**FACILITATORS**

**LISA JEAN SMITH** is the President of Learning Journey, Inc. For the past 24 years she has facilitated training experiences for thousands of participants from every area of business and industry in both the private and public sectors. She is a Certified Master Trainer for DDI and AchieveGlobal. As a 24-year veteran, Lisa Jean assists companies—from fortune 500 to family owned, agriculture to medical technology—in maximizing their “human potential”. Lisa Jean lives in Minnesota.

**JAMES GRIFFITH** is a leadership instructor with over 10 years of classroom experience. He spent 23 years in the US military and holds a Master’s Degree in General Administration from Central Michigan University. James spent the last two years instructing a Fortune 500 company. His classes motivate and emphasize just how important strong leadership is to the needs of any industry in today’s competitive, ever-changing world.

**TERRI HORPEDAHL** brings a high-energy presence and a diverse career to trainND. She has had two dream careers—one in education and one in sales. In the education field, Horpedahl was the Activities Director and Head Volleyball Coach for the Grand Forks School District. At the University of North Dakota she was the National Alumni Leadership Council Director and Development Officer. Currently, Terri manages over 200 sales representatives in 10 different states. In both, she helped others achieve their goals. Terri joined trainND in 2011 and has presented locally and at national conferences.

**JOLIE JOHNSTON** enjoys working with students and seeing them succeed. She develops training curriculum for Sanford Health, with a focus on new employee orientation. She specializes in Microsoft® products including Word, Excel, PowerPoint and Outlook. A friendly, positive trainer and communicator, Jolie believes learning should be fun and exciting. She has a BS degree in Business Management from the University of Mary in Bismarck, ND.

**GRACE KURTZ** is an energetic trainer, and she admits, sometimes loud! She earned a BA in Business Marketing from Mercyhurst University in PA and a MEd in Higher Education Administration from Suffolk University in MA. With 20 years of experience in administration, sales and management, she engages participants in thoughtful and lively discussion, and is adept at helping leaders learn to make effective business decisions. Grace has worked with trainND since 2009.

**MISSY OHE** has spent more than 20 years encouraging and inspiring clients in a variety of roles, including keynote and breakout speaking, hosting a weekly radio program, writing magazines articles and a book of favorite quotes, coaching business individuals, and facilitating groups of various sizes. Missy’s style is upbeat and leaves you with information that you can utilize on a daily basis. Missy lives in Grand Forks and has presented at high-profile local, state, and regional events.

**KYLE TERNES** has served as a law enforcement officer for over 20 years, with over 10 years experience in a mid-level management position. Kyle is a graduate of Lake Region State College and Mayville State University. He holds a BS degree in Business Administration with specializations in Marketing & Management. Kyle joined trainND’s team February 2011.

**JASON UHLIR** has a BS degree with majors in Occupational Safety and Environmental Health and Industrial Technology and a MS degree in Industrial Technology from UND. Uhlir currently works as an Accident and training manager for Minnkota Power Cooperative, Inc. In addition to his role at Minnkota, Jason also serves as an adjunct faculty member for the UND College of Business and Public Administration teaching courses related to risk management, safety, and security. Jason resides in Grand Forks.

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**REGISTRATION AND INFORMATION**

Online: [www.lrsc.edu/workforce](http://www.lrsc.edu/workforce)

Call: 701-662-1578 – 800-443-1313 Ext 21578

All trainings will be held at
Job Service ND, 1501 28th Ave South, Grand Forks, ND

**EARLY BIRD DISCOUNT** - $10

Per participant, per training if booked by Oct 1

All trainings are on a first-come, first-served basis. Fee is due upon registering. Contact trainND for third party billing. Participants will receive a Certificate of Completion. No refund within five days of training date. **StrengthsFinder 2.0 is nonrefundable after Oct 1.**
TrainND Northeast’s goal is to meet the workforce training needs in northeast North Dakota by serving as facilitator and coordinator in the delivery of training. We are excited to provide this training series to Grand Forks area businesses because we know your best asset is your employees. A trained, skilled workforce stabilizes your business and increases efficiency and productivity.

Benefits of Training
- Reduces employee turnover
- Improves productivity
- Improves employee morale
- Decreases need for supervision
- Increases efficiency
- Increases financial rewards

TrainND values training that is:
- Timely - Provided when our customers need it
- Relevant - Designed for what our customers need
- Adaptable - Customized to suit our clients
- Innovative - Developed with current trends
- National - Recognized certifications
- Network - Partner to collaborate efficiently
- Dependable - Committed to respond promptly

What Clients Are Saying About TrainND Northeast
“We worked with trainND Northeast the past three years to provide communication training for our leadership series. The trainer, Grace Kurtz is a wonderful speaker—very engaging—and trainND ably customizes the training for our needs.”
Tangee Bouvette — City of Grand Forks

“My staff and I attended a two day Effective Presentation and Public Speaking Skills class with trainND. With the skill sets learned in class, we were able to provide a conducive learning environment for our customers and I am pleased to say my staff effectively taught over 200 customers. We received many compliments on the training and training delivery. Thank you for helping take my team to the next level.”
Travis Kiesel — True North Equipment
Grand Forks

Discover Your Inner Strengths! StrengthsFinder 2.0 Workshop
As a pre-requisite you will receive the best-selling book, StrengthsFinder 2.0, by Tom Rath and the opportunity to take Gallup’s Clifton StrengthsFinder—a web based assessment tool that is the product of a 30-year, multi-million dollar study to identify the most prevalent human strengths.
- Learn why a strength focus is important to you
- Discover the source of your signature strengths
- Learn how to articulate your natural talents
- Explore the 34 themes of talent to build appreciation for diversity
- Analyze your unique combination of talents and how to leverage them
- Develop an action plan for strengthening your talents

Tuesday, Oct 14, 2014 — 8 a.m. to 5 p.m.
Featured Presenter — Lisa Jean Smith
$249 per person**
Includes StrengthsFinder 2.0 Book and Online Assessment
Assessment and pre-work must be completed by Oct 3
Class size limited to 20 participants
Because of the pre-work, StrengthsFinder 2.0 is non-refundable after Oct 1.

Register Today!

Effective Communication Skills
In today’s business climate, it is not unusual to hear people say, “We have a communication problem here.” Employees need to establish good lines of communication quickly and effectively.

Effective Communication Skills helps assess your personality style, determine the most appropriate communication approach, and then practice the skills needed for effective communication building rapport with customers and co-workers.

Thursday, Apr 23, 2015 — 9 a.m. to 12 noon
Grace Kurtz — $65 per person*

Supervisor Communication Skills
Communication is a complex set of behaviors and interactions that involves both giving and receiving information.

In Supervisor Communication Skills you will learn the importance of assertive speaking; asking directly for what you need from others without being aggressive. You will discover techniques for holding others accountable while also creating and practicing the art of equitable compromise. Explore ways to use assertiveness to your benefit such as: how to establish credibility and trust, use positive language, avoid provoking language, and give workable feedback.

Thursday, Apr 23, 2015 — 1 to 5 p.m.
Grace Kurtz — $95 per person*

Challenging Negative Attitudes!
It’s always the other person, right? Who is the one person you can control? Discover the art of having and maintaining your own positive attitude.

In Challenging Negative Attitudes you will examine your self-talk and how to use the EXPEL model (explain, pinpoint, evaluate and link to self-esteem.) Learn to deal with the four types of negative people, understand how change affects attitude, and how to successfully cope in this fast-paced world.

Wednesday, Apr 29, 2015 — 9 a.m. to 12 noon
Terri Horpedahl — $65 per person*

First Time Manager
Are you next in line to be the manager? So many excellent employees are promoted thinking they will be a great manager, but soon realize there is a fine line managing those who were once your co-workers.

First Time Manager will help you determine your parameters as a manager and how to anticipate changes that come with your new role. Discover techniques to thrive in the transition and how to identify trustworthy behaviors. Learn ways to motivate your troops by using both intrinsic and extrinsic motivation.

Wednesday, Apr 29, 2015 — 1 to 5 p.m.
Terri Horpedahl — $95 per person*
**Toughest Supervisor Challenges**

**And How To Overcome Them**

Being a supervisor can sometimes seem like an endless roller coaster ride. You’re confronted with varied challenges and issues every day, from discipline problems and personality clashes to conflict and layoffs. Without the proper skills and preparation, you can be left feeling like a rag doll. That’s why you need to arm yourself now—before situations occur—with tools that will help you tackle the unexpected twists and turns of being a good supervisor.

Toughest Supervisor Challenges gives both new and experienced managers the supervisory skills, tools, and techniques they need to evaluate the situation at hand and choose the appropriate response.

**Wednesday, Feb 25, 2015 — 9 a.m. to 3 p.m.**

**James Griffith — $125 per person**

**Intermediate Microsoft® Excel 2010**

Have you ever wondered how to make those dramatic statistical graphs? You too can enhance your data by modifying and formatting graphs and charts. Has the use of PivotTables and Pivot Charts to analyze data escaped you? Learn how to use them and the benefit of doing so. Advanced formulas, hidden comments, sorting, filtering, and oodles of ways to boost visual appeal using themes and graphic objects.

**Tuesday, Nov 18, 2014 — 1:30 to 4:30 p.m.**

**Wednesday, Nov 19, 2014 — 8:30 to 11:30 a.m.**

**Jolie Johnston — $125 per person**

Each computer class is limited to 12 participants, and three participants per business.

**Basic Microsoft® Excel 2010**

To say there are thousands of ways to use Excel is an understatement. This spreadsheet program analyzes and calculates data to help businesses make informed decisions. Start your own journey using Excel to drive your business decisions! Learn how to enter data, delete, insert and modify cells, rows and columns, and how to use formatting for emphasis.

**Tuesday, Oct 28, 2014 — 1:30 to 4:30 p.m.**

**Wednesday, Oct 29, 2014 — 8:30 to 11:30 a.m.**

**Jolie Johnston — $125 per person**

**Survival Secrets For Women**

Some topics are not very fun to talk about. Violence against women is one of those topics. Talking about the threat of violent crimes towards women, however, is an essential preparation for survival. Until scenarios have been discussed, women may be unprepared to react with purpose should they find themselves in a dangerous situation. In this session, you will learn about many of the personal safety threats that exist in our world. You will be able to discuss and practice techniques to improve your safety.

**Tuesday, Dec 2, 2014 — 6:30 to 9:30 p.m.**

**JASON UHLER — $45 per person**

**Talk Like A Leader—What Every Employee Needs To Hear**

Do you know the average person speaks up to 16,000 words each and every day? No doubt, that’s a lot of chatter. But successful leaders know there’s a significant difference between being a big talker and being an effective communicator. And they also know communication is the key to motivating and inspiring people.

Talk Like A Leader helps professionals at all levels improve their critical communication skills. It cuts through the noise to focus on four key areas of leadership communication: Vision, Support Competence, and Relationships. This interactive workshop is chockfull of activities and action planning exercises. It is a learning experience that empowers leaders with the skills and confidence to encourage enthusiasm, increase productivity, minimize miscommunication, and improve working relationships.

**Tuesday, Mar 24, 2015 — 9 a.m. to 3 p.m.**

**Terri Horpedahl — $125 per person**

**Intermediate Microsoft® Excel 2010**

Have you ever wondered how to make those dramatic statistical graphs? You too can enhance your data by modifying and formatting graphs and charts. Has the use of PivotTables and Pivot Charts to analyze data escaped you? Learn how to use them and the benefit of doing so. Advanced formulas, hidden comments, sorting, filtering, and oodles of ways to boost visual appeal using themes and graphic objects.

**Tuesday, Nov 18, 2014 — 1:30 to 4:30 p.m.**

**Wednesday, Nov 19, 2014 — 8:30 to 11:30 a.m.**

**Participants must have good basic working knowledge of Microsoft® Excel 2010.**

**Jolie Johnston — $125 per person**

Each computer class is limited to 12 participants, and three participants per business.
Register at www.lrsc.edu/workforce
701-662-1578
800-443-1313 Ext 21578
It's a competitive world. Train for it.

Development Dimensions International (DDI) was founded in 1970 by industrial/organizational psychologists William C. Byham, PhD, and the late Douglas W. Bray, PhD. In the years since, DDI has helped successful organizations around the world close the gap between where their business needs to go and the talent they must have to take them there. DDI has worked with organizations in every industry, including manufacturing, health care, government, energy, financial/insurance, aerospace, pharmaceuticals, technology, consumer goods/services, and telecommunications. TrainND partnered with DDI to offer the Exceptional Leaders Certificate. To earn the certificate, participants must attend the following six courses. To achieve certification, participants have two years to complete the series.

Communicating for Leadership Success

Organizations need leaders who can do more and be more in order to succeed in today’s complex environment. They need frontline leaders with strong interpersonal skills who can get things done by mobilizing and engaging others.

Communicating for Leadership Success sets the foundation to help leaders communicate effectively so they can spark action in others. This course teaches leaders the interaction essentials they need to handle the variety of challenges and opportunities they encounter every day in the workplace and beyond. This course is a prerequisite for the other Exceptional Leaders courses.

Tuesday, Oct 21, 2014 — 1 to 5 p.m.
Grace Kurtz — $169 per person*
Class size is limited to 15 participants.

Delegating With Purpose

Delegation is a critical skill for leaders in today’s “do more with less” business environment. Fewer resources, changing motivations, virtual employees, and global workforces are just a few of the challenges leaders face as they attempt to meet ever-increasing workplace demands.

Delegating with Purpose will help leaders learn the skills they need to address challenges, gain commitment from team members, develop individual skills, enhance the overall capability of their teams and, ultimately, benefit the organization. Leaders learn to identify the tasks they need to delegate, select the most appropriate individuals, assess capabilities and commitment, and plan the delegation discussion. Prerequisite: Communicating for Leadership Success

Thursday, Nov 13, 2014 — 1 to 5 p.m.
Kyle Ternes — $169 per person*
Class size is limited to 15 participants.

Resolving Workplace Conflict

Today’s business environment challenges organizations to increase productivity, improve quality, reduce costs, and speed up cycle time. An unfortunate but natural byproduct of these challenges is conflict. While conflict can lead to discoveries such as new ideas and innovative breakthroughs, it can, if allowed to escalate, result in damage to critical working relationships.

Resolving Workplace Conflict teaches leaders how to recognize the signs of escalating conflict and take appropriate action to minimize damage. Leaders are introduced to two resolution tactics—coach and mediate. First practice using the Interaction Essentials to coach and then mediate to resolve a conflict. Prerequisite: Communicating for Leadership Success

Tuesday, Jan 13, 2015 — 1 to 5 p.m.
Grace Kurtz — $169 per person*
Class size is limited to 15 participants.

Driving Change

In today’s complex and competitive environment, it’s no surprise that 70 percent of workplace change initiatives fail. For workplace change initiatives to be successful, organizations need leaders who are able to turn resistance into commitment and inspire team members to take ownership of change.

Driving Change provides the skills and resources leaders need to accelerate the process of implementing change with their team members and to create an agile work environment where people are more open to change. Prerequisite: Communicating for Leadership Success

Tuesday, Feb 10, 2015 — 1 to 5 p.m.
Grace Kurtz — $169 per person*
Class size is limited to 15 participants.

Addressing Poor Performance

Many leaders struggle with employees who exhibit poor performance or work habits despite repeated coaching.

Addressing Poor Performance builds a leader’s skill and confidence in handling chronic performance problems. Leaders learn how to focus on operational and behavioral issues and how to overcome defensive reactions, such as deflecting, blaming and redirection. Learn how to gather and use data to provide effective feedback. Learn how to gain commitment for improvement. Participants will practice conducting performance improvement discussions. Prerequisites: Communicating for Leadership Success and Coaching for Peak Performance

Wednesday, Apr 8, 2015 — 1 to 5 p.m.
Kyle Ternes — $169 per person*
Class size is limited to 15 participants.

Coaching For Peak Performance

Effective coaching is one of the most important drivers of team member performance. Whether leaders are guiding people toward success in new or challenging situations or helping people enhance their work performance, their ability to coach and provide feedback makes the difference between mediocrity and high performance.

By helping learners understand the importance of three coaching techniques and how to effectively handle both proactive and reactive coaching discussions, Coaching for Peak Performance helps leaders have more effective and efficient interactions. Prerequisite: Communicating for Leadership Success

Tuesday, Mar 10, 2015 — 1 to 5 p.m.
Missy Ohe — $169 per person*
Class size is limited to 15 participants.

*Light refreshments will be served.