BUILDING STRONGER BUSINESSES

Training Catalog

CUSTOMIZED TRAINING & CONTINUING EDUCATION for professionals. by professionals.
Dear Valued Partners,

Within the following pages you will find a list of courses available through Customized Training and Continuing Education at Ridgewater College. As you will see, the list is extensive. Our ultimate goal is to meet your needs as an individual who desires to improve upon your personal and professional skills, and as a company or organization which strives to increase productivity and efficiency, improve quality, and maintain a healthy and safe work environment.

We realize that today’s economy has created extraordinary challenges. We are here to help. Our staff of professionals, along with our hundreds of subject matter experts and instructors, possess a wide range of expertise and experiences. We can meet your unique needs whether they are basic or they require more sophisticated and complex solutions.

Our training is designed to be dynamic, interactive and professionally delivered by proven instructors. We specialize in developing curriculum to meet your unique goals and objectives and deliver it at a time and place convenient to you.

I am very proud of the work we do every day. It’s why in fiscal year 2013, 16,000 people took advantage of more than 70,000 hours of customized training and continuing education. Please use this catalog as a resource and remember Ridgewater College as your partner in business, training and continuing education.

Respectfully,

Sam Bowen
Dean of Customized Training and Continuing Education
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome/Overview</td>
<td>3</td>
</tr>
<tr>
<td>Contact Us/Registration Guide</td>
<td>6</td>
</tr>
<tr>
<td>Manufacturing/Industry</td>
<td>7</td>
</tr>
<tr>
<td>Manufacturing</td>
<td></td>
</tr>
<tr>
<td>Nondestructive Testing</td>
<td></td>
</tr>
<tr>
<td>Ditch Viewer</td>
<td></td>
</tr>
<tr>
<td>Industrial Safety</td>
<td>17</td>
</tr>
<tr>
<td>OSHA</td>
<td></td>
</tr>
<tr>
<td>Industrial Responder</td>
<td></td>
</tr>
<tr>
<td>Fit Testing</td>
<td></td>
</tr>
<tr>
<td>Health Care/EMS</td>
<td>23</td>
</tr>
<tr>
<td>Simulation</td>
<td></td>
</tr>
<tr>
<td>Emergency Medical Services</td>
<td></td>
</tr>
<tr>
<td>Skills &amp; Certifications</td>
<td></td>
</tr>
<tr>
<td>Long-term Care</td>
<td></td>
</tr>
<tr>
<td>Mental Health</td>
<td></td>
</tr>
<tr>
<td>Dental</td>
<td></td>
</tr>
<tr>
<td>Fire Training</td>
<td>33</td>
</tr>
<tr>
<td>Fire Training 1</td>
<td></td>
</tr>
<tr>
<td>Fire Training 2</td>
<td></td>
</tr>
<tr>
<td>Haz-mat Operations</td>
<td></td>
</tr>
<tr>
<td>Specialized Topical Courses</td>
<td></td>
</tr>
<tr>
<td>Management/Professional Growth</td>
<td>45</td>
</tr>
<tr>
<td>Human Resources</td>
<td></td>
</tr>
<tr>
<td>Supervisory Skills</td>
<td></td>
</tr>
<tr>
<td>Communication Skills</td>
<td></td>
</tr>
<tr>
<td>Conflict Resolution</td>
<td></td>
</tr>
<tr>
<td>Service Occupations</td>
<td>55</td>
</tr>
<tr>
<td>Cosmetology</td>
<td></td>
</tr>
<tr>
<td>Food Service</td>
<td></td>
</tr>
<tr>
<td>Child Development</td>
<td></td>
</tr>
<tr>
<td>Transportation</td>
<td>63</td>
</tr>
<tr>
<td>Motorcycle Safety Training</td>
<td></td>
</tr>
<tr>
<td>Commercial Driving License</td>
<td></td>
</tr>
<tr>
<td>MAPS</td>
<td>66</td>
</tr>
</tbody>
</table>

*Note*  
Courses that are offered as a series or are part of a series are denoted with an * *. Most can be taken individually, however.

Alternative Format  
The information in this catalog is available in alternative formats upon request. Call 800-722-1151. Consumers with speech or hearing disabilities may contact us via their preferred Telecommunications Relay Service.

Catalog Disclaimer:  
Every effort has been made to ensure the accuracy of the material contained within this catalog as of the date of publication. However, course information is subject to change at any time by appropriate action of the Customized Training & Continuing Education program managers, Ridgewater administration, the Minnesota State Colleges and Universities Board of Trustees, or the Minnesota Legislature without prior notification. The provisions of this catalog do not constitute a contract between the student/client and the College. The information in this catalog is for use as a training and continuing education planning tool and is subject to change.
BUILDING STRONGER BUSINESSES

Customized Training
Tap into our consulting services where we listen and then design training to help you reach your goals.

Continuing Education
Utilize continuing education for skills, knowledge and certifications in scheduled options.

Serving 16,000 people annually with 70,000 hours of training

320-222-6067
customized.training@ridgewater.edu
Easy Steps to Online Registration

1. Go to our website at ridgewater.edu/augusoft.net
   (If you get an error, try another web browser.)

2. Click on Browse Courses

3. Scroll through categories and select a topic

4. Browse courses to select your course
   (Clicking on title reveals greater details)

5. Click on Add to Cart in 1 of 2 locations

6. Click Create New Profile, follow directions and Submit

7. Click on View Cart and verify information

8. Click on Checkout and follow payment directions

9. Receive email confirmation

10. Attend class, get smarter, enjoy, tell others, and
    repeat steps 1-10 another day!
Ridgewater College is in the heart of Minnesota’s strong manufacturing. Thanks to committed regional partnerships and our own Advanced Integrated Manufacturing resources, Ridgewater has become the go-to resource for a broad spectrum of technical field trainings. Whether your goal is greater profits in a global market or improved safety and efficiency, we can help you reach your goals through customized solutions in everything from welding and inspections to quality processes and electrical certifications.

- Manufacturing
- Nondestructive Testing
- Ditch Viewer
Advanced Quality Engineering

Ridgewater College’s Customized Training and Continuing Education team partners with Advanced Quality Engineering, Inc., to bring the finest in quality training to the region. Available trainings include:

- Six Sigma
- Quality Management
- ISO/QS 9000 Systems Training
- Internal Auditor Training
- Statistical Process Control (SPC)
- Beyond SPC: The Next Level of Tools
- Design of Experiments (DOE)
- Failure Modes and Effects Analysis (FMEA)
- Quality Function Deployment (QFD)
- How to Use Microsoft Excel for Data Analysis
- Gauge R&R Studies
- Leadership Skills in a Manufacturing Environment
- Basic Statistics
- Hazard Analysis (HACCP)

Training length is customized to meet your needs.

Automation *

Ridgewater is proud to offer specialized automation trainings, courtesy of the Minnesota Center for Engineering and Manufacturing Excellence.

- **Basic Programmable Logic Controllers**
  Gain hands-on knowledge and understanding of Programmable Logic Controllers (PLCs) devices and systems. Topics will include examination of the components and operations of PLC hardware, the basic elements of PLC programming and programming languages, input and output (I/O) devices and communications, and future trends. Training length is customized to meet your needs.

- **Advanced Programmable Logic Controllers**
  Begin to understand several of the advanced topics of PLCs such as advanced logic functions. Hands-on instruction is based on Allen-Bradley/Rockwell Automation technology and will concentrate specifically on the SLC 5/0X controller family and the RSLinx 5000 software product. Learn advanced troubleshooting techniques such as trending, histogram use, and the compare function. Training length is customized to meet your needs.

- **Basic ControlLogix**
  Learn the fundamentals of the ControlLogix Programmable Automation Controller (PAC) system using hands-on techniques. Explore basic structure and function of hardware and software related to the ControlLogix PAC system. All instruction is based on Allen-Bradley/Rockwell Automation technology and will concentrate on ControlLogix hardware and RSLinx 5000 software. Training length is customized to meet your needs.

- **ControlLogix Programming**
  Through a hands-on format, participants will learn several advanced topics of ControlLogix Programmable Automation Controller (PAC) programming including timers and counters, program control instructions, search and handle expression, and advanced logic functions. All instruction is based on Allen-Bradley/Rockwell Automation technology and will concentrate specifically on the ControlLogix hardware and RSLinx 5000 software. Training length is customized to meet your needs.

- **Human Machine Interface: PanelView Plus**
  Learners receive hands-on knowledge and understanding of Allen-Bradley/Rockwell Automation PanelView Plus Human-machine Interface (HMI) devices and FactoryTalk View ME software. Topics include interface development, communications, maintenance, and troubleshooting. Training length is customized to meet your needs.

- **Basic Hydraulics**
  Gain an introduction to hydraulics that will take you through everything from pumps and pressure control to valves and conductors. Key topics include:
  - Pumps and pressure control
  - Actuators
  - Directional and flow control valves
  - Accessory components
  - Fluid conductors
  16 hours

- **Basic Pneumatics**
  The secrets of pneumatics need not be secrets. Learn the terminology and experience the options, such as:
  - Compressors
  - Air treatment equipment
  - Distribution system
  - Pressure and flow control
• Directional control
• Actuators
16 hours

Certified Quality Engineer (CQE) Prep
This training can do the following:
• Improve your organization’s performance and productivity
• Reduce costs and lead time
• Accelerate cash flow
• Help assess operational processes
• Improve customer satisfaction
CQE Prep topics include:
• Management and leadership
• Quality control systems and audits
• Product and process design and control
• Testing and inspection procedures
• Control and management tools
• Metrology, testing and inspection
• Statistical methods
• ANOVA (Analysis of Variance)
• DOE (Design of Experiments)
CQE test is optional. Go to www.asq.org for test/registration details.
24 hours

CNC Lathe Processes
This Computer Numerical Control (CNC) course is designed to take the learner through the concepts and technologies necessary to operate and setup most types of CNC lathe equipment. Hands-on activities and lecture-based learning will provide the skills needed to advance into CNC lathe setup. Demonstrate your skills on actual CNC monitor simulators.
Training duration customized to meet your needs.

CNC Milling Processes
Participants cover the concepts and technologies necessary to operate and set up most types of CNC mill equipment. Hands-on activities and lecture will provide the learner with the skills needed to advance into CNC mill setup. Demonstrate your skills on actual CNC monitor simulators.
Training duration customized to meet your needs.

CNC Programming
Gain a basic understanding of CNC Mill and CNC Lathe program language. It will cover three specific programming areas: CNC Lathe, CNC Mill and Macro Programming. Programming format will be based on the EIA and ISO standards covering G and M codes along with Macro programming methodologies. Use CNC simulators to demonstrate learned methods.
Training duration customized to meet your needs.

GreenPower
Learn the skills you need to succeed in the Green Economy. The economy of emerging clean energy is creating green manufacturing jobs across the state. GreenPower trains workers of all levels – from engineers and maintenance to mechanics and line workers – to save money, be energy efficient, increase productivity, conserve water, reduce process waste, and improve your bottom line. Class options include:
• Sustainability in Practice
• Energy Management
• Pollution Solutions
• Waste Reduction
• H2O Conservation
• Green Chemistry
1 day

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Manufacturing & Industry

Industrial Maintenance - Electrical *

• AC/DC Motors
  Learn everything from motor selection to frame sizes.
  Note: Lab fee required for replacement parts.
  16 hours

• DC Theory/Circuits and Measuring Devices
  This course covers the following:
  • Basic electricity
  • Volt, current, resistance, power
  • Circuits-source, load, open/closed/short circuits
  • Ohm’s Law
  • Series circuit properties
  • Parallel circuit properties
  • Series/parallel circuits
  • Voltage meter
  • Amp and ohm meters
  • Continuity meter
  • Calculations and measurements
  • Voltage and amp troubleshooting skills
  16 hours

• Motor Controls
  Take control of your motor knowledge as you cover:
  • Magnetic motor starters
  • Control and power circuits
  • Start/stop station
  • Jogging
  • Power monitors
  • Under and over voltage
  • Phase reversal
  • Relay logic
  • On and off delay
  • Troubleshooting
  • Symbols
  • Wiring and line diagrams
  24 hours

• Two-Hour Electrical Code
  Learn current electric code national standards:
  • Design, plan, layout
  • Branch circuits
  • Feeder circuits
  • Electrical service
  • Grounding
  • Bonding
  • Materials selection
  20 hours

Notes: Math is woven into classes. Homework is required. Course is very hands-on. Lab fee, tools and electrical code book required.

• Switching Fundamentals
  Learn the following switches:
  • Single pole – Single Pole Single Throw
  • Three-way – Double Pole Single Throw
  • Four-way – Double Pole Double Throw
  • Double pole – Single Pole Double Throw
  • Momentary
  • Maintained
  • Circuit measurements
  16 hours

• Transformers
  Knowing the ins and outs of transformers can mean the difference between power and no power.
  Explore the following:
  • Basic transformer knowledge
  • Single phase
  • Three phase
  • Buck/boost
  • Transformer calculations
  • Transformer configurations (Delta/Delta, Delta/Wye, etc.)
  • Three-phase circuits
  • Circuit measurements and calculations
  • Multi-meter
  • Voltage and amp readings
  20 hours
**Industrial Refrigeration**
Gain an understanding of industrial refrigeration by covering the following topics key to industrial settings:
- Ammonia
- Basic principles
- Introduction to a simple refrigeration system
- Introduction to the pressure enthalpy diagram
- Three methods to feed an evaporator
- Two-stage systems
- Evaporators
- Compressors and condensers
- Vessels
- Valves and controls

Internal Auditing not only identifies the gaps in your quality systems, but also trains your employees in the ISO process including how to audit and be audited. Internal auditing provides management with a continual update pertaining to the health of the ISO Quality System and is also one of the key agenda items for the management reviews. Learn the following key steps:

**Audit Administration**
- Audit plans and schedules
- Auditor attributes and conduct

**Audit Steps**
- Preparation
- Auditing
- Reporting
- Corrective action

**Practice Audits**
- Checklist development
- Auditing
- Report writing

**ISO 9000 Standard Review**
Training length is customized to meet your needs.

**Introduction to ISO 9000-2000**
The revisions to ISO 9000-1994 have brought the standard, and more importantly, the system into the new era of quality as a vehicle for organizational improvement versus simply a costly system for quality control. The standard now focuses more on process improvement than upon inspection and emphasizes the importance of customers in the business model. The 1994 version was more for the protection of the buyer, instead of providing a comprehensive system for quality excellence and buyer confidence, as does the 2000 version. Topics include:
- History and Logic of Quality Management and ISO 9001
- Benefits of ISO 9001 Registration
- Terms Relating to the Quality Management System
- How Can I Be Involved?
- Quality Manual
- Document Control
- Customer Focus
- Quality Policy and Objectives
- Management Representative
- Competence and Training

Internal Auditing is one of the major factors for successful implementation and maintenance of the ISO Quality System. It is also one of the required elements of ISO 9000, QS 9000 and ISO 14000.
**Kaizen Events**

Kaizen is a time-sensitive, rapid methodology that employs a focused, team-based approach. Kaizen varies in scope from week-long events to immediate implementation via Blitz. Check out these results:

- A manufacturing company realized a $22,600 savings in converting storage space to manufacturing space by utilizing inventory reduction methods and production smoothing.
- A die casting company calculated that over $3,000,000 could be saved annually by implementing Quick Changeover techniques (or SMED – Single Minute Exchange of Die). This initiative will also keep them from having to extend capital funds for a new die casting machine ($1.5M) in the following year due to increased demand.
- A large food industry saw that over $1,180,000 could be saved annually by centrally locating their sanitation operations within the plant and reducing the amount of motion waste by 750 annual miles of “walk around” time by employees trying to get their jobs done.

**5S Projects**

This is a process and method for creating and maintaining an organized, clean and high performance workplace. Current projects within a large food producer are being conducted to substantially improve the quality of the work environment, eliminate motion waste, implement visual workplace, and establish homes and zones for work in progress and supplies. Annual savings of over $100,000 and 69% reduction in motion and time are being achieved. These concepts are easily applied to both office and manufacturing settings resulting in highly efficient and effective workplaces. Training length is customized to meet your needs.

**Kanban**

Kanban is the “Pull” scheduling system combined with traveling instructions conveyed by simple visual clues in the form of cards, balls, carts, containers, etc. Recent exercises in Kanban applied to both office and manufacturing environments have resulted in the total elimination of “stock-outs” and lost time due to supplies and materials that were not available when needed. Applications include office supplies, maintenance supplies, and machining tooling. The establishment of “Pull” methods allows both offices and manufacturing to produce only what is needed when it’s needed. It is essential that both inventory control and procurement professionals be trained in Kanban/Pull. Training length is customized to meet your needs.

**Point of Use System**

Positioning requires resources for a task be as close as possible to the site of the task. The total redesign of a recent client’s drafting department resulted in the relocation of all support equipment (copiers, plotters, fax machines, printers, staplers, punches, cutters, etc.) to be centrally located in the workspace. The result was ease of movement throughout the department, less clutter, worker satisfaction and increased productivity. Specific tools required for machine set-up were relocated at point of use resulting in less motion, less set-up time, and elimination of lost tools. Training length is customized to meet your needs.

**Value Stream Mapping**

This full-day intensive course on Value Stream Mapping helps participants develop skills to analyze processes in detail from the providers’ and customers’ viewpoints. Participants learn to develop a detailed data-rich Value Stream Map. These are critical skills in eliminating waste in existing processes. An example of training results:

A Human Resource department reduced the total cycle time (from request date to orientation day) for new hires by finding a 39% improvement over the old process resulting in an average hire cycle time from 51 days to 31 days. This was accomplished through a detailed Value Stream Mapping exercise. Training length is customized to meet your needs.
**Lean Leadership Training**
We have provided extensive leadership training to numerous varied organizations such as: Kraft Foods, Arctic Cat, Twin City Die Castings, Rockler Companies, and Aaron Carlson Company. This training delivers to the management staff the capacity to communicate a strategic vision and clear expectations in a way that resonates with the receivers. Emphasis is put on building effective management teams through results, accountability, commitment, lack of conflict, and trust.

* Lean Simulation
All Lean practitioners learn hands-on by participating in an engaging Lean Simulation exercise. This exercise allows the participants to directly apply the Lean principles learned during training. Participants build off of each others ideas in a team-based, synergistic event that has them experience the distinctions of Lean as relevant to their work.
Training length is customized to meet your needs.

* Lean Teams
Effective Lean teams are developed during each Kaizen event by implementing highly effective paradigm-breaking exercises that cause team dynamics to emerge. Teams drop conventional approaches to problems and see things differently.
Training length is customized to meet your needs.

* Selecting Projects
Executives obtain a planning tool to tie strategic initiatives directly to Lean initiatives through the use of a Project Assessment Matrix. This tool numerically analyzes and weighs the value of each Lean proposal in relationship to meeting strategic planning. This fills the gap between strategic initiatives and operational planning.
Training length is customized to meet your needs.

**Mobile Crane Operator**

* Crane Prep Course
This prep class prepares mobile crane operators for the National Commission for the Certification of Crane Operators (NCCCO) /International Assessment Institute (IAI) written exams for one or more of the following cranes: large hydraulic (swing cab); small hydraulic (fixed cab); and lattice boom.
New 2010 newest signaling component standards are included in the training to meet qualifications.
4 days

**NCCCO Scheduled Examinations**
Candidates must take a core exam, plus one or more specialty exams. The core exam will take 90 minutes; each specialty will take 60 minutes. Exam date is scheduled at the end of the Crane Prep course.
2.5 hours

**Power Limited Technician**
Power Limited Technicians are required to earn 16 hours of Continuing Education Units (CEUs) every two years. Each class covers National Electrical Code (NEC) related material as required by Minnesota Statutes and Rules as well as industry-related information. Objectives include:
- MN Articles 100-110 Electrical Installations
- MN Article 250 Grounding and Bonding
- Article 300-392 Electrical Materials
- Articles 725 – 830 Low Voltage Applications, job related technical subjects
16 hours
Quality Management

Knowledge of quality principles and the ability to apply them in day-to-day operations are immeasurably valuable. This seminar provides participants with a clear understanding of how quality management positively impacts business by improving customer satisfaction and reducing costs. At its heart, quality is understanding customers’ expectations and then implementing processes and systems to consistently meet them. Participants learn how to 1.) translate customers’ definition of quality into the manufacturing or service delivery process, 2.) measure ongoing performance against that standard and 3.) make continual improvements to meet growing expectations. The principles and methods taught in this program are equally relevant to both manufacturing and service organizations. Topics covered include:

- Perceptions and importance of quality
- The costs of quality
- Management’s role
- Design and production quality
- Quality Function Deployment (QFD)
- Prevention vs. inspection
- Introduction to statistical process control
- Review of various approaches to quality management
- Harvard case study exercise on Total Quality Management

8 hours or customized to meet your needs

4 hours

Six Sigma*

Breakthrough to whole new levels of organizational performance

Many major corporations, both in service and manufacturing industries, have demonstrated that the Six Sigma approach to quality, customer-focused business practices improves organizational performance and produces bottom line results. With Six Sigma, an organization can approach world class levels of performance in those processes that are important to customers. Whether an organization manufactures widgets or provides health care, Six Sigma offers an analytical approach to detect and eliminate waste and errors in either goods or services at every opportunity in the process. Six Sigma is about enabling businesses to break through to a whole new level of business performance. You will study the five-phase Define-Measure-Analyze-Improve-Control (DMAIC) approach in detail, using real-world exercises and simulations along with a combination of informal lecture, small group breakout sessions, and hands-on practice. Six Sigma Black Belt participants gain working knowledge of critical tools to ensure that a project is well defined in scope, expectations, resources, and timeline. To receive the certificate, you must complete a project and demonstrate competency with the tools and techniques of Six Sigma.

- Six Sigma Black Belt Training
  
  Define - Six Sigma Black Belt participants learn the tools to identify and define improvement projects through business and process assessments and ascertain customer requirements. They will learn metrics such as RTY, CTQ, KPOV, KPIV, DPMO, and Cost of Quality.

  Measure — Learn the basic measurement and problem solving tools to use for critical performance measurement, such as Pareto analysis, flowcharting, cause and effect diagrams, control charts, FMEA, etc. Participants will learn more advanced statistical methods and how they are used to reduce critical process variation.

  Analyze — Analyze process data and use sophisticated and analytical techniques such as scatter diagrams, regression analysis, hypothesis testing, and analysis of variance.

  Improve — Use Design of Experiments (DOE) and convert art to science in their projects.

  Control — Maintain process performance and impact the organization’s bottom line by controlling the gains made with Six Sigma using control charts, control plans, and mistake-proofing.

4 months – 3 days every other week or customized to meet your needs

Six Sigma Green Belt Training

This training will provide comprehensive training for Six Sigma projects and enable participants to contribute as project team members and successfully run many projects of lesser scope than Black Belts. Six Sigma Green Belts are a vital part of Six Sigma implementation at any organization. As a Six Sigma Green Belt participant, you will learn how to apply many of the proven Six Sigma statistical tools and methods for problem solving and process improvement. The DMAIC model used in our Six Sigma Green Belt training program imparts the skills required to both conduct and support Six Sigma projects effectively.

Define — Six Sigma Green Belt participants learn the tools to identify an improvement project, business
processes, and customer requirements and to learn metrics such as RTY, CTQ, KPOV, KPIV, DPMO, and Cost of Quality.

**Measure** — Learn the basic measurement and problem solving tools to use for critical performance measurement, such as Pareto analysis, flowcharting, cause and effect diagrams, control charts, etc. Participants will learn statistical methods and how they are used to discover root cause of problems.

**Analyze** — Analyze process data and learn about more sophisticated analytical techniques in order to support black belts such as scatter diagrams, hypothesis testing, and analysis of variance.

**Improve** — Learn the basics of Design of Experiments and how to convert art to science in their projects.

**Control** — Learn how to maintain process performance and impact the organization’s bottom line by controlling the gains made with Six Sigma using control charts, control plans, and mistake proofing.

8 days out of 4 weeks or customized to meet needs

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**Stationary Steam Boiler Operator**

*High Pressure*

Maintenance personnel learn to properly and safely operate and maintain high-pressure steam and hot water heating boilers, their systems, and appurtenances. You will be able to obtain the proper Minnesota Boiler Engineer License.

6 full days on Saturdays

*Low Pressure*

This course, for people without current experience, is designed to train maintenance personnel to properly and safely operate and maintain low-pressure steam and hot water heating boilers, their systems, and appurtenances. Obtain your proper Minnesota Boiler Engineer License.

6 full days on Saturdays

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**Supply Chain Quality Management**

Quality management is key for efficient and profitable supply chains, no matter what your industry. Master the critical components that will make a difference:

**Supply Quality Management Principles**

- SIPOC Model
- Industry trends
- Total cost of purchased materials

**Supplier System Assessments**

- Quality systems audit
- Technical evaluation
- Business assessment

**Supplier Performance Measurement**

- Identify business, quality and technical parameters
- Select metrics and define measures
- Track and report supplier performance

**Supplier CAPA System**

- Implement a closed loop process
- Evaluate supplier responses
- Verify effectiveness

**Process Management**

- Mapping and change control
- Control and capability

**Risk Reduction**

- Supplier FMEA and risk evaluation matrix
- Risk reduction strategies

**Supplier Certification**

- Select the right approach (3 levels)
- Certification roadmap
- Managing resources, risks and expectations

Training length is customized to meet your needs.

---

**Welding — Introduction**

Learn welding principles and safety on these topics:

- Wire feed basics
- Tungsten inert gas (TIG)
- Gas metal arc (MIG)
- Shielded metal arc (stick) welding (SMAW)
- Brazing
- Oxyacetylene cutting

Training length is customized to meet your needs.
Ditch Viewer

Ditch Viewer
Ditch viewers study a ditch system and provide an unbiased approach to determine the benefits and damages to all property affected by the proposed drainage project. This assessment of the ditches determines how much benefit each owner receives and how much each individual will pay. For an assessment, ditch viewers study a number of factors such as soil, elevation and grade when establishing ditch assessment. Each viewer is required to submit a report using the guidelines established in Minnesota Statues 103E. Currently, there is a high demand for ditch viewers across the state of Minnesota.

Learn the basics:
• Introduction to Ditch Viewer
• Soil Science
• Legal Aspects
• Introduction to Hydrology
• Appraisal Principles and Procedures
• New and Advanced Technology
• Application and Capstone Project
29 hours

Nondestructive Testing

Nondestructive Testing Technology
Whether your industry includes castings, welds, forgings or aerospace, nondestructive testing is a critical element for detecting internal and external imperfections to ensure safety and reliability of components and materials. Ridgewater College has been home to this unique nondestructive testing program for more than 40 years and provides industrial training and customized Level I and II courses in the following areas:
• Eddy Current Inspection
• Liquid Penetrant Inspection
• Magnetic Particle Inspection
• Radiation Safety (IRRSP)
• Radiographic and Ultrasonic Inspections
• Visual Inspection
Courses are in accordance with SNT-TC-1A and CP-189 as well as NAS-410 and ISO-9712.
Training length is customized to meet your needs and available on site or on campus.

Upgrade Your Manufacturing

Customized Manufacturing Training
Whether it’s for new, entry-level employees or skilled, experienced manufacturing professionals, Ridgewater can customize a training solution to help you grow and succeed! We are the region’s preferred manufacturing-related training resource.

• Safety/OSHA
• Quality Assurance
• Industrial Maintenance
• GD&T
• Blueprint Reading
• Drafting and Design
• Process Improvements (LEAN/Six Sigma)
• Calibration/Measurement
• Machining
• Welding

Contact us today!
320-234-8536
customized.training@ridgewater.edu
Safety first is not just a motto, it’s a necessity when it comes to the workplace. OSHA compliance consultations and trainings help to keep workers safe and on the job, jobs coming in, and profits growing when your business has a reputation for top-notch industrial safety. Ridgewater can customize a wide variety of trainings to meet your unique needs and brings decades of experience to the classroom and your work site.

- OSHA
- Industrial Responder
- Fit Testing
AWAIR (A Workplace Accident Injury Reduction program)
This Minnesota-specific state statute requires employers to develop and implement a comprehensive safety and health program covering five areas:
• Outlining levels of safety responsibility at your company
• Methods you will use to identify, correct and control hazards and unsafe work practices
• How accidents will be investigated
• Corrective actions
• How work practices and rules will be enforced at your company.
Learn how to comply with this law, how to develop your own AWAIR program, how often your employees need training and how it is the “framework” for all of your other safety and health programs to fit into. The Minnesota AWAIR statute is the most-cited regulation each year in Minnesota by Occupational Safety and Health Administration (OSHA) investigators. Training length is customized to meet your needs.

Confined Space Awareness
The Confined Space Awareness course introduces you to numerous topics to help you and your team work safely in confined spaces. This class will cover the following objectives:
• Identification of permit-required confined spaces and their hazards
• Proper utilization of gas monitoring equipment
• Methods to safely ventilate your confined space
• Duties of supervisors, entrants, and attendants
• Requirements for rescue services and personnel
• Steps necessary to temporarily reclassify a permit-required confined space to a non-permit space
• Confirmation that your written Confined Space Entry program and procedures meet OSHA regulations
3 hours

Confined Space Entry Training
Many industries have confined spaces where workers need to be especially safe. This course covers OSHA regulations, ways of doing confined space rescue, and how to keep your workers safe. Some classroom time included as well as use of confined space trailer to extricate people horizontally and vertically.
3 hours

Confined Space Rescue Team Safety
Covers topics related to safely conducting a rescue of someone within a confined space. The rescue team will be trained in the use of Personal Protective Equipment (PPE) required for rescue operations for permit spaces. PPE required might be respirators, fall arrest systems, ropes and backboards. The rescue team will be trained in the first aid, CPR and medical skills needed to treat victims overcome or injured by the types of hazards encountered in the permit space. This includes classroom time as well as practice of both horizontal and vertical rescues from our trailer or can be arranged to conduct practice rescues on your site. First Responders and large company response teams benefit from this training.
24 hours

Drug Awareness for Managers
Managers and supervisors gain all of the information they need to observe and identify alcohol misuse and use of controlled substances. Department of
Transportation requirements at §382.603 state that supervisors need at least 2 hours of this type of education in order to make informed “reasonable suspicion” decisions to send commercial drivers and other safety-sensitive employees to drug screening tests. Discover how to approach employees — safely and successfully — when they are suspected of substance misuse.

2 hours

**Fall Protection**
This training program covers fall hazard recognition, basic fall protection principles, selection and application of fall protection systems, and review of applicable, industry-related standards. Training length is customized to meet your needs.

First Aid/CPR – Initial and Refresher
The CPR portion of this course is designed for people needing CPR (both one and two rescuer) and foreign body airway obstruction for victims of all ages. Included are Automated External Defibrillator (AED) and use of barrier devices. It will also present information on the recognition and prevention of heart disease and stroke. The First Aid portion of this course teaches emergency care instructions to people who deal with traumatic and medical emergencies. Included is the discussion of legal rights of the injured, bleeding control, shock management, management of fractures and spinal injuries, and management of medical and environmental emergencies until the ambulance arrives. Upon successful completion, participants receive an American Heart Association certification card. Group rates available. Not eligible for Minnesota Fire Training & Education (MFTE) funds.

1 full day

Haz-Mat Awareness
Industry safety supervisors and team, just like First Responders, need an understanding of and the skills necessary to detect the presence of hazardous materials, identify the hazards associated with these materials, and notify proper authorities. Students gain:

- An understanding of what hazardous materials are and risks associated with them
- An understanding of the potential outcomes associated with a haz-mat emergency
- The ability to recognize and identify presence of hazardous material in an emergency
- An understanding of the First Responder’s role in an emergency response plan
- The ability to recognize needed resources and make the appropriate notifications

2 hours
Hearing Conservation
Employers with employees who are exposed to noise exceeding 85 decibels over an 8-hour period of time (or equivalent) are required to institute a written hearing conservation program, conduct noise monitoring, employee notification of noise levels, audiometric testing, provide hearing protection, conduct employee training, employee access to information and training materials, and recordkeeping. This course has two options: 1) Learn to comply with this federal law and how to develop your own program, and 2) Complete annual employee hearing conservation training. Training length is customized to meet your needs.

Industrial Responder
This course is specifically designed for industrial and related personnel. Practice practical on-the-scene procedures including CPR, legal aspects relative to rendering emergency medical care, treatment of fractures, control of bleeding, patient examination, hazardous materials, and bloodborne pathogens, environmental emergencies, and more.
3 or 4 hours every 3 or 4 months after initial 8 hours

Lockout/Tagout
Learn to recognize the when, how, and why of lockout/tagout procedures, to spot dangerous violations, and to minimize accidents and injuries. Key goals include:
• Explain reasons people don’t always lockout/tagout
• Spot dangerous violations
• Describe the consequences of not following lockout/tagout procedures
• Minimize the chances of serious injury and death
Training length is customized to meet your needs.

Minnesota Right-to-Know Training
This Minnesota-specific OSHA rule is often confused with the federal Hazard Communication, “Haz Comm” regulation. Because Minnesota is a “state-run OSHA state”, state laws supersede similar federal laws which are the case with the Right-to-Know Law and Hazard Communication. Minnesota Right-to-Know Law requires employers to develop a written program and train their employees annually on the hazardous substances, harmful physical agents and the infectious agents they could be exposed to in their workplace. Learn how to comply with this rule, how to develop your own program, and how to train your employees, or you can have one of Ridgewater’s safety coordinators do the training for you using your program as a guide! The Minnesota Right-to-Know Law is the second most-cited regulation each year in Minnesota by OSHA investigators.
Training length is customized to meet your needs.
OSHA 10-hour and 30-hour Safety Training for General Industry and Construction

Ridgewater College Customized Training and Continuing Education has authorized trainers who have received their instructional training through the U.S. Department of Labor to teach the General Industry and Construction 10-hour and 30-hour courses and are authorized to give students successfully completing the training their course completion cards from the U.S. Department of Labor. The class teaches hazard identification, avoidance, control and prevention, and is suitable for any employees with assigned safety responsibility, supervisors, and lead workers. OSHA recommends this course as an orientation for occupational safety and health workers covered by OSHA 29 CFR 1926. This course includes instruction on each of the following:

- Introduction to OSHA
- Personal protective equipment and lifesaving equipment, including but not exclusive to high visibility apparel
- Health hazards in construction: hazard communication/MN Right-to-Know, crystalline silica
- OSHA Focus Hazards –
  - Fall protection
  - Electrical
  - Struck by falling objects, trucks, cranes
  - Caught in between trench hazards, equipment
  - Stairways and ladders

The remainder of instruction will cover these topics:

- Materials handling, storage, use and disposal
- Tools - hand and power
- Scaffolds
- Cranes, derricks, hoists, elevators and conveyors
- Excavations

10 or 30 hours, customized to meet your needs

OSHA Inspections: How You Get Targeted, What to Expect, How to be Prepared

This class will address numerous OSHA factors:

- How your company gets targeted for an inspection
- The inspection process
- Your role in an inspection and how you can positively impact penalties
- Needed written programs/training records

The differences between State and Federal OSHA – which you need to comply with
- Employer and employee rights under the OSHA Act
- How to stay up-to-speed with regulatory changes and dealing with sub-contractor safety on your site

1.5 hours

Personal Protective Equipment (PPE)

Do employers have to pay for the full cost of personal protective equipment their employees are required to wear in Minnesota? Find out the answer to this question and other compliance requirements including the need for hazard assessments, employee training on the limitations of PPE, how to wear it, take it off, clean and store it properly. Our safety coordinators can assess your work environment to determine the type of PPE your employees need, and can train your staff.

Training length is customized to meet your needs

Respirator Fit Testing and Medical Evaluations

Did you know that all respirators require annual fit testing? Look to Ridgewater! All employees using a negative or positive pressure tight-fitting face piece respirator must pass an appropriate quantitative fit test (QNFT). Fit testing is required prior to initial use, whenever a different respirator face piece is used, and at least annually thereafter. An additional fit test is required whenever the employee reports, or the employer or physician or licensed healthcare professional (PLHCP) makes visual observations of changes in the employee’s physical condition that could affect respirator fit (e.g., facial scarring, dental changes, cosmetic surgery, or obvious weight change).

Duration of evaluation varies based on need.
Safety Consultation Services
Our safety coordinators work shoulder-to-shoulder with employers conducting a walk-through to identify hazards and unsafe work practices in their work environment, explain compliance gaps, improve safety committee effectiveness, research compliance requirements for your type of industry and analyze and/or aid in the development of written programs and training records. Duration is customized to meet your needs.

Specialized Safety Training
Safety and health training required by state and federal OSHA regulations are numerous. It can be overwhelming to large and small businesses. Ridgewater works collaboratively and with years of experience to proactively assess and address your needs before they become your reactive liabilities and losses. In addition to other trainings included in this catalog, Ridgewater offers customized trainings of various lengths in the following areas:

- ARC Flash
- Electrical Safety
- Competent Person for Excavation/Trenching
- Crane Rigging
- Defensive Driving
- Fire Extinguisher Operation
- Forklift Operator Training
- Hazardous Waste
- Record Keeping Requirements
- Scaffold Safety

320-222-6067 customized.training@ridgewater.edu
Ridgewater’s solid reputation for excellent training in health care and emergency medical services is second to none in the region. Whether life-savers utilize our mobile simulation trainings on site or our hands-on, practical on-campus courses to update staff certifications, healthcare employees are getting faster, smarter, and better with the latest practices and equipment.

• Simulation
• Emergency Medical Services
• Skills & Certifications
• Long-term Care
• Mental Health
• Dental
**SIMULATION**

**Customized Simulation**
Simulated patient and situational encounters can be written to achieve specific objectives and outcomes. Medical, trauma and environmental simulations are available for all levels of healthcare providers and industrial responders. Duration varies based on need.

**OB Team Leadership**
OB Team Leadership program facilitates and evaluates OB delivery intervention using high fidelity simulation scenarios for healthcare providers. Identify environmental, procedural and treatment challenges and facilitate corrective measures in accordance with standard practice guidelines. Topics include:
- Identification, evaluation and correction of process and procedure
- Team dynamics
- Communication
- Delegation
- Critical thinking
- Efficiency and effectiveness of doctors, certified nurse practitioners, physician assistants, nurses, and paramedics in their work environment with a precipitous and complicated labor, delivery and neonate patients using high fidelity simulation.

2 hours

**Simulation Exploration**
Explore the possibilities of life-like scenarios to train your nurses, physicians, Emergency Medical Technicians (EMTs), and other health and emergency medical services providers or students in training. In just two days, explore the potential of practice scenarios in trauma, medical settings, obstetrics deliveries, fetal heart monitoring, pediatrics, cardiac emergencies, and intravenous training. CEUs available.
4-16 hours, based on customer needs.

**Trauma Team Leadership**
Learn to identify, evaluate and correct processes. Topics include procedure, team dynamics, communication, delegation, critical thinking, efficiency and effectiveness as it relates to:
- Doctors and nurses
- Certified nurse practitioners
- Physician assistants
- Paramedics
Activities focus on the work environment with a multi-system trauma patient using high fidelity simulation technology.
2 hours

**Third Party Simulation and Testing**
Our Mobile Simulation system can provide validations for the following certifications: ACLS, PALS, and NRP. Duration varies based on needs.

**EMERGENCY MEDICAL SERVICES**

**BLS/CPR — Initial and Refresher**
This Basic Life Support course is for healthcare providers needing CPR (both one and two rescuer) and foreign body airway obstruction for victims of all ages. Included are Automated External Defibrillator (AED) and use of barrier devices. It will also include information on the recognition and prevention of heart disease and stroke. Upon successful completion of a practical and written exam, participants each receive an AHA certificate card. Group rates available.

4 hours

**CPR/First Aid — Initial and Refresher**
The CPR portion of this course is designed for healthcare providers needing CPR (both one and two rescuer) and foreign body airway obstruction for victims of all ages. Included are Automated External Defibrillator (AED) and use of barrier devices. It will also present information on the recognition and prevention of heart disease and stroke. The First
Aid portion of this course teaches emergency care instructions to healthcare providers who deal with traumatic and medical emergencies. Included is the discussion of legal rights of the injured, bleeding control, shock management, management of fractures and spinal injuries, and management of medical and environmental emergencies until the ambulance arrives. Upon successful completion, participants will each receive an AHA certification card. Group rates available.

4 or 8 hours

**Emergency Medical Technician (EMT) — Initial**

The EMT course follows the current national standard curriculum. This 6-credit course is the vital link in the healthcare chain of survival. It includes the skills and classroom information necessary to provide emergency care at the basic life support level. The course can be utilized in an ambulance service or other specialized rescue agency. Modules include:

- Preparation of the EMT basic airway
- Patient assessment for all ages (medical and trauma)
- Medical/behavioral emergencies and OB/GYN
- Ambulance operations
- Intervention: medication and semi-automatic defibrillation

The focus will be on teaching calm, professional conduct while correctly treating people in medical and/or traumatic situations. Upon successful completion, students are eligible to take the National Registry of EMT written and practical exams.

112 hours, 6 college credits

**Emergency Medical Technician (EMT) — Refresher (44 Plan)**

Review the skills and knowledge covered in the EMT-Basic course. Attendance in an EMT-Refresher course and successful completion of practical testing every two years is required by the state to maintain EMT certification. In addition to reviewing core curriculum, the EMT-Refresher course covers changes in emergency care such as new equipment, current research, or issues of general concern to EMS providers.

24 hours as set block of time and 2 college credits or a 44 plan spread out over 2 years

**Emergency Medical Technician (EMT) Blended Learning**

Take advantage of the strengths of the traditional classroom and the cutting edge, interactive technology of e-learning by blending on-campus and online instruction. Interactive training will be available 24-hours-a-day, 7-days-a-week. Learn advanced level skills and knowledge relating to medical emergencies, shock, anatomy, and physiology. Skills learned include CPR, defibrillation, airways, OB, patient assessment and treatment skills, with hospital/ambulance clinical time.

Note: Computer with Internet required.

Online plus 4 hours on campus weekly for 13 weeks

6 college credits

**Emergency Vehicle Operator Course (EVOC)**

This course is yearly or bi-yearly and covers diminishing distance; serpentine; backing and evasive maneuvering; driving and looking ahead; getting control of the adrenaline, and civil/criminal repercussions. It will also cover these topics:

- Accident prevention and statistics
- Vehicle definitions, designs and propensities
- Laws regarding driving emergency vehicles
- Acceleration/steering/braking
- Buffer zones
- Maneuvering through traffic
- Accident scene parking

3 class hours and 1 driving/practical hour
First Aid – Initial and Refresher
Learn to recognize and provide basic skills to care for injuries and sudden illness. Upon successful completion of a practical and written exam, participants each receive an AHA certificate card. 4 hours

First Responder – Initial and Refresher
Learn or review practical, on-the-scene procedures: CPR, legality of rendering emergency medical care, treatment of fractures, control of bleeding, patient exams, hazardous materials, bloodborne pathogens, environmental emergencies, and more. Initial - 48 hours for 2 college credits Refresher - 16 hours

First Responder Blended Learning
The First Responder e-learning course provides dynamic, computer-based, interactive training directly to students 24-hours-a-day, 7-days-a-week by blending on campus and online instruction. Responders come to the class “ready to go” already having learned the material. Instructors ensure that students master both the knowledge and skills needed to be compliance-trained practitioners. Note: Computer with Internet required. Online plus 4 hours weekly on campus for 7 weeks 48 hours, 2 college credits

Wilderness First Aid
Backpackers, hikers, Scout leaders and others who spend time outdoors benefit from this course. Learn to improvise with techniques and materials on hand to prevent infections on extended trips. 8- or 16-hour class

Skills & Certifications
Advanced Cardiac Life Support (ACLS) – Initial and Refresher
The American Heart Association (AHA) Advanced Cardiovascular Life Support course is designed for healthcare providers who direct or participate in patient resuscitation in or outside of a hospital. Enhance your treatment skills for adult victims of a cardiac arrest or other cardiopulmonary emergencies. ACLS emphasizes the importance of life support interventions, team interaction and communication. This is for medical providers such as physicians, nurses, emergency medical technicians, paramedics, respiratory therapists, etc. Prerequisite: Healthcare Provider CPR card Initial – 16 hours Refresher – 8 hours

ACLS-Experienced Provider – Initial and Recertification
Advanced Cardiac Life Support for Experienced Providers is an American Heart Association class. Course completion is proficiency based. Prerequisite: Having a current ACLS card due for renewal 12 hours

ALS Recertification
Advanced Life Support recertification program is designed to fulfill the recertification criteria for the National Registry of EMTs and Minnesota EMSRB for EMT Intermediates and Paramedics. 48 hours

Code Blue Team Leadership
This course emphasizes the benefits of team leadership and function. It helps aims to identify, evaluate and correct process, procedure, team dynamics, communication, delegation, critical thinking, efficiency and effectiveness of doctors, certified nurse practitioners, physician assistants, nurses, paramedics in their work environment with a cardiac arrest patient using high fidelity simulation technology. Prerequisites: Healthcare Provider CPR, ACLS certification is preferred. 3 hours
ECG Refresher
Review the AHA electrocardiogram rhythm recognition skills and pharmacology. Review the heart’s anatomy and electrophysiology, normal ECG measurement, interpretation, heart blocks, and more. This course can be used as a prep course prior to taking the ACLS course.
8 hours

Healing Touch Certification *
* Introduction to Healing Touch
Explore the basics of healing touch and the history of energy; experiment and learn simple techniques to relieve pain and stress. 4.5 CEUs for healthcare professionals.
4 hours

* Healing Touch Certificate Program
The Healing Touch Certificate Program is a multi-level course of study in energy-based therapy that moves from beginning to advanced practitioner and is complementary to health care. The program incorporates a variety of energy-based modalities that are sequenced in Levels 1 through 5, allowing participants to progress from beginner to practitioner. Students receive a certificate of completion at each level. Upon completion of levels 1-5 and additional requirements, students are eligible to apply for certification through Healing Touch International, Inc. (HTI). Level 6 prepares the individual to become an instructor. Each level in the Healing Touch program includes both didactic and experiential learning in which participants practice and share experiences using energy-based healing techniques. The program encourages the developing practitioner to enhance skills and knowledge through recommended readings and practice sessions. There is also a strong commitment to personal growth and knowledge of holistic health principles. Earn 19.2 CEUs for healthcare providers. HTI contact hours available for other professionals.
2 full days per level

IV Variance — Initial and Refresher
Using our simulation equipment, students will learn or review a variety of case scenarios that will provide an environment that integrates cognitive and motor skills training necessary to perform intravenous (IV) catheterization. Students will practice IV catheterization prior to patient contact, improving procedural effectiveness and reducing patient risk. This module is ideal for the licensed nurse returning to practice, entering a new practice area or wanting to increase confidence and ability. Training length varies by student ability.
Leadership Development and Customer Service in Health Care
Ultimately, a healthcare organization is defined by the strength of a single resource – its people. From providing the highest-quality care, to building and sustaining patient loyalty, to bolstering the bottom line, great people – from frontline staff to senior executives – are a necessity for clinical and operational excellence. Throughout much of their 36-year history, Development Dimensions International (DDI), Ridgewater’s content provider, has worked with leading healthcare organizations to achieve superior business results by building engaged, high-performing workforces. DDI’s clients count on help to:
• Identify and develop more effective leaders, from the front line to the executive suite
• Hire motivated, patient-focused staff
• Enhance employee engagement and retention
• Drive accountability and execution
• Increase patient satisfaction and loyalty
Training customized to meet your needs.

Lean Leadership for Health Care
Lean Leadership for Health Care is a continuous improvement proactive effort to enhance customer satisfaction in healthcare through systematic improvements in services and processes. The primary methods to accomplish this is through elimination of waste, or non-value added activity, in a process. Emphasis is put on building effective management teams through results, accountability, commitment, lack of conflict, and trust.
Training customized to meet your needs.

Medical Interpreter
Medical interpreting is a distinctive and specialized area of practice. Interpreters work in healthcare facilities to communicate between providers and patients or families who do not share a language. Build your skills to bring clarity to various healthcare situations.
Training customized to meet your needs.

Medical Team Leadership
This course is designed to identify, evaluate and correct process, procedure, team dynamics, communication, delegation, critical thinking, efficiency and effectiveness of doctors, certified nurse practitioners, physician assistants, nurses, paramedics in their work environment with a complicated exacerbation of a medical patient using high fidelity simulation technology.
2 hours

Medical Variances
Learn drug variances allowed when administering such drugs as Nitroglycerin, Albuterol, and Epinephrine in emergency situations.
4 hours

NRP – Initial and Recertification
Neonate Resuscitation Program is specialized for cardiac and respiratory resuscitation of the newborn. Initial Prerequisite: Healthcare Provider CPR card
8 hours

Nursing Skills Competency
Nursing skills competencies are expansive and specific to the workplace. Specific objectives and competencies need to be identified and defined. Patient encounter simulations will be customized to address each objective and competency.
1-4 hours, based on needs

PALS – Initial and Refresher
The American Heart Association Pediatric Advanced Life Support course is based on scientific evidence from the current AHA Guidelines for CPR and ECC. The course aids the pediatric healthcare provider in developing the knowledge and skills necessary to efficiently and effectively manage critically ill infants and children. Skills include recognition and treatment of infants and children at risk for cardiopulmonary arrest; the systematic approach to pediatric assessment; effective respiratory management; defibrillation and synchronized cardioversion; intraosseous access and fluid bolus administration; and effective resuscitation team dynamics.
Initial – 16 hours
Refresher – 8 hours
Mobile Simulation at Your Door Step

We’re Level 1
SimLab L1 is named with an L1 to signify its potential to train for a full range of situations, including the most demanding medical crises. While a Level 1 trauma center is understood to provide the highest level of emergency care to acute patients, our SimLab L1 can provide the highest level of simulated medical training to healthcare professionals.

We’re saving lives with high-tech simulation
SimLab L1 is one of the most advanced mobile healthcare simulation training vehicles in the nation. It delivers state-of-the-art medical and simulation technology to students, healthcare providers, emergency personnel and community volunteers in need of critical training.

Participants examine their skills and critique their actions. Research indicates that simulation-based training helps trainees retain knowledge longer, decrease performance anxiety and increase self-confidence in psychomotor skills and critical thinking abilities.

Student benefits:
- Improves team performance
- Uses real-life scenarios
- Provides a safe, hands-on environment
- Improves clinical learning experiences
- Improves critical thinking skills
- Enhances employee self-confidence

Program benefits:
- Delivers training directly, eliminating travel expenses and scheduling conflicts
- Provides much-needed training on low-frequency/high-risk scenarios
- Provides for total customization

Patient benefits:
- Improves patient care outcomes
- Reduces medical errors/liabilities

INQUIRE TODAY!
320-222-6067 • customized.training@ridgewater.edu
RN/LPN Refresher
This 2-semester course prepares the Licensed Nurse to re-enter the nursing profession with confidence. The first semester is a combination of classroom and online work which focuses on theory review and hands-on nursing skills. Class content includes a holistic review of nursing care, including a brief overview of the following: anatomy and physiology; disease processes; the life cycle; pharmacology; medication administration; IV therapy; the nursing process; and current issues related to health care. The course emphasizes acute care nursing in addition to exploring roles as caregiver and team player in the workplace. The second semester requires a 96-hour clinical preceptorship, with arrangements being made by the student in an approved clinical area, overseen by the course instructor.
Note: High-speed Internet recommended
2 semesters

Home Health Aide
This is a modified independent study 1-credit course. Students spend 12 hours in class and the remaining hours in self-study and shadowing activities, to be scheduled with a home health agency. Prerequisite: Completion of Nursing Assistant course. Note: Prior to shadowing, students must submit current Mantoux test results within the last 90 days. 16 hours, 1 college credit

Medication Administration for Unlicensed Personnel (TMA)
This course includes Trained Medication Aide (TMA) laws and regulations, rules for administering medication, new medications, and side effects and adverse reactions for common medications. Students must bring a recent Nurse’s Drug Handbook. 48 hours

Nursing Assistant *
*Nursing Assistant — Initial
Learn the roles and responsibilities of the nursing assistant working in long-term care. Learn residents’ and clients’ rights, pertinent laws and ethical issues. Concepts of basic human needs, basic nursing and personal care skills, mental health and social needs, and restorative services will also be addressed. Skills are performed in a supervised laboratory and long-term care setting. Successful completion of the course requires comprehension of written material. Students must be able to sufficiently bear or lift weight to perform nursing activities like moving and lifting patients and moving equipment like beds and carts.
Note: To succeed in this course, students must have at least an 8th-grade reading level. If you are uncertain about your reading ability, contact your local Adult Basic Education (ABE) program.
Willmar area ABE: 320-231-8480
Hutchinson area ABE: 320-234-8507
Note: Some classes are available for those who could benefit from an extended learning time, who do not have English as their first language, who have a learning disability, or who have financial challenges. Afternoon/evening classroom portion of about two weeks Monday-Thursday, plus one week of clinicals for approximately 80 hours or 3 college credits.

*Nursing Assistant — Refresher
Review nursing assistant skills and course content.
Participants must currently hold certification on the Minnesota Nursing Registry or have allowed it to lapse. Course includes lecture, audio-visuals, written materials, demonstrations, discussion, and lab practice.
8 hours

* **Nursing Assistant Test-outs and Retests**
Upon completion of the Nursing Assistant and Nursing Assistant Refresher courses, students must pass a state competency exam to be a Certified Nursing Assistant (CNA).
4 hours

**DENTAL**

**CPR with Lift Assist**
This course is for dental providers needing CPR (both one and two rescuer) and foreign body airway obstruction for victims of all ages. Included are Automated External Defibrillator (AED) and use of barrier devices. It will also include information on the recognition and prevention of heart disease and stroke. Upon successful completion of a practical and written exam, participants each receive an American Heart Association certificate card.
4 hours

**Effective Teaming in Dentistry**
Performing and transforming as a dental team requires assessment and reflection. Attend alone or participate as a team to discuss the secrets to enhancing your dental team’s dynamics. Realize the critical elements of utilizing individual strengths to create team skills. Discover how empowerment can achieve harmony and successful outcomes. During this interactive session, participants will be encouraged to exchange thoughts on how to enhance team communication and explore strategies that promote trust, respect, and team synergy.
3 hours

**Evidence-based Clinical Decision Making for the Dental Professional**
Improve the care you provide by engaging in the practice of evidence-based decision making (EBDM). As a professional entrusted by your patients to make astute clinical decisions, are you relying on current scientific evidence to diagnose, formulate effective treatment plans and offer appropriate patient advice? Practicing EBDM can ensure that best practices, your professional expertise, and patient values are all taken into consideration to provide optimal patient care. This interactive session will encourage research-oriented discussion. Key topic to be addressed: HPV-related oral cancer risk and our role as dental clinicians. What is current evidence encouraging us to do? This course addresses the MN State Board of Dentistry CORE content areas of “Diagnosis and Treatment Planning” and “Patient Communication”.
3 hours

**Practical Pharmacology for the Dental Professional**
Do you effectively sort through your patients’ medical/dental history and pharmacological report with a “critical eye” and efficiently discern pertinent treatment modifications to ensure safe and optimal patient care? Join your colleagues for an interactive, case-based session and address the following:
1. Comprehensive pharmacological reports
2. Critical patient compliance
3. When to dig deeper to obtain critical information
4. Why know the effects of common prescription meds, herbal/dietary supplements and OTC meds
5. Where to quickly access drug information
3 hours
Mental Health
Rule 31 for Chemical Dependency: Adolescent Development
Minnesota law requires chemical dependency counselors to understand the physical, cognitive, social and emotional development of adolescents.

Better help your adolescent clients by understanding today’s mental health issues, substance use/abuse, and technology use/abuse.

3 days

Southwest Minnesota Symposium on Mental Health
The Southwest Minnesota Symposium on Mental Health is an outstanding spring event with something for everyone. A keynote speaker kicks off the day of numerous breakout sessions. Topics change each year, but here’s a sampling of some that have been offered in the past:
• The Things We Think and Do Not Say
• Borderline Personality Disorder
• Infant and Early Childhood Mental Health
• Alzheimer’s Disease
• Addictive Illnesses
• Death and Dying
• Emotional Intelligence
• Helping Individuals Cope in Today’s World
• Understanding Yourself and Others

1 day

Evolving Training to Meet the Needs
Ridgewater College listens to our community partners. We hear the demands and provide the solutions.

Proud to offer these recent new training topics:
• Ditch Viewer Skills
• Dental CEUs
• Cosmetology CEUs
• Saturday CPR/First Aid
• Hoarder Home Firefighting

Inquire with your new training ideas!
320-222-6067 • customized.training@ridgewater.edu
Fire fighting can be some of the most dangerous emergency services communities provide. Ensuring that your fire fighters have proper training is the most critical component in maximizing their success in life-and-death situations. Help your team be prepared for the worst with anticipation that practice and knowledge can prevent the worst.

- Fire Training 1
- Fire Training 2
- Haz-mat Operations
- Specialized Topical Courses
Fire Training

Firefighter 1 Basic Course (NFPA 1001)
Ridgewater College’s Firefighter I Basic course meets NFPA 1001 standards and is a combination of Firefighter I and Firefighter II. This course, which incorporates online assessments to supplement it, includes (but is not limited to):

- Search and rescue
- Forcible entry
- Fire behavior
- Hoses, nozzles, and streams
- Firefighter tools and equipment
- SCBA (Self-Contained Breathing Apparatus)
- Wildland/ground fires
- Ladders, ropes and knots
- Haz-mat awareness/operations
- Firefighter survival
- Personal Protective Equipment (PPE)
- Fire detection systems
- Vehicle rescue and extrication

Classes are offered and sponsored at local fire stations throughout the west central region. In addition to classroom instruction, a fire training website will supplement and enhance the student’s understanding of firefighting theory. Note: PPE and SCBA required. 144 hours

Firefighter 1 Review for State Certification Testing
Review the training and knowledge needed to take the Firefighter I Certification Exam. The course follows NFPA 1001 and 472 standards. 3 hours

Firefighter 2
This class provides the firefighter with the knowledge to perform under general supervision on the fire ground. This abides by the National Fire Protection Association (NFPA) 1001 Standards. After this course, the firefighter may lead a group of equal or lesser-trained personnel through the performance of a specified task. This course includes but is not limited to: water supplies; automatic sprinkler; fire cause and determination; building construction; fire alarms; foams; rescue and extrication; and salvage and overhaul. Upon completion, students take the Firefighter II Certification test which covers Haz-Mat Operations also. Prerequisite: Successful completion of Firefighter I. 24 hours

Air Management SCBA Refresher
Firefighters must first take care of themselves before they can help others. Learn to determine firefighters’ rate of air consumption under extreme physical stress situations as they use department SCBA gear. Air-consumption drills are the best way to establish your own limitations and to control your air consumption during combat. Incident Commanders or Safety Officers can then determine safe work periods for their fire teams in hazardous atmospheres. NFPA 1001, 1404, 1500.

- Practice at stations simulating equipment transportation, emergency entrance and exits, victim rescue and equipment usage.
- Calculate rates over various time periods of simulated firefighting activities.
- Fit testing is required by OSHA 1910.134 and will be done during training.

We fit test these systems: MSA, ISI, Drager, ISI, Survivair. Training length customized to meet your needs

Assisting Special Rescue Teams
Learn the types of special rescues encountered by firefighters, go over steps of a special rescue and learn general procedures at special rescue scenes. Describe how to safely approach and assist at these incidents:

- Vehicle or machinery rescue
- Confined space rescue
- Rope rescue
- Trench and excavation rescue
- Structural collapse rescue
- Water or ice rescue
- Wilderness search and rescue
- Hazardous materials rescue
- Elevator or escalator rescue

Note: Personal Protective Equipment (PPE) required. 3 hours

Changing the Culture of Emergency Service so that “Everyone Goes Home”
Identify the need for the fire service to critically look at the issue of “culture” and how it affects safety on emergency scenes by blending the 16 Life Safety Initiatives with a dose of reality. Actual photos, videos, and post-incident reviews will illustrate the need for a change. This course is designed to have an impact on the individual emergency responders and challenges them to “think” when completing their duties. 3 hours
Cold Water/Ice Rescue —
Initial and Refresher
Learn basic ice and open water rescue tactics; go and no-go tactics; usage of cold water rescue suits; ropes and knots; and hypothermia first aid.
Note: Cold water rescue suits required.
Initial – 8 hours
Refresher – 3 hours

Confined Space Entry Rescue
Overview
What defines a confined space? If your department responds to a confined space rescue, what do you need to know? This course covers OSHA regulations, ways of doing confined space rescue, keeping your firefighter safe, some classroom, and use of confined space trailer to extricate horizontally and vertically.

Decontamination:
Your Department’s Responsibility
Proper decontamination reduces the possibility of injury or death from exposure to these substances. This classroom course will discuss: your department’s responsibility on the scene when the Regional Decontamination Truck is called; levels of PPE; and decontamination procedures used to assist the Hazardous Materials Technician. Learn to:
- Describe how the potential for secondary contamination determines the need for emergency decontamination
- Identify the types of decontamination
- Identify emergency decontamination procedures
- Identify where and how decontamination occurs
- See how the fire service responds to the release of hazardous chemicals and agents
- Learn how some chemicals/agents can injure or kill
- Discover the physical or chemical process of reducing and preventing the spread of hazardous materials by persons and equipment

Detection and Suppression Systems
You will learn these aspects of suppression systems:
- Explain why firefighters should have basic understanding of fire protection systems in high capacity residential/industrial structures
- Understand and describe the basic components and functions of a fire alarm system

Driver Operations NFPA 1002 and Review Courses
This course is yearly or bi-yearly and covers: diminishing distance; serpentine; backing and evasive maneuvering; driving and looking ahead; getting control of the adrenaline; and civil/criminal repercussions. It will also cover these topics:
- Accident prevention
- Vehicle definitions, designs and propensities
- Laws regarding driving emergency vehicles
- Accident statistics
- Acceleration/steering/braking
- Buffer zones
- Maneuvering through traffic
- Accident scene parking
3 class hours and 1 driving/practical hour
Electricity and the Firefighter
- Learn the hazards and effects of such voltages as 120/240, 277/480 & 7200.
- Discuss the basics of electricity
- Learn the effects of electricity on the human body
- Demonstrate how electricity can affect the body
- Show various types of utility equipment
- Discuss extinguishing methods and requirements involving electrical hazards
- Discuss downed wires and rescue procedures
3 hours

Engine Combat Drills - Refresher
Rotate through a series of stations using our on-site training facilities. At the Forcible Entry station, learn how to force entry on a variety of doors. At the Ladders station, practice portable ground ladder operations and perform simulated rescue operations. At the Ventilation station, perform various types of mechanical ventilation procedures. At the Search station, conduct primary search tactics to locate victims. Students in this course will spend a majority of their day conducting hands-on, realistic training exercises. This is not a beginner’s course.
3 hours

Ethanol Fire Response: On the Road and at the Plant
Learn how new technology motor vehicle fuels continue to make the safety of emergency response personnel more difficult every day. Discussion will also include information regarding primarily ethanol or other E-85 blends, and other vehicle fuels such as biodiesel. This class will highlight main functions of an ethanol plant and the precautions your fire department should take when responding to a plant emergency. The course will also cover firefighting foams: what works and what doesn’t to deal with these fuels. Traditional methods of Class B Foam attacks will not necessarily work on these fuels. Learn to be prepared to handle a small/large spill of E-85 or other alternative fuels. The class includes hands-on demonstrations with a flammable liquids burn pan.
Note: Full turn-outs and SCBAs are required for participants. Because of the possibility of a large class size, not everyone may be able to dispense foam.
3 hours

Fire Behavior
Explore fire load, rates of burning, where fire goes and why it goes where it does. Learn to:
- Discuss the fire tetrahedron
- Identify the physical states of matter in which fuels are found
- Describe the methods of heat transfer
- Define flash point, flame point, and ignition temperature as they relate to liquid fuel fires
- Define the relationship of vapor density and flammability limits to gas fuel fires
- Define Class A, B, C, D, and K fires
- Describe the phases of fire
- Describe the characteristics of an interior structure fire
- Discuss rollover, flashover, and back drafts
- Describe principles of thermal layering in a structure
3 hours

Fire Grant Writing
Get the latest information and tricks on writing grants for your department and how proper wording can increase your chance of an award. This class will be offered February through May before the fire grant deadline.
Note: Sponsored by MN Fire EMS Center at no cost to departments.
3 hours

Fire Incident Safety
Safety is everyone’s job – see it, say it, and point it out. Be the extra set of eyes and ears of Incident Safety. This class is a shorter version of ISO training. NFPA 1500 Standards. This is an overview of the basics.
3 hours
Fire Training

Fire Officer *

* Coaching the Employee
Get the most out of your team as well as prepare the next generation of officers. This course covers these objectives:

- Strategies to assist participants in identifying, addressing, dealing with, and developing positive employee coaching strategies
- Understanding change, basic human response to change, and the phases of change people go through personally and professionally
- A closer look at the effects of how we communicate, verbal and nonverbal communication and the impact of our communications
- Impact of negativity in the workplace
- Introduction of multiple strategies designed to assist participants in identifying and correcting employee performance deficiencies
- Introduction of multiple strategies designed to assist participants in identifying and correcting non-positive employee behaviors

Course outline:
- Small group activity – What needs to change?
- Sources of stress and strain
- Impact of change and negativity

3 hours

* Impact of Attitude/Team Building
You will cover the following objectives:

- Strategies to identify, address, deal with, and develop remedies for negativity which accompanies stress and strain in the workplace
- Strategies to deal with change
  - Basic human response to change
  - Phases of change people go through
  - How change has changed
  - Models of change which help provide a concrete method to draw from when struggling with change
- A closer look at the effects of how we communicate, verbal and nonverbal communication and the impact of our communications
- Introduction to methods designed to help participants to internalize responsibility for success and to understand accountability for future success as the building blocks to peak productivity
- Exploration of techniques to assist participants in evaluating how current internal belief and value systems impact productivity and set the course for a positive and productive future
- The link between attitude and the importance of delivering quality and consistent customer service to both internal and external customers

Course outline:
- Small group – Identify work and personal stressors
- Sources of stress and strain
  - Agnew’s General Strain Theory
  - Gilmartin’s emotional rollercoaster and hypervigilance
- Impact of change and communication
- Human response to change
- Small group – Countering workplace negativity
- Strategies to counter personal and professional negativity

3 hours
Fire Training

* **Progressive Discipline**
  Supervisor participants will:
  - Explore performance discrepancies – the differences between the performance we have and the performance we want
  - Learn strategies to assist, identify and correct employee performance deficiencies
  - Learn strategies to identify and correct non-positive employee behaviors.

**Course outline:**
- Small group activity - Identify performance discrepancies
- Explore performance discrepancies
  - Do employees know what is expected?
  - Do they have the tools?
  - Is the correct feedback in place?
  - Is the reward system right side up?
  - Do they know how to do tasks?
- Impact of and barriers to documentation
- Communicating expectations and the process
- Action Plan suggested steps

3 hours

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**Fire Service Communications**

This course is applicable for small incident scenes and will also work on the large ones. This course will teach the proper use of the ICS on the fire ground, correct terminology, and understanding the importance of fire communications in multi-agency incidents. Learn to:
- Describe the roles of dispatch
- Describe how to receive an emergency call
- Describe how to initiate a response
- Describe fire department radio communications and radio codes
- Describe emergency traffic and emergency evacuation signals
- Define the content requirements for basic incident reports (NFIRS)
- Define how to obtain necessary information, required coding procedures, and the consequences of incomplete and inaccurate reports
- Describe fire department procedures for answering non-emergency business and personal phone calls

3 hours

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**Fire Scene Tactics and Command**

This command-level class simulates a structure fire scene. Use proper ICS fire ground procedures, assignment of resources available, suppression priorities and tactics, accountability systems and handle the unexpected. This course allows junior company officers to direct suppression and support systems available at the incident. Remainders of department personnel are utilized to be part in the scenarios. Course includes five instructors, including a command/chief officer.

4 hours held at your station

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**Fire Service Respirator Fit Testing**

This course meets the required OSHA standard 1910.134 as well as the NFPA standards 1500 and 1404. This annual requirement covers SCBA and Air Purifying Respirators (APR), including Drager, Scott, MSA, ISI, 3M, and half- and full-face masks. It includes the medical questionnaire required by OSHA, onsite fit testing for your staff, and additional education regarding respiratory protective equipment. Duration varies based on need.

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**Firefighter Rehabilitation**

While your firefighters are busy saving the lives of others, ensure that you’re doing everything to help save their lives as well. Command is required to identify, examine and evaluate the physical and mental status of fire-rescue personnel who have been working at emergency incidents or training. You need to establish onsite rehab stations for the responders’ safety. Help improve the unfortunate statistic that 41 firefighters died on scene in 2012 from heart attacks and heat-related injuries. A Rehab Station is an area for firefighter recuperation at the scene. It may be equipped with beverages and chairs and isolated from environmental extremes like cold, heat, noise and smoke.
- Meet NFPA Standard 1584: The Rehabilitation Process for Firefighters
- Provide your department with firefighter rehab guidelines
- Impress upon your firefighters the importance of rehab
• Determine which staff should manage the site and implement procedures

NOTE: The department will receive a Firefighter Rehab kit for its truck to assist medical personnel to establish the station. This rehab course has been approved for reimbursable training funds by the Minnesota Board of Firefighter Training and Education. Training length customized to meet your needs

First Officer On Scene:
“Now What Do I Do?”
This course is a great refresher for veteran firefighters and a general overview for new officers. Topics include: communications on the fire ground; ICS; overview of the situation; risk analysis; scope of situation and its safety; building construction and other safety issues; resources; strategy of the attack; proper set up and job delegation; decision rationale; tactical objectives; assessment; ventilation; overhaul; additional problems on the fire ground; demobilization.
6 hours

Foam Applications for A, B & ARFFF Type Foams
Learn the limitation of Class A, B and ARFFF foams; proper application; and water/foam concentrations. The practical portion includes Burn Pan with practice foam used.
3 hours

Forcible Entry: You Can’t Always Fight from the Outside
This course is about getting into the structure — both residential and commercial. Learn these key aspects:
• Understand the association between specific tools and special forcible entry needs
• Describe the basic construction of typical doors, windows, and walls
• Know the dangers associated with forcing entry through doors, windows, and walls
• Know how forcible entry relates to salvage
• Learn methods to gain access when normal means of entry cannot be used
• Discover the strength, knowledge, proper techniques, and skills required
• Use amount of force appropriate to situation
3 hours

Hazardous Materials

• Anhydrous Emergency Response
Anhydrous ammonia, NH₃, is widely used in agriculture and industry. Penetrating vapors from this gas are suffocating and can lead to severe health problems, even death. This program of safety and inspection prevents accidents in the workplace and during emergency responses. Topics include:
• Hazard properties
• New DHS reporting and security requirements
• Up-to-date standards for containers
• Risk management planning; new information on toxic endpoints for anhydrous ammonia
• Illegal use of anhydrous ammonia in meth labs
• DOT and NFPA placards and labels
• Air monitoring and ventilation
• Special problems posed by enclosed spaces
• Newest information on controlling spill vapors
• Use of water fog spray, carbon dioxide and foam to control vapors
• Protective equipment used in emergency response
3 hours

• Haz-Mat Awareness
This course will provide the First Responder with an understanding of and the skills necessary to detect the presence of hazardous materials, identify the hazards associated with these materials, and notify proper authorities. This class meets 29 CFR 1910.120(q) and NFPA 472 for the First Responder Awareness Level. Certification from the National Fire Pro Board can be obtained after taking this class. Students will gain:
• An understanding of what hazardous materials are and risks associated with them
• An understanding of the potential outcomes associated with a haz-mat emergency
• The ability to recognize and identify presence of hazardous material in an emergency
• An understanding of the First Responder’s role in an emergency response plan
• The ability to recognize needed resources and make the appropriate notifications
• A basic understanding of weapons of mass destruction
Note: Available at no cost through Homeland Security Grant.
2 hours
Fire Training

* Haz-Mat Operations
This course is based on the requirements and competencies recommended by NFPA 472. The classroom portion of the class can be customized to fit the needs of your department. Discussion will include proper response to an HM incident, scene control and safety, what your resources are and/or what/who you will need. Explore what your limitations are for safe resolution of the incident. Mass decontamination of victims and response personnel will also be discussed. This is a classroom lecture and hands-on class.
Note: Available at no cost through Homeland Security Grant.
24 hours

Ladders — Basic or Review
Like rope and knots ladders are used at nearly all fire scenes, we get complacent as we use ladders at home and sometimes at work. At an emergency scene, it is even more critical we do it safely and properly. Participants will review how to clean and inspect ladders, properly carry ladders, look for hazards above when deploying and securing it, and review safety standards. Classroom review with outdoor practical applications on raising, lowering, carrying and securing ladders at fire scenes.
3 hours

Motor Vehicle Accident Victim Extraitation
Discuss and practice: use of spreading device, cutters, and other extrication tools; air bags; cribbing; disassembling; vehicle forcible entry; vehicle and victim stabilization; hazards and scene safety on the highway; hydraulic equipment tools and techniques; and patient care during extrication.
Note: PPE required.
6 hours

Motor Vehicle Airbag Safety for First Responders
Unexpected deployment of air bags during extrication has injured many firefighters and first responders. Learn an operations overview of vehicle air bags and hazards associated with vehicle rescue. Gain excellent information regarding air bags and their deployment.
3 hours

Motor Vehicle Fire Suppression
Learn to describe offensive versus defensive operations, how to operate hose lines, how to ensure exposure protection, how to attack a vehicle fire, and where the danger zones are.
Note: Department provides the vehicle and pumper.
3 hours

Motor Vehicle Hybrid - Flex Fuels Safety for First Responders
Raise awareness of the hazards associated with hybrid or alternative-fueled vehicles. Topics include: recognizing the hybrid vehicle; electrical and fire hazards during extrications associated with these
vehicles; and disabling procedures of the high voltage circuitry. There will also be an explanation of the vehicle control systems in relation to damage caused by an accident.

3 hours

NIMS
The National Incident Management System integrates existing best practices into a consistent, nationwide approach to domestic incident management.

• ICS 700 — An introductory course to NIMS.
• ICS 100 — Incident Command System (ICS) training discusses the background and applications of ICS. You may be deployed to an Emergency Operations Center (EOC) rather than serve on the scene.
• ICS 200 — ICS for Single Resource and Initial Action Incidents is an overview of the standardized management tool to meet the demands of small or large emergency or non-emergency situations. It is key for events, natural disasters, and terrorism.

1-4 hours

Nozzles, Streams and Hoses Review
Learn how to prevent water hammers, types of hoses used in the fire service, and how to clean, inspect and maintain hoses. Other topics include:

• Hose construction
• Types of hose rolls used on fire apparatus, laying a supply line and connecting a water supply
• Types and designs of nozzles, their uses and limits
• Pressure effects - friction loss and flow capabilities of nozzles and hose lines

3 hours

Nozzles and Streams - Advanced
Focus will be on:

• Hydraulics for engines and hoses
• Reaction force and reaction torque for nozzles
• Nozzle and engine pressures based on fire load
• Water application rate based on fire load

The practical portion of the class will teach you to determine the right Standard Operating Procedure (SOP) for the fire ground utilization for current engines and evaluate true water delivery through the nozzles and appliances. Acquired structure or burn trailer required.

2 days or one weekend

On-deck Air Management
On-deck process consists of three basic elements:

• Work cycle management
• Air supply management
• Layering of resources

These are interrelated and reinforce each other. Keep firefighters safe, hydrated, and ready to go again.

3 hours

Personal Protective Clothing for Hazardous Materials Incidents
Responders learn how to select the appropriate protective clothing for an incident.

• Discuss protective clothing application, use, and limit for structural, chemical, high temperature and flash fires
• Identify key points relating to the decontamination of personal protective clothing
• Practice proper donning, doffing, and usage of Levels A, B, and C chemical protective clothing
• Illustrate proper inspection and testing of chemical protective clothing and importance of decontamination

Classroom will include discussion and wearing Level A and B suits.

6 hours
Fire Training

Pre-incident Planning
Pre-incident planning has many benefits. It:
• Promotes more effective fire fighting
• Provides fingertip access to critical information
• Includes electronic and/or paper formats
• Improves command decision effectiveness
• Gathers and evaluates information before needed
• Alerts you to potential hazards, hidden dangers
You will:
• Conduct a pre-incident survey
• Prepare an accurate sketch or diagram
• Obtain the required occupancy information
• Note any items of concern regarding occupancy

3 hours

Propane Live Burn Trailer
The burn trailer includes a 500-gallon residential tank simulating the rupture of the gas line with flame impingement on the tank. It will also cover PPE, nozzle patterns, hose placement and water supplies, and tactics of the approach and suppression. Participants will also use a residential gas meter prop for natural gas incidents. Department must supply the liquid propane.
Note: Available at no cost through Homeland Security Grant.
3 hours

Propane Properties and Tactics
This course covers properties of Liquid Propane (LP), storage systems and equipment, testing, monitoring, and suppression tactics both defensive and offensive.
Note: Available at no cost through the Minnesota Propane Association.
2 hours

Public Education Programs
Firefighters can do many things to educate the public they work with to prevent fires, injuries and loss of property. They will discuss conducting a fire station tour, educational seminars on how fire prevention is critical and that most fires are caused by unsafe or careless acts, in schools, daycares and at home.
Classroom with practical experience of short safety talk by participants.
3 hours

Pumper / Apparatus Operator I
Prepare firefighters to become fire department apparatus driver-operators and pump operators.
Learn fundamental driving techniques, laws regarding operation of emergency vehicles, apparatus and pump design, maintenance and testing, pump theory, and pump procedures and basic hydraulics. Participants demonstrate this knowledge through hands-on exercises. Firefighters successfully completing this program will be eligible to apply for and take a MN Fire Board examination to obtain a pump operator certificate. This course follows the NFPA Standard on 1001 for: pumping calculations; friction loss; and lost configuration.
12 hours

Pump Operator - Basic or Advanced
Focus will be on:
• Determination of fire load for water supply needs
• Water supply availability on scene
• Water conservation (until mutual aide arrives)
• Pumper control panels
• Proper pump pressures for nozzles and hoses
• Hydraulics and hose lay protocols
The practical portions of the class are hands-on pump operation, determination of the correct SOP, and evaluation of true water delivery.
2 days or one weekend

Rapid Intervention Team Overview
Rapid Intervention Teams (RIT) are utilized in all fire/rescue emergencies for the safety of all response personnel. Learn how to implement OSHA and NFPA 1500 guidelines for your RIT.
Gain an overview of On-deck, a resource management tool for firefighter safety.
3 hours

Rapid Intervention Team — Advanced
Rapid Intervention Teams (RIT) are utilized in all fire/rescue emergencies for the safety of all response personnel. Learn and utilize advanced skills. Advanced evolutions will enhance participant skills.
Prerequisite: RIT Overview. Full turnout gear and SCBA required.
12 hours

Ropes and Knots Review
This class is a review from Firefighter I and II. Tying knots used in the fire service to safely hoist or lower equipment, tie off a safety line is one of the skills quickly forgotten yet used on almost any fire scene.
Participants will be able to do the following:
• Describe the differences between life safety rope
and utility rope, how to clean and check ropes
- Review how to tie safety, half-hitch, clove-hitch, figure eight, and bowline
- Describe the types of knots to use for given tools, ropes, or situations
Course includes classroom practical knot tying and outdoor scenarios hoisting equipment and tying personal safety lines.
3 hours

**Search and Rescue Tactics I**
Learn search procedures for victims in confined space areas (smoke filled structures), safety procedures for searcher and removal of victims. Students will participate in mock searches in zero visibility.
Note: Full turnout gear and SCBA required.
3 hours

**Structure Burn Simulation Trailer**
Taught by certified burn instructors, this class will cover the methods of attacking incipient one room and contents fire in residential structures. Participants work as a team to tackle fires in a structured setting.
This is a Class A material fire Level 1 burn. It is designed for rookie firefighters as well as veterans. A burn trailer will be at your fire station for 4 hours or will burn structure if fire department wishes.
Note: PPE and SCBA required. Department supplies bales of straw and wood pallets for burning.
Approximately 4 hours

**Structure Burns/Acquired Buildings**
This covers Level 1 and 2 burns. Ridgewater College will:
- Provide four instructors and a safety officer
- Assist in acquiring all permits and inspections required from MPCA
- Assist with release paperwork with the owner and proper notifications of the training
- Assist department when someone wants to donate a structure for training and be able to get a tax deduction
This is not an Urban Renewal Program - fire training is required. This training is closest to the real thing. Safety is number one in training; our instructors are experienced and certified to do burn training.
3 hours

**Through the Smoke**
Smoke can kill you now or later. Understand the dangers of hydrogen cyanide and carbon monoxide on the human body and learn the possibilities of exposure. Learn about the conditions, temperatures, ventilation, and oxygen levels as well as asphyxiates and deadly gases. Explore monitoring and treatment techniques, best practices, and preventative Standard Operating Procedures and Guidelines.
3 hours
Ventilation Classroom
Explore the theory, importance and timing of venting the hot gases and smoke from a structure. Positive pressure, negative pressure and natural ventilation tactics will be demonstrated. This course will also cover positive pressure ventilation and positive pressure attack, and how it can work for you.
3 hours

Ventilation: Mobile Vent Trailer Practice
The Ridgewater College ventilation trailer will be on scene at your department for students to practice safe venting practices. Safety in this is a hands-on experience. Use power equipment, saws, axes, and roof ladders. Department supplies 4’x4’ plywood.
3 hours

Water Rescue
Learn boat and shore-based rescues, boat handling, use of rescue divers, and water dynamics.
4 hours

Water Supply
Participants will learn to do the following:
- Describe the sources of water for a municipal water supply system and major features of a municipal water distribution system
- Describe dry-barrel and wet-barrel fire hydrants, operating, maintaining and testing a hydrant
- Define static pressure, residual pressure, and flow pressure in water systems
- Discuss rural water supplies
- Describe how portable tanks are used to supply water for firefighting
- Operate and shut down a fire hydrant
- Unload and assemble a portable water tank
3 hours

Weapons of Mass Destruction
Learn basic information on explosive and incendiary devices that could be used as terrorist weapons. Classroom topics include: understanding the terrorist threat, improvised explosive devices (IEDs), safety issues, and department or agency policies to ensure compliance with local regulations.
4 hours

Wildfire Response Training
Review wildfire tactics and tips for aerial wildfire suppression, including use of helicopters and fixed wing aircraft. The Minnesota Department of Natural Resources (DNR), Division of Forestry, presents this two-hour session that teaches and reviews how you and your team should safely work around fire suppression aircraft. Benefit from a live demonstration of helicopter fire suppression tactics.
- Learn to get firefighting assistance through the DNR
- Review of wildfire suppression tactics
- Learn aircraft descriptions and capabilities
- Familiarize your team with various radio communications: Air-Air, Air-Ground, Ground-Ground – VHF-FM and 800MHz
2 hours

Evolving Fire Training
Don’t see the training you want? Ridgewater is constantly developing new curriculum to meet the ever-changing fire department needs. Contact us today!
320-222-6067 • customized.training@ridgewater.edu
Ridgewater delivers a wide variety of classes to help businesses and employees thrive in the competitive world. Whether you are a business manager who wants to develop the skills of your workforce or you are an employee or job-seeker who recognizes the value of continuous improvement, we can help with your management skills and professional development.

- Human Resources
- Supervisory Skills
- Communication Skills
- Conflict Resolution
212 Degrees
212 degrees is a workshop about three numbers that are joined together to form a crystallizing message that will ABSOLUTELY ASSURE you life-altering, positive results for those who choose to apply it. We will uncover the fundamental principles of achieving life results beyond your expectations with just a simple idea with a singular focus.
Class length is customized to meet your needs.

Build Your Self-esteem and Assertiveness Skills
Building your self-esteem is essential for confidence and success, and it all begins with you. Of all the judgments you make in life, none is as important as the one you make about yourself. Without some measure of self-worth, life can be enormously painful. Discover some simple techniques that dramatically change how you feel about yourself. Learn to recognize the importance of learning self-acceptance and nurturing your sense of self.
How you will benefit:
• Learn to create positive self-expectations
• Begin setting goals to get what you want from life
• Develop self-talk messages that build self-esteem
• Identify communication tools to build assertiveness
• Learn to say no when no is the best answer
• Learn how to make a positive first impression
• Discover ways to connect with people
Topics include:
• Building your self-esteem
• Putting others at ease
• Internal and external self-esteem factors
• Negative vs. positive thinking
• Communication skills
• Giving and receiving compliments
Class length is customized to meet your needs.

Building a Dynamic Team
Developing a team is more than assigning people work. A DYNAMIC team has a mission, goals, is well organized, communicates openly, makes objective decisions, and supports leadership and each other. This workshop will help you assess your team’s weaknesses and strengths and give you information on the elements of successful and dynamic teams.
Class length is customized to meet your needs.

Building Employee Engagement
How engaged are your employees? Do they actively seek out work projects and always strive to do their best or do they do enough to meet the minimum requirements? Discover how to build a strong culture of engagement including looking at the hiring process, creating a culture of trust, identifying motivational drivers and emotional attachment to the organization as well looking at the employee-manager relationship and tools managers can use to build a strong engagement culture.
Class length is customized to meet your needs.

Coaching: Improving Employee Performance
Coaching isn’t an addition to a leader’s job — it’s an integral part of it. Becoming an outstanding coach requires that you help each individual on your team. Develop POSITIVE POWER through:
• Creating a constructive, winning team climate
• Leading your team to improved performance by providing feedback and recognition
• Dealing with coworkers who don’t carry their load
• Setting the pace for your team to be successful
Class length is customized to meet your needs.

Communication/Listening
Communication is a basic life skill, as important as the skills by which you make your way through school or earn a living. Effective communication makes life work. Learn the basic skills that everyone needs to know: how to listen and what the blocks to listening are, how to disclose thoughts and feelings to gain the optimal levels of self-disclosure, how to express what’s really true with the four kinds of expression.
Class length is customized to meet your needs.
LEARN TO LEAD

Customize a series that fits your needs!

- Address your organization and community challenges
- Explore hot-button issues
- Build a stronger team
- Maximize your business success

Quality training is as simple as 1-2-3.

1. Select three to seven topics from our catalog offerings
2. Choose a.m. or p.m. for 3-hour monthly or periodic sessions
3. Contact us so we can arrange the details!

Let us improve your workforce team and leaders by helping them to recognize challenges and to utilize best practice solutions.

320-800-722-1151
customized.training@ridgewater.edu
Conflict Management
Conflict in the workplace happens every day. With our hectic, ever-changing work environment, it’s no wonder. Because conflict is so common, each of us needs to develop the skills necessary to manage conflict productively. Practice taking a positive approach to conflict by analyzing conflict situations, setting the stage for productive conflict, and resolving conflict in four easy steps.
Class length is customized to meet your needs.

Discovering Your Natural Talents and Genetic Skills for High Performance
In 2010, a unique natural talent and genetic skills test was developed. This test and interpretation will allow anyone high school age and older to determine their natural talents and genetically inherited skills. Determine and discuss both physical and mental types of talents. Learn to maximize use of your talents in your career and life!
Class length is customized to meet your needs.

CPR/First Aid for Business
Business staff learn the basic First Aid skills necessary for injuries and sudden illness, as well as rescue breathing, CPR, and foreign body airway obstruction procedures for victims. Upon successful completion, participants receive American Heart Association certification cards. Group rates available.
4 hours

Customer Negotiation and Phone Tips
Quality customer service is everyone’s responsibility. Understand the basics of providing high quality customer service. Learn proper telephone techniques that will assist you in understanding the customer and help you negotiate in a problem solving situation. Discover techniques to manage the customer’s perception and understand the essential role customer service plays in your company’s success.
Class length is customized to meet your needs.

Eat That Frog! (Time Management)
Getting it all together in order to get it all done will be the basis of this workshop. Do you squander valuable time? Do you have clouded vision of what needs to be done? Is the task overwhelming or boring, unpleasant? Are you afraid of making the wrong decisions? If these are the reasons you are struggling with getting things done this workshop is for you. Learn to organize your life and manage your time to help you get things done and organize your mind to have a clear idea of exactly what it is you want to accomplish. Define your priorities for making time-allotted decisions.
Class length is customized to meet your needs.

Customer Service
Develop your customer service skills through recognizing and dealing with customer emotions, using listening and questioning skills, and presenting information to satisfy customers. Create rapport with customers or co-workers for positive outcomes.
Class length is customized to meet your needs.

DISC Profile
The Personal Development Profile will help you understand yourself and others. The goal is to organize what you know about yourself, help you understand yourself, and become more successful with others. It will also help you to appreciate people who may be different from you. You will leave with an understanding of why people do the things they do. It will also show you how to appreciate the differences in the workplace and in all of your relationships.
Class length is customized to meet your needs.

Emotional Intelligence
Did you know that 85% of a person’s success in life is due not to mental intelligence but rather to emotional intelligence? Emotional intelligence rests in self-awareness or self-understanding. So how are you “showing up” in the world? A self-assessment checklist will help you gain an understanding of your strengths and weaknesses in the area of emotional intelligence. You will leave with a “Positive Script.”
Class length is customized to meet your needs.
First Line Supervision
1. Role of the Supervisor
   a. Establish Clear Goals
   b. Qualities of a Successful Supervisor
   c. Major Factors in Being an Effective Supervisor
2. Communication and Supervision
   a. The Communication Process
   b. Communication Factors
   c. Listening
3. People Development
   a. Developing People
   b. Coaching Employees
4. Motivation and Supervision
   a. Understanding What Motivates People
   b. Basic Motivational Techniques
   c. Resolving Conflict
5. Getting the Work Done
   a. Obtaining Top Performance
   b. Planning for Success
6. Leadership and Supervision
   a. What is Your Style?
Class length is customized to meet your needs.

Generating More Business for Free with Customer Service
The lost art of customer service has seen a resurgence in the past few years. Organizations are seeing the need for new customers and customer retention. This seminar covers two unique principles of customer service as well as a host of simple tips that can be practiced to increase business and WOW customers both internally and externally.
Class length is customized to meet your needs.

Generations Working Together
If you work with people from other generations, you need to understand that conflicting perspectives between the generations can generate workplace conflict. Take a look at the differences between the four generations:
• Traditionalists (born 1900-1945)
• Baby Boomers (born 1946-1964)
• Generation X (born 1965-1980)
• Millennial Generation (born 1981-1999)
Class length is customized to meet your needs.

Getting Results
This workshop is based on the Oz Principle. Getting results comes from people who accept responsibility for achieving them. No company or program can succeed without accountability. However, with it, any company can accomplish even more than its promoters promise. Performance always improves when people take greater accountability and ownership for results. It makes you feel better once you do; it empowers you to get amazing results.
Class length is customized to meet your needs.

Harassment Investigations: How to Be Prompt, Thorough and Fair
The investigation process can be the most critical element. In cases that have gone to court, it is often due to inadequate or absent complaint investigations. Taking immediate, complete, and appropriate action when you receive a complaint or learn of alleged workplace harassment is a tall order to ensure just and fair resolutions. Key points include:
• Determining if an investigation is necessary
• Conducting the steps of an investigation
• Interviewing the accuser, accused and witnesses
• Differentiating between a formal and informal investigative procedure
• Reaching a conclusion and writing a formal investigation report
Class length is customized to meet your needs.

Computer Training
Computer skills are used every day in most businesses. Stay current with these ever-changing skills to maximize personal and team potential and efficiency.

• Check out our online options:
  - Basic business Microsoft Office applications
  - Adobe graphic design softwares
  - Introductory computer programming

• Explore training options:
  - Online
  - On campus
  - On site

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How to Generate Immediate Income
This special workshop is for dislocated workers, those concerned about job security, college and high school students, retired workers and anyone seeking extra income. Whether you need an extra $100 or $10,000 per month, help is here! The centerpiece of this workshop is a patented Powermind Natural Talent Test. Based on the results of this test, we demonstrate how your talents, ideas and skills can rapidly be transformed into practical microbusiness plans. We provide street-smart marketing ideas to help you sell your product or service locally or abroad. Real life local examples are provided to show you exactly what to do. Others have done this and are enjoying extra income by using their own talents and ingenuity; you can too! Discover their success secrets!

Workshop outline:
• Coping with an uncertain future – hyper-charging your mind for success!
• Determining your natural talents with, “The Powermind Natural Talent Test”
• Earning money by aligning your natural talents with microbusiness ideas
• Combining multiple talents, expanding one talent, improving your skill
• Key motivation principle — idea versus plan
• What do you have to offer — product or service?
• Who wants or needs what you are selling?
• The huge hurdle — marketing your business
• Old school marketing — sometimes low-tech is good-tech
• New school marketing — viral marketing and Internet power
• Network marketing — local focus or international expansion methods
• Success examples — pubcorn to profit, roadways to success, clipping for cash
• Instant income — money around the house — sales and rental ideas

BONUS: Trash into cash and streams of income

Class length is customized to meet your needs.

How to Stay Inspired, Connected and Driven
In this highly motivational workshop, learn how to apply core techniques based on studies of “peak performers”. These proven methods can be practiced by anyone striving to accelerate their life progress. Numerous success examples will be provided to illustrate the methods. This is for those looking to be entertained, inspired and to boost self-confidence.

Outline:
1. A ten-point peak performance goal-setting formula and how to use treasure charting to stay fired up every day and motivated to the max!
2. How to use positive affirmation and visualization for health and inspiration
3. Moving your goals toward you — automatically!
4. What to watch for and when!
5. What positives to stay connected to and what negatives to avoid
6. The power of unstoppable persistence!

Class length is customized to meet your needs.

Instructor Training
Learn to effectively provide training through efficient preparation and platform presentation skills that utilize public speaking skills in a training environment.

Class length is customized to meet your needs.

Leadership Development
Develop your leadership power sources. How do you earn your followers’ confidence? We will uncover five fundamental practices that enable leaders to get extraordinary things done. When at their best, leaders establish and maintain their credibility by their actions. Credibility is the foundation on which inspiring leadership visions are built. This workshop is for anyone in business and industry whose organization is primarily interested in developing leadership skills in their management ranks, from first-level supervisors to executives.

Class length is customized to meet your needs.
Leadership Secrets of Santa Claus
Take a dynamic trip to the North Pole to learn how Santa and his highly motivated team of elves and reindeer accomplish their amazing goals. It’s an entertaining and profound educational journey designed to inspire and challenge every member of your organization. Discover Santa’s eight practical strategies for leading others and getting big things done in the “workshop” all year.
Class length is customized to meet your needs.

Management 101 for New Supervisors
Do you have good employees who have suddenly become supervisors? This session will focus on management skills for the first-time supervisors or those who may need help in that supervisory position. Help those good employees become even better supervisors or brush up on your own management skills with this highly focused session. Class length is customized to meet your needs.

Managing Change in the Workplace (Who Moved My Cheese?)
Change will happen. It is one of life’s certainties. How you and/or your organization handle it can make the difference between whether change is embraced or dreaded. This fast-paced, high-energy workshop will put participants in the right frame of mind to make change a welcomed fact of life. Key points include:
• Change Happens – They Keep Moving the Cheese
• Anticipate Change – Get Ready for the Cheese to Move
• Monitor Change – Smell the Cheese Often So You Know When It is Getting Old
• Adapt to Change Quickly – The Quicker You Let Go of Old Cheese, the Sooner You Can Enjoy New Cheese
• Change – Move With the Cheese
• Enjoy Change – Savor the Adventure and Enjoy the Taste of New Cheese!
• Be Ready to Quickly Change and Enjoy It, Again – They Keep Moving the Cheese
Class length is customized to meet your needs.

Oh, No! Not More Meetings!
This workshop is a no-nonsense, practical, comprehensive training for planning, conducting and participating in many kinds of meetings. Whatever your level of need and interest, this workshop will help you make improvements. This training is helpful for individuals who want to make personal efforts to improve meetings, for groups who are involved in meetings together and for top management who wants to initiate a change in corporate meeting culture. This workshop will cover the following:
• Meeting Master Tactics
• Personally Speaking
• Meeting Tool Kit
• To Meet, or Not to Meet, That Is the Question
• Planning and Preparation: The Keys to Success
Class length is customized to meet your needs.

Preventing Harassment
It’s important that today’s workplace is free from all forms of offensive conduct, harassment and violence. Preventing harassment creates a respectful workplace that provides ethical as well as economic benefits. It’s not just about having a policy in place; it’s management’s role to ensure they are creating and enforcing a safe environment. Heighten your awareness on what constitutes harassment, workplace bullying, and workplace violence. Recognize warning signs and how to address issues in a timely and appropriate manner.
Class length is customized to meet your needs.

Professionalism in the Workplace
This is an interactive seminar covering the 5 Keys to Being a True Professional. It is about personal excellence. In addition to presenting the principles underlying each of the keys, we will also provide an introduction to the concepts of professionalism, short lists or suggested Dos and Don’ts for each topic, and the Ten Rules of Professionalism.
Class length is customized to meet your needs.

Project Management - Work Breakdown Structure
The Work Breakdown Structure (WBS) is the core project management tool. Explore what it is and how to use it on both large or small projects. It is a great tool to save time, money and ensure quality on all of your projects at work and at home! Practical and valuable!
Class length is customized to meet your needs.
Quality Management
Knowledge of quality principles and the ability to apply them in day-to-day operations are immeasurably valuable. This seminar provides participants with a clear understanding of how quality management positively impacts business by improving customer satisfaction and reducing costs. At its heart, quality is understanding customers’ expectations and then implementing processes and systems to consistently meet them. Participants will learn how to:
- Translate customers’ definition of quality into the manufacturing or service delivery process
- Measure ongoing performance against that standard
- Make continual improvements to meet growing expectations
The principles and methods taught in this program are equally relevant to both manufacturing and service organizations. Topics covered include:
- Perceptions and importance of quality
- The costs of quality
- Management’s role
- Design quality
- Quality Function Deployment (QFD)
- Production quality
- Prevention vs. inspection
- Introduction to statistical process control
- Review of various approaches to quality management
- Harvard case study exercise on TQM
Class length is customized to meet your needs.

Speed Reading and Memory Skills: Double Your Reading Speed
Discover the Z-stroke method of speed reading, the only proven speed reading technique! Learn to double your reading speed with hard copy and on a computer! Memorize notes in half the time with mind mapping. Several memory tips will help you remember people’s names, times of day, how to use music to enhance memory, and even what foods enhance or depress memory! It’s fun and fascinating!
Class length is customized to meet your needs.

Strategic Planning
Learn to lead your organization to develop a strategic plan of mission, vision, goals and objectives that will serve as an active road map and framework to focus on key strategies that support your mission and help you reach your vision. Free initial consultation to determine whether this is right fit for you and your organization.
Class length is customized to meet your needs.

Strategies for Personal Effectiveness
Workshop based on Stephen Covey’s “7 Habits of Highly Effective People”
Your life doesn’t just “happen.” It is carefully designed by you. The choices are yours. You choose happiness or sadness. You choose decisiveness or ambivalence. You choose success or failure. You choose courage or fear. Just remember that every moment, every situation, provides a new choice and opportunity to do things differently to produce more positive results. Uncover the 7 habits. This is usually a two-part series.
Class length is customized to meet your needs.

Stress Management
Understand the phenomenon of stress and the BIG connection between stress, motivation and self-talk. Uncover what your stress motivation profile says about you. Leave with a 7-day quickstart plan.
Class length is customized to meet your needs.

Time Management
Get it all together to get it all done. Do you squander valuable time? Do you have a clouded vision of what needs to be done? Is the task overwhelming, boring or unpleasant? Are you afraid of making the wrong decision? If these are just a few of the reasons you are struggling with getting things done, this workshop is for
Management & Professional Growth

Class length is customized to meet your needs.

**Understanding Situational Leadership Styles, When to Be Tough and When Not To**
Take two leadership assessments to determine your dominant styles of the six most common. Explore a unique job match assessment. Learn what situations warrant which style of leadership to use to enhance your skill and respect!
Class length is customized to meet your needs.

**Who Do You Think You Are?**
Enhance your credibility and influence as an effective communicator. It’s about being professionally competent and personally conscientious. People are naturally biased about various factors, but if it comes through in your daily communication, it can undermine morale, teamwork, and productivity.
- Assess yourself and your bias tendencies
- Explore bias-free guidelines
- Have fun gaining insights to become the effective communicator your organization needs
Class length is customized to meet your needs.

**Working Together Better**
All performance starts with people. Decisions don’t get made, plans don’t get implemented, problems don’t get solved, and plants and equipment don’t run until people take action. How well people work and work together determines the level of performance an organization will achieve on every action it undertakes. Create your competitive advantage by getting your people working together better to maximize performance, apply learning, and adjust to change.
All workshops are customizable for delivery in a traditional classroom format, an online webinar format, or a combination of the two. Topics may address:
- Understanding Self
- Understanding and Valuing Differences
- Building Work Relationships
- Creating Shared Understanding on Complex and Emotional Issues
- Making Conflict Productive
- Eliminating Self-defeating Behaviors
- Leading Teams and Cross-functional Teamwork
Class length is customized to meet your needs.

**Human Resources**

**Drug Awareness for Managers**
Managers and supervisors gain all of the information they need to observe and identify alcohol misuse and use of controlled substances. Department of Transportation requirements at §382.603 state that supervisors need at least 2 hours of this type of education in order to make informed “reasonable suspicion” decisions to send commercial drivers and other safety-sensitive employees to drug screening tests. Discover how to approach employees — safely and successfully — when they are suspected of substance misuse.
2 hours

**Human Resource Certification Prep**
Expand your human resources knowledge!
- Be prepared to earn your credential: Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR)
- Participants of test preparation programs consistently pass at a higher rate than those who study alone
- Qualified instructors guide you through comprehensive test preparation

36 hours
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Earn or retain industry-required licensures and certifications in service occupations. These specialized courses are developed and taught by industry professionals and provide the skills and knowledge necessary not only to meet your requirements, but also to help you grow and develop as a professional in your chosen field.

- Cosmetology
- Food Service
- Child Development
Nutrition Building Blocks for Great Trays
Understand nutrition, the Key Area #2 in the School Nutrition Association program.
10 hours

ServSafe Food Manager Certification
This National Restaurant Association Education Foundation ServSafe class is designed and approved to meet the Department of Health requirements for food service managers and professionals. Attending this course and passing the exam will certify you in the industry’s leading food safety program. Learn:
• Basic sanitation principles
• Types of microbial food contaminants
• Potentially hazardous foods
• Controls needed to protect foods
• Controls needed to protect food during preparation and service
• Managing a safe and sanitary food service environment

Ten hours in Key Area #1: Sanitation/Safety for the School Nutrition Association (SNA) Certification Program; recommended for all food services.
Note: Attendance both days is mandatory to take the exam and for certification. Students will receive a textbook in advance which must be read prior to class.
10 hours

ServSafe Food Manager Re-certification
This class meets the requirements of the Minnesota Department of Health food manager re-certification.
Participants will learn:
• Practices needed to provide safe food
• Characteristics of safe food handlers
• Controls to protect food during preparation and service
• Proper steps to clean and sterilize

Four hours in Key Area #1: Sanitation/Safety for the School Nutrition Association (SNA) Certification Program; recommended for all food services.
4 hours
**Child Development**

**ADHD: Seeing the Disability Behind the Behavior**
Navigating the landscape of a child with Attention Deficit Hyperactivity Disorder (ADHD) might be easier if providers had a “map” to follow! Join other participants in this interactive training in discovering the myths and facts of ADHD as well as exploring successful and practical strategies for inclusion of children with ADHD. (Curriculum from the Center for Inclusive Child Care)
2 hours or customized to meet your needs

**Autism: Including Children with Social, Communication, and Behavior Needs**
Explore the key characteristics of Autism Spectrum Disorder. Early childhood practitioners gain tools to more effectively include a child with Autism in your child care setting. Discuss myths and facts about Autism as well as practical strategies and tips for inclusion. (From the Center for Inclusive Child Care)
2 hours or customized to meet your needs

**Brown Bear, Brown Bear...Squirrel**
Learn how to throw your lesson plan into the wind and follow the lead of the children and embrace those teachable moments!
2 hours or customized to meet your needs

**Caregiving Strategies for Building Resilience in Children at Risk**
Children can face many stressors that will put their development at risk. Explore a wonderful foundation from which you can evaluate a child’s behavior and development, including common internal and external stressors and risk factors. Examine strategies for enhancing resiliency in child care programs. (From the Center for Inclusive Child Care)
2 hours or customized to meet your needs

**Caring for Young Children with Physical Disabilities**
Expand your understanding of children with physical disabilities by exploring a range of typical and atypical physical development as well as suggestions for safe and appropriate positioning and handling of children with special needs. Examine concrete strategies regarding the use of adaptive equipment, learn how to create an appropriate environment, and learn safe lifting techniques so that children will be inclusive participants in all aspects of their child care setting! (From the Center for Inclusive Child Care)
2 hours or customized to meet your needs

**Child Passenger Safety for Child Care Providers**
This required course is for child care providers and/or foster care providers who transport children. Learn about the current child passenger safety law, liability issues, what type of seat belt systems are in personal vehicles, types of crashes that occur, the different types of child passenger safety restraints used today, appropriate seat selection for each child, and how to install them. Learn what child passenger restraint fits your child, make it fit the vehicle it is being used in, and use it correctly every ride.
3 hours or customized to meet your needs

**Children’s Behavior: The Importance of the Practitioner’s Role**
Whether someone has been in child care for one week or for 10 years, at some point everyone has had to guide a behavior that disrupts the daily routine. Take an interactive look at challenging behavior and the child care provider’s role in working through it based on experiences and background. The practitioner’s role is crucial in positive behavioral changes! (From the Center for Inclusive Child Care)
2 hours or customized to meet your needs

**Children’s Development: What to Expect and When to Be Concerned**
This interactive workshop will provide an overview of the red flags for developmental delays in young children, how to share developmental concerns with families, and local referral resources. Receive useful brochures describing typical child development and red flags for atypical development and other resources. (From the Center for Inclusive Child Care)
3 hours or customized to meet your needs
CPR/First Aid for Child Care Providers
Child care providers review basic First Aid skills for injuries and sudden illness, as well as rescue breathing, CPR, and foreign body airway obstruction procedures. Upon completion of a practical and written exam, an AHA certification card will be issued. Group rates available. 4 hours

Exploring the Family Caregiving Partnerships
In this interactive training, examine the importance of building quality relationships with families of children with special needs as an essential element in successful child care placements. Develop specific strategies to build parent-provider partnerships including open communication, trust, respect, and other key components necessary for achieving the goal of successful inclusion and retention of all children. (From the Center for Inclusive Child Care) 2 hours or customized to meet your needs

Fun Parenting
Discover and practice parenting skills that will help you feel good about yourself as a parent while building confidence and self-esteem in your children AND getting them to do what you want them to do.
- Set realistic goals for parents and children
- Understand why kids do what they do
- Discover parental resources and how to use them
These sessions are ideal for parents, prospective parents, grandparents, child care providers, students, health care and mental health professionals. 2 hours or customized to meet your needs

Inclusion: It’s Developmentally Appropriate Care for All Young Children!
Examine key concepts of developmentally appropriate inclusive care, including the important role of the caregiver in the creation of an encouraging environment. Enhance your skills in observation and in encouraging and fostering positive social interaction as well as learning to promote productive play within child care settings. Explore the benefits and challenges of including children with special needs in community care. (From the Center for Inclusive Child Care) 2 hours or customized to meet your needs

Inside the Child: Social and Emotional Development
Why do children do what they do? This interactive training will look at a child’s behavior from the “inside-out.” Examine children’s temperament and development in relation to children’s behavior. (From the Center for Inclusive Child Care) 2 hours or customized to meet your needs

Living with a Disability: The Family Perspective
Discover the unique issues that families of young children with special needs face when looking for child care. Explore the family perspective and discuss the topics of grief and ‘loss of dreams’ as well as similarities between all families including those with children with special needs and those without. Understand the need for acceptance and respect of diversity for family structures, values, and members. (From the Center for Inclusive Child Care) 2 hours or customized to meet your needs

Minnesota CARS (Child Passenger Safety)
This three-hour required course is for those child care providers who transport children. Participants will learn about the current child passenger safety law, liability issues, what type of seat belt systems are in their vehicles, types of crashes that occur, the different types of child passenger safety restraints used today, appropriate seat selection for each child and how to install them. The key to this class is to assure that a child passenger restraint fits each child correctly, that it fits the vehicle it is being used in and to assure that it is used correctly on every ride. After registering, participants will be sent an agenda and pre-class exercise to complete. 3 hours
**More Alike Than Different!**
The focus of this interactive and challenging workshop is on ability awareness and respect for diversity within the child care setting. Look at the myths that influence and affect one’s own attitudes about children with special needs and how that applies to child care practices, including how the media perpetuates stereotypes. The training emphasizes the importance of supporting all children in their development for a positive sense of self-worth. (From the Center for Inclusive Child Care)
2 hours or customized to meet your needs

**Nuts and Bolts: Administrative Issues in Serving Children with Exceptional Care Needs and Their Families**
Ever wonder how licensing issues, insurance, liability rates, contracts, discrimination, and confidentiality relate to inclusion? Develop a foundation for meeting the needs of families and children with special needs by examining important administrative issues and by developing strategies and resources for support. (From the Center for Inclusive Child Care)
2 hours or customized to meet your needs

**Observation: Finding the Function of Behavior**
Have you ever thought: “They’re doing it on purpose”? Discover how educators can observe the clues children give adults to the purpose behind their behavior. Once the purpose is understood, a more effective response can be made to meet the child’s needs. Examine observation tools for finding the ‘function’ of a child’s behavior. (From the Center for Inclusive Child Care)
2 hours or customized to meet your needs

**Paint Outside the Lines**
Expand your art horizons with ideas to inspire and ignite the imagination and creativity of your children. 2 hours or customized to meet your needs

**Prevention: It’s All About Environment**
What does the early childhood environment say to children? Examine the physical and social environments and their effect on children’s behavior. Learn how to prevent and guide children’s behavior through hands-on activities and practical strategies. (From the Center for Inclusive Child Care)
2 hours or customized to meet your needs

**Righty Tighty, Lefty Loosey**
Learn how to use loose parts and open-ended toys. Also learn how to let loose a bit on our control of children’s learning!
2 hours

**Sensory Processing Disorder and Young Children**
This interactive workshop will describe the characteristics of Sensory Processing Disorder and how it may impact young children in child care programs. Examine your own sensory preferences and learn how to meet your own individual sensory needs. Children have unique sensory preferences and sometimes those preferences can interfere with learning and social growth and may result in challenging behaviors. Practice strategies for inclusion and learn local resources to share with parents. (From the Center for Inclusive Child Care)
2 hours or customized to meet your needs

**Sudden Unexpected Infant Death (SUID)/Abusive Head Trauma (AHT)**
Through video, lecture and class dialogue, participants will learn ways to reduce the risk of Sudden Unexpected Infant Death Syndrome and Shaken Baby Syndrome in infants. Explore communication tips when educating parents. If time permits, the class will discuss common childhood illnesses.
2 hours

**The Great Outdoors**
Open your door, step outside and let the learning begin! From bugs to mud, from gardens to art - explore bringing your classroom outside to see all the learning around you.
2 hours or customized to meet your needs
The Nurtured Heart Approach
Children with high intensity temperaments are often seen as children who are challenging in school or child care settings. The “Nurtured Heart Approach,” based on the work of Howard Glasser, is a unique approach for working with children who have challenging behaviors. This course combines four effective strategies to help caregivers transform the way they see children who have high energy and high intensity from a challenge to a “gift.” (From the Center for Inclusive Child Care)
2 hours or customized to meet your needs

The Six Keys: Strategies for Promoting Children's Mental Health in Early Childhood Programs Series*

* Early Childhood Mental Health: Why Your Role Matters! (Key #1)
Discover ways in which your early childhood role can nurture the emotional development of young children through interactions, practices, and modeling in order to build secure attachment relationships. Examine what mental health means in young children and discuss specific strategies for providing consistency, responsiveness, and security in an emotionally healthy setting. (From the Center for Inclusive Child Care)
2 hours or customized to meet your needs

* How Do We Give Children a Strong Start? Know the Key Emotional Milestones (Key #2)
Discover important emotional milestones caregivers can help children achieve as the foundation for positive mental health. Understand how to use social and emotional development checklists to identify where children are in their development and look at strategies to support them as they progress to the next social/emotional milestone. (From the Center for Inclusive Child Care)
2 hours or customized to meet your needs

* Emotional Development: Acquired Skills Needed by All Children (Key #2 Also)
This workshop, based on the work of Dr. Bruce Perry, will describe the six acquired skills needed by all children for positive emotional development including attachment, self-regulation, affiliation, awareness, tolerance, and respect. Examine strategies for achieving success for children’s skill development in each of these core areas. (From the Center for Inclusive Child Care)
2 hours or customized to meet your needs

* Why Do Children Act the Way They Do? Understanding How a Child is ‘Wired’ (Key #3)
Examine how children are genetically “wired” with temperament traits that make each child’s reactions to the world unique and how these reactions impact their emotional development. Discuss your own temperaments and examine strategies for applying a “goodness of fit” model that fosters positive mental health for all children. (From the Center for Inclusive Child Care)
2 hours or customized to meet your needs

* Teaching Children to Know Their Own Engines: A Look at Your Environment (Key #4)
Do you see children who struggle with their emotions? Examine specific strategies for promoting self-regulation skills in young children through environmental supports in the early childhood setting and how impulse-control relates to their positive mental health. Explore key characteristics of the physical and emotional environment that can encourage children to learn to identify and express their feelings through everyday activities. (From the Center for Inclusive Child Care)
2 hours or customized to meet your needs

* Supporting Resilience in Children: The Little Engine that Could! (Key #5)
Identify characteristics of resiliency and its key relationship to children’s mental health. Explore the role resiliency plays as a critical factor in how children who are at risk will handle stress, react or adapt to negative situations, and overcome obstacles in their emotional growth. Develop practical strategies for improving their environment
and programming to enhance and support resiliency in young children. (From the Center for Inclusive Child Care)

2 hours or customized to meet your needs

* Making and Keeping Friends: The Importance of Friendship Skills (Key #6)
Examine the important relationship between mental health and social development. Participants will explore key friendship skills and social competencies needed for children to be successful in their social relationships. Strategies will include how to use activities to promote pro-social skills to avoid aggression and build self-esteem in all children. (From the Center for Inclusive Child Care)

2 hours or customized to meet your needs

Tools for the Toolbox: Strategies to Meet Challenging Behaviors
Expand your “tools” for working with children who have challenging behaviors, including specific guidance strategies as well as directions for making picture schedules and fidget toys. This interactive course has very practical information for implementing strategies in early childhood programs. (From the Center for Inclusive Child Care)

2 hours or customized to meet your needs

Tools for Promoting Children’s Mental Health in Early Childhood Programs
Early childhood educators and caregivers gain tools to promote the positive emotional health of young children in their programs. Look at the practical applications of these necessary skills, including building community within child care, tuning in to each child and helping children understand their own feelings, as well as other key strategies within the early childhood environment. (From the Center for Inclusive Child Care)

2 hours or customized to meet your needs

When Concerns Arise: Identifying and Referring Children with Exceptional Needs
Ever wondered about developmental red flags? Providers learn the identification and referral of children who have developmental concerns in their childcare programs. Explore the benefits of supporting and assisting parents in seeking help for a child who may be in need of specialized services. Understand the assessment process and local referral contacts. Gain tact in how you share concerns with parents in a respectful manner if red flags for developmental concerns are present. (From the Center for Inclusive Child Care)

2 hours or customized to meet your needs

Who Will Care for Our Children? A Historical Perspective
This interactive workshop highlights the history of the human rights movement and how it relates to the journey by individuals with special needs to become an accepted part of the community. While children with special needs and their families are often left with few options for quality child care, this workshop will provide research-based information on the benefits of inclusive care for all children. Explore the role of the Americans with Disabilities Act and learn how it affects child care. (From the Center for Inclusive Child Care)

2 hours or customized to meet your needs
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- Professional and personal development courses
- Six-week, structured courses with varied start dates

So many topics to choose from!

- Accounting
- Arts
- Basic Computer Literacy
- Business and Management
- Business Writing
- Certificate Prep
- Children, Parents and Family
- Computer Applications
- Creative Writing
- Database Management
- Digital Photography
- Grant Writing
- Grant Writing and Nonprofit
- Graphic and Multimedia Design
- Health and Wellness
- Health Care
- Job Search
- Languages
- Law and Legal
- PC Networking and Security
- Personal Enrichment
- Personal Finance
- Sales and Marketing
- Start Your Own Business
- Teaching and Education
- Test Prep
- Web and Computer Programming

320-222-6067
ridgewater.edu/augusoft.net
Transportation training is critical in today’s mobile world. Whether you are joy riding alone on your motorcycle or you’re transporting valuable resources such as school children or equipment, proper training can keep you and others who share the road safe and on time.

- Motorcycle Safety Training
- Commercial Driver Training
Motorcycle Safety

Basic Rider
The Basic Rider course is a 14.5-hour program that teaches basic motorcycle operational skills and advanced skills such as swerving, braking and cornering, and street riding strategies. Both classroom and on-cycle instruction offer high-quality, personalized coaching and several hours of practice riding. Instructors are certified by the Motorcycle Safety Foundation (MSF).
3-day weekends or 2-day weekdays

Civilian Police Motorcycle Course
This course is an advanced course for experienced riders. Participants will use the same techniques designed to train and keep police motorcycle officers safe in any riding or traffic situation. Riders provide their own bikes and should have at least three years or 12,000 miles of experience.
7 hours

Civilian Police Motorcycle Course 2
For graduates of the Civilian Police Motorcycle Course, the CPMC2 adds new high challenge drills to further hone motorcycle control skills and confidence.
7 hours

Confident Rider
Riders can hone their mental strategies and practice handling techniques on their own bikes.
5 hours

Moped Rider
Ridgewater College also offers courses and training for moped riders as needed. A moped is defined as having 50cc or less, having 2 hp or less, and capable of no more than 30 mph. If it does not meet all three requirements, it is considered a motorcycle.
4.5 hours

Commercial/Industrial Driving

Commercial Driving License (CDL)
Acquire your Class A CDL through one-on-one training through Ridgewater College. Topics include:
- Safety
- Defensive driving
- Truck operation and maintenance
- Driving experience
7 hours minimum, depending on driving experience

Defensive Driving
The standard Safe Practices for Motor Vehicle Operations, ANSI/ASSE Z15.1, defines defensive driving as “driving to save lives, time, and money, in spite of the conditions around you and the actions of others,” according to the National Safety Council’s Defensive Driving Course. It is a form of training for motor vehicle drivers that goes beyond mastery of the rules of the road and the basic mechanics of driving. Its aim is to reduce the risk of driving by anticipating dangerous situations, despite adverse conditions or the mistakes of others. This can be achieved through adherence to a variety of general rules, as well as the practice of specific driving techniques. Defensive driving courses offer several benefits to those who choose to take them. In many states, a defensive driving course can be taken as a way to dismiss traffic tickets. Courses may also qualify the student for a discount on car insurance.
3 hours

Emergency Vehicle Operator Course (EVOC)
This course is yearly or bi-yearly and covers diminishing distance; serpentine; backing and evasive maneuvering; driving and looking ahead; getting control of the adrenaline, and civil/criminal repercussions. It will also cover these topics:
- Accident prevention
- Vehicle definitions, designs and propensities
- Laws regarding driving emergency vehicles
- Accident statistics
- Acceleration/steering/braking
- Buffer zones
- Maneuvering through traffic
- Accident scene parking
3 class hours and 1 driving/practical hour
WHAT OUR CLIENTS SAY

“Dave always makes the night fun and it goes fast. Good information and good common sense.” ~ Basic Life Support trainee

“I probably learned 10-15 new things every class...important things that will stick in my brain.” ~ Medication Administration trainee

“Mike gave great information that can be applied right away! I would attend any of his seminars!” ~ Project Management participant

“Tracy (the instructor) was amazing! She really knew her stuff and didn’t make me feel stupid if I did something wrong. She gave great feedback.” ~ Simulation trainee

320-222-6067
customized.training@ridgewater.edu
Ridgewater College has two campuses in Hutchinson

A) Ridgewater College Business Development Center: Home of Customized Training & Continuing Education
980 Second Ave SE
Hutchinson, MN 55350

B) Ridgewater College Main Campus
2 Century Ave SE
Hutchinson, MN 55350

WILLMAR Campus Map

Courses held in Building D:
Home of Customized Training & Continuing Education (CTCE)

Parking: D West Lot

Ridgewater College
2101 15th Ave NW
Willmar, MN 56201