PROFESSIONAL DEVELOPMENT

COURSE SCHEDULE

outreach.lsu.edu

LSU

FALL 2019
JULY–DECEMBER

DIVERSE CLIENTS

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

Custom & On-Site Programs That Make a Difference

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

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

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

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

COURSE SCHEDULE

BUSINESS & MANAGEMENT

CERTIFICATE PROGRAMS

ONLINE COURSES & CERTIFICATE PROGRAMS

COMPUTER & INFORMATION TECHNOLOGY

SAFETY MANAGEMENT

ENVIRONMENTAL MANAGEMENT

PARALEGAL STUDIES PROGRAM

TEST PREPARATION

ADDITIONAL INFORMATION

Tools for Changing Times!

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

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

Call us for further information at 225-578-2500

⭐ LSU CERTIFICATE PROGRAMS

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

CONTINUING EDUCATION UNITS

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

What's new in Professional Development

Business & Management:
- Online Business Project Management Program (Page 12)
- Developing the Agile Mindset with Scrum (Page 15)
- Online Business Project Management with Agile Program (Page 12)
- Online Learning Experience Design Program (Page 6)

Some of our most popular programs include:
- Business Communication Program (Page 3)
- Business Project Management Program (Page 12)
- Management & Leadership Program (Page 18)
- Accounting Specialist Program (Page 9)
- Purchasing & Supply Management Program (Page 10)
- Human Resource Management Program (Page 16)
- Microsoft Office (Page 33)
- Certified Occupational Safety Specialist Program (Page 44)
- Paralegal Studies Program (Page 53)
- Notary Public Preparatory Course (Page 56)

BUSINESS & MANAGEMENT

Business & Technical Communication

★ Business Communication Certificate Program

LSU's Business Communication Certificate Program is designed to provide all professionals with the skills needed to become effective communicators in their companies or organizations. Participants will develop and enhance their written, verbal, and cross-cultural communication skills and presentation techniques, to ensure success in any environment. To earn a Business Communication Certificate, participants must complete the following five (5) courses.

❶ **Business Communication** (Page 3)
❷ **Public Speaking: Personal & Professional** (Page 3)
❸ **Interpersonal Success in the Workplace** (Page 4)
❹ **Strategic Communication** (Page 4)

❺ **Choose one elective:**
  • **Communication in Conflict Situations** (Page 5)
  • **Effective Writing for Business & Technical Professionals** (Page 5)
  • **Successful Grant Writing** (Page 8)
  • **Mastering PowerPoint 2016** (Page 35)
  • **or approved elective**

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

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

BUSINESS COMMUNICATION

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

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

Instructor: Ted Ball, MBA, Louisiana Transportation Research Center

Course Code: PBCBC   **Fee: $375**   **CEUs: 0.6**

Section: Aug. 29; Thu.; 8:30 A.M.–4 P.M. (1 mtg.)

PUBLIC SPEAKING: PERSONAL & PROFESSIONAL

Regardless of your job or position, you are a representative of your company. As a result, how you communicate with others at meetings, social gatherings, news briefings, and other speaking engagements is critical. Also, to get more out of what you generally want in life requires good verbal communication skills. Learn various strategies to make you a successful presenter in whatever situation is required.

Topics include:

• Planning how to say what you actually want and need to say.
• Managing nervousness and anxiety.
• Effective vocal and visual delivery.
• Selling yourself and your ideas, choosing the right words.
• Staying calm, focused, directed, and organized in different situations.
• Communication styles for various situations: crisis, company or community.
• Crisis communication fundamentals—planning, planning, planning!

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

Course Code: PBPCD   **Fee: $375**   **CEUs: 0.6**

Section: Sep. 24; Tue.; 8:30 A.M.–4 P.M. (1 mtg.)

INTERPERSONAL SUCCESS IN THE WORKPLACE

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

This two-day seminar begins with an explanation of how individual personality patterns develop and how interpersonal perception and communication influence interpersonal dynamics. The program then provides an understanding of 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.

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

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

Section: Oct 9–10; Wed.–Thu.; 8:30 A.M.–4 P.M. (2 mtgs.)

STRATEGIC COMMUNICATION

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

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

Major topics include:

- The four basic personality types and participant identification of their own
- The effect of perception on workplace interactions
- How awareness promotes greater understanding and workplace cohesion
- The 5 principle modes of conflict resolution in the workplace
- How to diffuse conflict through successful communication techniques
- The effect that communication has on change to promote organizational goals

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

Course Code: PBCBF   **Fee: $375**   **CEUs: 0.6**

Section: Sep. 19; Thu.; 8:30 A.M.–4 P.M. (1 mtg.; Slidell, LA)

Section: Oct. 22; Tue.; 8:30 A.M.–4 P.M. (1 mtg.; LSU)

COMMUNICATION IN CONFLICT SITUATIONS

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

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

Major topics to be presented include:

- The 3 distinct levels of communication
- How inferences are formed
- Self-fulfilling prophecies
- Strategies for working through misunderstanding
- Explore the distinct styles of conflict resolution and their advantages and disadvantages
- Find the style that fits you best for resolving conflict
- Obtain specific skills for managing various conflict situations
- Challenge your attitude towards conflict

This seminar is ideal for:

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

Instructor: Steve Robichaux is President of Capital City Consultants. He has been professionally affiliated with LSU Digital & Continuing Education for over 25 years. Steve was an instructor in the LSU Executive Education Program for fifteen years. Steve has an MBA and undergraduate degree in psychology from LSU. As an active consultant, Steve specializes in conflict resolution, team building, motivating and empowering your employees. Steve has worked with companies such as Schlumberger, EMC, Albemarle, CLECO, and Turner Industries.

Course Code: PBCIC   Fee: $375   CEUs: 0.6

Section: Nov. 19; Tue.; 8:30 A.M.–4 P.M. (1 mtg.)

EFFECTIVE WRITING FOR BUSINESS & TECHNICAL PROFESSIONALS

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

After completing this course, you should be able to:

- Apply analytical-thinking techniques to assess key issues and decision points
- Define and identify audience perceptions and expectations
- Create and structure logical and clearly-organized documents
- Avoid confusing jargon, clichés, and pompous language
- Motivate and inspire your readers through clear, logical, and persuasive writing

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

Course Code: PBCBG   Fee: $375   CEUs: 0.6

Section: Sep. 11; Wed.; 8:30 A.M.–4 P.M. (1 mtg.)

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

Train the Trainer

TRAIN THE TRAINER PROGRAM

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

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

Major topics to be presented include:

- Instructor-led participant-centered training
- Adult Learning: Why it's different and what you must do to be effective
- How to determine the purpose of the program
- Preparing the lesson plan and developing course content
- Instructional Methods: When to use which type
- Using flipcharts, power points, technology and games
- Coaching participants through their mock train-the-trainer

This seminar is ideal for:

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

Key benefits of participation:

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

Instructor: Melinda Stallings, MA, SPHR, SHRM-SCP, is a highly recognized professional in the fields of leadership development, change, building effective teams, powerful presentations and conflict resolution. The CEO of Melinda Stallings International and with over 25 years of experience, she holds a MA in industrial/organizational psychology. She is a SHRM Senior Certified Professional (SHRM-SCP), a Senior Professional in Human Resources (SPHR), a mediator specializing in human resources issues and a Certified Professional and Personal Coach (CPPC).

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

Section: Oct. 7–8; Mon.–Tue.; 8:30 A.M.–4:30 P.M. (2 mtgs.)

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

★ Learning Experience Design Certificate Program

As organizations continue to look to technology and online education to enhance and expand learning opportunities, the demand for professionals skilled in instructional design continues to increase. The Learning Experience Design Certificate Program consists of a series of five courses that guides participants through the course design and development process.

This program focuses on instructional design theories, frameworks, tools, and practical applications to develop effective and high quality learning experiences on digital platforms. This program is designed for new and experienced instructional designers, faculty, multimedia specialists, and those who support online course design and development in their organizations (K–12 education, higher education, corporate training, or related organizations).

Requirements: This online course requires access to a computer with internet access, email, an Internet browser (Google Chrome and Mozilla Firefox recommended), MS PowerPoint, and Adobe Acrobat Reader

Format: Online format with six months to complete the entire program. Each individual course must be completed in 4 weeks.

Register for the entire online certificate program (all 5 courses at one time) and receive a 20% discount. Total cost of the program is $1980 if you sign up for the entire program at one time.

To earn an online **Learning Experience Design Certificate**, participants must complete the following five (5) courses:

1. **Foundations of Learning Experience Design**
2. **Tools for Learning Design and Development**
3. **Learning Resources and Technology**
4. **Designing and Teaching Accessible Courses**
5. **Translating Theory into Practice**

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

For more information about the Learning Experience Design Certificate Program, contact **Andrea Ash** at **225-578-6760** or **aash@outreach.lsu.edu.**

FOUNDATIONS OF LEARNING EXPERIENCE DESIGN & DEVELOPMENT

This course will introduce students to the basics of learning experience design. In doing so, it will provide the conceptual background and hands-on practice that will prepare students for creating an effective learning experience. Topics include the design and development process; the science of learning, instructional design models; writing measurable learning objectives; designing authentic assessments; curating effective learning resources, with emphasis on accessibility and copyright; and choosing appropriate tools to begin building courses. Finally, students will submit a completed module and provide detailed feedback on sample materials. This four-week online course is self-paced.

Online Section: POLXA   Fee: $495   CEU's: 1.2

TOOLS FOR LEARNING DESIGN AND DEVELOPMENT

This course will guide students through various tools, technologies, and best practices that can be used to develop courses for the online learning environment. Instructional designers, trainers, and instructors can utilize these tools regardless of industry. The course begins with an introduction to design tools, such as needs analysis, instructional analysis, and design documents. Next, students will explore instructional design through the lens of user experience (UX), in order to understand the foundation of learning experience design. Finally, students will have opportunity to explore common development tools and apply visual design principles to create instructional multimedia content. This four-week online course is self-paced.

Online Section: POLXB   Fee: $495   CEU's: 1.2

LEARNING RESOURCES AND TECHNOLOGY

This course will provide an introduction to learning resources and academic technology. The first part of this course will provide strategies for collaborating with a subject-matter expert (SME), and a framework for using external resources. The course will include copyright guidelines, open education resources (OER), and creative commons license information. The second half of the course will introduce student engagement tools, including active learning strategies. Finally, the course will provide an overview of eLearning environments, integration methods, and technology considerations. This four-week online course is self-paced.

Online Section: POLXC   Fee: $495   CEU's: 1.2

DESIGNING AND TEACHING ACCESSIBLE COURSES

This course will introduce students to the core concepts of Universal Design for Learning (UDL) and the laws and standards of accessibility in higher education. This course aims to equip students with the basic guidelines and tools for making course content accessible and universal. At the end of this course, students will create an action plan that details how they plan to implement UDL principles and accessibility guidelines in a course or training. This four-week online course is self-paced.

Online Section: POLXE   Fee: $495   CEU's: 1.2

TRANSLATING THEORY INTO PRACTICE

This course provides a culminating experience to the LXD certificate. Students will apply a theoretical approach to the learning experience design and development framework. Implementing a theoretical basis for practice ensures consistent quality experiences built on sound principles. Topics include application of theory in the various stages of a design cycle: selection of appropriate learning theories, implementing the right design model, creating a design and development toolkit, considering the learning environment and technology, managing schedules and stakeholders, and implementing course quality assurance procedures. At the end of this course, students will create their own design and development cycle that they can present to prospective employers. This four-week online course is self-paced.

Prerequisite: Foundations of Learning Experience Design or equivalent knowledge.

Online Section: POLXF   Fee: $495   CEU's: 1.2

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

Grant Writing

SUCCESSFUL GRANT WRITING

Successful Grant Writing will teach you the essentials of researching, writing, obtaining, and maintaining grants. You will learn from experienced grant writers how to write grants effectively, how to format your proposal/narrative, how to write budgets, learn about potential funding opportunities, how to acquire funding, and how to effectively manage a grant once it is awarded.

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

Major topics to be presented include:

- **Local, Regional & Federal Grants**
  Gain in-depth insight into the world of state and federal grants. Provide definitions and requirements local, regional, and federal grants.
- **Organizational Funding & Community Needs**
  Learn to review organization's budget and understand where grants fit into budgetary projections and portfolio. Understand how the grant will impact or provide positive outcomes in the community.
- **Grant Proposal/Narrative/Budget & Application Needs**
  Develop the proposal by learning to ask the subjective and objective questions from the grantor point of view.
- **Improving Grant Writing Skills**
  Increase knowledge of the language involved in a grant to better prepare the writer, or the writing team.
- **Data Research & Collection**
  Explore various types of online data repositories, research tools, and how to expertly collect, analyze and report the data necessary for a successful grant award.
- **Improving Grant Writing Skills**
  Explore various types of online data repositories, research tools, and how to expertly collect, analyze and report the data necessary for a successful grant award.
- **Effective Proposal Writing Elements: Narrative, Budget, Goals, Objectives, Metrics, Impacts and Outcomes, Quality Assurance and Evaluations**
  Learn through interactive activities how to appropriately write each section of a grant.
- **Building Effective Relationships with the Funder**
  Learn how to insure the relationship is relevant to organizational or corporate entity needs.

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

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

Course Code: PBNG4   **Fee: $395**   **CEUs: 1.2**

Section: Sep. 30–Oct. 1; Mon.–Tue.; 8:30 A.M.–3:30 P.M. (2 mtgs.; LSU)

Section: Nov. 18–19; Mon.–Tue.; 8:30 A.M.–3:30 P.M. (2 mtgs.; Slidell, LA)

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

Accounting/Finance

Accounting Specialist Certificate Program

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

❶ **Accounting Basics** (Page 9)

❷ **Payroll Accounting** (Page 9)

❸ **QuickBooks Pro 2018** (Page 9)

❹ **Choose one elective from the following:**

• **Mastering Excel 2016** (Page 35)

• **Essentials of Project Management** (Page 13)

• **Business Communication** (Page 3)

• **Effective Writing for Business & Technical Professionals** (Page 5)

• **Strategic Communication** (Page 4)

• **or approved elective**

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

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

PAYROLL ACCOUNTING

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

• Taxability of compensation

• Employer benefits

• Online payroll reporting for federal and both Louisiana agencies: Louisiana Department of Revenue and LA Workforce Commission

• Review QuickBooks payroll abilities

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

Section: Nov. 12–13; Tue.–Wed.; 8:30 A.M.–3:30 P.M (2 mtgs.)

QUICKBOOKS PRO 2018

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

• Setting up a company.

• Working with lists.

• Creating invoices and processing payments.

• Setting up inventory and customizing forms.

• Creating graphs.

• Estimating time tracking and job costing.

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

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

Section: July 16–17; Tue.–Wed.; 8:30 A.M.–3:30 P.M (2 mtgs.)

Section: Oct. 16–17; Wed.–Thu.; 8:30 A.M.–3:30 P.M (2 mtgs.)

ACCOUNTING BASICS

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

• Define and implement the basic accounting terms

• Distinguish the three types of business activities

• Read and analyze a balance sheet

• Post transactions to the general ledger

• Apply depreciation to fixed assets

• Accrue and defer revenue

• Prepare financial statements

Instructor: Dana Hollie, CPA, LSU Department of Accounting

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

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

Purchasing & Supply Management

⭐ Purchasing & Supply Management Certificate Program

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

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

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

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

❶ **Supply Management Essentials** (Page 10)
❷ **Negotiation Strategies** (Page 10)
❸ **Contract Writing & Implementation** (Page 11)
❹ **Choose two electives from the following:**
  • **Cost & Price Management—An Effective Tool** (Page 11)
  • **Essentials of Project Management** (Page 13)
  • **Business Communication** (Page 3)
  • **Effective Writing for Business & Technical Professionals** (Page 5)
  • **Strategic Communication** (Page 4)
  • **Mastering Excel 2016** (Page 35)
  • **Access 2016** (Page 36)
  • **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.

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: Sep. 25; Wed.; 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: Oct. 14; Mon.; 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: Nov. 14; 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: Dec. 9; Mon.; 8:30 A.M.–4 P.M. (1 mtg.)

LSU CERTIFICATE PROGRAMS

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

- **Accounting Specialist Certificate** (Page 9)
- **Business Communication Certificate** (Page 3)
- **Business Project Management Certificate** (Page 12)
- **Desktop Applications Specialist Certificate** (Page 33)
- **Graphic Design Certificate** (Page 38)
- **Human Resource Management Certificate** (Page 16)
- **Management & Leadership Certificate** (Page 18)
- **Occupational Safety Managers (COSM)** (Page 46)
- **Online Business Project Management Certificate** (Page 12)
- **Online Business Project Management with Agile Certificate** (Page 12)
- **Online Learning Experience Design Certificate** (Page 6)
- **Operations Management Certificate** (Page 26)
- **Paralegal Studies Certificate** (Page 53)
- **Purchasing & Supply Management Certificate** (Page 10)
- **SQL Server 2016 Certificates** (Page 41)

Business Project Management

Business Project Management Certificate Program

(See also, Online PMP Exam Prep Course, page 29; and Project Management for Information Technology online course, page 30)

Popular Classroom Program

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

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

❶ **Essentials of Project Management** (Page 13)

❷ **Techniques for Project Development** (Page 13)

❸ **Estimation & Cost Benefit Analysis** (Page 14)

❹ **Choose two electives from the following:**
   • **Project Change Control & Cost Management** (Page 14)
   • **Fundamentals of Supervision** (Page 19)
   • **Contract Writing & Implementation** (Page 11)
   • **Mastering Excel 2016** (Page 35)
   • **Effective Writing for Business & Technical Professionals** (Page 5)
   • **Strategic Communication** (Page 4)
   • **Essentials of Business Analysis** (Page 25)
   • **Essentials of Operations Management** (Page 26)
   • **Enhancing Organizational Performance** (Page 27)
   • **Quality Assurance** (Page 15)
   • **or approved elective**

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

New! Online Programs

Online Business Project Management Certificate

This program covers the essential and advanced skills relating to project management in a flexible online format. You will learn practical skills and organizational competencies to make an immediate difference in your workplace effectiveness.

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

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

❶ **Essentials of Project Management** (Page 13)

❷ **Techniques for Project Development** (Page 13)

❸ **Estimation & Cost Benefit Analysis** (Page 14)

❹ **Project Change Control and Cost Management** (Page 14)

❺ **Quality Assurance Essentials** (Page 15)

Online Business Project Management with Agile Certificate

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

❶ **Essentials of Project Management** (Page 13)

❷ **Techniques for Project Development** (Page 13)

❸ **Estimation & Cost Benefit Analysis** (Page 14)

❹ **Developing the Agile Mindset with Scrum** (Page 15)

❺ **Quality Assurance Essentials** (Page 15)

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

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

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

ESSENTIALS OF PROJECT MANAGEMENT

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

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

Major topics to be presented include:

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

This seminar is ideal for:

Project and program managers, project analysts, consultants, trainers, human resource professionals, and others who want to enhance their project management skills.

Key benefits of participation:

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

Instructor: E. J. Smith, MBA

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

Section: Sep. 25–26; Wed.–Thu.; 8:30 A.M.–4 P.M. (2 mtgs.; LSU)

Section: Nov. 5–6; Tue.–Wed.; 8:30 A.M.–4 P.M. (2 mtgs.; Slidell, LA)

Online section: POPMA　　Fee: $795　　CEU's 1.2/PDUs:12

PMI® REGISTERED EDUCATION PROVIDER (R.E.P)

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

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

PROFESSIONAL DEVELOPMENT UNITS (PDUS)

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

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®Guide)*, we will introduce the major areas of project development and management and investigate the areas of:

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

This seminar is ideal for:

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

Key benefits of participation:

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

Instructor: Paul Zimmerman, PMP

Prerequisite: Essentials of Project Management or equivalent knowledge.

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

Section: Oct. 8–9; Tue.–Wed.; 8:30 A.M.–4 P.M. (2 mtgs.)

Online section: POPMB　　Fee: $795　　CEU's 1.2/PDUs:12

ESTIMATION & COST BENEFIT ANALYSIS

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

Major topics to be presented include:

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

This seminar is ideal for:

Senior executives, portfolio managers, project and program managers, project analysts, consultants, trainers, human resource professionals, and others who want to enhance their project management skills.

Key benefits of participation:

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

Instructor: Paul Zimmerman, PMP

Prerequisite: Essentials of Project Management or equivalent knowledge.

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

Section: Nov. 11–12; Mon.–Tue.; 8:30 A.M.–4 P.M. (2 mtgs.)

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

PROFESSIONAL DEVELOPMENT HOURS FOR PROFESSIONAL ENGINEERS AND LAND SURVEYORS

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

Some of our most popular programs include:

- **Enhancing Organizational Performance** (Page 27)
- **Fundamentals of Supervision** (Page 19)
- **Developing Your Managerial Effectiveness** (Page 20)
- **Business & Technical Communication Courses** (Page 3)

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

PROJECT CHANGE CONTROL & COST MANAGEMENT

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

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

- Work Breakdown Structure: The cornerstone of effective change and cost control
- Pro-actively Evaluating and Managing Risks
- Project Quality Management: Seven QM tools that help keep you on plan
- Creating Realistic Project Baselines
- Creating Realistic Project Change Management Controls and Tools: Effectively managing project changes when there's no other option
- Understanding and Using the Principles of Project Cost Budgeting and Earned Value Management Techniques: track and stay within budget
- Recognizing and Saving a Project that's in Trouble
- Effective Techniques for Managing Multiple Projects

This seminar is ideal for:

Project program managers and sponsors, project analysts, project team members, consultants, business owners, and others who want to enhance their project management skills and knowledge.

Key benefits of participation:

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

Instructor: E. J. Smith, MBA

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

Section: Oct. 30–31; Wed.–Thu. 8:30 A.M.–4 P.M. (2 mtgs.)

Online section: POPMD   Fee: $795   CEU's 1.2/PDUs:12

NEW! DEVELOPING THE AGILE MINDSET WITH SCRUM

Sustainable, value-driven development and customer satisfaction are crucial for the success of companies today. In order to make widespread organizational change, you need to adopt an agile mindset. But that can be a challenge for most organizations.

Developing the Agile Mindset with Scrum is designed to help you align agile practices to your organization using the Scrum values, roles, and events. By using the Scrum framework, you will help improve your team's transparency and performance by being able to inspect and adapt to new ideas and challenges. Working off of a Product Backlog and Sprint Backlog, you will learn how to use the Scrum framework to move your teams forward collectively, intentionally, and in predictable sprints to deliver the highest-value product efficiently.

Topics include: The Agile Mindset, Mastering Scrum, The Scrum Team, Prioritizing the Work, Planning & Delivering Sprints, Inspecting & Adapting with Sprint Reviews and Retrospectives, and Transitioning to Scrum.

Upon completion of this course, you will be able to:

- Apply an agile mindset
- Utilize the Scrum Framework for agile product delivery
- Identify typical roles on an agile team
- Plan and deliver products in iterative increments
- Inspect and adapt using agile retrospectives
- Motivate a team and stakeholders for effective agile management
- Create an agile transformation plan for an organization

Online section: POPMI   Fee: $795   CEU's:1.2 /PDUs:12

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: Sep. 10; Tue.; 8:30 A.M.–4 P.M. (1 mtg.)

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

QUALITY TOOLS FOR IMPROVING BUSINESS PERFORMANCE

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

Course Objectives:

- Learn to use and interpret Quality Management tools
- Facilitate effective brainstorming
- Cause-and-effect diagrams
- Flow charts
- Data types
- Check sheets
- Histograms
- Pareto diagrams
- Scatter diagrams
- Control charts
- Learn to use and interpret Quality Management Tools
- Facilitate Effective Brainstorming
- Affinity diagrams
- Benchmarking
- Quality costs
- Quality audits

Instructor: Victor Canada

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

Section: Nov. 6–7; Wed.–Thu.; 8:30 A.M.–4 P.M. (2 mtgs.)

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

Human Resource Management

★ Human Resource Management Certificate Program
(See also Workplace Investigation Essentials, page 22)

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

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

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

❶ **Fundamentals of Supervision** (Page 19)

❷ **The Practical & Legal Aspects of Staffing** (Page 17)

❸ **Employee Development & Total Rewards** (Page 17)

❹ **Employee Relations & Employment Law** (Page 17)

❺ **Choose one elective from the following:**
  • **Business Communication** (Page 3)
  • **Public Speaking: Personal & Professional** (Page 3)
  • **Train the Trainer Program** (Page 6)
  • **Interpersonal Success in the Workplace** (Page 4)
  • **Workplace Investigation Essentials** (Page 22)
  • **Effective Management of Compensation & Rewards** (Page 23)
  • **or approved elective**

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

For more information on the Human Resource Management Program, contact Andrea Ash at 225-578-6760 or aash@outreach.lsu.edu.

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

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

Human Resource Management Certificate Program (Cont.)

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: Sep. 4–5; 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: Oct. 2–3; 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: Nov. 13–14; Wed.–Thu.; 8:30 A.M.–4 P.M (2 mtgs.))

Leadership, Management & Supervision

⭐ Management & Leadership Certificate Program

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

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

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

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

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

❶ **Fundamentals of Supervision** (Page 19)
❷ **Developing your Managerial Effectiveness** (Page 20)
❸ **Finance for Non-Financial Managers** (Page 21)
❹ **Public Speaking: Personal & Professional** (Page 3)
❺ **Choose one elective from the following:**
  • Interpersonal Success in the Workplace (Page 4)
  • Essentials of Business Analysis (Page 25)
  • Enhancing Organizational Performance (Page 27)
  • Business Communication (Page 3)
  • Strategic Communication (Page 4)
  • Essentials of Project Management (Page 13)
  • The Practical & Legal Aspects of Staffing (Page 17)
  • Effective Management of Compensation & Rewards
    (Page 23) or approved elective

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

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

Coming Soon! Online Management & Leadership Series

Developed from our highly successful Fundamentals of Supervision course, these modules will assist in training for supervisors, managers, business professionals and team leaders. These are foundational courses that provide knowledge and skills to enhance career success in all management roles. The series includes six 3-hour courses that are fully online.

To complete the online Management & Leadership Series, participants must complete the following six (6) courses:

❶ **Enhancing Employee Performance**
❷ **How to Build Effective Teams**
❸ **Motivating Your Team**
❹ **Personality & Leadership**
❺ **Positive Conflict Resolution**
❻ **Thinking & Acting Like a Manager**

For more information on the Management and Leadership Series, contact Kelli Harrison at 225-578-3209 or kharrison@outreach.lsu.edu.

FUNDAMENTALS OF SUPERVISION

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

Major topics presented in FOS include:

*   **Managerial Behavior—Thinking & Acting Like a Manager**
    Understand the basic management functions and skills and avoid the pitfalls and common mistakes made by first-time managers.
*   **Organizational Behavior—How to Build Effective Teams**
    Understand the foundational theories of organizational development and how to build effective teams.
*   **Motivating, Developing & Empowering Your Staff**
    Analyze employee needs and discover useful ways to overcome resistance to change.
*   **Supervisory Practices—Counseling & Disciplining Employees and Learning to Delegate**
    Learn how to counsel and discipline employees effectively and learn how to delegate as a management technique for developing and motivating employees.
*   **Giving Effective Feedback**
    Learn helpful ways to give positive and effective feedback to staff.
*   **Positive Conflict Resolution**
    Understand behavioral styles and learn new skills to maximize the positive resolution of conflicts.

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

Course Code: PBMFS **Fee: $1,295** **CEUs: 1.8 / PDUs: 18**

Section: Aug. 26–28; Mon.–Wed.; 8:30 A.M.–4:30 P.M. (3 mtgs.; LSU)

Section: Sep. 23–25; Mon.–Wed.; 8:30 A.M.–4:30 P.M. (3 mtgs.; LSU)

Section: Oct. 28–30; Mon.–Wed.; 8:30 A.M.–4:30 P.M. (3 mtgs.; LSU)

Section: Nov. 11–13; Mon.–Wed.; 8:30 A.M.–4:30 P.M. (3 mtgs.; LSU-Alexandria)

Section: Dec. 9–11; Mon.–Wed.; 8:30 A.M.–4:30 P.M. (3 mtgs.; LSU)

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

Recent FOS Participants Include:

*   Albemarle Corp.
*   All Star Automotive Group
*   Arlanxeo
*   Associated Terminals
*   BASF Corp.
*   Basic Industries
*   BioLab Inc.
*   Blue Cross Blue Shield of La.
*   Boise Cascade
*   Bollinger Shipyards
*   Brown-Eagle Contract Services
*   CF Industries
*   Chemtura
*   Chevron Phillips Chemical Co.
*   Cleco Corp.
*   Community Coffee Co.
*   Compass Minerals
*   Cornerstone Chemicals
*   Cox Communications
*   Crest Industries
*   Deltech Corp.
*   Dow Chemical Co.
*   DuPont Company
*   Entergy
*   Eclectic Products
*   Excel Maintenance Services
*   First South Farm Credit Union
*   Formosa Plastics Corp.
*   Georgia Pacific Corp.
*   Gibson Energy Inc.
*   Guarantee Service Team of Professionals
*   Gulfstream Services
*   Halliburton
*   Honeywell
*   HydroChem Industrial Services
*   Ineos
*   Impala Terminals
*   Kinder Morgan
*   Lamar Advertising
*   Lion Copolymer
*   Louisiana Workers' Compensation Corp.
*   Lucite International
*   Marathon Petroleum
*   Marsulex
*   Methanex USA
*   Morton Salt
*   Mosaic Fertilizer
*   Motiva Enterprises
*   NRG Energy
*   Natural Advantage
*   Noranda Alumina
*   North American Salt Co.
*   Olinde Hardware Supply Co.
*   PCS Nitrogen
*   Peoples Health
*   Placid Refining Co.
*   Rain CII Carbon
*   Regions Financial Corp.
*   Rhodia Inc.
*   RoyOMartin Lumber Co.
*   Rubicon Inc.
*   SGL Carbon Group
*   SJB Group
*   Schering-Plough Animal Health Corp.
*   Shell Chemical Co.
*   Sigma Consulting Group
*   Sigma Engineers & Constructors
*   Southern Ionics
*   Stupp Corporation
*   Syngenta
*   Syngenta Crop Protection
*   TPC Group
*   TETRA Technologies
*   Total Petrochemicals USA
*   Turner Industries
*   UTLX Manufacturing
*   Weeks Marine
*   Weyerhaeuser
*   Williams Olefins

★ LSU CERTIFICATE PROGRAMS

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

- **Accounting Specialist Certificate** (Page 9)
- **Business Communication Certificate** (Page 3)
- **Business Project Management Certificate** (Page 12)
- **Desktop Applications Specialist Certificate** (Page 33)
- **Graphic Design Certificate** (Page 38)
- **Human Resource Management Certificate** (Page 16)
- **Management & Leadership Certificate** (Page 18)
- **Occupational Safety Managers (COSM)** (Page 46)
- **Online Business Project Management Certificate** (Page 12)
- **Online Business Project Management with Agile Certificate** (Page 12)
- **Online Learning Experience Design Certificate** (Page 6)
- **Operations Management Certificate** (Page 26)
- **Paralegal Studies Certificate** (Page 53)
- **Purchasing & Supply Management Certificate** (Page 10)
- **SQL Server 2016 Certificates** (Page 41)

DEVELOPING YOUR MANAGERIAL EFFECTIVENESS

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

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

Major topics to be presented include:
- **Understanding and Managing Workplace Motivation**
  Review motivation models and learn how to diagnose and deal with motivation-related performance problems.
- **Managing Up and Down the Organizational Hierarchy**
  Review the dynamics and recommended strategies for influencing change within the organization.
- **Managing Conflict and Coping with Difficult People**
  Understand human conflict and learn how to mediate conflict between others.
- **Understanding Your Personality Type and Managing Workplace Behavior**
  Gain insight about your own personality and learn how to manage different personalities in the workplace.

This seminar is ideal for:
- Supervisors and managers, in general, as well as those who have participated in LSU's Fundamentals of Supervision program.
- Supervisors and managers interested in developing their managerial potential and improving their effectiveness.

Key benefits of participation:
- Review motivational models and learn to diagnose motivation-related performance problems.
- Identify organizational policies and practices inhibiting motivation.
- Learn how to influence others.
- Understand the causes of interpersonal conflict on the job.
- Develop interpersonal skills and confidence in managing interpersonal conflicts.
- Learn how to provide feedback to others.
- Learn more about your own personality and behavior tendencies.
- Develop an awareness of successful and effective leadership styles and behaviors.
- **Instructors:** Courtland M. Chaney, PhD, SPHR, is president of Human Resource Management Associates. Courtland served for more than 28 years as an instructor in the Department of Management at Louisiana State University. He is an industrial/organizational psychologist and consultant in the field of supervisory/management development, employee selection, performance appraisal and improvement, test development and validation, and organization needs analysis and development.

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

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

Section: Nov. 20–21; Wed.–Thu.; 8 A.M.–4:30P.M. (2 mtgs.; LSU)

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

Bring LSU to Your Workplace

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

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

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

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

FINANCE FOR NON-FINANCIAL MANAGERS

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

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

Major topics to be presented include:

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

This seminar is ideal for:

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

Key benefits of participation:

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

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

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

Section: Sep. 4–5; Wed.–Thu.; 8:30 A.M.–4:00 P.M. (2 mtgs.)

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

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

LSU CERTIFICATE PROGRAMS

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- **SQL Server 2016 Certificates** (Page 41)

NEW! WORKPLACE INVESTIGATION ESSENTIALS

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

Major topics to be covered include:

- **Basics of Workplace Investigations**
  Steps to a successful investigation: From the decision to investigate to the written report; Common mistakes committed during investigations; Methods for gathering information, including how to interview all parties; Documenting and evaluating the findings, and taking action
- **Human Behavior: Science, Psychology, Perception, Eye Witness Reliability & Deceit Detection**
  Human perceptual processes and how those processes affect our interpretations of information and our behavior; Factors influencing eyewitness reliability and how to improve the accuracy of 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

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

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

Section: Dec. 4–5; Wed.–Thu.; 8:30 A.M.–4:00 P.M. (2 mtgs.)

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

NEW! EFFECTIVE MANAGEMENT OF COMPENSATION & REWARDS

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

Major topics to be covered include:

- **Compensation Compliance Requirements**
  Identify the most common legal "mine fields" associated with employee pay practices, including exempt/non-exempt classification, overtime and other tricky wage and hour compliance issues, the pitfalls of treating employees as independent contractors, and compliance with the private benefit and inurement rules affecting nonprofit organizations.
- **Benchmarking Pay Practices**
  Learn how to use modern salary surveys, and other sources of pay information, for "benchmarking" base pay and total cash compensation in order to ensure market competitiveness, and strategically position your organization for success in the competitive arena.
- **Salary Structure Development & Maintenance**
  Review alternative methods for job evaluation and for developing competitive and equitable base salary structures, determining the approach that would work best for your organization, and how to refresh and update that salary structure for wage/salary inflation and changes in the market.
- **Alternative Pay-for-Performance Strategies**
  A common mistake made by many employers is to expect too much from their base pay and salary programs. In this module, you will learn what "pay-for-performance" is about, the problems and pitfalls with most pay-for-performance programs, how to make merit-based pay really work for your organization, the basics for constructing alternative pay-for-performance strategies (including spot-bonus, incentive and gainsharing programs), and which pay-for-performance strategies work best for nonprofit organizations.
- **Defining an Appropriate "Total Rewards" Strategy for   Your Organization**
  Total rewards is the sum of various compensation forms and components, including base pay (salary), premium pay, variable (at-risk or contingent) pay, and employee benefits. It is important for each organization to establish a compensation philosophy that identifies which forms of compensation will best serve the organization in achieving its mission, vision, and strategic objectives, as well as the amount to be assigned to each component. In this module, you will learn how to state high-level human resource management objectives and to use the concepts learned in this class to identify a total rewards strategy appropriate for attaining those objectives.

This program is ideal for:

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

Key benefits of participation:

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

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

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

Section: Oct. 23–24; Wed.–Thu.; 8:30 A.M.–4:00P.M. (2 mtgs.)

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

Bring LSU to Your Workplace

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

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

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

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

STRATEGIC & ORGANIZATIONAL PLANNING

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

Major topics to be presented include:

- **The Strategic and Organizational Planning Process**
  Good planning starts with adopting a planning process that will effectively guide collective activity and result in a complete, thoughtful and executable plan. This session provides an overview of a seven-step process model that can be applied by planning facilitators to any strategic and organizational planning challenge, and will ensure that key questions and issues are addressed during established stages of the planning process.
- **Overview of Selected Strategic Planning Issues, Concepts and Conceptual Models**
  Much has been written by leading experts concerning the key questions, issues, challenges and recommended approaches to the strategic and organizational planning process. This session will provide an overview of some of the more profound and useful ideas from thought leaders like Drucker, Porter, Kim & Mauborgne, and others on important topics that may enrich your organization's planning endeavors.

- **Facilitating the Planning Process**
  Good planning requires good facilitation. This session will provide an overview of the facilitator's role, as well as focus on the key questions to be addressed, and critical steps to be followed.
- **Preparing Written Business Plans and Communication Materials**
  There are times when the planning process should or must result in a written business plan that effectively documents the key questions, issues, intentions and plans of the organization. During this session, we will address the purposes of written business plans, including recommendations for format and composition, as well as summarize best practices for communicating "the plan" to employees, directors and other key stakeholders.

This program is ideal for:

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

Key benefits of participation:

- Establish and articulate a vision, mission and purpose for their business
- Establish descriptive measures and metrics for visionary achievement
- Conduct SWOT assessments of both the external environment and internal operating environment of the organization
- Establish meaningful SMART goals and objectives that will lead to achieving the organization's vision
- Align performance goals and rewards to support the strategic plan and vision
- Use available resources to develop a formal business plan
- Communicate critical components of the plan to employees and other stakeholders
- Ensure ongoing execution and timely refreshment of the plan

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

Course Code: PBOLA **Fee: $395** **CEUs: 0.6**

Section: Sep. 26; Thu.; 8:30 A.M.–4:00P.M. (1 mtg.)

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

ESSENTIALS OF BUSINESS ANALYSIS

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

Major topics to be presented include:

- **Essential Business Financial Analysis**
- Review income statement, balance sheet, cash flow statements and some key financial ratios, including how these may vary for different types of businesses.
- **Understanding What Drives Value**
- Learn a framework for making data-driven decisions and how to construct a business case.
- **Implementing Improvement Initiatives**
- Understand the key components of continuous improvement efforts.
- **Personal Reputation & Influence**
- Business analysts must interact with several parts of an organization. Learn how your personal reputation impacts effectiveness and why that is important to your success as a business analyst.
- **Business Processes**
- All businesses follow some process or processes to get things done. Analyze the processes and where process change is needed in order to continuously improve.

This seminar is ideal for:

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

Key benefits of participation:

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

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

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

Section: Oct. 28–29; Mon.–Tue.; 8:30 A.M.–4:00 P.M (2 mtgs.)

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

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

★ Operations Management Certificate Program
(See also, Six Sigma Online Prep Courses & Exams, page 30)

LSU's Operations Management Certificate Program provides strategies, tactics, and tools for individuals responsible for helping to advance the performance of their organization by using as few resources as needed, and remain effective in terms of meeting customer requirements.

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

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

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

❶ **Essentials of Operations Management** (Page 26)
❷ **Enhancing Organizational Performance** (Page 27)
❸ **Quality Assurance Essentials** (Page 15)
❹ **Finance for Non-Financial Managers** (Page 21)
❺ **Essentials of Project Management** (Page 13)
❻ **Choose one elective from the following:**
  • Quality Tools for Improving Business Performance (Page 15)
  • Fundamentals of Supervision (Page 19)
  • Essentials of Business Analysis (Page 25)
  • Business Communication (Page 3)
  • Effective Writing for Business & Technical Professionals (Page 5)
  • Strategic Communication (Page 4)
  • Interpersonal Success in the Workplace (Page 4)
  • Techniques for Project Development (Page 13)
  • Cost & Price Management (Page 11)

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

ESSENTIALS OF OPERATIONS MANAGEMENT

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

Major topics to be presented include:

• **Process selection and design**
  • Understand how process selection and design affect process performance.
  • Learn how layout and workflow affect speed, quality, waste, and cost.
• **Process analysis and improvement**
  • Learn how to use three key diagrams to analyze and improve processes.
  • Understand the basic process improvement methodology.
  • Use learning curve theory to improve performance.
  • Apply the Theory of Constraints to remove process bottlenecks.
  • Study how systems thinking helps avoid unintended consequences.

• **Process and quality control**
  • Understand the principles of Total Quality Management (TQM).
  • Learn how to use Statistical Process Control to keep quality on target.
  • Develop and track Key Performance Indicators.
• **Supply chain management**
  • Understand what an operations manager needs to know about supply chains.
  • Learn how to use Economic Order Quantity and Just-In-Time delivery to minimize inventory and waste.
• **Demand forecasting and scheduling**
  • Learn how to apply forecasting concepts to process analysis.
  • Understand how aggregate operations planning techniques can minimize the cost of resources.
  • Explore how to design a Materials Requirements Plan.
  • This seminar is ideal for:
  • Supervisors and managers in operations roles, responsible for producing goods or services.
  • Supervisors and managers from any industry, including government, service, and manufacturing.
  • Key benefits of participation:
  • Learn practical approaches for improving your processes.
  • Learn how to improve quality, cost, time, and productivity.
  • Learn how to shorten response times.
  • Understand and apply a framework for operations management and improvement.

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

Course Code: PBEOM   Fee: $795   CEUs: 1.2

Section: Oct. 15–16; Tue.–Wed.; 8:30 A.M.–4:00 P.M (2 mtgs.)

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

ENHANCING ORGANIZATIONAL PERFORMANCE

Enhancing Organizational Performance, offered by LSU Digital & Continuing Education's Management & Leadership Institute, is a professional development program designed for supervisors, middle managers and others responsible for managing organizational performance improvement. This interactive, two-day seminar is a logical follow-up program to our Fundamentals of Supervision and Developing Your Managerial Effectiveness programs. It emphasizes both a conceptual under-standing 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 sophisti-cated 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 organiza-tional improvement.
- **Tools for Creative Thinking**
- How creative thinking supports organizational performance improve-ment and how to stimulate and manage creative thinking.
- **Planning and Implementing Change**
- Measuring change readiness, planning change, understanding how people react to change, and successfully implementing change.

This seminar is ideal for:

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

Key benefits of participation:

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

Instructor: Shannon Nunez, MBA

Course Code: PBEOP   Fee: $795   CEUs: 1.2

Section: Nov. 18–19; Mon.–Tue.; 8:30 A.M.–4:00 P.M (2 mtgs.)

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

ONLINE COURSES & CERTIFICATE PROGRAMS

(*See also, Online Computer & IT Courses & Certifications, page 41; Notary Public Preparatory Online Course, page 56; and Graduate Test Preparation Online Courses, page 49*)

LSU Digital & Continuing Education, in partnership with MindEdge, Inc. is pleased to offer a series of online professional development courses and certificate programs that enable you to become more effective, productive and a strategic contributor to your company's goals.

Each of these non-credit courses and professional certificate programs are self-paced and delivered 100% online, making it easy and convenient to fit training into your busy schedule.

Courses are accessible from any computer with an Internet connection, which allows you to determine your own schedule and set your own pace! Courses include interactive exercises, video, real world examples, and case studies to help you quickly learn new skills and advance your career.

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

CERTIFICATE IN SUSTAINABLE 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: 15 hours of online course work.

Fee: $299   **CEUs: 1.5**

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: 25 hours of online course work.

Fee: $599   **CEUs: 2.5**

CERTIFICATE IN NON-PROFIT MANAGEMENT

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

Courses include:

1. Budgeting in a Non-Profit Organization

2. Capital Campaigns

3. Fundraising for Non-Profit Organizations

4. How to Read a Non-Profit Financial Statement

5. Leadership in a Non-Profit Organization

6. Non-Profit Board and Volunteer Development

7. Principles of Marketing for Non-Profit Organizations

8. Strategy for Non-Profit Organizations

9. Introduction to Grant Writing

10. Social Media for Non-Profits

11. Introduction to Non-Profit Management

Estimated time to complete: 44 hrs of online course work.

Fee: $699   **CFRE: 23**   **CEUs: 4.4**

PROJECT MANAGEMENT PROFESSIONAL® EXAM PREP COURSE (SIXTH EDITION)

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

After completing this course, you should be able to:

• Understand how enterprise environmental factors and organizational process assets affect how projects can be managed.

• Explain the five stages of a project life cycle and understand how these stages can overlap in time.

• Understand how to create a project management plan with subsidiary plans for each of the knowledge areas and explain how progressive elaboration and integrated change management can keep these documents effective and relevant.

• Understand the overlapping nature of project activities and practice Project Integration Management to coordinate the various project management processes.

• Understand how a project's various baselines (including scope, cost, schedule, quality, risk, procurement, and others) are determined, planned for, and managed.

• Understand how to effectively manage human resources and communicate with all stakeholders.

• Understand the key methods used to estimate project schedule and cost at the beginning of a project and to forecast cost and schedule variances at any time during the project.

• Identify key project stakeholders and continuously engage them in appropriate project activities

• Describe how the project management knowledge contained in the PMBOK® Guide can be used in practice

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

Estimated time to complete: 35 hours of online course work.

Fee: $699   **PDUs: 35**   **CEUs: 3.5**

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

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

PROJECT MANAGEMENT FOR INFORMATION TECHNOLOGY

(See also, Online Computer & IT Courses & Certifications, page 41)

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

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

After completing this course, you should be able to:

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

Estimated time to complete: 25 hours of online course work.

Fee: $499　　　　　　　　**PDUs: 25**　　　**CEUs: 2.5**

SIX SIGMA YELLOW BELT PREP COURSE & EXAM

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

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

After completing this course, you should be able to:

- Explain the concepts, tools, techniques, and strategies used in Six Sigma projects
- Describe the five stages of the DMAIC methodology and identify the factors that will improve its chances of success
- Assist in the application of specific tools and techniques in support of process improvement activities
- Demonstrate mastery of the skills and information covered in the MindEdge Six Sigma Yellow Belt Certification Exam

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

Estimated time to complete: 21.5 hours of online course work.

Fee: $499　　　　　　　　**PDUs: 20**　　　**CEUs: 2.0**

SIX SIGMA GREEN BELT PREP COURSE & EXAM

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

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

After completing this course, you should be able to:

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

Note: After successful completion, you will be qualified to take the MindEdge Six Sigma Green Belt Certification Exam (The fee for taking the certification exam is included in the cost of this course). Successful completion means completing all assignments in the course, and scoring a minimum of 70% on the second of the two 50-question practice exams.

Estimated time to complete: 34.5 hours of online course work.

Fee: $699   **PDUs: 32**   **CEUs: 3.2**

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

New! Online Project Management Program

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

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

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

❶ **Essentials of Project Management** (Page 13)

❷ **Techniques for Project Development** (Page 13)

❸ **Estimation & Cost Benefit Analysis** (Page 14)

❹ **Project Change Control & Cost Management** (Page 14)

❺ **Quality Assurance Essentials** (Page 15)

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

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

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

SIX SIGMA BLACK BELT EXAM PREP COURSE

The Six Sigma Black Belt Exam Prep course explains the key concepts, strategies, tools, and techniques that learners need to successfully pass the MindEdge Black Belt Certification Exam. (Note: Learners must submit an application to the MindEdgeSix Sigma Quality Council to be considered for the Black Belt certification exam. Experience in managing projects is a requirement.) This advanced-level course guides learners through elemental Six Sigma material before diving into each of the five DMAIC stages in detail. Specific instruction about the role of the Black Belt in each stage, as well as help in transitioning between each of the stages, is explained by practicing professionals and training experts in Six Sigma preparation and application.

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

After completing this course, practitioners should be able to:

- Explain the strategies, tools, and concepts that make up a successful Six Sigma implementation.
- Plan, execute, and monitor improvement projects that achieve organizational objectives.
- Describe the Black Belt's role in each of the five stages of the DMAIC methodology.
- Choose and apply the correct tools or techniques to achieve project goals.
- Demonstrate the expertise necessary to successfully complete the MindEdge Six Sigma Black Belt Certification Exam.

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

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

Estimated time to complete: 34 hours of online coursework.

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

SIX SIGMA BLACK BELT CERTIFICATION EXAM

To secure MindEdge's Six Sigma Black Belt Certification, practitioners must demonstrate mastery of Six Sigma by completing a timed online assessment and providing details of a Six Sigma project they are involved in. The four-hour, timed assessment tests an individual's competency and comprehension of Six Sigma principles, strategies, tools, and techniques. This exam includes multiple-choice and essay questions, and covers all aspects of the DMAIC methodology and its implementation. Questions are posed in several configurations that ask test takers to identify, calculate, analyze, and apply their knowledge, to demonstrate their ability to perform as important members of improvement teams.

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

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

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

Allotted time to complete the exam: 4 hours.

Fee: $699

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

Coming Soon! Online Management & Leadership Series

Developed from our highly successful Fundamentals of Supervision course, these modules will assist in training for supervisors, managers, business professionals and team leaders. These are foundational courses that provide knowledge and skills to enhance career success in all management roles. The series includes six 3-hour courses that are fully online.

To complete the online Management & Leadership Series, participants must complete the following six (6) courses:

1. **Enhancing Employee Performance**
2. **How to Build Effective Teams**
3. **Motivating Your Team**
4. **Personality & Leadership**
5. **Positive Conflict Resolution**
6. **Thinking & Acting Like a Manager**

For more information on the Management and Leadership Series, contact Kelli Harrison at 225-578-3209 or kharrison@outreach.lsu.edu

COMPUTER & INFORMATION TECHNOLOGY

⭐ Desktop Applications Specialist Certificate Program

CORE APPLICATION COURSES

INTRODUCTION TO WORD 2016
(1 DAY)

MASTERING WORD 2016
(2 DAYS)

INTRODUCTION TO EXCEL 2016
(1 DAY)

MASTERING EXCEL 2016
(2 DAYS)

ELECTIVES (CHOOSE 2)

ACCESS 2016: INTRODUCTION TO RELATIONAL DATABASES
(2 DAYS)

MASTERING OUTLOOK 2016
(2 DAYS)

MASTERING POWERPOINT 2016
(2 DAYS)

DESKTOP APPLICATIONS SPECIALIST CERTIFICATE COMPLETED

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:

❶ **Introduction to Word 2016** (Page 34)
❷ **Mastering Word 2016** (Page 34)
❸ **Introduction to Excel 2016** (Page 35)
❹ **Mastering Excel 2016** (Page 35)
❺ **Choose two electives from list:**
 • Access 2016: Introduction to Relational Database Design (Page 36)
 • Mastering Outlook 2016 (Page 36)
 • Mastering PowerPoint 2016 (Page 35)
 • or approved elective

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

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

Microsoft Office

INTRODUCTION TO WORD 2016

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

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

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

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

Section: Sep. 9; Mon.; 8:30 A.M.–3:30 P.M. (1 mtg.)

Section: Oct. 22; Tue.; 8:30 A.M.–3:30 P.M. (1 mtg.)

Bring LSU to Your Workplace

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

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

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

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

MASTERING WORD 2016

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

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

Prerequisite: Introduction to Word 2016 or equivalent knowledge.

Course Code: CWMMS   **Fee: $295**   **CEUs: 1.2**

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

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

INTRODUCTION TO EXCEL 2016

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

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

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

Course Code: CSXK1   **Fee: $175**   **CEUs: 0.6**

Section: Aug. 22; Thu.; 8:30 A.M.–3:30 P.M. (1 mtg.)

Section: Sep. 23; Mon.; 8:30 A.M.–3:30 P.M. (1 mtg.)

Section: Nov. 5; Tue.; 8:30 A.M.–3:30 P.M. (1 mtg.)

MASTERING EXCEL 2016

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

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

Prerequisite: Introduction to Excel 2016 or equivalent knowledge.

Course Code: CSXMS   **Fee: $295**   **CEUs: 1.2**

Section: Sep. 17–18; Tue.–Wed. 8:30 A.M.–3:30 P.M. (2 mtgs.)

Section: Oct. 16–17; Wed.–Thu. 8:30 A.M.–3:30 P.M. (2 mtgs.)

Section: Nov. 13–14; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

MASTERING POWERPOINT 2016

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

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

Prerequisite: Introduction to Word 2016 or equivalent knowledge.

Course Code: CGPMS   **Fee: $295**   **CEUs: 1.2**

Section: Oct. 29–30; Tue.–Wed.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

Microsoft Certified Application Specialist Program

Microsoft®
C E R T I F I E D
Application Specialist

Office Word 2016

Office Excel 2016

Office Outlook 2016

Office PowerPoint 2016

Office Access 2016

Windows

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

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

MASTERING OUTLOOK 2016

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

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

Prerequisite: Introduction to Word 2016 or equivalent knowledge.

Course Code: CIMMS   **Fee: $350**   **CEUs: 1.2**

Section: Nov. 20–21; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.

ACCESS 2016: INTRODUCTION TO RELATIONAL DATABASE DESIGN

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

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

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

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

Section: Sep. 24–25; Tue.–Wed.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

Business Applications

QUICKBOOKS PRO 2018

(See also, Accounting/Finance courses, page 9)

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

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

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

Section: July 16–17; Tue.–Wed.; 8:30 A.M.–3:30 P.M (2 mtgs.)

Section: Oct. 16–17; Wed.–Thu.; 8:30 A.M.–3:30 P.M (2 mtgs.)

VIDEO PRODUCTION FOR BUSINESS

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

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

Instructor: Victor Canada

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

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

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

NEW! WORDPRESS FOR WEBSITES

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

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

Prerequisites: Basic computer and Internet browsing skills required.

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

Section: Oct. 30–31; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

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

★ 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.

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

❶ **Illustrator CC Essentials** (Page 38)
❷ **Graphic Design Basics** (Page 39)
❸ **Photoshop CC Essentials** (Page 38)
❹ **InDesign CC Essentials** (Page 38)
❺ **Elective (Choose One):**
  • Premier Pro Essentials (Page 39)
  • WordPress for Websites (Page 37)
  • Effective Writing for Business & Technical Professionals (Page 5)
  • Video Production for Business (Page 37)
  • or approved elective

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

PHOTOSHOP CC ESSENTIALS

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

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

Section: Aug. 28–29; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)
Section: Oct. 23–24; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

INDESIGN CC ESSENTIALS

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

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

Section: Sep. 11–12; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)
Section: Nov. 20–21; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

ILLUSTRATOR CC ESSENTIALS

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

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

Section: Aug. 14–15; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)
Section: Oct. 9–10; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

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: Nov. 6–7; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

PREMIERE PRO ESSENTIALS

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

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

Section: Sep. 25–26; Wed.–Thu.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

⭐ LSU CERTIFICATE PROGRAMS

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

- **Accounting Specialist Certificate** (Page 9)
- **Business Communication Certificate** (Page 3)
- **Business Project Management Certificate** (Page 12)
- **Desktop Applications Specialist Certificate** (Page 33)
- **Graphic Design Certificate** (Page 38)
- **Human Resource Management Certificate** (Page 16)
- **Management & Leadership Certificate** (Page 18)
- **Occupational Safety Managers (COSM)** (Page 46)
- **Online Business Project Management Certificate** (Page 12)
- **Online Business Project Management with Agile Certificate** (Page 12)
- **Online Learning Experience Design Certificate** (Page 6)
- **Operations Management Certificate** (Page 26)
- **Paralegal Studies Certificate** (Page 53)
- **Purchasing & Supply Management Certificate** (Page 10)
- **SQL Server 2016 Certificates** (Page 41)

Bring LSU to Your Workplace

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

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

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

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

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

Coming Soon! DevOps Courses

DevOps is an area of growth in the IT field across industries. It breaks down the walls between development and operations to produce effective, efficient, and reliable products. The courses will begin with Intro to DevOps followed by 16 concept areas that each have a foundation and application course. Each 6 hour online course is self-paced.

Course Topics include:

- Intro to Dev Ops
- AI Integration and Ops
- Embedded Analytics
- Cloud Platform
- Collaboration and ChatOps
- Configuration Management
- Container Integration and Ops
- Leveraging Container Orchestration
- Continuous Integration
- Database Integration and Ops
- Continuous Deployment
- Continuous Monitoring and Orchestration
- Release Orchestration
- Security Integration and Ops
- Source Control Management
- Continuous and Automated Testing
- Object-Oriented Programming

For more information regarding the DevOps courses, contact 225-578-2500.

Microsoft Technical Courses & Certifications

★ SQL Server 2016 Database Development Certificate Program

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

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

❶ **Introduction to Microsoft SQL Server 2016 Development**
❷ **Advanced Microsoft SQL Server 2016 Development**
❸ **Querying using Microsoft SQL Server 2016 T-SQL**

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

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

INTRODUCTION TO MICROSOFT SQL SERVER 2016 DEVELOPMENT

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

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

Course Code: CMSQD   Fee: $995   CEUs: 1.8

Section: Sep. 16–18; Mon.–Tue.; 8:30 A.M.–3:30 P.M. (3 mtgs.)

ADVANCED MICROSOFT SQL SERVER 2016 DEVELOPMENT

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

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

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

Course Code: CMSQE   Fee: $995   CEUs: 1.8

Section: Oct. 14–16; Mon.–Wed.; 8:30 A.M.–3:30 P.M. (3 mtgs.)

★ SQL Server 2016 Business Intelligence Certificate Program

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

To earn a SQL Server 2016 Business Intelligence Certificate, participants must complete the following four (4) courses:

❶ **Microsoft SQL Server 2016 Integration Services**
❷ **Microsoft SQL Server 2016 Analysis Services**
❸ **Microsoft SQL Server 2016 Reporting Services**
❹ **R and Microsoft SQL Server 2016**

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

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

QUERYING USING MICROSOFT SQL SERVER 2016 T-SQL

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

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

Course Code: CMSQC   Fee: $795   CEUs: 1.2

Section: Nov. 18–19; Mon.–Tue.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

MICROSOFT SQL SERVER 2016 INTEGRATION SERVICES

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

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

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

Course Code: CMBIA   Fee: $995   CEUs: 1.8

Section: Sep. 9–11; Mon.–Wed.; 8:30 A.M.–3:30 P.M. (3 mtgs.)

MICROSOFT SQL SERVER 2016 ANALYSIS SERVICES

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

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

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

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

Section: Oct. 1–3; Tue.–Thu.; 8:30 A.M.–3:30 P.M. (3 mtgs.)

MICROSOFT SQL SERVER 2016 REPORTING SERVICES

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

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

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

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

Section: Oct. 28–30; Mon.–Wed.; 8:30 A.M.–3:30 P.M. (3 mtgs.)

NEW! R AND MICROSOFT SQL SERVER 2016

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

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

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

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

Section: Nov. 25–26; Mon.–Tue.; 8:30 A.M.–3:30 P.M. (2 mtgs.)

SAFETY MANAGEMENT

CERTIFIED OCCUPATIONAL SAFETY SPECIALIST®

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

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

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

What You Will Learn:

Safety Specialist Knowledge
The heart of the COSS program is the solid foundation built on learning to read and apply the OSHA safety and training requirements in 29 CFR 1910 and 1926. Other areas of knowledge covered are:

- Occupational Safety and Health Act
- Amendments to the OSHA Act
- 29 CFR 1910 (General Industry) and 1926 (Construction) Standards
- OSHA training requirements
- Specialized training
- OSHA inspections
- How to determine applicability
- Coordinating multiple worksites
- Citations and penalties
- OSHA recordkeeping requirements
- OSHA 300 requirements
- Multi-employer rule

Safety Specialist Skills
Skills the COSS can expect to learn or enhance:

- Identification & mitigation of hazards
- Hazard analysis
- Competent person requirements
- Job safety analysis
- Pre-job planning
- Safety meetings and briefings
- Leadership

Safety Specialist Essentials
The COSS must have a good working understanding of safety essentials to be effective. COSS graduates will gain total understanding of safety programs that are common to most businesses and industries. Topics include:

- Fall protection
- Personal protective equipment
- Hearing conservation
- Most common injuries and hazards

Safety Specialist Roles
The role of the COSS will vary from setting to setting, but the COSS program will help to prepare safety coordinators for all types of application. You will gain experience in:

- How to develop a written safety plan
- Management commitment
- Responsibilities
- Effective safety committees
- Safety rules and regulations
- Accident investigations
- Worker compensation claims
- Delivering safety training
- Evaluating effectiveness

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

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

Course Code: PSMOS   **Fee: $1,799**   **CEUs: 4.0**

Section: Aug. 19–23; Mon.–Fri.; 8:00 A.M.–5:00 P.M. (5 mtgs.; LSU)

Section: Oct. 14–18; Mon.–Fri.; 8:00 A.M.–5:00 P.M. (5 mtgs.; LSU)

Section: Nov. 4–8; Mon.–Fri.; 8:00 A.M.–5:00 P.M. (5 mtgs.; LSU–Alexandria)

Section: Dec. 2–6; Mon.–Fri.; 8:00 A.M.–5:00 P.M. (5 mtgs.; LSU)

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

Recent COSS Participants Include:

- AEP River Operations
- Albemarle Corp.
- Atlantic Scaffolding
- BASF Corp.
- Bayou Companies
- Bengal Transportation Services
- Bertucci Contracting Corp.
- Blue Water Constructors
- Brown-Eagle Contract Services
- CB&I
- Cajun Deep Foundations
- Cajun Industries
- Cajun Valve Services
- Cheramie Marine
- Chevron
- Cleco Corp.
- Crest Industries
- Cytec Industries
- Deepwater Specialists Inc.
- DEMCO
- Diversified Well Logging
- Durr Heavy Construction
- Entergy
- Excel Group
- Expro Americas
- ExxonMobil
- Fire Tech Systems
- Freedom Oilfield Services
- The Gray Insurance Co.
- Gulfstream Services
- Halliburton
- Honeywell International
- Industrial Safety Solutions
- Industrial Specialty Contractors
- International Offshore Services
- ISC Constructors
- Kinder Morgan
- Louisiana Rehabilitation Services

- Louisiana Risk Management
- Louisiana Natural Gas Service
- Malone Allstar Electric
- MAPP Construction
- McDermott
- Motiva Enterprises
- Nalco Co.
- New Orleans Public Belt Railroad
- NuStar Energy
- PEC Safety
- Performance Contractors
- Proctor & Gamble
- PS Safety & Risk Management
- Rope Access Technology
- Rowan Companies
- RoyOMartin Lumber Co
- Safety By Design Consultant Services
- Safety Environmental & Operational Training
- Shell
- Southern Electric Corp.
- Stratos Offshore Services Co.
- Stupp Corp.
- Superior Service Co.
- TESCO Corp.
- Tetra Offshore Service
- TNT Crane and Rigging
- Total Safety
- Trane
- Transocean Offshore
- Turner Industries
- U.S. Naval Sea Systems Command
- Universal-Sodexho
- VersaTech Automation Services
- Wechem Inc.
- Weeks Marine
- Zen-Noh Grain Corp.

COSS RECERTIFICATION REQUIREMENTS

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

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

What Our Recent Graduates

EDUCATIONAL BENEFITS FOR VETERANS

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

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

that helped me go back to work. My first week's paycheck was more than the cost of the class."

– Britton Cross, COSS Graduate

CERTIFICATE FOR OCCUPATIONAL SAFETY MANAGERS™ (COSM)

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

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

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

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

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

1. Essentials of Safety Management

2. Strategic Planning & Evaluating for Safety Success

3. Managing Risk & Safety Finances

4. Communicating the Safety Message

5. Injury Management, Incentives & Discipline

Prerequisites: In order to receive the COSM industry designation you must meet the following criteria:
- Complete all five modules
- Turn in all completed assignments
- Have a minimum of two (2) years of safety, health and environmental work experience

Course Code: PSMMM   **Fee: $1999**   **CEUs: 4.0**

Section: Oct. 28– Nov. 1; Mon.–Fri.; 8:00 A.M.–5:00 P.M. (5 mtgs.)

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

ESSENTIALS OF SAFETY MANAGEMENT—MODULE 1

All safety managers need to understand the abilities required to become great safety managers. This course is a critical step in understanding how to progress to a higher level as a safety professional. For participants who are currently at an executive-level safety manager position, this course can assist in identifying competencies that need to be strengthened. This course explores what safety, health and environment (SH&E) professionals recognize as the essential executive-level competencies.

- Explore the scope and function of the Safety 'Position' according to established health and safety entities such as ASSE's ANSI standard Z590.2.
- Assess personal competencies within the categories of foundation, core, technical and professional and executive abilities
- Understand the importance and process for developing a training plan to increase competencies.

STRATEGIC PLANNING & EVALUATING FOR SAFETY SUCCESS—MODULE 2

As safety managers develop strategic safety plans aligned to the corporate vision and mission statement, such plans can only be effective if safety managers understand the basic SH&E system elements required within the planning process. Additionally, the importance of periodic evaluation of established Safety Management Systems (SMS) is just as much a critical factor of success as the written plan. You will learn that understanding how your top management views safety is critical in developing a strategic safety plan that will be effective and successful.

- Assess your organization's maturity by auditing your organization's Safety Management System (SMS).
- Use computer tools that will help you determine maturity and criticality of improving safety programs within your organization.
- Discover the newest safety trends that will affect safety professionals.
- Learn the importance of benchmarking quality safety systems, such as TQM, ANSI Z10, and OHSAS 18001, for creating your own organization's strategic safety plan.
- Discover the critical steps of evaluating the success and weaknesses of an organization's strategic safety plan.
- Realize the importance of utilizing leading indicators as well as lagging indicators in evaluating your safety system's success.
- Become familiar with self-inspection checklists and OSHA audit forms that will help you evaluate your organization's safety system's strengths and weaknesses.

MANAGING RISK & SAFETY FINANCES—MODULE 3

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

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

INJURY MANAGEMENT, INCENTIVES & DISCIPLINE—MODULE 4

The concept of injury management has greatly expanded into what is now described as an Integrated Disability Management System (IDMS), and as safety managers, we need to embrace these new concepts by understanding the benefits. This course also covers incentives, recognition and discipline. In the past, organizations have utilized lagging indicators as measurements for their incentive and recognition programs. OSHA now warns that using measurements of lagging indicators might encourage workers to avoid reporting injuries. This course explores phases of both positive and negative discipline. It studies the paradigm shift from the use of lagging indicators to using leading indicators in incentive and recognition programs.

- Recognize the benefits of a comprehensive IDMS.
- Recognize the differences in using an occupational medicine specialist or the emergency room.
- Realize how discipline plays a strategic role in providing a safe environment.
- Explore the potential negative consequences of using lagging indicator measurements in your recognition programs.
- Learn what leading indicators are and how they work to improve safety incentive and recognition programs and increase employee satisfaction.

COMMUNICATING THE SAFETY MESSAGE— MODULE 5

The value of effective communication is recognized in every facet of safety as an essential element. Learning skills that help provide good communication is important to all safety positions, including executive safety managers. In this course, you will learn the common barriers of communication, explore methods to improve your safety communication, and learn the steps for planning safety communications.

- Learn to present to high-level executives.
- Determine their basic communication style.
- Explore the critical steps to a great performance.
- Explore methods to improve your safety communication.
- Create and present a one-minute 'elevator pitch.'

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

Bring LSU to Your Workplace

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

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

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

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

SAFE SUPERVISOR

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

Upon completion of the Safe Supervisor course, a supervisor will be able to:

- Describe how exposures to hazards can lead to accidents.
- Perform a worksite analysis.
- Recognize hazards.
- Determine what potential effects an identified hazard may have.
- Determine what the OSHA Code of Federal Regulations say regarding an identified hazard.
- Determine how to control identified hazards.
- Communicate hazard-related information to personnel in the field and in administrative positions.
- Initiate an accident investigation.
- Understand some of the psychology that drives employees' "unsafe" behaviors.

Participants will receive:

- A comprehensive workbook.
- OSHA Standards for General Industry (CFR Part 1910) and OSHA Standards for the Construction Industry (CFR Part 1926).
- Twenty hours of face-to-face learning, delivered by an Authorized OSHA Outreach Trainer in Construction and General Industry.
- A certificate of completion.

Course Code: PSMSS   Fee: $525   CEUs: 2.0

Section: Aug. 12–14; Mon.–Wed.; 8:00 A.M.–5:00 P.M. (3 mtgs.; LSU)

Section: Oct. 28–30; Mon.–Wed.; 8:00 A.M.–5:00 P.M. (3 mtgs.; Slidell, LA)

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

Test Preparation

We offer the following Test Preparation courses:

- **College Admissions Tests**
  ACT Test Preparation

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

- **Professional Test Preparation**
  Notary Public Preparatory Course (Live Online) (Page 56)
  Project Management Professional® Exam Prep Course (Online) (Page 29)
  Six Sigma Certification Prep Courses & Exams (Online) (Page 30)

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

ENVIRONMENTAL MANAGEMENT

ASBESTOS MANAGEMENT

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

ACCREDITATION

Louisiana Department of Environmental Quality

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

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

Bring LSU to Your Workplace

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

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

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

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

Upcoming Asbestos Refresher Batteries

Beginning January 1, 2020, LSU Professional Development will no longer offer any Asbestos Certification courses. Participants can contact LDEQ for additional training providers after this year.

	September 2019
Asbestos Contractor/Supervisor Refresher	18
Asbestos Inspection and Assessment Refresher (4 hrs.)	19
Asbestos Management Planner/Inspector Refresher (8 hrs.)	19
Asbestos Project Designer Refresher	20

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

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: Sep. 9–13; Mon.–Fri.; 8 A.M.–5 P.M. (5 mtgs.)

ASBESTOS CONTRACTOR/SUPERVISOR REFRESHER – 8 HRS.

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

Course Code: EASTR   **Fee: $295**   **CEUs: 0.8**
Section: Sep. 18; Wed.; 8A.M.–5 P.M. (1mtg.)

ASBESTOS INSPECTION AND ASSESSMENT – 24 HRS.

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

Course Code: EAINB   **Fee: $595**   **CEUs: 2.4**

Section: Nov. 20–22; Wed.–Fri.; 8 A.M.–5 P.M (3 mtgs.)

ASBESTOS INSPECTION AND ASSESSMENT REFRESHER – 4 HRS.

This course includes a discussion of state and federal regulatory changes and a review of initial course topics including pre-inspection planning, inspection of friable and non-friable asbestos, assessing the condition of asbestos, bulk sampling and documentation of asbestos, and respiratory protection. Course completion is required annually in order to maintain state accreditation.

Course Code: EAINR   **Fee: $175**   **CEUs: 0.4**

Section: Sep. 19; Thu.; 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: Sep. 30–Oct. 1; Mon.–Tue.; 8 A.M.–5 P.M. (2 mtgs.)

ASBESTOS MANAGEMENT PLANNER/ INSPECTOR REFRESHER – 8 HRS.

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

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

Section: Sep. 19; Thu.; 8 A.M.–5 P.M. (1mtg.)

ASBESTOS PROJECT DESIGNER TRAINING – 24 HRS.

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

Course Code: EAPDB   **Fee: $595**   **CEUs: 2.4**

Section: Dec. 9–11; Mon.–Wed.; 8 A.M.–5 P.M. (3 mtgs.)

ASBESTOS PROJECT DESIGNER REFRESHER – 8 HRS.

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

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

Section: Sep. 20; Fri.; 8 A.M.–5 P.M. (1mtg.)

⭐ LSU CERTIFICATE PROGRAMS

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

- **Accounting Specialist Certificate** (Page 9)
- **Business Communication Certificate** (Page 3)
- **Business Project Management Certificate** (Page 12)
- **Desktop Applications Specialist Certificate** (Page 33)
- **Graphic Dsign Certificate** (Page 38)
- **Human Resource Management Certificate** (Page 16)
- **Management & Leadership Certificate** (Page 18)
- **Occupational Safety Managers (COSM)** (Page 46)
- **Online Business Project Management Certificate** (Page 12)
- **Online Business Project Management with Agile Certificate** (Page 12)
- **Online Learning Experience Design Certificate** (Page 6)
- **Operations Management Certificate** (Page 26)
- **Paralegal Studies Certificate** (Page 53)
- **Purchasing & Supply Management Certificate** (Page 10)
- **SQL Server 2016 Certificates** (Page 41)

ASBESTOS DESIGNATED PERSON TRAINING – 8 HRS.

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

Course Code: EADPA   **CEUs: 0.8**

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

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

Course Code: EADPB   **CEUs: 1.6**

ASBESTOS ABATEMENT WORKER TRAINING – 32 HRS.

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

Course Code: EAWTB   **CEUs: 3.2**

ASBESTOS ABATEMENT WORKER REFRESHER – 8 HRS.

Required to maintain state accreditation as an asbestos abatement worker.

Course Code: EAWTR   **CEUs: 0.8**

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

PARALEGAL STUDIES PROGRAM

LSU Paralegal Studies Certificate Program
Approved by the American Bar Association

WHAT IS A PARALEGAL?

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

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

DESCRIPTION AND OBJECTIVES OF THE LSU PARALEGAL STUDIES PROGRAM

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

1. Understand the structure of both state and federal judicial systems.

2. Analyze (by "briefing") reported legal opinions.

3. Research legal problems using primary and secondary resources.

4. Write clear, effective legal memoranda, using proper citation form.

5. Interview clients and witnesses.

6. Understand the procedure in a civil suit and draft appropriate pleadings.

7. Be familiar with basic concepts of business organizations and contract law.

8. Recognize the ethical standards of the paralegal profession.

SPECIAL FEATURES OF THE LSU PARALEGAL STUDIES PROGRAM

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

THE CURRICULUM

In order to earn the paralegal certificate, a student must take five required courses, three paralegal electives, the internship, the one-day legal ethics seminar, a court day and Introduction to Word. **The required courses, each of which is offered during every fall and spring semester, are as follows:**

- Principles of Paralegal Studies
- Legal Case Analysis & Writing
- Legal Research
- Civil Litigation
- The Practicing Paralegal
- Internship
- Legal Ethics (Online)
- Court Day
- Introduction to Word

STUDENTS CHOOSE THREE ELECTIVES FROM THE FOLLOWING LIST (NOT EVERY SUBJECT IS OFFERED EVERY SEMESTER):

- Administrative Law
- Bankruptcy
- Business Organizations
- Civil Litigation II
- Contract Law
- Criminal Law & Procedures
- eDiscovery
- Electronic Trial Presentation
- Employment Law
- Environmental Law
- Family Law
- Federal Civil Procedure
- Immigration Law
- Intellectual Property
- Law Office Technology
- Legal Investigation & Interviewing Skills
- Legal Writing
- Real Estate Law
- 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

LSU Paralegal Studies Program Advisory Committee Members

A. BROCK AVERY
State of Louisiana, Division of Administrative Law
(Administrative Law Judge, Public Sector)

LAUREN BARBALICH
Solicitor General's Office, Division of Attorney's General's Office
(Paralegal, Public Sector)

DEBRA DESADIER
(President, Baton Rouge Paralegal Association)

JP GORHAM
Private Practice
(Attorney, Private Sector)

ANN K. GREGORIE
(Director, Baton Rouge Bar Association)

KATRINA GWIN
Bienvenu, Bonnecaze, Foco, Viator & Holinga, APLLC
(Paralegal, Private Sector)

NOEL STEFFES MELANCON
Attorney, The Steffes Firm, LLC
(Faculty Representative)

STUDENT REPRESENTATIVE
LSU Paralegal Studies Program
(Student Representative)

WENDY ROSS
Taylor, Porter, Brooks & Phillips, LLP
(Paralegal, Private Sector)

FRANKIE SNYDER, CLA
Spirit of Cheyenne
(Citizen Representative)

MELINDA STALLINGS
Melinda Stallings International
(Citizen Representative)

Fall 2019 Courses

PRINCIPLES OF PARALEGAL STUDIES

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

Course Code: LCPRI   **Fee: $525**

Section: Aug. 26–Dec 2; Mon.; 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. This course includes Westlaw access for students for the duration of their time in the paralegal program after passing this course.

Course Code: LCRES   **Fee: $625**

Section: Aug. 27–Dec. 3; Tue.; 6–8:30 P.M.

LEGAL CASE ANALYSIS

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

Course Code: LCCAS   **Fee: $525**

Section: Aug. 28–Dec. 4; Wed.; 6–8:30 P.M.

CIVIL LITIGATION I

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

Course Code: LCLIT   **Fee: $525**

Section: Aug. 29–Dec. 5; Thu.; 6–8:30 P.M.

THE PRACTICING PARALEGAL

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

Prerequisite: Civil Litigation

Course Code: LCPRA   **Fee: $525**

Section: Aug. 28–Dec. 4; Wed.; 6–8:30 P.M.

COURT DAY

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

Course Code: LCCOU   **Fee: $100**

Section: Sep. 16; Mon.; 8 A.M.–12 P.M. (1 mtg.)

Please note: Choose just one section. Instructions and locations will be sent to students the week before Court Day.

Notary Public Preparatory
Course *(Live Online)*

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

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

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

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

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

Please Note: There are several tests dates each year.

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

ONLINE Section: Aug. 20–Dec. 3; Tue.; 6-9 P.M. (14 live online sessions; no class on September 24 or November 5.

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

PARALEGAL INTERNSHIP

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

Course Code: LCINT   **Fee: $525**

Section: Aug. 26; 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 ONLINE

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

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

Course Code: LCETH   **Fee: $150**

ONLINE Section: Oct. 18–Nov. 15 (Students must register by October 11 and will have one month of online access to complete the course)

INTRODUCTION TO WORD 2016

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

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

Course Code: CWMW1   Fee: $175   CEUs: 0.6

Section: Sep. 9; Tue.; 8:30 A.M.–3:30 P.M. (1 mtg.)

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

CONTRACT LAW

Students will use statutory and case material to study the formation and use of contracts including liability, breach and damages. The purpose of this course is to understand the six basic requirements to form a valid contract, the remedies available for a party's breach of contract, and the role of the Uniform Commercial Code (La. R.S. 10:1-101 et seq.).

Course Code: LCCON   Fee: $525.00

Section: Aug. 26–Dec. 2; Mon.; 3–5:30 P.M.

FAMILY LAW

This course surveys the laws concerning marriage, divorce, child custody, child support, spousal support, community property, and adoption. Students will learn how to interview clients, draft pleadings (including divorce petitions, community property partitions, ancillary issues, motions, and exceptions), calculate child support, analyze financial documents, manage a case, and assist the attorney in discovery and preparation for trial.

Course Code: LCFAM   Fee: $525.00

Section: Aug. 27–Dec. 3; Tue.; 6–8:30P.M.

LAW OFFICE TECHNOLOGY

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

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

Prerequisites: Basic understanding of Windows and keyboarding skills.

Course Code: LCLOT   Fee: $625

Section: Aug. 28–Dec. 4; Wed.; 3:30–5:30 P.M.

LEGAL INVESTIGATION & INTERVIEWING SKILLS

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

Course Code: LCLIW   Fee: $525

Section: Aug. 29–Dec. 5; Thu.; 6–8:30PM

LOCATION INFORMATION

Parking on the LSU Campus

Everyone must pay to park on the LSU campus.

1. You may park in any metered parking space and pay at the nearest pay station, 7 a.m. to 10 p.m., Monday through Friday. Pleasant Hall (#22 on map) has a metered lot adjacent to the building.

2. Metered parking is also available at the Union Square Parking Garage, behind the LSU Bookstore (# 25 on map; enter from East Campus Dr.). Pay stations are located on all floors near the exits.

The LSU Parking Visitor Services Office is located in the Union Square Parking Garage (#25). It is open Monday through Friday, from 7 a.m. to 5 p.m., and can provide parking information and campus maps.
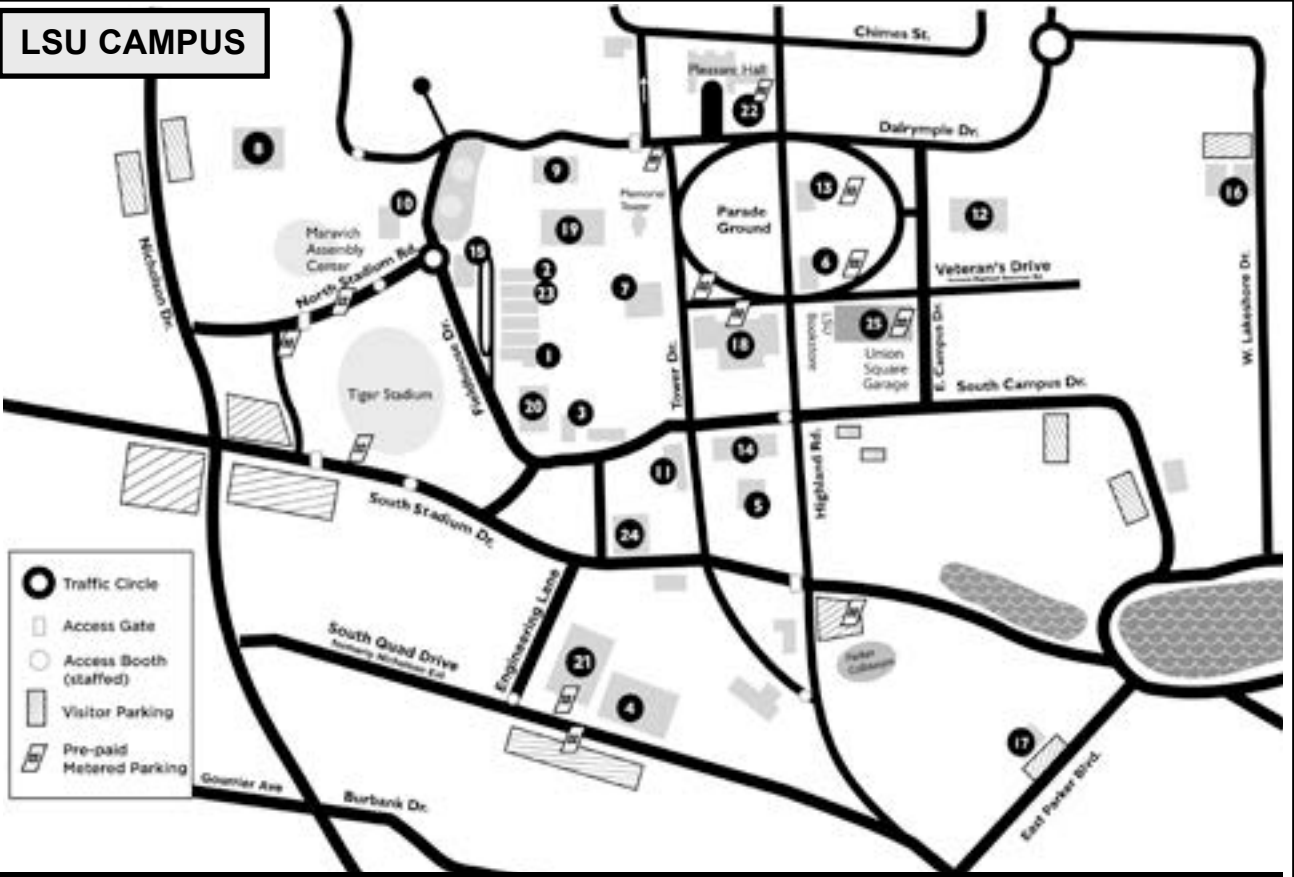
LSU Parking Visitor Services Office: 225-578-5030
LSU Digital & Continuing Education: 225-578-2500
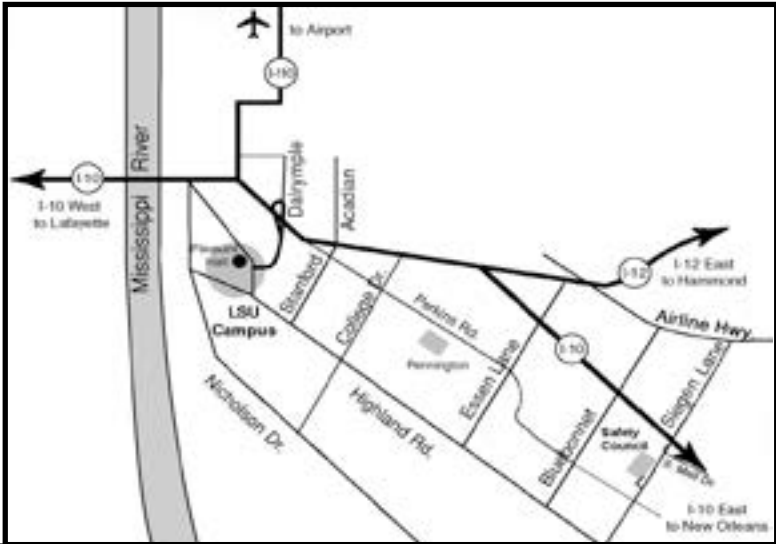
Getting to the LSU Campus
From I-10, take the Dalrymple Drive exit. Turn right (south) at the bottom of the ramp and follow Dalrymple onto campus. The third traffic signal is Highland Road. If your course is in Pleasant Hall, after you cross Highland, turn right immediately into the Welcome Center parking lot. Pleasant Hall is the large building behind the parking area. Other metered parking areas are indicated on the map below.

LSU CAMPUS

1) Agriculture Administration	7) Coates Hall	13) Law Center	18) LSU Union	22) **Pleasant Hall**
2) Allen Hall	8) Fieldhouse	14) Life Sciences	19) Middleton Library	23) Prescott Hall
3) Art Building	9) Foster Hall	15) Lockett Hall	20) New Design Building	24) Tureaud Hall
4) Business Ed Complex	10) Gym Armory	16) Cook Conference Center & Hotel	21) Patrick F. Taylor Hall (formerly CEBA)	25) Union Square Garage & Visitor Parking Office
5) Choppin Hall	11) Human Ecology	17) La. Emerging Tech		
6) Club at Union Square	12) University Lab School			

REGISTRATION INFORMATION

Office hours are 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 Distance & Continuing Education
1225 Pleasant Hall, LSU
Baton Rouge, LA 70803
Your mail registration should be received one week or more before the first course meeting.

ACCOMODATIONS FOR PERSONS WITH DISABILITIES
225-578-2500

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 by your bank unpaid for insufficient funds.

NEW Refund and Cancellation Policies

If your plans change, you must cancel 5 business days prior to the first day of class in order to receive a full refund or transfer to another course. If you cancel less than 5 business days, no refunds will be granted however you can have a one-time transfer of funds to another course. There are no penalties for substitutions prior to the first day of class.

Holidays

The office will be closed on July 4, September 2, November 28–29, and December 24–January 1. Classes do not meet on these days. Other changes are noted in the course description or announced at the first class meeting.

Accomodations for Persons with Disabilities

Please note that some University buildings are not accessible for persons with disabilities. If you are a person with a disability and need special accomodations to participate in a class, please let us know at 225-578-2500 at least two weeks before the course begins.

3 EASY WAYS TO REGISTER!

1 **Online Registration**
www.outreach.lsu.edu

2 **Phone Registration**
225-578-2500

3 **Fax Registration**
225-578-3090

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REGISTRATION FORM

Please print. Please indicate the address at which you prefer to receive mail regarding these courses.

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 #_____ Email Address _____

Payment Infomation

□ Check/Money Order (payable to LSU)

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

Card # ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Expiration Date: Mo. ☐☐   Yr. ☐☐   Amount Paid _____

Cardholder Name_____ Cardholder Signature _____

□ PO or LSU IT # (attach authorization) _____

Code	Session	Title (abbreviate)	Start Date	Fee

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TOTAL

Strategic Partnerships

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

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University Professional & Continuing
Education Association

ACHE

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CONSORTIUM
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Online Learning Consortium

LACHE

Louisiana Association for
Continuing Higher Education

EDUVENTURES®
Research and Consulting for Higher Education

Online Higher Education Collaborative

ADEIL

Association for Distance Education and
Independent Learning

atd BATON ROUGE CHAPTER
Association for
Talent Development

Association for
Talent Development

EC Electronic Campus

Electronic Campus of the Southern
Regional Education Board

EAB

Education Advisory Board's
Continuing & Online Education Forum

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Professional Development is a program of LSU Digital & Continuing Education.

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