3 easy ways to register

ONLINE
nwicc.edu/continuing-education/

PHONE
800-352-4907
712-324-5061

IN PERSON
Stop in the Business Office
Building A, at NCC, 603 West Park St.
Sheldon, Iowa
8:00AM–4:30PM | Monday–Friday

Please save this brochure for future reference. Classes start weekly through August 2020.
COMPUTERS

Microsoft Excel 2016 (LEVEL 1)
If you have some experience with Microsoft Word, it is time to get hands-on experience discovering the tools and features of Microsoft Excel 2016. In this class, the instructor will guide you through the steps of building a user friendly worksheet, both for the reader and the creator. Then you will be introduced to the important formula/function feature in Excel. Learning how to use Excel formulas is very critical for the successful use of spreadsheet software. The more you learn about formulas, the more you will want to know! Hands-on instruction will be provided with Microsoft Excel 2016 software. 2 Sessions. Instructor: Twyla Vogel

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Microsoft Excel 2016 (LEVEL 2)
If you have had a taste of using formulas in Excel, you probably realize that you can use formulas and functions for a multitude of calculations. In this class, we will dig deeper into how to use the capabilities of Microsoft Excel 2016 to perform simple and complex tasks using formulas, functions, filtering, conditional formatting and if-functions. Then students will work on the enhanced analyzing tools in Excel 2016—Charts, Sparklines, Slicers, Pivot Tables & more. The use of VLOOKUP to find values in Excel lists or tables will also be explored. 2 Sessions. Instructor: Twyla Vogel

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Microsoft Excel Pivot Tables
Need some help in learning how to use Pivot Tables? Pivot tables are used to summarize, sort, reorganize, group, count, total or average data stored in a database. In this hands-on class, you will learn how to build and use pivot tables in Microsoft Excel 2016. 1 Session. Instructor: Twyla Vogel

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Twyla Vogel serves as the NCC Continuing Education Business Coordinator and is certified as a Microsoft Office Specialist. She has a Business Administration Degree from Briar Cliff University and a Master of Business Administration degree from the University of Sioux Falls. Twyla has many years of experience working with financial businesses and in teaching both basic and customized computer training.
INSURANCE

Alphabet Soup by Medicare
So we have Medicare A, B, C, D and Supplements A, B, C, D, F, G, K, L, M and N. And that's only because Medicare has gotten rid of Supplements H, I, J twice and now E. So, is it any wonder that people who do not deal with this and even those who do get confused as to whether we are talking about Medicare benefits or Medigap types. We try really hard in this class to sort all this out and have the Producer leave with a better grasp as to what Medicare's identifying designations mean. Come enjoy the alphabet soup. 4 hours general credit. Tuition includes state filing fee. Larry J. Battaglia LL.B.

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Tax Issues for Life & Health Insurance
We cannot give legal advice, but we are expected to be able to explain an insurance policy, which is a legal document, to our customers. We cannot give tax advice either, but nearly every product we sell has or could have tax consequences attached to it. We are expected to know how our products work and that includes the tax issues. One question popular with "market conduct" people is; "...did you explain the potential tax issues of this transaction to the customer..." So, while we do not give tax "advice," we are expected to be able to give tax information and answer our customers questions. This course will surprise many with the amount of tax issues we are involved with. 5 hours general credit. Tuition includes state filing fee. Instructor: Larry J. Battaglia LL.B.

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Conduct Becoming
Perhaps a bit more academic than our other ethics classes, but still a great class. We look at the state regulations that seem to get us into the most trouble and cause the most problems. We look at current events that have ethical issues such as the modern view of lying vs. acting. We look at the specifics of rebating, twisting, churning and how to avoid problems both now and years from now. 3 hours ethics credit. Tuition includes state filing fee. Instructor: Larry J. Battaglia LL.B.

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Trust Me...Sign Here
An ethics class dealing with the one thing we never want to hear..."That's not what you told me!" Especially if it's exactly what we did say and that very thing represents the problem we're facing. In this class, we work with ethical dilemmas not caused by us. Usually the problem was caused by another agent who had the client before we did. But the customer is unhappy and we are the ones who have to deal with him. This class suggests a few things that may help. 3 hours ethics credit. Tuition includes state filing fee. Instructor: Larry J. Battaglia LL.B.

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Long Term Care Insurance...Is It Worth It?
This course deals with both traditional long term care options from assistance in-home to clinical nursing care. We show how nursing homes are getting Medicare to pay for long term care albeit the fact that Medicare steadfastly claims that they do not pay for long term care. We also look at Iowa's Asset Preservation (Partnership) and Nebraska's Long Term Care Partnership programs. THIS 6 HOUR COURSE DOES SATISFY THE 4 HOUR REQUIREMENT FOR IOWA. This course is a comprehensive look at traditional long term care options and is a valuable resource regardless of whether you work in the long term care market or just need information on a personal basis. 6 hours general credit. Tuition includes state filing fee. Instructor: Larry J. Battaglia LL.B.

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Larry J. Battaglia LL.B. is a Certified Instructor of Insurance for the States of Nebraska, Iowa, and South Dakota. Mr. Battaglia has been in the insurance profession since 1977 and has been a Certified Instructor since 1990. In addition to writing over 65 classes, Mr. Battaglia has moderated classes for Bank Iowa, St. Ambrose University, Career Achievement Insurance School, Lincoln Financial Insurance Co., AAA Nebraska, Mutual of Omaha, Primerica, AFLAC, Humana and numerous private agencies.
What's Behind Difficult Discussions
Are you having the same conversations over and over? Do you and/or the other person explode or go silent..? Learn how we use our stories to justify our poor behavior and theirs. Instead of having yet, another deja vu dialogue, learn to share your facts (and listen to theirs) in a manner that will allow you and the other person to stay in dialogue. You can improve how you interact with your family, friends, coworkers, and customers. Bring your real-life examples and we will break them down!
Instructor: Denise Truckenmiller

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Why Do They Act That Way?
The best thing about the world is the people. The not-so-best thing about the world is the people. During this session, you will take a brief personality assessment, then spend the rest of the time understanding why we do what we do and why some of the things they do can rub us the wrong way. Learn how to understand yourself better so you can understand others better. You will leave with several examples and ways to improve your relationships with others.
Instructor: Denise Truckenmiller

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SHRM Certification Test Prep
Earn the SHRM Certified Professional (SHRM-CP®) or SHRM Senior Certified Professional (SHRM-SCP®) and prove your knowledge, competency, and value to colleagues and to employers looking for a competitive edge in today's global economy. Prepare for SHRM Certification with NIACC's SHRM Certification Prep course. This 13 week instructor-led course "meets" online once a week for 2 1/2 hours. These sessions are recorded for your convenience. Your SHRM Learning System is included with your enrollment in this course. Northwest Iowa Community College partners with North Iowa Area Community College (NIACC) to provide opportunities for continuing education credits.

Thursdays 6:30–9:00 p.m.
January 16–April 9

To register, visit www.niacc.edu/SHRM (scroll down to “Register Today’ button)

Instructor: Elizabeth Crandon holds the SHRM-CP certification, has a Master’s degree in Human Resources Management, 10 years of Human Resource experience and is currently a Human Resources instructor at Des Moines Area Community College.

Course tuition: $1270

Registration for this course should close no later than January 10, 2020 to ensure timely delivery of student materials.
ONLINE LEARNING
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ONLINE CAREER TRAINING PROGRAMS
Prepare for employment in some of today’s hottest careers with a comprehensive, affordable, and self-paced online Career Training Program. You can begin these Programs at any time and learn at your own pace. Upon successful completion of all required coursework, you will receive a Certificate of Completion.

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careertraining.ed2go.com/nwicc

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INSTRUCTOR-LED ONLINE SHORT COURSES
Our instructor-led online courses are informative, fun, convenient, and highly interactive. We focus on creating warm, supportive communities for our learners. New course sessions begin monthly, are project-oriented and include lessons, quizzes, hands-on assignments, discussion areas, supplementary links, and more.

• 6 Week Format
Start dates: Jan. 15, Feb. 12, March 18, April 15, May 13, June 17, July 15
• Discussion Areas
• Monthly Start Sessions
• Expert Instructor

Visit our website to find a course!
ed2go.com/nwicc
GENERAL INFORMATION

Payment
Payment must be made at time of registration unless indicated otherwise in the section description.

Refunds
You may cancel your registration by calling the Continuing Education Office at least one business day before the start of class to receive a 100% refund.

Cancellations
The Continuing Education Department makes every effort to maintain the schedule announced in our tabloid. If a class does not have sufficient enrollment, we reserve the right to cancel, combine, or change the class schedule. If the class you registered for is cancelled, you will be contacted and 100% of the tuition will be refunded.

Postponement of Classes
In the event of inclement weather, classes may be postponed. Listen to local radio stations or check our website for college announcements.

Certificates
Certificates of attendance are awarded at the end of each program. These must be retained by licensed professionals for four years. Duplicate certificates are provided for a fee. No credit will be given for partial attendance.

Accreditation
Northwest Iowa Community College is fully accredited by North Central Association of Colleges and Secondary Schools, Iowa Department of Education, and Iowa State Board of Regents, acting jointly.

Photo Release
Northwest Iowa Community College may use your photo in publications, brochures, videos, web, facebook and similar documents, or releases for public relations purposes. If you would not like your image used, please email ce@nwicc.edu or call the Continuing Education office at 800-352-4907 and talk to your instructor prior to the start of the class.

Policy of Nondiscrimination
It is the policy of Northwest Iowa Community College not to discriminate on the basis of race, color, national origin, sex, disability, age, sexual orientation, gender identity, creed, religion, and actual or potential parental, family or marital status in its programs, activities, or employment practices as required by federal and state civil rights statutes and all other applicable federal and state laws, regulations and orders. The Board of Trustees shall monitor progress on this policy through the President's appointed Affirmative Action/Equity Coordinator(s).

If you have any questions or complaints related to compliance with this policy, please contact one of the Equity Coordinators at Northwest Iowa Community College, 603 West Park Street, Sheldon, Iowa, room D403b or room A101D, email equity@nwicc.edu, phone number 712-324-5061, extension 113 or extension 242, fax 712-324-4136; or the Director of the Office for Civil Rights, U.S. Department of Education, Citigroup Center, 500 W. Madison, Suite 1475, Chicago, IL 60661, phone number 312-730-1560, fax 312-730-1576.

Gainful Employment
For more information about our graduation rates, the median debt of students who completed the program, and other important information, please visit our website at www.nwicc.edu/compliance.
ENROLL IN A
BUSINESS, COMPUTERS,
HUMAN RESOURCES,
& INSURANCE
CLASS TODAY!