, FCRA, implied contract, BFOQ, protected class, or discrimination, they may be unintentionally placing their employers at risk. In this course, managers will learn about federal and state employment laws as well as the importance of implementing effective HR practices from employee hiring through separation. Special emphasis will be given to the importance of maintaining a harassment-free, discrimination free workplace.

Dates and Time:

- No. CER505.001:* Friday, March 31; 9 a.m.-4 p.m.

Location: USI Rice Library, 0016

Registration Fee: \$269 — Registration includes The Big Book of HR and lunch. USI alumni receive a 10% discount. Use promo code ALUM23. Members of the Tri-State Manufacturers' Alliance receive a 10% discount for this course. Use promo code TSMA23.

Register: USI.edu/NonHRManager

LEADERSHIP SKILLS FOR THE NEW LEADER CERTIFICATE

NO. CLE400

For new or prospective leaders, this course is ideal for building the knowledge and skills needed to launch a successful management career. The following topics are explored: primary roles and responsibilities, resources and information needed, supervising former peers, developing action plans, resolving conflict, appropriate use of various communication methods, interpersonal relationships, providing feedback for performance improvement, leading teams, delegating tasks, training and monitoring employees, and more. Fee includes refreshments and lunch.

Dates and Time:

- No. CLE400.001:* Friday, May 5-12; 9 a.m.-4 p.m.

Location: USI Rice Library, 0016

Registration Fee: \$425 — Registration includes lunch. USI alumni receive a 10% discount. Use promo code ALUM23. Members of the Tri-State Manufacturers' Alliance receive a 10% discount for this course. Use promo code TSMA23.

Register: USI.edu/NewLeader

Professional Development

FACILITY MANAGEMENT CERTIFICATE

NO. BUS600

Our 20-hour, five session course is perfect for anyone beginning a new role or wanting to learn more about facility management. As companies strive for the most efficient use of staff, business professionals are often filling unfamiliar roles such as managing facilities. This course is designed to give business professionals the basic information and skills needed to manage facilities, a role which could include the following tasks: organizing and administering a department, managing buildings and workspaces, managing a budget, overseeing maintenance and operations, overseeing projects, leasing and purchasing property, facility emergency preparedness, facility security management, facility safety programs and sustainability.

Instructor: Wayne Washington

Dates and Time:

No. BUS600.005: Tuesday, Thursday, May 9, 11, 16, 18, 23; 8 a.m.-Noon

Location: USI University Center East, 2nd Floor, Room 2205

Registration Fee: \$900

Register: USI.edu/FacilityManagement

GLEIM CIA REVIEW

NO. CIA300

As the Gold Standard in CIA Review, Gleim's strong reputation for excellence is founded on our content, proven success record and excellent customer service. Pass the CIA Exam faster with our Premium Review System providing SmartAdapt™ technology, tons of multiple-choice practice, instructor videos and more!

Online access at any time.

Dates and Time:

No. CIA300.001: January 1-December 31, 2023

Location: USI Online, Asynchronous

Registration Fee: \$759.20 \$759.20

Customized Consulting and Training Solutions

Software Skills

USI @ WestGate

HAVING DIFFICULT CONVERSATIONS

NO. BUS611

Oftentimes we are faced with the need to have critical conversations with others that could also be referred to as “difficult discussions”, “important interactions” or even “crucial conversations”. Knowing how to prepare for and conduct these interactions can be critical for a successful outcome.

This program is based off key elements from the best-selling book, *Crucial Conversations: Tools for Talking When Stakes are High*. Critical conversations happen all the time with everyone. Conversations are considered critical when opinions vary, the stakes are high and emotions run strong. In this session, participants will learn how to handle critical conversations in an effective manner rather than avoiding the problem by choosing to go silent. At the close of this interactive session, participants will be able to:

- Identify the conversations that are keeping them from their desired results
- Speak persuasively not abrasively, no matter the topic
- Make it safe for others to share their honest opinions
- Deal with people who either clam up or blow up
- Gain control of their own emotional responses
- Disagree without being disagreeable
- Influence without exerting force

Instructor: Pam Goedde

Dates and Time:

No. BUS611.001: Wednesday, February 8; 1-4 p.m. Eastern Time

Location: WestGate Academy, 1st Floor - Quad 2

Registration Fee: \$500 — Includes training materials and best-selling book *Crucial Conversations: Tools for Talking When Stakes are High*, 2nd Ed.; No meal or drinks provided.

Register: USI.edu/criticalconversations

LEADERSHIP SKILLS WORKSHOP

NO. BUS613

This 12-hour certificate workshop is intended for prospective, new, or experienced leaders and is ideal for building the capabilities needed to launch or enhance a successful management career. The following four topics are explored:

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Your Role as a Leader

- What the supervisor role is and what it is not
- Engaging employees
- Supervising former peers

Effective Communication Skills

- Interpersonal relationship skills; listening skills
- Appropriate use of communication tools and methods
- Goal setting, performance expectations and performance improvement

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Resolving Conflict

- Healthy conflict versus damaging
- Causes and consequences of conflict
- Conflict resolution process and the supervisor's role

Building and Sustaining Trust

- Supervisor role in building and sustaining trust
- Behaviors that build, sustain and break trust
- Repairing damaged relationships

Instructors: Tammy Pickering, MBA, CPCC and Pam Goedde, MPA, SPHR

Dates and Time:

No. BUS613.001: Monday, February 13-20; 9 a.m.-4 p.m. Eastern Time

Location: WestGate Academy, 1st Floor - Quad 2

Registration Fee: \$975 — Includes training materials; no meal or drinks provided, may bring your own. There will be a one-hour lunch break at Noon–1 p.m. each day.

Register: USI.edu/Leadskill

PROCESS IMPROVEMENT (PI) WORKSHOP

NO. BUS616

Process improvement (PI) is learning to maximize an organization's profits by examining the flow of a process, identifying, evaluating and improving the process—by asking the right questions!

Expected participant learning outcomes:

- Develop a skill set for analyzing, evaluating and improving a process by eliminating non-value-added waste
- Develop the ability to reduce the costs of a process (labor, materials, overhead)
 - Improving the productive use of all resources
 - Streamlining the process to eliminate steps that aren't needed or don't add value
- Learn how to increase process output without increasing labor and other resources
- Leave the program with a “hit the ground running toolbox” of usable skills, ready to improve an organization's profitability

Key Elements Discussed (3-Hours):

- Learn to define the elements of a process (inputs, transformation, output)
- Examine the financial impact of PI—savings become net profits and go directly to an organization's bottom line
- Develop an understanding of the key goal of process improvement—elimination of waste
- Build a working knowledge of the tools available to the PI practitioner:
 - Construction and use of Process Charts aimed at eliminating waste
 - Review of how such items as Checklists, Pareto Charts, Cause Effect Diagrams, Bar Charts, Graphs, etc. can be used for PI
 - Examine how Productivity Measures can point out PI opportunities
 - Review how Breakeven Analysis can determine PI opportunities
 - Learn how to Balance a Process to optimize resource utilization
 - Discover how to identify the Process Bottleneck, and how to increase the output of a process

Group Exercises will be used with each of these tools to reinforce how they are used in real time situations

- Discuss Process Improvement through “Zero Defects” Quality Program

- Time permitting—discuss other miscellaneous PI opportunities including process visual controls; five approaches for PI problem solving; process simulation on the computer; PI in inventory management; and PI using Lean (JIT) Systems

Instructor: Larry Zimmer, MBA

Dates and Time:

No. BUS616.002: Thursday, February 23; 1-4 p.m. Eastern Time

Location: WestGate Academy, 1st Floor - Quad 2

Registration Fee: \$500 — Includes training materials; no meal or drinks provided.

Register: USI.edu/procimprov

PROJECT MANAGEMENT EXAM PREP PROGRAM NO. BUS610

Whether you are part of a construction project using classical Predictive project management or a member of a small, self-directed team on an IT project using Agile methodology, we've got you covered with this Project Management program. If you are somewhere in between, we cover Adaptive techniques too! Learn from subject matter experts that have been there, done that! Our instructors are PMPs with a wealth of experience in Predictive and Agile worlds. They will gladly share their knowledge, successes and failures, and will invite participants to share theirs. This program uses materials with up-to-date examples and questions from both engineering/construction and IT projects, and time has been built into the program for live discussion on related subjects, including time for participant's current challenges. The program is based on the PMI's PMBOK 7th Edition and Agile Practice Guide. Regardless of which environment you work in, proper project management



Personal Enrichment

Personal Enrichment

Youth Programs

ART WORKSHOP FOR HIGH SCHOOL STUDENTS NO. YTH500

High School students can join USI art students and faculty to create two and three-dimensional artwork including collages, paintings, printmaking, sculptures and more. Students will display their works at the end of each session.

Instructor: Kirk Maynard

Dates and Time:

No. YTH500.001: Sunday, April 16-23; 1-4 p.m.

Location: USI Arts Center, 229

Registration Fee: \$35

Register: USI.edu/artforhighschool

COLLEGE ACHIEVEMENT PROGRAM

The University of Southern Indiana's College Achievement Program (CAP) offers dual credit to outstanding junior and senior students in more than two dozen area high schools. Through CAP, students meet high school graduation requirements and earn college credits, all while in their high school classroom during the regular school day. CAP courses are taught by high school instructors who meet the same criteria as USI adjunct faculty, and more than 35 courses in English, history, biology, chemistry, economics, foreign language, health professions, journalism and math are available. Many CAP courses transfer easily utilizing the Indiana Core Transfer Library (CTL) and

BUILDING READING SKILLS

NO. YTH480

Help improve your child's reading skills with individualized reading instruction provided by USI teacher candidates enrolled in a Diagnostic Teaching of Reading course and under the supervision of a reading specialist instructor. USI teacher candidates will work with one student each for 12 weeks to provide reading instruction that matches your child's needs. Emphasis will be placed on informal assessments for instructional value and the components of reading on which Indiana children are tested. This course is designed to assist students reading at or below their current grade level. Each student will be in a separate room with two USI teacher candidates, one as a tutor and one as an observer.

Sessions will last approximately 40 minutes, and guardians are encouraged to be present in the room during the session. Children in the same household should sign up separately to maintain a one-to-one learning environment. Spaces are limited; therefore, enrollment is open to NEW students only at this time, and a commitment to attend all sessions is expected. Returning participants may be placed on a waiting list, if interested, by emailing outreach@usi.edu.

Dates and Time:

No. YTH480.001: Tuesday, January 24-April 25; 6-6:45 p.m.

No class on March 7 or 28.

Location: USI Education Center, 3111

Registration Fee: \$49

Register: USI.edu/readingskills

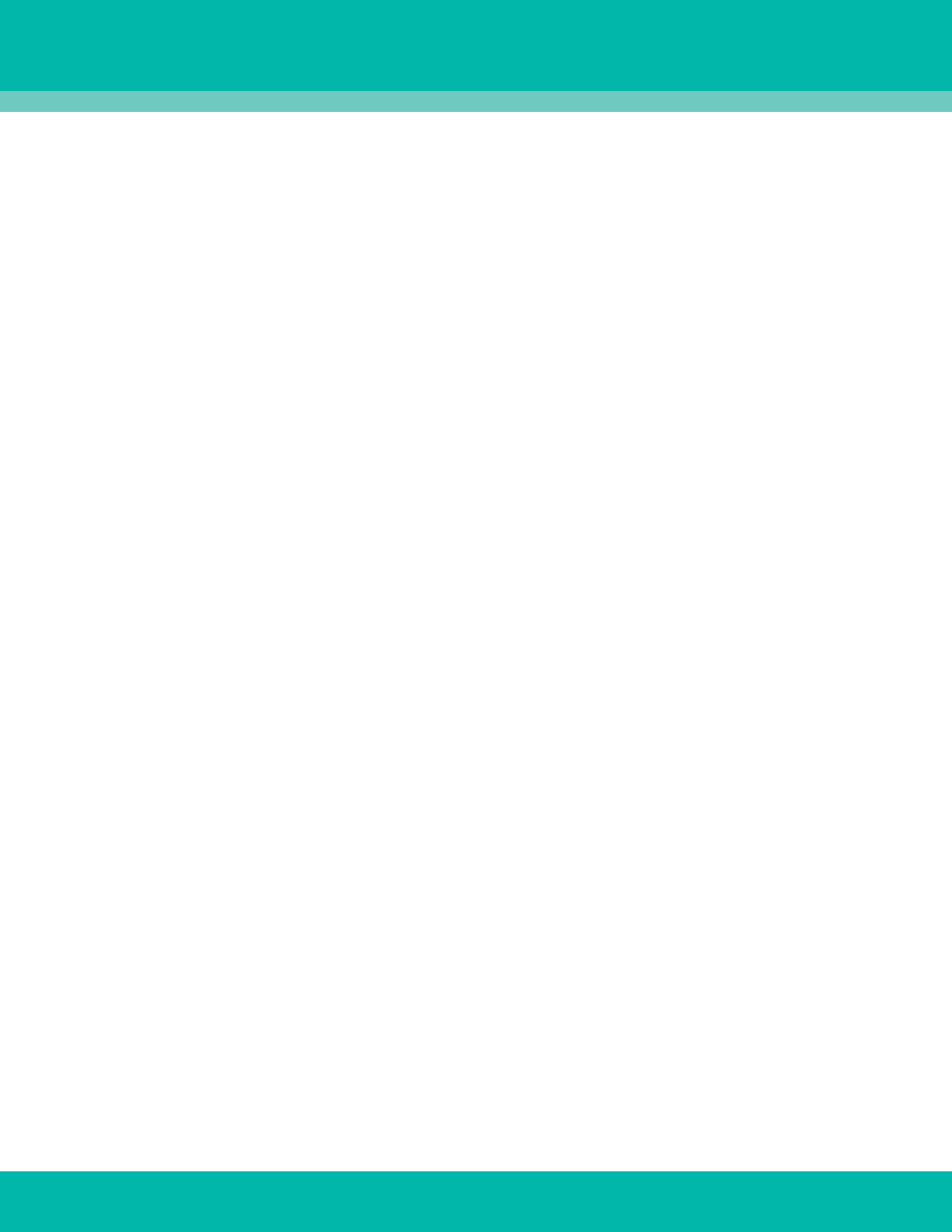
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Many business sectors have developed industry-recognized certifications

Online Noncredit Certification





registration form

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Mail

NAME (first/mi/last) _____

MAILING ADDRESS _____

CITY/STATE/ZIP _____

HOME PHONE _____ WORK PHONE _____

EMAIL _____ CELL PHONE _____

COURSE TITLE _____ COURSE NO. _____ FEE _____

COURSE TITLE _____ COURSE NO. _____ FEE _____

TOTAL FEE _____

Disability Accommodations: If disability-related accommodations are required, contact Outreach and Engagement at 812-464-1989 or email at Outreach@usi.edu. It is recommended that you make this request at the earliest possible to ensure that requested accommodations are in place when needed.

Refund Policy: Registration fees are refundable in full, less a 15% service charge and the cost of materials, until the start of the second class session. No refunds can be made after the start of the second session.

USI Alumni Discount: When USI alumni enroll in a noncredit course at USI they receive a 10% discount on the price of the course. To receive the discount, at the time of registration alumni must identify the year they received a USI degree. The discount does not apply to some certificate programs or to conferences held off the USI campus. Call Outreach and Engagement at 812-464-1989 or 800-467-8600 for more information.

Campus Map