

**MnSCU Office of Internal Auditing
Incumbent Workforce Training Course Offerings
Fiscal Year 1999**

PURPOSE: A review of college course catalogs and marketing brochures for customized training and continuing education shows an extensive variety of courses offered for the incumbent workforce. The table below organizes the course offerings into eight categories and then lists a representative sample of the courses. Not all courses are listed but the extent of offerings can be seen from this table.

Category	Sample Course Offerings		
Computer Courses	<ul style="list-style-type: none"> ◆ Cisco Certified Network Associate; ◆ A+ Certified Network Technician ◆ Microsoft Office User Specialist ◆ Microsoft Certified Professional ◆ Introduction to Windows 95 ◆ Word; Excel; Access; PowerPoint ◆ Microsoft Certified System Engineer ◆ QuickBooks ◆ FrontPage-Website Development 	<ul style="list-style-type: none"> ◆ Internet for Novices ◆ Telecommunications ◆ Intro to Client Servers ◆ Visual Basic ◆ Web Site Development ◆ Auto CAD 2000 ◆ PageMaker ◆ I Hate Computers and I Don't Do Windows! ◆ Make Your Own Web Page 	<ul style="list-style-type: none"> ◆ Computer Graphics ◆ Certifications- Novell, Microsoft, Network ◆ AS/4000 ◆ Peachtree Accounting ◆ JAVA ◆ Visual Basic 6 ◆ WordPerfect ◆ Lotus

Incumbent Workforce Training Course Offerings
Fiscal Year 1999
Source: College & University Course Catalogs & Marketing Brochures

Category	Sample Course Offerings		
Business & Finance	<ul style="list-style-type: none"> ◆ Organization & Human Development ◆ Developing a Business Plan ◆ Money Management ◆ Small Business Management ◆ Electronic Commerce ◆ Grant & Proposal Writing ◆ Total Quality Management ◆ Real Estate Series ◆ Business Office Administration ◆ Payroll ◆ Business Writing ◆ Teamwork ◆ Communication Skills ◆ Human Resource Management ◆ Advertising & Marketing ◆ Non-profit Management ◆ Strategic planning sessions are conducted as requested by Business and Industry ◆ 	<ul style="list-style-type: none"> ◆ MSHA Required Training for Independent Contractors ◆ Conflict Management ◆ Starting a Small Business in Minnesota ◆ Train the Trainer ◆ Franklin Covey ◆ Sexual harassment ◆ Agri-Business ◆ Developing a Marketing Plan ◆ Finance Planning ◆ Strategic Planning ◆ H&R Block income taxes ◆ Homebuyer Training ◆ Parliamentary Procedures ◆ Time Management ◆ Coping with Difficult People 	<ul style="list-style-type: none"> ◆ Diversity ◆ Presentation Skills ◆ Public Speaking ◆ Customer Service ◆ Workplace Attitude ◆ Quality Project Management ◆ Work Ethics ◆ Employment Taxes ◆ Cash Flow Analysis ◆ Farm Management ◆ Interpersonal Skills ◆ Small Business Workshops ◆ Basic Supervision Essentials ◆ Non-profit Leadership Tool Kit ◆ Sales Training ◆ Systems Thinking ◆ Process Improvement

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Health Care	<ul style="list-style-type: none"> • Emergency Medical Training • Nurse Assistant • First Responders • Continuing Education for Nurses • Phlebotomy • CPR • Stress Management • Industrial Health & Safety • Health & Fitness • Medication Administration • Gerontological Nursing • Customer Service for Health Care • Community Supports for People with Disabilities • Triage Medical Terminology • Advance Airway • Spinal Immobilization Psychology 	<ul style="list-style-type: none"> • Direct Service Professionalism • Facilitating Positive Behavior, RN/LPN refreshers • Breast Cancer; Occupational Health • Massage Therapy • Rescue/Emergency Medical Service • Advance Life Support Paramedic • Family Health & Safety; First Aid Basics • Dental Care • Asst./Home Health Aid • Child Care Education • Gerontology • Domestic Abuse Issues • Industrial safety – Bloodborne Pathogens • Defibrillation Update 	<ul style="list-style-type: none"> • Emergency Medical Services Technician • Health Courses Serving Safe Food • Women’s Wellness Workshop • Infection Control • Smoking cessation • Exercise, Nutrition, and Weight Management • Drugs & Alcohol in the Workplace • EMS for Children • Driving Hazardous Materials • Trauma Life Support; OSHA Hazardous Waste Operations Response Training • Confined Space Entry • Medical Transcription • EVOC IV Skills Review
Supervisory Training	<ul style="list-style-type: none"> • Supervisory Management • Management Skills Training • Human Resource Management • Leadership Supervisory Skills • Supervisory Management and Team Building; Communication & writing 	<ul style="list-style-type: none"> • Interviewing Techniques • Motivating & Supervising Multiple Generations in the workplace • Managing Offensive Behavior in the Workplace • Caught in the Middle: Moderating Conflicts between Employees 	<ul style="list-style-type: none"> • Supervision Series • Leadership • Zenger Miller courses in Management

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<p>Other Training Targeted to Professions</p>	<ul style="list-style-type: none"> • Public Safety Training • Fire fighter and EMS training • Law Enforcement • Environmental, Health and Safety • Asian Higher education round table • OSHAL • Law Enforcement • Public Health Courses • System 34 classes– Vehicle extrication, LP Gas live burn, Pump operations, Ventilation 	<ul style="list-style-type: none"> • Real Estate • Insurance • Contractor Licensure, Electrical/Electronics • Defensive Driving Refresher • Defensive Driving Initial • Firefighter I/II training; Fire Officer & management • Hazardous material courses • State fire & rescue school • Part time peace officer 	<ul style="list-style-type: none"> • Search & rescue • Water rescue • Ice rescue • Driving emergency vehicles • Safety classes for firefighters– “CPR, AED, first responder evacuation • 1403 & 1001 firefighter class • House burn • LP burn • Fire Arms Certification
<p>Avocational (hobbies)</p>	<ul style="list-style-type: none"> • Ballroom Dancing • Watercolor workshop • Yoga • Art & photography • Home & garden • Personal Development • General Interest • Instant Piano for Hopelessly Busy People • Fair Housing Forum • Finding your Dream Job • Basic Scuba • Step Aerobics 	<ul style="list-style-type: none"> • What do El Nino and Chickadees have to do with it • The Changing Face of Predators in Northern MN • Physical Education Tai Boxing • Ballroom / Social Dance • Berry Basket Making • Latin Dance • Basic Photography • Motorcycle Safety • Natural Resource Seminars • Minnesota's Forest Bird Population 	<ul style="list-style-type: none"> • Hunter Safety • Hmong Artistry • Tai Chi: the Wu style • Basic sailing • Snowmobile safety • Scotland: an armchair adventure in travel • Basket weaving • Stain glass windows • Quilting • Trends • Fitness for Life

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Other	<ul style="list-style-type: none"> • Farm Business Mgmt • Technical and Industrial Education • Pet Grooming; • Travel & Tourism • Sign language • College for Kids • Elderhostel • Building Contractors • Food Service Inventory Control • Customer Service courses – Treating your customers like gold • Transportation Courses • Concert Band • Work & Family Institute • Food service • Service Occupations • Aviation • Consulting • Marine education, industrial • Starting Your Own Childcare Business • Effectively Raising Kids - No Kidding Around • Violence without Conscience: Understanding Volatile Kids 	<ul style="list-style-type: none"> • Language courses • Human Development Services (Parenting, Human Relationships, Child Care, Adult Day Care, Group Homes) • Workforce skills/basic education • Reading, Writing , ESL • Food processors –GMP training • HACCP training • Cosmetology • Terrorism? • Mine safety • Automotive • Wireless communication • Brain Gymnastics • Teaching with Technology • Insurance regulations • Charitable giving; • Living with Diabetes • Spanish at Work • Vehicle rectification • Specialized Training-forklift • For the love of children • Technical General 	<ul style="list-style-type: none"> • Annuities • In the Workplace Time Management Take Control of Your Meetings • Non-Profit Board Breakfast Series • Roles and Responsibilities of Board Members and Staff • Understanding the Value of Vitamins, Minerals & Herbal Remedies • Special Conferences For Those With An Interest in Kids • Hot Topics for Families of Adolescents Suicide prevention • Arts & Foreign Language • CDL testing; OSHA Inspections • Commercial vehicle inspection • Parenting seminars • Friday forums • Child care congruence • Asian higher education round table • Cyber Travel Specialist • Italian • CHOICES – A Journey to Self- sufficiency through choices and change