CONTINUING EDUCATION
ON CAMPUS. ONLINE.

Over 1,200 courses and seminars for personal and professional development
conted.ucalgary.ca
CONTINUING EDUCATION can make your world a better place.

Whether you’re looking to expand your career options or learn something new, we are here for you.
20,000 enrolments annually
15,000 graduates year-to-date
1,200+ courses and seminars delivered on campus, online and through corporate training
55 years of providing high-quality educational opportunities for lifelong learners
45+ certificate, diploma and designation programs
40+ professional associations recognizing Continuing Education courses

98.6% of graduates* say they would choose UCalgary Continuing Education again
98.6% of graduates* say they would recommend UCalgary Continuing Education to others

Top 5 reasons graduates* say they enrolled in a certificate program:

1. To update their skills
2. To earn a credential
3. To upgrade their career
4. To enhance their earning potential
5. To help them make a career change

*Recent certificate graduates who responded to a UCalgary Continuing Education survey
Get started making your world a better place.

Review this program guide to see what interests you. Then, check conted.ucalgary.ca for more details and to register.
how to register

1. Select your courses.

2. Check for prerequisites.

3. If admitted into a certificate or diploma program, log in to your account to ensure the course applies to your program. Remember, you can apply for certificate admission at any time.

4. Register online, by phone, or in person.
   - **Online**
     - Available 24/7
     - conted.ucalgary.ca
   - **In Person**
     - 8:30 am – 4:30 pm weekdays
     - University of Calgary
     - Continuing Education
     - Energy Resources Research Building (ERRB)
     - N140, 3512 - 33 St NW
     - Calgary, AB
   - **Telephone**
     - 8:30 am – 4:30 pm weekdays
     - 403.220.2866
     - 1.866.220.4992
     - (Toll free outside of Calgary and within North America)
   - **By Mail**
     - University of Calgary
     - Continuing Education
     - 2500 University Drive NW
     - Calgary, AB, T2N 1N4

5. Pay course fees with VISA, MasterCard, American Express, Visa Debit or cash.

6. Receive confirmation by email.

7. Log in to your account to find the class location or — if it is an online course — to check when it opens.

8. Visit the Student Welcome Guide at conted.ucalgary.ca/students to find all the practical information you need to succeed as a Continuing Education student.
Why take a chance when investing in people?

Let Continuing Education be your corporate training partner and help you develop your employees and leaders. We offer...

- Extensive experience in delivering training that’s easily transferred to the workplace
- Excellent training facilities on campus or we can deliver training on-site
- Access to hundreds of seminars that can be tailored to your unique needs
- Talented facilitators with real-world experience
- A UCalgary credential and more

Contact us at 403.220.2866 or online today... we are here to respond to your needs.

cconted.ucalgary.ca/corporatetraining
COURSE DELIVERY
Courses are offered in a variety of formats including classroom, online, blended — partially in the classroom and partially online, and self-directed online courses.

TAKING COURSES IN THE CLASSROOM
Main Campus
2500 University Drive NW
Downtown Campus
906 8th Avenue SW

Continuing Education courses are held at UCalgary’s main and downtown campuses at times that are convenient for adult learners. Occasionally, courses may be offered at off-campus locations.

AT HOME STUDY
In most certificate program classroom courses, students are expected to complete readings and assignments between classes. The number of hours needed for at-home study will vary. However, if your course includes one three-hour class each week, you should plan on spending an additional three hours per week outside of class. Please take this into account when enrolling in multiple courses at one time.

TAKING COURSES ONLINE
Learning online takes the learning experience out of the traditional classroom and on to the Internet.

Most of Continuing Education’s online courses are instructor-led, interactive courses. Students work within scheduled start- and end-dates and observe set timelines for learning activities and assignments.

For most courses, students are free to choose when they go online during the week. However, some courses require that students attend online classes on designated dates and at designated times.

ONLINE COURSE WORKLOAD
For courses that allow you to choose when you will go online, plan to log in to the university’s online learning software — Desire2Learn (D2L) — three to four times per week in order to keep pace with the class. Plan on studying and working approximately six hours per week per course. Please take this into account when planning your schedule, especially if you are enrolling in multiple courses at one time.

UNCERTAIN ABOUT ONLINE LEARNING?
Before taking your first instructor-led, interactive online course, you will be required to take BMC 352 Learning Online. This course is your chance to practise online learning in a safe environment.

BMC 352 LEARNING ONLINE
Discover more about yourself as an online learner in a supportive environment and ultimately determine if online learning is for you. Compare your current skills, habits and technical knowledge against what’s typically required for success in Continuing Education online courses. Whatever your starting point, you will develop and improve your abilities to connect, communicate and collaborate with others online.

COURSE: BMC 352 | 10 Hours | $185

Note: New sections of this course are added regularly as demand requires. For an up-to-date list of current sections, visit conted.ucalgary.ca/learningonline

Flexible Learning
On campus. Downtown. Online.

All courses and certificate programs have been developed with part-time learners in mind, making it possible for you to pace your learning to fit your life.

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On campus. Downtown. Online.

All courses and certificate programs have been developed with part-time learners in mind, making it possible for you to pace your learning to fit your life.
Graduate Story

Gloria Ken-Okoroafor

She was online while her classmates were asleep.

“While I was taking my classes, I felt like I was really there – in Canada – not in Nigeria,” says Gloria Ken-Okoroafor, a recent graduate of the Teaching Second Language Certificate program — Level 1 — specializing in Teaching English as a Second Language.

After more than a decade of teaching English to children in her home country of Nigeria, Gloria wanted to find some new teaching strategies that could improve her students’ fluency. She began searching for an affordable, online program from a reputable school in an English-speaking country. After exploring her options, Gloria chose UCalgary Continuing Education.

“The experience was very rewarding,” says Gloria. “I enrolled for my students and because I wanted to brush up on my English language knowledge. I also wanted to learn to teach English to some of the support staff at my school — adults who are beginner to intermediate speakers of English.”

Gloria is pleased to see her new teaching skills and strategies are working. She is seeing results in her classroom and has had successes with her adult learners. She has also been able to assist other teachers in the school.

“As I was learning, I was sharing ideas with my colleagues, so the other English teachers were learning at the same time.

Sharing what I learned has been very helpful. It has made the English teachers in my school look like champions!”

While doing her courses, Gloria was faced with a seven-hour time difference.

“I was usually online when my classmates were asleep,” she says. “I found the lessons well-structured and easy to navigate. Once I got started, it was smooth sailing!”

“The instructors were very considerate of the time difference, my different experiences and my life challenges. They always encouraged me to share on the forum.”

“I was interacting with learners from different backgrounds and nationalities and I was able to pick up some new information about teaching from other parts of the world. This was very enlightening indeed.”

To top off her online learning experience, Gloria travelled to Canada and completed her classroom practicum in Calgary.

“I was interacting with learners from different backgrounds and nationalities and I was able to pick up some new information about teaching from other parts of the world. This was very enlightening indeed.”

Gloria Ken-Okoroafor, Graduate
Teaching Second Language Certificate – Level 1
— specializing in Teaching English as a Second Language
Personal Development

Take courses with like-minded people who want to learn a new language, discover the artist within, enhance their well-being, or learn more about history, current events and today’s hot topics.

Tess Steinhauer, Graduate Certificate in Visual Design specializing in Photography

View her story online at conted.ucalgary.ca/stories
Sometimes, you just want to learn for the sake of learning!

These next few pages of Continuing Education’s Fall Program Guide are intended as an easy way for you to find courses for personal development and interest. The lists on these pages include courses that start between September 1 and December 31, 2019.

Professional development programs that lead to certificates, diplomas and designations start on page 16. Courses in these programs can be taken for personal development as well. In most cases, you do not need to be accepted in the program to take a course.

**ACADEMIC PREPARATION**

conted.ucalgary.ca/academicprep

**ACADEMIC EXAM PREPARATION — GRADUATE**

Are you seeking admission to an MBA program? The GMAT preparation test prepares you to meet today’s high admission standards.

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Course#</th>
<th>Hours</th>
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*Early bird fee $995

**ACADEMIC PREPARATION — UNDERGRADUATE**

These courses are for students planning to seek admission to a UCalgary faculty. Information on the university’s admission requirements is obtained from Recruitment and Admissions, or faculty offices. Textbooks can be purchased at the Bookstore.

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Course#</th>
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<td>English 2</td>
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<td>Math Fundamentals</td>
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<td>39</td>
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</table>
See pages 55 - 56 for a full selection of art courses that may be taken on their own or for credit toward the Certificate in Visual Design; or, the Certificate in Visual Design with specializations in Art Theory and Practice, Interior Design, or Photography.

ENGLISH AS A SECOND LANGUAGE (ESL): PART-TIME
conted.ucalgary.ca/eslparttime

UCalgary Continuing Education offers full- and part-time programs in English as a Second Language (ESL). Full-time study is available to international students and landed immigrants. Information on the full-time English Language Program can be found at ucalgary.ca/esl

Courses listed here are offered on evenings and weekends for students who wish to pursue their studies on a part-time basis. These classes are perfect for adults, at any level, who want to improve their English for personal, work, or academic reasons.

Transferability to Certificate Programs: Some ESL courses can be used for credit hours (maximum 30) toward select Continuing Education certificates including: Professional Management (all specializations); Environmental Management; Human Resource Management, and Marketing.

It is possible to receive 20 credit hours for ENL 415 Pronunciation or 30 credit hours for ENL 410 ESL 4, ENL 510 ESL5, or ENL430 TOEFL Preparation.

<table>
<thead>
<tr>
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INTERIOR DESIGN
conted.ucalgary.ca/interiordesign

See pages 55 - 56 for a full selection of interior design courses that may be taken on their own or for credit toward the Certificate in Visual Design; or, the Certificate in Visual Design with specializations in Art Theory and Practice, Interior Design, or Photography.

LANGUAGES OF THE WORLD
conted.ucalgary.ca/languages

Languages of the World include American Sign Language and an array of international languages. In all languages, beginners start in Level 1.

Students of French and Spanish may choose to take courses for credit toward levelled certificates in French Language and Culture or Spanish Language and Culture. For more information on these programs, go to pages 31 and 52.

Placement: If you have experience in a language, you may consult with a student advisor to determine your appropriate starting level. Call 403.220.2866.

Note: One week prior to start, classes with insufficient enrolment may be cancelled. To help us run as many classes as possible, please register early. Additional language courses may be added based on student interest. For the most up-to-date list of scheduled courses, please check conted.ucalgary.ca/languages

AMERICAN SIGN LANGUAGE

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INTERNATIONAL LANGUAGES

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ONE DAY @ UCALGARY
conted.ucalgary.ca/oneday

This unique learning opportunity brings university academics to the community. Engaging and affordable, One Day @ UCalgary courses are presented Saturdays at the main campus.

<table>
<thead>
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<td>with Christoph Simon, PhD</td>
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<td>Everything You Need to Know About Canadian Politics</td>
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<td>with Paul Fairie, PhD</td>
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<td>The Unspoken Rules of Masculinity NEW</td>
<td>FIF 650</td>
<td>6</td>
<td>$75 + GST</td>
<td>p105</td>
</tr>
<tr>
<td>with Michael Kehler, PhD</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Women Depicted in Art NEW</td>
<td>FIF 648</td>
<td>6</td>
<td>$75 + GST</td>
<td>p107</td>
</tr>
<tr>
<td>with Marina Fischer, MA</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
These courses span a wide range of general interest topics including ancient history, mental health and wellness, the arts, personal finance, religion, politics, retirement, and more.

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Course#</th>
<th>Hours</th>
<th>Fee</th>
<th>Page#</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Journey Through IslamNEW with Joud Shafiq, PhD</td>
<td>FIF 254</td>
<td>16</td>
<td>$275 + GST</td>
<td>p77</td>
</tr>
<tr>
<td>A Journey Through Western Christianity</td>
<td>HUM 554</td>
<td>20</td>
<td>$315 + GST</td>
<td>p77</td>
</tr>
<tr>
<td>Art History: Prehistory to the Early Christian Period</td>
<td>FIF 163</td>
<td>20</td>
<td>$315 + GST</td>
<td>p78</td>
</tr>
<tr>
<td>Chess Wise: For Beginners and Novice PlayersNEW with Steven Peter, National Chess Master</td>
<td>PIW 141</td>
<td>10</td>
<td>$175 + GST</td>
<td>p81</td>
</tr>
<tr>
<td>Clues to Ancient Lives: How Archaeology Interprets the Past NEW</td>
<td>HUM 411</td>
<td>15</td>
<td>$275 + GST</td>
<td>p82</td>
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<tr>
<td>Evenings With The Calgary Philharmonic</td>
<td>HUM 405</td>
<td>8</td>
<td>$335 + GST</td>
<td>p88</td>
</tr>
<tr>
<td>Foundations of Personal Financial Management</td>
<td>PIW 112</td>
<td>15</td>
<td>$325 + GST</td>
<td>p89</td>
</tr>
<tr>
<td>Investing for Success Level 1 with David Sherlock, BA (ECON), AICB, PFP, FMA, CIM, FCSI</td>
<td>PIW 132</td>
<td>15</td>
<td>$345 + GST</td>
<td>p91</td>
</tr>
<tr>
<td>Mental Health and Emotional States in the Ancient World NEW</td>
<td>FIF 255</td>
<td>12</td>
<td>$225 + GST</td>
<td>p96</td>
</tr>
<tr>
<td>Mindfulness Meditation with Malynne O’Connor</td>
<td>PIW 101</td>
<td>12</td>
<td>$325 + GST</td>
<td>p97</td>
</tr>
<tr>
<td>Missing Pieces of the Puzzle: Intelligence from World War II to the Cold War</td>
<td>FIF 205</td>
<td>20</td>
<td>$315 + GST</td>
<td>p97</td>
</tr>
<tr>
<td>Positive Psychology: The Role Your Strengths Play in Your Happiness NEW</td>
<td>PIW 139</td>
<td>12</td>
<td>$295 + GST</td>
<td>p99</td>
</tr>
<tr>
<td>Retirement and Estate Planning: All About the MoneyNEW with Taylor Davison, CFP, CIM, RHU, BA</td>
<td>PIW 145</td>
<td>12</td>
<td>$275 + GST</td>
<td>p101</td>
</tr>
<tr>
<td>Self-care in Retirement: Strategies for Wellness NEW with Brian Lambier BA, CRC</td>
<td>PIW 147</td>
<td>6</td>
<td>$125 + GST</td>
<td>p102</td>
</tr>
<tr>
<td>The Social History of Victorian Britain: A Respectable Society with Judith Hinshaw, PhD</td>
<td>FIF 218</td>
<td>20</td>
<td>$315 + GST</td>
<td>p105</td>
</tr>
<tr>
<td>Understanding and Preparing for Retirement</td>
<td>PIW 125</td>
<td>12</td>
<td>$275 + GST</td>
<td>p106</td>
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</tbody>
</table>
PHOTOGRAPHY
conted.ucalgary.ca/photography

See page 57 for photography courses that may be taken on their own or for credit toward the Certificate in Visual Design; or, the Certificate in Visual Design with specializations in Art Theory and Practice, Interior Design, or Photography.

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Course#</th>
<th>Hours</th>
<th>Fee</th>
<th>Page#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cellphone Photography</td>
<td>PHO 126</td>
<td>6</td>
<td>$145</td>
<td>p81</td>
</tr>
</tbody>
</table>

WRITING
conted.ucalgary.ca/writing

These courses are taken for general interest. Many more writing courses are available and may be taken on their own or for credit toward the Certificates in Professional Writing or the Certificate in Creative Writing.

See course lists on pages 26 and 48.

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Course#</th>
<th>Hours</th>
<th>Fee</th>
<th>Page#</th>
</tr>
</thead>
<tbody>
<tr>
<td>Correct and Clear! Grammar, Punctuation and Style Clinic</td>
<td>WRI 205</td>
<td>15</td>
<td>$325</td>
<td>p83</td>
</tr>
<tr>
<td>Grammar Punctuation and Spelling: A Quick Review NEW</td>
<td>WRI 113</td>
<td>10</td>
<td>$195</td>
<td>p90</td>
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<tr>
<td>Memoir Writing NEW</td>
<td>WRI 415</td>
<td>15</td>
<td>$295</td>
<td>p96</td>
</tr>
</tbody>
</table>

Certificate graduates (L-R): Dale Simpson and Arash Taghipour.
Professional Development
Certificate, Diploma and Designation Programs

David Gallant, Graduate
Teaching Second Language Certificate, Level 1, specializing in Teaching English as a Second Language
View his story online at conted.ucalgary.ca/stories
ADULT AND COMMUNITY EDUCATION

Hours: 110 | Online conted.ucalgary.ca/cal

This certificate program meets the growing need for program facilitation, leadership, coordination and instructional design for adult or community educators. Students in this program learn to respond creatively to adult learning needs in their work or community.

This short-format certificate is best suited to students who already have significant experience in the field of adult learning. New and aspiring professionals would be better served to take the 300-hour Certificate in Adult Learning specializing in Adult and Community Education (page 18).

REQUIRED COURSES

The Adult and Community Education Certificate is a 110-hour program made up of three core courses. Before taking your first course, you are required to take BMC 352 Learning Online.

<table>
<thead>
<tr>
<th>Core Courses</th>
<th>110 Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designing Learning</td>
<td>ADL 129</td>
</tr>
<tr>
<td>Diversity in Adult Learning</td>
<td>ADL 110</td>
</tr>
<tr>
<td>Field of Adult and Community Education</td>
<td>ADL 123</td>
</tr>
</tbody>
</table>

GETTING STARTED

In most programs, you can take courses first and enrol in the program later. When you are ready to enrol, you can apply for credit for those courses that you have successfully completed and meet program requirements.

TRANSFERRABILITY

On completion of one certificate or diploma program, a student may choose to pursue another. In some cases, it is possible to transfer a limited number of hours between programs. The number of hours varies by program and depends on the courses taken. For details, go to the web page for the certificate program(s) you have completed to see what may be possible for you.

UNDERSTANDING YOUR PROGRAM REQUIREMENTS

Certificate and diploma requirements shown in this publication or at conted.ucalgary.ca are the requirements that a new student must follow to graduate. Because programs are reviewed and updated on a regular basis, the requirements listed here may be different from previous or future years. For you to successfully complete a program, you must meet the requirements that are locked in and noted on your student record when you are admitted to the program. Once you have been admitted — to be sure you are always choosing courses that can be credited toward your program — it is best to view the requirements outlined in your account.

LADDERING TOWARD A DEGREE

It is possible to use some certificate programs as a stepping stone towards an undergraduate degree if you can meet the faculty’s entrance requirements for undergraduate students.

Some 300-hour Continuing Education certificate programs can be applied to a Minor in Workplace Learning, which will be accepted by UCalgary’s Faculty of Arts, Faculty of Science and Faculty of Kinesiology.

For more information go to conted.ucalgary.ca/degreeminor

THIS CERTIFICATE IS PERFECT IF YOU:

› Work in adult education, teach in your community or train in the workplace
› Focus on program facilitation and instructional design
› Enjoy online learning
ADULT LEARNING

Hours: 300 • Online
conted.ucalgary.ca/cal

Whether you are upgrading qualifications or developing new skills, the Certificate in Adult Learning can take your career to the next level by exploring the history, theory, and numerous practical and technological applications of adult learning and its related career paths.

Students choose one of the following four specializations:
- Adult and Community Education
- Career and Academic Advising
- e-Learning
- Workplace Learning

The Adult and Community Education, e-Learning, and Workplace Learning specializations can also be completed as shorter certificates. These are ideal for those who already have a foundation in adult learning and are looking to expand their expertise. See pages 17, 27, and 57.

If your focus is Career and Academic Advising, a new expanded Career Development and Academic Advising Certificate is offered. See page 23.

REQUIRED COURSES
Each of these specialized certificates is a 300-hour program. Students must take 120 hours of core courses, as well as the specialization courses. To fulfill the 300-hour requirement, students take additional courses from Adult Learning Optional Courses. You are required to take BMC 352 Learning Online as your first course.

Core Courses for all Specializations | 120 Hours

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults as Learners</td>
<td>ADL 106</td>
<td>40</td>
<td></td>
<td>$625 p78</td>
</tr>
<tr>
<td>Creating Programs in Adult Education</td>
<td>ADL 128</td>
<td>40</td>
<td></td>
<td>$625 p83</td>
</tr>
<tr>
<td>Facilitating Adult Learning</td>
<td>ADL 122</td>
<td>40</td>
<td></td>
<td>$625 see web</td>
</tr>
</tbody>
</table>

Adult Learning Specializations: Choose one

Certificate in Adult Learning Specializing in Adult and Community Education

This specialization meets the growing need in program facilitation, leadership, coordination, and instructional design. Learn to respond creatively to adult learning needs in your work or community.

Core Courses: 120 Hours
Specialization Courses: 110 Hours
Optional Courses: Minimum 70 Hours

Specialization Courses | 110 hours

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designing Learning</td>
<td>ADL 129</td>
<td>40</td>
<td></td>
<td>$625 p85</td>
</tr>
<tr>
<td>Diversity in Adult Learning</td>
<td>ADL 110</td>
<td>30</td>
<td></td>
<td>$525 p85</td>
</tr>
<tr>
<td>Field of Adult and Community Education</td>
<td>ADL 123</td>
<td>40</td>
<td></td>
<td>$625 see web</td>
</tr>
</tbody>
</table>
Certificate in Adult Learning Specializing in Career and Academic Advising
This program is intended for advisors working in secondary or post-secondary academic institutions, or career, employment, and immigration agencies. Students learn the foundation, communication and assessment skills needed to facilitate, motivate and work successfully with a diverse population. Please note that ADL 221 is required for the Certified Career Development Professional (CCDP) designation.

Core Courses: 120 Hours
Specialization Courses: 120 Hours
Optional Courses: Minimum 60 Hours

Specialization Courses | 120 hours

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Code</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment Practice in Career Development</td>
<td>ADL 212</td>
<td>30</td>
<td>Fall</td>
<td>$525</td>
</tr>
<tr>
<td>Career Development Foundations</td>
<td>ADL 210</td>
<td>30</td>
<td>Winter</td>
<td>$525</td>
</tr>
<tr>
<td>Diversity in Adult Learning</td>
<td>ADL 110</td>
<td>30</td>
<td>Spring/Summer</td>
<td>$525</td>
</tr>
<tr>
<td>Ethics for Career Development Professionals</td>
<td>ADL 221</td>
<td>10</td>
<td>Fall</td>
<td>$275</td>
</tr>
<tr>
<td>Helping Skills in Career and Academic Advising</td>
<td>ADL 211</td>
<td>30</td>
<td>Winter</td>
<td>$525</td>
</tr>
<tr>
<td>Student Advising Foundations</td>
<td>ADL 220</td>
<td>30</td>
<td>Spring/Summer</td>
<td>$525</td>
</tr>
</tbody>
</table>

Certificate in Adult Learning Specializing in e-Learning
Designed to meet the growing need for adult educators, designers and administrators for just-in-time delivery in educational and business settings, this program provides knowledge and techniques in facilitation, coordination, instructional design and e-Learning technologies.

Core Courses: 120 Hours
Specialization Courses: 110 Hours
Optional Courses: Minimum 70 Hours

Specialization Courses | 110 hours

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Code</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Designing Learning</td>
<td>ADL 129</td>
<td>40</td>
<td>Spring/Summer</td>
<td>$625</td>
</tr>
<tr>
<td>e-Learning: Principles and Practice</td>
<td>ADL 121</td>
<td>40</td>
<td>Spring/Summer</td>
<td>$625</td>
</tr>
<tr>
<td>Teaching Online</td>
<td>ADL 136</td>
<td>30</td>
<td>Spring/Summer</td>
<td>$525</td>
</tr>
</tbody>
</table>

Certificate in Adult Learning Specializing in Workplace Learning
This specialization develops the knowledge and skills needed to contribute to a rapidly changing and challenging workplace, and will be of special interest to human resource and other organizational staff who are pivotal in creating tomorrow’s dynamic work environment.

Core Courses: 120 Hours
Specialization Courses: 140 Hours
Optional Courses: Minimum 40 Hours

Specialization Courses | 140 hours

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Code</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collaborative Learning Teams</td>
<td>ADL 127</td>
<td>30</td>
<td>Winter</td>
<td>$525</td>
</tr>
<tr>
<td>Field of Adult and Community Education</td>
<td>ADL 123</td>
<td>40</td>
<td>Winter</td>
<td>$625</td>
</tr>
<tr>
<td>Learning in the Workplace</td>
<td>ADL 107</td>
<td>40</td>
<td>Spring/Summer</td>
<td>$625</td>
</tr>
<tr>
<td>Organizational Learning</td>
<td>ADL 124</td>
<td>30</td>
<td>Winter</td>
<td>$525</td>
</tr>
</tbody>
</table>

FALL TERM, SEPTEMBER TO DECEMBER  WINTER TERM, JANUARY TO MARCH  SPRING/SUMMER TERM, APRIL TO AUGUST
### Adult Learning Optional Courses

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Code</th>
<th>CRN</th>
<th>Fee</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment Practice in Career Development</td>
<td>ADL 212</td>
<td></td>
<td>$525</td>
<td>p78</td>
</tr>
<tr>
<td>Career Development Foundations</td>
<td>ADL 210</td>
<td></td>
<td>$525</td>
<td>p81</td>
</tr>
<tr>
<td>Change Management Theory and Application</td>
<td>BMC 358</td>
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<td>$445</td>
<td>p81</td>
</tr>
<tr>
<td>Collaborative Learning Teams</td>
<td>ADL 127</td>
<td></td>
<td>$525</td>
<td>see web</td>
</tr>
<tr>
<td>Designing Learning</td>
<td>ADL 129</td>
<td></td>
<td>$625</td>
<td>p85</td>
</tr>
<tr>
<td>Diversity in Adult Learning</td>
<td>ADL 110</td>
<td></td>
<td>$525</td>
<td>p85</td>
</tr>
<tr>
<td>e-Learning: Principles and Practice</td>
<td>ADL 121</td>
<td></td>
<td>$625</td>
<td>p85</td>
</tr>
<tr>
<td>Employment Counselling Toolkit for Career Development Practitioners</td>
<td>ADL 215</td>
<td></td>
<td>$525</td>
<td>see web</td>
</tr>
<tr>
<td>Ethics for Career Development Professionals</td>
<td>ADL 221</td>
<td></td>
<td>$275</td>
<td>p88</td>
</tr>
<tr>
<td>Ethics for Professional Practice</td>
<td>ADL 213</td>
<td></td>
<td>$525</td>
<td>see web</td>
</tr>
<tr>
<td>Evaluating Program Outcomes</td>
<td>ADL 119</td>
<td></td>
<td>$525</td>
<td>p88</td>
</tr>
<tr>
<td>Field of Adult and Community Education</td>
<td>ADL 123</td>
<td></td>
<td>$625</td>
<td>see web</td>
</tr>
<tr>
<td>Helping Skills in Career and Academic Advising</td>
<td>ADL 211</td>
<td></td>
<td>$525</td>
<td>p90</td>
</tr>
<tr>
<td>Learning in the Workplace</td>
<td>ADL 107</td>
<td></td>
<td>$625</td>
<td>p94</td>
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<tr>
<td>Learning Online</td>
<td>BMC 352</td>
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<td>$185</td>
<td>p6</td>
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<td>Organizational Learning</td>
<td>ADL 124</td>
<td></td>
<td>$525</td>
<td>see web</td>
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<tr>
<td>Student Advising Foundations</td>
<td>ADL 220</td>
<td></td>
<td>$525</td>
<td>p105</td>
</tr>
<tr>
<td>Teaching Online</td>
<td>ADL 136</td>
<td></td>
<td>$525</td>
<td>see web</td>
</tr>
<tr>
<td>Technical Writing and Documentation</td>
<td>WRI 215</td>
<td></td>
<td>$595</td>
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<tr>
<td>Train the Trainer 1</td>
<td>ADL 139</td>
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<td>$525</td>
<td>p106</td>
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<tr>
<td>Virtual Classroom Strategies</td>
<td>ADL 115</td>
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<td>$525</td>
<td>see web</td>
</tr>
</tbody>
</table>

**I would recommend the Adult Learning Certificate program to anyone who is looking to upgrade their advising and counselling skills.**

*Kristin Lapierre, Graduate Certificate in Adult Learning specializing in Career and Academic Advising*
BUSINESS ANALYSIS

Hours: 240 • Online
conted.ucalgary.ca/ba

A successful IT project begins with a detailed analysis of business requirements. A business analyst plays a crucial role in this process by working with business and technology stakeholders to identify needs for business change and implementation of technologies to support business goals and objectives.

This Certificate in Business Analysis program will prepare you to actively support the delivery of successful IT projects. You will learn how to clearly identify business needs and project requirements and how to work collaboratively with business and IT stakeholders.

The program includes courses that leverage the concepts of the International Institute of Business Analysis (IIBA™) Business Analysis Body of Knowledge and include some key topics such as collaboration, testing and quality assurance, and requirements analysis and design. Upon successful completion of the certificate, you will have a toolkit of practices and knowledge that will support you in your day-to-day work.

Note: The IIBA recognizes writing as a necessary skill in this field. Students are therefore expected to have university-level English writing skills including grammar, vocabulary, and basic writing experience. If you need to brush up on these skills, we recommend WRI 150 Writing in the Workplace be taken at the beginning of the program.

REQUIRED COURSES
This is a 240-hour program. Students must complete 120 hours of core courses and 120 hours of optional courses.

Core courses | 120 Hours

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<tbody>
<tr>
<td>ICT 763</td>
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<td>ICT 761</td>
<td>30</td>
<td>1</td>
<td>$825</td>
<td>p86</td>
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<tr>
<td>ICT 762</td>
<td>30</td>
<td>1</td>
<td>$825</td>
<td>see web</td>
</tr>
<tr>
<td>ICT 764</td>
<td>30</td>
<td>1</td>
<td>$825</td>
<td>see web</td>
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</tbody>
</table>

Optional Courses | 120 Hours

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<td>$825</td>
<td>p78</td>
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<tr>
<td>ICT 227</td>
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<td>$825</td>
<td>p79</td>
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<td>ICT 700</td>
<td>30</td>
<td>1</td>
<td>$975</td>
<td>p80</td>
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<tr>
<td>ICT 287</td>
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<td>$825</td>
<td>p84</td>
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<td>ICT 773</td>
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<td>see web</td>
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<tr>
<td>WRI 150</td>
<td>40</td>
<td>1</td>
<td>$795</td>
<td>p107</td>
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</tbody>
</table>

Note: The IIBA recognizes writing as a necessary skill in this field. Students are therefore expected to have university-level English writing skills including grammar, vocabulary, and basic writing experience. If you need to brush up on these skills, we recommend WRI 150 Writing in the Workplace be taken at the beginning of the program.

THIS CERTIFICATE IS PERFECT IF YOU:

› Work – or aspire to work — as a business analyst
› Enjoy problem solving and collecting insights to propose innovative business solutions
› Work at a program or project level analyzing and modeling the organization’s business processes and identifying opportunities to improve them
BUSINESS INTELLIGENCE AND ANALYTICS

Hours: 240 • In Class, Online
conted.ucalgary.ca/bi

Business Intelligence (BI) is the field of combining data, technology, business processes and analytics to optimize business decisions and drive success. BI has become a technological priority for organizations, and BI tools, approaches and methods are quickly becoming valued skill sets. Turning your data into valuable information is no longer a luxury — it is a necessity for our ever-changing markets.

The Certificate in Business Intelligence and Analytics focuses on the four pillars of the BI Body of Knowledge: people, process, technology and data. The four core courses will provide you with the fundamental knowledge and exposure to the technologies and processes essential to any BI project. You will learn to execute each stage of a project, from requirements gathering, to actual development of your solution, to exposing the data within your organization.

By choosing from an array of optional courses, you can tailor your certification to meet your specific needs.

REQUIRED COURSES
This is a 240-hour program. Students must complete 120 hours of core courses and 120 hours of optional courses.

<table>
<thead>
<tr>
<th>Core Courses</th>
<th>120 Hours</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<tbody>
<tr>
<td>Business Intelligence Introduction</td>
<td>ICT 700</td>
<td>30</td>
<td>p80</td>
<td>$975</td>
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<tr>
<td>Data Analysis and Presentation</td>
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<td>30</td>
<td>p84</td>
<td>$975</td>
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<tr>
<td>Data Preparation and Dimensional Modeling</td>
<td>ICT 706</td>
<td>30</td>
<td>p84</td>
<td>$975</td>
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<tr>
<td>Gathering Requirements for BI Projects</td>
<td>ICT 705</td>
<td>30</td>
<td>p89</td>
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<table>
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<td>Business Intelligence Self-Service</td>
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<td>30</td>
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<td>Data Modeling for IT Projects</td>
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<td>30</td>
<td>p84</td>
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<td>Relational Databases Fundamentals</td>
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<td>30</td>
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<td>Visual Analytics</td>
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<td>p107</td>
<td>$975</td>
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</tbody>
</table>

THIS CERTIFICATE IS PERFECT IF YOU:

› Work — or aspire to work — in the data analytics field
› Are in the IT field but need to know the business user’s data needs
› Want to learn data analysis tools and explore data visualization tools and techniques
› Need to understand basic programming skills to help handle the data load and automate workflows
› Want to pave your way to career advancement
CAREER DEVELOPMENT AND ACADEMIC ADVISING

Hours: 200 • Online
conted.ucalgary.ca/advising

Providing information, advice and guidance to help individuals navigate transitions in education, work and life-balance is vibrant and rewarding work. This certificate is intended for advisors working in career, employment, or immigration agencies, and academic/student services staff in secondary or post-secondary institutions.

New and aspiring advisors, or those looking for more in-depth knowledge and skills in facilitating learning, would be better served to take the 300-hour Certificate in Adult Learning with a specialization in Career and Academic Advising (page 18).

This certificate aligns with the new education criteria for the Certified Career Development (CCDP) designation.

REQUIRED COURSES
This is a 200-hour program. All students complete 100 hours of core courses and a minimum of 60 hours of specialization courses. The remaining 40 hours can be taken from the specialization or optional courses. Before taking your first course, you are required to take BMC 352 Learning Online.

<table>
<thead>
<tr>
<th>Core Courses</th>
<th>100 Hours</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Career Development Foundations</td>
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<td>●●●</td>
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<tr>
<td>Diversity in Adult Learning</td>
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<td>●●●</td>
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<tr>
<td>Ethics for Career Development Professionals</td>
<td>ADL 221</td>
<td>10</td>
<td>●●●</td>
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<tr>
<td>Helping Skills in Career and Academic Advising</td>
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<tr>
<th>Specialization Courses</th>
<th>60 - 100 Hours</th>
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<th>Term</th>
<th>Fee</th>
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<tbody>
<tr>
<td>Adults as Learners</td>
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<td>●●●</td>
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<tr>
<td>Assessment Practice in Career Development</td>
<td>ADL 212</td>
<td>30</td>
<td>●●●</td>
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<tr>
<td>Employment Counselling Toolkit for Career Development Practitioners</td>
<td>ADL 215</td>
<td>30</td>
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<td>Student Advising Foundations</td>
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<th>Optional Courses</th>
<th>0 - 40 Hours</th>
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<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<tbody>
<tr>
<td>Coaching: Inspiring Excellence in Others</td>
<td>BMC 106</td>
<td>15</td>
<td>●</td>
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<tr>
<td>Communicating Interculturally</td>
<td>BMC 273</td>
<td>20</td>
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<td>Evaluating Program Outcomes</td>
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<td>30</td>
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<tr>
<td>Human Behaviour in Organizations</td>
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<td>40</td>
<td>●●●</td>
<td>$625</td>
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<tr>
<td>Management Communications: Interpersonal Skills</td>
<td>BMC 206</td>
<td>40</td>
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<tr>
<td>Social Media Essentials</td>
<td>BMC 312</td>
<td>15</td>
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<tr>
<td>Train the Trainer 1</td>
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</table>
CHANGE MANAGEMENT

Hours: 200 • In Class, Online
conted.ucalgary.ca/change

Change management is a systematic process for leading people, projects and organizations through transition. This program will provide the theory and practice necessary to effectively lead incremental and radical change.

Students learn the various aspects of change management, and how to support people through change while, at the same time, working towards delivering the organization’s planned results.

Students will learn how to assess organizational readiness and change impact, then move on to formulating change management strategies and plans that fit within a project management framework.

REQUIRED COURSES
This is a 200-hour program. Students must complete 120 hours of core courses and 80 hours of optional courses.

Core Courses | 120 Hours

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<tbody>
<tr>
<td>Change Management Theory and Application</td>
<td>BMC 358</td>
<td>20</td>
<td>●</td>
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<tr>
<td>Change Strategy and Planning</td>
<td>BMC 359</td>
<td>20</td>
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<td>●</td>
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<tr>
<td>Evaluating and Sustaining Change</td>
<td>BMC 361</td>
<td>20</td>
<td></td>
<td>●</td>
<td>$445 see web</td>
</tr>
<tr>
<td>Human Behaviour in Organizations</td>
<td>BMC 172</td>
<td>40</td>
<td>●</td>
<td>●</td>
<td>$625 p91</td>
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<tr>
<td>Managing Change Implementation</td>
<td>BMC 360</td>
<td>20</td>
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<td>●</td>
<td>$445 see web</td>
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</tbody>
</table>

*We recommend taking BMC 358, BMC 359, BMC 360, and BMC 361 in sequential order.

Change Management Optional Courses | 80 Hours

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coaching: Inspiring Excellence in Others</td>
<td>BMC 106</td>
<td>15</td>
<td></td>
<td>●</td>
<td>$425 p82</td>
</tr>
<tr>
<td>Communication Strategies for Leading Groups</td>
<td>BMC 214</td>
<td>20</td>
<td>●</td>
<td></td>
<td>$495 see web</td>
</tr>
<tr>
<td>Conflict Management</td>
<td>BMC 212</td>
<td>20</td>
<td>●</td>
<td>●</td>
<td>$495 p83</td>
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<tr>
<td>Emotional Intelligence: The Leader’s Advantage</td>
<td>BMC 115</td>
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<tr>
<td>Employee Communications</td>
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<tr>
<td>Leadership Fundamentals</td>
<td>BMC 174</td>
<td>40</td>
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<tr>
<td>Learning Online</td>
<td>BMC 352</td>
<td>10</td>
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<td>$185 p6</td>
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<tr>
<td>Project Management: Level I</td>
<td>BMC 299</td>
<td>40</td>
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<tr>
<td>Writing in the Workplace</td>
<td>WRI 150</td>
<td>40</td>
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<td>●</td>
<td>$795 p107</td>
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</tbody>
</table>

THIS CERTIFICATE IS PERFECT IF YOU:

› Want to enhance your professional toolkit
› Want to help you and your staff navigate change, while meeting the organization’s needs
› Would like to pave your way for career advancement
CONFLICT RESOLUTION

Days: 11, 12, 36 or 40 • In Class
conted.ucalgary.ca/conflictresolution

Offered in collaboration with the Justice Institute of British Columbia (JIBC) – Centre for Conflict Resolution and Centre for Leadership, Continuing Education offers the Certificate in Conflict Resolution with specializations in Negotiation, Mediation/Third Party Intervention and Family Mediation.

Two shorter programs — the Associate Certificate in Workplace Conflict and the Associate Certificate in Conflict Coaching — are also offered. Courses from these programs can be used for credit toward the larger certificates.

Go online for detailed information on registration, courses, and learning paths.

Associate Certificate in Workplace Conflict | 11 days
Learn to recognize, understand and resolve conflict more effectively, and build more productive relationships with clients and colleagues.

Core Courses | 11 days

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conflict Dynamics in Groups</td>
<td>PDS 229</td>
<td>14</td>
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<tr>
<td>Foundations of Collaborative Conflict Resolution: Workplace Focus</td>
<td>PDS 002</td>
<td>21</td>
<td>• • •</td>
<td>$645</td>
</tr>
<tr>
<td>Negotiation Skills Level 1</td>
<td>PDS 185</td>
<td>21</td>
<td>• • •</td>
<td>$645</td>
</tr>
<tr>
<td>Resolving Conflict on the Front Line: Demonstrating Leadership at Work</td>
<td>PDS 009</td>
<td>21</td>
<td>•</td>
<td>$645</td>
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</tbody>
</table>

Assessment: Associate Certificate in Workplace Conflict

Associate Certificate in Conflict Coaching NEW | 12 days
Learn how to help others resolve their intra- and interpersonal conflicts more effectively and build more productive relationships. Discuss practical, effective methods for reducing conflict and creating strategies for sustainable resolutions. These courses focus on the workplace but can be applied to other settings.

Core Courses | 12 Days

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conflict Coaching Level 1 NEW</td>
<td>PDS 238</td>
<td>21</td>
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<td>$665</td>
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<tr>
<td>Conflict Coaching Level 2 NEW</td>
<td>PDS 239</td>
<td>21</td>
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<td>$665</td>
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<tr>
<td>Dealing with Anger</td>
<td>PDS 007</td>
<td>21</td>
<td>• • •</td>
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<tr>
<td>Foundations of Collaborative Conflict Resolution: Workplace Focus</td>
<td>PDS 002</td>
<td>21</td>
<td>• • •</td>
<td>$645</td>
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</tbody>
</table>

Assessment: Associate Certificate in Coaching

Certificate in Conflict Resolution Specializing in Negotiation | 36 Days
Explore the broad field of Conflict Resolution, with an emphasis on negotiation skills.

Certificate in Conflict Resolution Mediation/Third Party Intervention | 36 Days
This program is designed for people who perform mediation and third-party intervention in their jobs and for those already in, or hoping to begin, private practice as mediators/interveners.

Certificate in Conflict Resolution Family Mediation | 40 Days
This program provides quality education and training in mediation within a family context that may be applied towards the minimum training requirements of Family Mediation Canada for certification as a Family Relations Mediator.
CREATIVE WRITING

Hours: 200 • Online
conted.ucalgary.ca/writing

Are you motivated to put pen to paper and begin, or continue, your creative writing endeavours? If so, this Creative Writing Certificate may be perfect for you. Cover writing and editing in various genres as well as publishing and promoting your written work. Through this interactive, evaluative program, give and receive supportive peer review and receive rich instructor feedback. In the Final Project course, a published author will mentor you in your writing.

Students are expected to have university-level English writing skills including grammar, vocabulary, and basic writing experience. For those needing these skills, WRI 110 Writing Well should be taken at the beginning of the program and credited as an option. Two creative writing samples are required at the time of certificate application. There is a non-refundable fee for this assessment.

A Professional Writing Certificate with specializations in Business and Technical Writing, and Marketing and Public Relations is also offered (page 48).
For non-credit writing courses see page 15.

REQUIRED COURSES
This is a 200-hour program. Students complete 110 hours of core courses, at least one genre course, and another two courses chosen from genre or optional courses. WRI 140 Creative Writing Exploration must be taken before any genre course and WRI 500 Creative Writing Final Project can only be taken after all other courses are completed.

Core Courses | 110 Hours

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<tbody>
<tr>
<td>WRI 120</td>
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<td>♢ ♣ ♣</td>
<td>$595</td>
<td>p83</td>
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<tr>
<td>WRI 140</td>
<td>30</td>
<td>♢ ♣ ♣</td>
<td>$595</td>
<td>p83</td>
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<td>WRI 500</td>
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<td>p84</td>
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<td>BMC 352</td>
<td>10</td>
<td>♢ ♣ ♣</td>
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Genre Courses | 30 – 90 Hours

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<th>Course#</th>
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<tr>
<td>WRI 460</td>
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<td>WRI 430</td>
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<td>WRI 450</td>
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<td>♢</td>
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Optional Courses | 0 – 60 Hours

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<tr>
<td>WRI 220</td>
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<td>♢ ♣ ♣</td>
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<td>WRI 330</td>
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<td>WRI 350</td>
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<td>WRI 290</td>
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<td>♢</td>
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<td>see web</td>
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<tr>
<td>WRI 320</td>
<td>30</td>
<td>♢</td>
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<td>see web</td>
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<td>WRI 110</td>
<td>30</td>
<td>♢ ♣ ♣</td>
<td>$595</td>
<td>p107</td>
</tr>
</tbody>
</table>
DATABASE ADMINISTRATION

Hours: 120 • In Class, Online
conted.ucalgary.ca/database

Microsoft SQL Server is a powerful, enterprise class database platform that is designed to store and retrieve all types of data quickly and efficiently. It includes tools that allow for the rapid development of SQL program code, enterprise server administration and powerful, data-driven reports. Microsoft SQL Server is the backbone for thousands of industry leading software applications including Microsoft SharePoint and SAP.

In the Certificate in Database Administration program, using Microsoft SQL Server, you will learn how to design, develop, administer and troubleshoot Microsoft SQL databases and servers.

REQUIRED COURSES
This is a 120-hour program made up of four core courses.

<table>
<thead>
<tr>
<th>Core Courses</th>
<th>120 Hours</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
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<tbody>
<tr>
<td>Microsoft SQL Server Administration Level 1</td>
<td>ICT 680</td>
<td>30</td>
<td>FALL</td>
<td>$975</td>
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<td>Microsoft SQL Server Administration Level 2</td>
<td>ICT 681</td>
<td>30</td>
<td>WINTER</td>
<td>$975</td>
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<td>Microsoft SQL Server Development Level 1</td>
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<td>$925</td>
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<td>SUMMER</td>
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E-LEARNING

Hours: 110 • Online
conted.ucalgary.ca/cal

e-Learning is a key strategy for individual and organizational success. The Certificate in e-Learning program is designed to meet the growing need for adult educators, designers and administrators for just-in-time delivery in both educational and business settings. In this program, you will gain knowledge and techniques in facilitation, coordination, instructional design and e-learning technologies.

This short-format certificate is the perfect professional development opportunity for those with significant work experience in the field. New and aspiring professionals would be better served to take the 300-hour Certificate in Adult Learning specializing in e-Learning (page 18).

REQUIRED COURSES
This is a 110-hour program made up of three core courses. Before taking online courses, you must take BMC 352 Learning Online.

<table>
<thead>
<tr>
<th>Core Courses</th>
<th>110 Hours</th>
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<td>Teaching Online</td>
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<td>30</td>
<td>SPRING</td>
<td>$525</td>
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</table>

THIS CERTIFICATE IS PERFECT IF YOU:

› Want to learn Microsoft SQL Server development and administration skills
› Want to learn about management, back up and availability of data produced and utilized by organizations
› Aspire to work with databases — creating, designing and optimizing

THIS CERTIFICATE IS PERFECT IF YOU:

› Work in adult education, teaching online in an academic or workplace setting
› Are focused on e-learning design and facilitation
› Enjoy online learning
EMERGING LEADERS

Hours: 98 • In Class
conted.ucalgary.ca/emerging

The Certificate for Emerging Leaders program helps leaders of all levels of experience deal with the constant changes in today’s fast-paced workplace. The focus is on building skills in the areas of: building relationships, coaching, communication, personal effectiveness, and professional skills.

CORE PROGRAM | 98 HOURS
This is a 98-hour program. Students choose a minimum of one seminar from each of the five topic areas. Remaining hours can be chosen from any topic area. Within three months of completing the required hours, students must submit a Learning Journal Summary – a written summary of knowledge and skills learned in the program.

<table>
<thead>
<tr>
<th>Building Relationships</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Great Customer Relationships</td>
<td>BUS 166</td>
<td>7</td>
<td></td>
<td>$389 + GST</td>
<td>see web</td>
</tr>
<tr>
<td>Cultivating Diversity in the Workplace NEW</td>
<td>BUS 294</td>
<td>7</td>
<td></td>
<td>$389 + GST</td>
<td>see web</td>
</tr>
<tr>
<td>Developing a Healthy Organizational Culture and Team NEW</td>
<td>BUS 617</td>
<td>7</td>
<td></td>
<td>$389 + GST</td>
<td>p64</td>
</tr>
<tr>
<td>Developing High Performance Teams</td>
<td>BUS 281</td>
<td>7</td>
<td></td>
<td>$395 + GST</td>
<td>p64</td>
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<tr>
<td>Energize Your Workplace: Inspiring and Motivating People</td>
<td>BUS 144</td>
<td>14</td>
<td></td>
<td>$629 + GST</td>
<td>p66</td>
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<tr>
<td>Leading to Inspire: Discovering the Power of Purpose</td>
<td>BUS 286</td>
<td>14</td>
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<tr>
<td>Leading Yourself and Others Through Change</td>
<td>BUS 267</td>
<td>14</td>
<td></td>
<td>$629 + GST</td>
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<tr>
<td>Leave a Lasting Impression and Increase Your Success</td>
<td>BUS 264</td>
<td>7</td>
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<td>$409 + GST</td>
<td>see web</td>
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<tr>
<td>Successful Teams: How to Build Them</td>
<td>BUS 260</td>
<td>7</td>
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<td>$389 + GST</td>
<td>see web</td>
</tr>
<tr>
<td>Team Survival Skills: Take it Outside!</td>
<td>BUS 199</td>
<td>7</td>
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<td>$389 + GST</td>
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<table>
<thead>
<tr>
<th>Coaching</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<tbody>
<tr>
<td>Becoming Empowered Through Coaching</td>
<td>BUS 288</td>
<td>14</td>
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<tr>
<td>Coaching for Quality Performance</td>
<td>BUS 155</td>
<td>21</td>
<td></td>
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<tr>
<td>Coaching to Different Styles</td>
<td>BUS 287</td>
<td>14</td>
<td></td>
<td>$699 + GST</td>
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<thead>
<tr>
<th>Communication</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<tbody>
<tr>
<td>Confidence in Communication</td>
<td>BUS 219</td>
<td>7</td>
<td></td>
<td>$389 + GST</td>
<td>p63</td>
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<tr>
<td>Conquering Your Fear of Public Speaking</td>
<td>BUS 265</td>
<td>14</td>
<td></td>
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<tr>
<td>Dealing with the Difficult Conversation</td>
<td>BUS 128</td>
<td>7</td>
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<td>p64</td>
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<tr>
<td>Facilitation Skills</td>
<td>BUS 134</td>
<td>14</td>
<td></td>
<td>$629 + GST</td>
<td>p66</td>
</tr>
<tr>
<td>Good Writing is Good Business</td>
<td>BUS 258</td>
<td>7</td>
<td></td>
<td>$389 + GST</td>
<td>p68</td>
</tr>
<tr>
<td>Improving Communication at Work</td>
<td>BUS 188</td>
<td>7</td>
<td></td>
<td>$409 + GST</td>
<td>see web</td>
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<tr>
<td>Integrative Listening: The Leader’s Edge</td>
<td>BUS 279</td>
<td>14</td>
<td></td>
<td>$629 + GST</td>
<td>see web</td>
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<tr>
<td>Leading with Confidence and Courage</td>
<td>BUS 240</td>
<td>7</td>
<td></td>
<td>$409 + GST</td>
<td>p69</td>
</tr>
<tr>
<td>Powerful Presentations</td>
<td>BUS 114</td>
<td>21</td>
<td></td>
<td>$785 + GST</td>
<td>see web</td>
</tr>
</tbody>
</table>

THIS CERTIFICATE IS PERFECT IF YOU:

› Work — or aspire to work — in a leadership position
› Want to develop the ‘soft skills’ that employers value
› Plan to move on to the Certificate for Front Line Leaders
› Enjoy full-day immersive seminars
### Personal Effectiveness

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Course Code</th>
<th>Credits</th>
<th>Term</th>
<th>Course Fee</th>
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</thead>
<tbody>
<tr>
<td>Assertiveness: Choosing the Right Balance</td>
<td>BUS 285</td>
<td>7</td>
<td>FALL TERM, SEPTEMBER TO DECEMBER</td>
<td>$389 + GST</td>
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<tr>
<td>Creative Conflict Resolution: Making the Most of Differences</td>
<td>BUS 112</td>
<td>7</td>
<td>WINTER TERM, JANUARY TO MARCH</td>
<td>$409 + GST</td>
</tr>
<tr>
<td>Creative Negotiating</td>
<td>BUS 275</td>
<td>7</td>
<td>SPRING/SUMMER TERM, APRIL TO AUGUST</td>
<td>$429 + GST</td>
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<tr>
<td>Cultivating a Growth Mindset: Dealing with Roadblocks and Failure NEW</td>
<td>BUS 297</td>
<td>7</td>
<td></td>
<td>$389 + GST</td>
</tr>
<tr>
<td>Emotional Intelligence</td>
<td>BUS 127</td>
<td>7</td>
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<td>$429 + GST</td>
</tr>
<tr>
<td>Get Organized! Improve Your Workflow and Boost Your Productivity</td>
<td>BUS 270</td>
<td>7</td>
<td></td>
<td>$389 + GST</td>
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<tr>
<td>Leadership in Action</td>
<td>BUS 271</td>
<td>7</td>
<td></td>
<td>$389 + GST</td>
</tr>
<tr>
<td>Mastering Work and Life Satisfaction</td>
<td>BUS 282</td>
<td>14</td>
<td></td>
<td>$629 + GST</td>
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<tr>
<td>Meeting the Challenge of Leadership</td>
<td>BUS 140</td>
<td>14</td>
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<tr>
<td>Mental Toughness: Training for Success</td>
<td>BUS 130</td>
<td>14</td>
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<tr>
<td>Personal Effectiveness for High Performance Leaders NEW</td>
<td>BUS 616</td>
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<tr>
<td>Stress Less: Managing What’s On Your Mind</td>
<td>BUS 207</td>
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<tr>
<td>Work Smarter, Not Harder: Driving Results at Work NEW</td>
<td>BUS 296</td>
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### Professional Skills

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Course Code</th>
<th>Credits</th>
<th>Term</th>
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</thead>
<tbody>
<tr>
<td>Accounting for Non-Financial Managers</td>
<td>BUS 154</td>
<td>14</td>
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</tr>
<tr>
<td>Building Trust in the Work Environment</td>
<td>BUS 173</td>
<td>7</td>
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<td>$389 + GST</td>
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<tr>
<td>Business Acumen: Systems Thinking to Solve Organizational Challenges NEW</td>
<td>BUS 642</td>
<td>14</td>
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<tr>
<td>Correct and Clear! Grammar, Punctuation and Style Clinic</td>
<td>WRI 205</td>
<td>15</td>
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<td>$325 + GST</td>
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<tr>
<td>Effective Writing in the Workplace</td>
<td>BUS 266</td>
<td>14</td>
<td></td>
<td>$629 + GST</td>
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<tr>
<td>Financial Analysis and Planning for Non-Financial Managers</td>
<td>BUS 120</td>
<td>14</td>
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<tr>
<td>Fundamentals of Supervision</td>
<td>BUS 146</td>
<td>21</td>
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<tr>
<td>Getting Things Done Through Influence</td>
<td>BUS 138</td>
<td>7</td>
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<td>$389 + GST</td>
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<tr>
<td>Implementing Change</td>
<td>BUS 233</td>
<td>7</td>
<td></td>
<td>$389 + GST</td>
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<tr>
<td>Introduction to Consulting Skills Within an Organization NEW</td>
<td>BUS 295</td>
<td>14</td>
<td></td>
<td>$389 + GST</td>
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<tr>
<td>Kick-Start your Creative Thinking at Work NEW</td>
<td>BUS 618</td>
<td>7</td>
<td></td>
<td>$389 + GST</td>
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<tr>
<td>Overview of Strategic Planning</td>
<td>BUS 257</td>
<td>7</td>
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<tr>
<td>Project Management for the Non-Profit Sector NEW</td>
<td>BUS 300</td>
<td>14</td>
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<td>Project Planning: Hit the Ground Running</td>
<td>BMC 322</td>
<td>7.5</td>
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<td>The Decisive Leader</td>
<td>BUS 284</td>
<td>7</td>
<td></td>
<td>$389 + GST</td>
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<tr>
<td>Time Management</td>
<td>BUS 111</td>
<td>7</td>
<td></td>
<td>$389 + GST</td>
</tr>
<tr>
<td>Toxic Workplaces: Strategies to Create Healthy Environments</td>
<td>BUS 211</td>
<td>7</td>
<td></td>
<td>$389 + GST</td>
</tr>
<tr>
<td>Writing Winning Proposals</td>
<td>BUS 245</td>
<td>7</td>
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### Learning Journal Summary

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Course Code</th>
<th>Credits</th>
<th>Term</th>
<th>Course Fee</th>
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<tbody>
<tr>
<td>Certificate for Emerging Leaders – Assessment</td>
<td>BUS 197</td>
<td>on demand</td>
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</table>
ENVIRONMENTAL MANAGEMENT
Hours: 300 • In Class, Online
conted.ucalgary.ca/environment

Preparing yourself for the ‘green’ economy? Through the Environmental Management Certificate program, you will gain the most recent specialized knowledge and skills needed for effective practice in this dynamic field. Explore uniquely Canadian problems within a global perspective.

Learn systems, processes, tools, strategies, risk management techniques and legal requirements that help you assess and manage air, water, soil and waste. This program blends theory and practice while focusing on the need for sustainable development and the use of market-driven solutions.

REQUIRED COURSES
This is a 300-hour program made up of 150 hours of core courses and 150 hours of optional courses.

Core Courses | 150 Hours

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auditing of HSE Management Systems and Compliance</td>
<td>BMC 281</td>
<td>30</td>
<td>● ●</td>
<td>$550</td>
</tr>
<tr>
<td>Ecosystems: Functions and Impacts</td>
<td>BMC 274</td>
<td>30</td>
<td>● ●</td>
<td>$550</td>
</tr>
<tr>
<td>Environmental Law</td>
<td>BMC 112</td>
<td>30</td>
<td>● ●</td>
<td>$550</td>
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<tr>
<td>Environmental Stewardship and Sustainability</td>
<td>BMC 169</td>
<td>30</td>
<td>● ●</td>
<td>$550</td>
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<tr>
<td>Introduction to Environmental Management</td>
<td>BMC 129</td>
<td>30</td>
<td>● ●</td>
<td>$550</td>
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</table>

Optional Courses | 150 Hours

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Social Responsibility</td>
<td>BMC 279</td>
<td>20</td>
<td>●</td>
<td>$445</td>
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<tr>
<td>Environmental Impact Assessments and Reporting</td>
<td>BMC 265</td>
<td>30</td>
<td>●</td>
<td>$550</td>
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<tr>
<td>Environmental Site Assessment</td>
<td>BMC 153</td>
<td>40</td>
<td>●</td>
<td>$630</td>
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<tr>
<td>GIS: Introduction to Geo-Information Systems</td>
<td>BMC 304</td>
<td>30</td>
<td>●</td>
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<tr>
<td>Learning Online</td>
<td>BMC 352</td>
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<tr>
<td>Management Tools and Techniques for Environmental Issues</td>
<td>BMC 116</td>
<td>30</td>
<td>●</td>
<td>$550</td>
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<tr>
<td>Occupational Hygiene: The Basics</td>
<td>BMC 197</td>
<td>40</td>
<td>● ● ●</td>
<td>$630</td>
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<tr>
<td>Oil Sands: Overview, Environmental Impacts, and Regulations</td>
<td>BMC 298</td>
<td>30</td>
<td>● ●</td>
<td>$550</td>
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<tr>
<td>Renewable Energy Technologies</td>
<td>BMC 262</td>
<td>30</td>
<td>●</td>
<td>$550</td>
</tr>
<tr>
<td>Waste Management Systems</td>
<td>BMC 259</td>
<td>30</td>
<td>●</td>
<td>$550</td>
</tr>
<tr>
<td>Water Quality</td>
<td>BMC 246</td>
<td>30</td>
<td>●</td>
<td>$550</td>
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</table>
FRENCH LANGUAGE AND CULTURE

Hours: 140 or 280 • In Class
conted.ucalgary.ca/french

The French Language and Culture certificates provide university recognition for programs of study in French as a second language (FSL). Two certificate levels are offered.

Before enrolling in this certificate, students must complete the course FRE 100 French 1 or its equivalent. If you have previous knowledge of French and would like to begin at a higher level than French 1, you must have a placement interview.

REQUIRED COURSES
This program includes two certificate levels. Level 1 is 140 hours. Level 2 is an additional 140 hours for a total of 280 hours.

French Language and Culture — FSL Foundations | 140 Hours
This certificate is ideal for new learners of French. It provides students with a solid base of grammar and oral skills required for communication in French.

Prerequisite: FRE 100 French 1, or equivalent

Core Courses

<table>
<thead>
<tr>
<th>Core Courses</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
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<tbody>
<tr>
<td>French 2</td>
<td>FRE 102</td>
<td>40</td>
<td>✅</td>
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<tr>
<td>French 3</td>
<td>FRE 103</td>
<td>40</td>
<td>✅</td>
<td>$395</td>
<td>p89</td>
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<tr>
<td>French 4</td>
<td>FRE 104</td>
<td>40</td>
<td>✅</td>
<td>$395</td>
<td>p89</td>
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<td>French Conversation</td>
<td>FRE 113</td>
<td>20</td>
<td>✅</td>
<td>$225</td>
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</table>

French Language and Culture — FSL Intermediate | 140 Hours
This certificate builds on the French language skills acquired in the FSL Foundations Certificate, or through previous learning. You will continue to improve your grammar, expand vocabulary and further develop oral skills necessary to communicate fluently in French.

Prerequisite: Certificate in French Language and Culture — FSL Foundations, or equivalent

Core Courses

<table>
<thead>
<tr>
<th>Core Courses</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>French 5</td>
<td>FRE 105</td>
<td>40</td>
<td>✅</td>
<td>$395</td>
<td>p89</td>
</tr>
<tr>
<td>French 6 (Français pré-avancé)</td>
<td>FRE 145</td>
<td>40</td>
<td>✅</td>
<td>$395</td>
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<tr>
<td>French 7 (Français avancé)</td>
<td>FRE 146</td>
<td>20</td>
<td>✅</td>
<td>$225</td>
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<tr>
<td>French Immersion Weekend for Intermediate and Advanced Students*</td>
<td>FRE 111</td>
<td>20</td>
<td>✅</td>
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</table>

*Students may take this course twice in lieu of the elective course.

Elective Course

<table>
<thead>
<tr>
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<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>FSL Experiential Learning Component</td>
<td>FRE 520</td>
<td>20</td>
<td>on demand</td>
<td>$100</td>
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</tr>
</tbody>
</table>

THIS CERTIFICATE IS PERFECT IF YOU:

› Would like to gain French fluency for personal or career development
› Like the motivation of a structured program
› Seek a credential for career advancement
› Enjoy classroom interaction
FRONT-END WEB DEVELOPMENT

This certificate program provides the essential knowledge and skills required to build the front-end of web pages and websites for personal or business purposes. You will learn to code, speak the technical language, and implement designs using HTML, CSS and JavaScript — a mix of programming and layout tools that power visuals and interactions on the web.

The Front-End Web Development Certificate will be of interest to web designers who need to understand HTML, CSS and JavaScript to implement designs or make edits and updates to a website, and it will provide value to web developers who are building applications.

This Certificate in Front-End Web Development is one of two web design and development certificates available through Continuing Education. The other is the Certificate in Integrated Digital Media (page 38).

REQUIRED COURSES

This is a 120-hour certificate program. Students must complete 120 hours of core courses.

<table>
<thead>
<tr>
<th>Course Courses</th>
<th>120 Hours</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>HTML5 and CSS3</td>
<td>ICT 580</td>
<td>30</td>
<td></td>
<td></td>
<td>$825</td>
<td>p91</td>
</tr>
<tr>
<td>HTML5 and CSS3 with jQuery</td>
<td>ICT 581</td>
<td>30</td>
<td></td>
<td></td>
<td>$825</td>
<td>see web</td>
</tr>
<tr>
<td>JavaScript Advanced</td>
<td>ICT 443</td>
<td>30</td>
<td></td>
<td></td>
<td>$825</td>
<td>see web</td>
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<tr>
<td>JavaScript and the DOM</td>
<td>ICT 442</td>
<td>30</td>
<td></td>
<td></td>
<td>$825</td>
<td>p92</td>
</tr>
</tbody>
</table>

The certificates have absolutely helped. I would say it’s a differentiator for people moving into a new department or a new role.”

Dorrie Wiwcharuk, Graduate Certificate for Emerging Leaders Environmental Management Certificate Health, Safety and Environment Certificate
FRONT LINE LEADERS

Hours: 120 • In Class
conted.ucalgary.ca/frontline

Front line leaders are those who supervise the teams that are responsible for the day-to-day operations within an organization. For sustainable growth and optimum operations, appropriate and effective front line leadership is a critical factor contributing to the overall success of an organization.

The Certificate for Front Line Leaders provides the knowledge, skills and tools first-line supervisors need to be effective leaders. The program is built around four categories of seminars: Leading Self, Leading Others, Leading Business Operations and Leading across Business Units.

CORE PROGRAM | 120 HOURS

Students choose a minimum of one seminar from each of the four topic areas. Remaining hours can be chosen from any topic area. Within three months of completing the required hours, students must complete a 20-hour independent final assessment – a reflective journal of knowledge and skills learned in the program.

### Leading Self

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
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<td>BUS 127</td>
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<td>BUS 140</td>
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<td>BUS 616</td>
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### Leading Others

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<td>BUS 624</td>
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<td>BUS 146</td>
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<td>BUS 633</td>
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</tbody>
</table>

THIS CERTIFICATE IS PERFECT IF YOU:

- Lead — or aspire to lead — a front line team within your organization
- Want to create opportunities for career advancement
- Have 35 hours of credit from the Emerging Leaders program to kickstart this program
- Enjoy full-day immersive seminars

FRONT LINE LEADERS

Hours: 120 • In Class
conted.ucalgary.ca/frontline

Front line leaders are those who supervise the teams that are responsible for the day-to-day operations within an organization. For sustainable growth and optimum operations, appropriate and effective front line leadership is a critical factor contributing to the overall success of an organization.

The Certificate for Front Line Leaders provides the knowledge, skills and tools first-line supervisors need to be effective leaders. The program is built around four categories of seminars: Leading Self, Leading Others, Leading Business Operations and Leading across Business Units.

CORE PROGRAM | 120 HOURS

Students choose a minimum of one seminar from each of the four topic areas. Remaining hours can be chosen from any topic area. Within three months of completing the required hours, students must complete a 20-hour independent final assessment – a reflective journal of knowledge and skills learned in the program.

### Leading Self

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<tbody>
<tr>
<td>BUILD YOUR LEADERSHIP PRESENCE</td>
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<td>EMOTIONAL INTELLIGENCE</td>
<td>BUS 127</td>
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<tr>
<td>INFLUENCE WITHOUT AUTHORITY</td>
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<tr>
<td>LEADING WITH EMPATHY AND AUTHENTICITY</td>
<td>NEW</td>
<td>BUS 647</td>
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<td>MEETING THE CHALLENGE OF LEADERSHIP</td>
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<td>MENTAL TOUGHNESS: TRAINING FOR SUCCESS</td>
<td>BUS 130</td>
<td>14</td>
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<tr>
<td>PERSONAL BRAND: BUILDING A RECOGNIZABLE BRAND</td>
<td>BUS 632</td>
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<td></td>
<td>$389 + GST</td>
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<td>PERSONAL EFFECTIVENESS FOR HIGH PERFORMANCE LEADERS</td>
<td>BUS 616</td>
<td>14</td>
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<td>PERSONAL TRANSITION THROUGH CHANGE</td>
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<tr>
<td>PRODUCTIVITY SKILLS AND TOOLS FOR MANAGERS</td>
<td>NEW</td>
<td>BUS 646</td>
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<td>STRESS LESS: MANAGING WHAT’S ON YOUR MIND</td>
<td>BUS 207</td>
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<td>UTILIZING PERSONALITY TYPE FOR PERSONAL AND TEAM LEADERSHIP</td>
<td>BUS 626</td>
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### Leading Others

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<thead>
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<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASSERTING YOURSELF IN CONFLICT SITUATIONS</td>
<td>PDS 004</td>
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<td>DEVELOPING A HEALTHY ORGANIZATIONAL CULTURE AND TEAM</td>
<td>BUS 617</td>
<td>7</td>
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<td>EFFECTIVE WORKPLACE RELATIONSHIPS</td>
<td>BUS 624</td>
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<td>FOUNDATIONS OF COLLABORATIVE CONFLICT RESOLUTION: WORKPLACE FOCUS</td>
<td>PDS 002</td>
<td>21</td>
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<tr>
<td>FUNDAMENTALS OF SUPERVISION</td>
<td>BUS 146</td>
<td>21</td>
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<tr>
<td>KICK-START YOUR CREATIVE THINKING AT WORK</td>
<td>BUS 618</td>
<td>7</td>
<td></td>
<td>$389 + GST</td>
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<tr>
<td>LEADING YOURSELF AND OTHERS THROUGH CHANGE</td>
<td>BUS 267</td>
<td>14</td>
<td></td>
<td>$629 + GST</td>
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<tr>
<td>NEGOTIATION SKILLS FOR WORKING PROFESSIONALS</td>
<td>BUS 648</td>
<td>7</td>
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<tr>
<td>POWERFUL PROFESSIONALS: CONSULTING SKILLS FOR LEADERS WITHIN ORGANIZATIONS</td>
<td>BUS 649</td>
<td>14</td>
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<tr>
<td>WORKPLACE POLITICS: STEP UP TO CONFLICT</td>
<td>BUS 633</td>
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### Leading Business Operations

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Code</th>
<th>Duration</th>
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<td>Accounting for Non-Financial Managers</td>
<td>BUS 154</td>
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<td>Effective Decision Making in a Complex Environment</td>
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<td>Financial Analysis and Planning for Non-Financial Managers</td>
<td>BUS 120</td>
<td>14</td>
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<td>Managing Complex Projects for Front Line Leaders</td>
<td>BUS 631</td>
<td>14</td>
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<td>Managing Difficult Stakeholders</td>
<td>BUS 639</td>
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<tr>
<td>Managing Your Employee Life Cycle Effectively</td>
<td>BUS 636</td>
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<td>$389 + GST</td>
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<td>Operational Management for Front Line Leaders</td>
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<td>Supervisor or Leader: Which would you like to be?</td>
<td>BUS 637</td>
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### Leading Across Business Units

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<tr>
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<th>Code</th>
<th>Duration</th>
<th>Credits</th>
<th>Fee Including GST</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Business Acumen: Systems Thinking to Solve Organizational Challenges <strong>NEW</strong></td>
<td>BUS 642</td>
<td>14</td>
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<tr>
<td>Business Acumen: Lead with Strategic Business Analysis Tools and Resources <strong>NEW</strong></td>
<td>BUS 641</td>
<td>14</td>
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<td>Business Case Development: Frameworks and Templates <strong>NEW</strong></td>
<td>BUS 640</td>
<td>14</td>
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<td>Managing the Hostile Individual</td>
<td>PDS 236</td>
<td>14</td>
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### Final Assessment | 20 Hours

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<tr>
<th>Final Assessment for Certificate for Front Line Leaders</th>
<th>Code</th>
<th>Duration</th>
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<tr>
<td>BUS 700</td>
<td>20</td>
<td>on demand</td>
<td></td>
<td>$90 + GST</td>
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</table>

"At work, I've had opportunities to use my new skills, and I believe that I'm a better communicator."

**Richard Galambos**, Graduate  
Certificate in Graphic Design  
Professional Writing Certificate specializing in Business and Technical Writing  
Professional Writing Certificate specializing in Marketing and Public Relations
The Certificate in Graphic Design combines art principles and industry standard design software techniques in Photoshop, InDesign and Illustrator to provide the essential knowledge and skills required to begin designing and building professional graphics.

This program provides you with a solid foundation in core design areas such as two-dimensional design, typography, colour, and drawing, as well as digital drawing and design. You will learn to create effective print and web-based designs to get the audience’s attention and get the intended message across.

Through applied projects and assignments, this program will challenge you to develop creative solutions to hands-on design problems aimed at preparing you for industry-related design experiences, and helping you build a portfolio.

This certificate will be of value to those interested in the graphic design industry, working in advertising, branding and corporate identity, signage, web design, and other related areas.

**REQUIRED COURSES**
The Certificate in Graphic Design is a 240-hour program. Students are required to complete 180 hours of core courses and 60 hours of optional courses.

### Core Courses | 180 hours

<table>
<thead>
<tr>
<th>Course</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<tr>
<td>Adobe Illustrator</td>
<td>ICT 437</td>
<td>30</td>
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<td>$825</td>
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<tr>
<td>Adobe InDesign</td>
<td>ICT 578</td>
<td>30</td>
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<td>$825</td>
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<tr>
<td>Adobe Photoshop</td>
<td>ICT 436</td>
<td>30</td>
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<td>$825</td>
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<tr>
<td>Drawing 1</td>
<td>ART 314</td>
<td>30</td>
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<td>$425</td>
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<td>Graphic Design</td>
<td>ART 320</td>
<td>30</td>
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<tr>
<td>History of Design</td>
<td>ART 102</td>
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<td>$425</td>
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### Optional Art Courses | 30 hours

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<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<tr>
<td>Branding: What Designers Need to Know</td>
<td>ART 317</td>
<td>30</td>
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<td>Typography</td>
<td>ART 316</td>
<td>30</td>
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### Optional Application Software Courses | 30 hours

<table>
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<tr>
<td>Adobe Photoshop Advanced</td>
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<tr>
<td>Adobe Illustrator Advanced</td>
<td>ICT 665</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>see web</td>
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HUMAN RESOURCE MANAGEMENT

Hours: 300 • In Class, Online conted.ucalgary.ca/hr

In a dynamic and ever-changing job market, organizations rely on human resource professionals to help recruit, manage, and develop their employees. This certificate gives you theoretical and practical insight into the field of human resources as well as current, employer-valued perspectives. You will learn essential skills for business management and apply the core competencies of organizational effectiveness: staffing, employee and labour relations, compensation, development and training, health and safety, and HR systems management.

This certificate will be of value to individuals contemplating a career change or new to the human resources field; human resource professionals who want to expand their knowledge and skills; front line managers, supervisors and administrators who implement human resource policies and programs; and, anyone preparing for their Chartered Professional in Human Resources (CHPR) designation.

REQUIRED COURSES
The Human Resource Management Certificate is a 300-hour program. Students are required to complete three core courses comprising 120 hours plus 180 hours of optional courses.

Core Courses | 120 Hours

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<tbody>
<tr>
<td>Business Management</td>
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<td>Human Behaviour in Organizations</td>
<td>BMC 172</td>
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<td>$625 p91</td>
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<tr>
<td>Human Resource Management*</td>
<td>BMC 165</td>
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Note: It is recommended that students take BMC 165 Human Resource Management before taking any Optional Human Resource Management Courses.

Optional Human Resource Management Courses | 180 Hours

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<tr>
<td>Building a Positive Workplace</td>
<td>BMC 355</td>
<td>20</td>
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<tr>
<td>Change Management Theory and Application</td>
<td>BMC 358</td>
<td>20</td>
<td></td>
<td>$445 p81</td>
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<tr>
<td>Coaching: Inspiring Excellence in Others</td>
<td>BMC 106</td>
<td>15</td>
<td></td>
<td>$425 p82</td>
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<tr>
<td>Communicating Interculturally</td>
<td>BMC 273</td>
<td>20</td>
<td></td>
<td>$495 see web</td>
</tr>
<tr>
<td>Compensation: Design and Practice</td>
<td>BMC 198</td>
<td>30</td>
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<td>$525 p82</td>
</tr>
<tr>
<td>Conducting Effective Interviews</td>
<td>BMC 328</td>
<td>20</td>
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<td>$495 p82</td>
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<tr>
<td>Conflict Management</td>
<td>BMC 212</td>
<td>20</td>
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<td>Developing a Talent Management Strategy</td>
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<td>20</td>
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<td>Employee Benefits</td>
<td>BMC 230</td>
<td>30</td>
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<tr>
<td>Employee Communications</td>
<td>BMC 242</td>
<td>20</td>
<td></td>
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<tr>
<td>Employee Development and Training</td>
<td>BMC 354</td>
<td>30</td>
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<tr>
<td>Employee Relations: Policy Design and Documentation</td>
<td>BMC 192</td>
<td>20</td>
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<tr>
<td>Ethics for Professional Practice</td>
<td>ADL 213</td>
<td>30</td>
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</table>

THIS CERTIFICATE IS PERFECT IF YOU:

› Work — or aspire to work — in the HR field and seek a solid foundation of knowledge
› Want to build on your university degree
› Implement HR policies and programs in your day-to-day work
› Are preparing for the CHPH designation
<table>
<thead>
<tr>
<th>Course Title</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
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<td>Health and Safety Management Systems: The Basics</td>
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<td>HR Perspectives on Work-Life Integration</td>
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<tr>
<td>Human Resources Information Management</td>
<td>BMC 208</td>
<td>15</td>
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<td>Labour Relations</td>
<td>BMC 156</td>
<td>30</td>
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<td>Management Communications: Interpersonal Skills</td>
<td>BMC 206</td>
<td>40</td>
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<td>National Knowledge Exam® (NKE) Preparation</td>
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</tr>
<tr>
<td>Performance Management</td>
<td>BMC 353</td>
<td>20</td>
<td></td>
<td>$495</td>
<td>p98</td>
</tr>
<tr>
<td>Recruitment and Selection</td>
<td>BMC 178</td>
<td>30</td>
<td></td>
<td>$525</td>
<td>p101</td>
</tr>
<tr>
<td>Train the Trainer 1</td>
<td>ADL 139</td>
<td>20</td>
<td></td>
<td>$525</td>
<td>p106</td>
</tr>
</tbody>
</table>

**IT FUNDAMENTALS**

Hours: 120 • In Class, Online  
[conted.ucalgary.ca/it](conted.ucalgary.ca/it)

The Certificate in IT Fundamentals provides a solid foundation of skills and knowledge that will allow you to progress to more advanced courses and programs of study.

**REQUIRED COURSES**

This is a 120-hour certificate program made up of four core courses, selected from a list of five.

<table>
<thead>
<tr>
<th>Core Courses</th>
<th>120 Hours</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Programming Level 1</td>
<td>ICT 710</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>p82</td>
<td></td>
</tr>
<tr>
<td>Computer Programming Level 2</td>
<td>ICT 711</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>p82</td>
<td></td>
</tr>
<tr>
<td>Computer Programming Level 3</td>
<td>ICT 712</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>see web</td>
<td></td>
</tr>
<tr>
<td>Data Modeling for IT Projects</td>
<td>ICT 287</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>p84</td>
<td></td>
</tr>
<tr>
<td>Relational Databases Fundamentals</td>
<td>ICT 128</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>p101</td>
<td></td>
</tr>
</tbody>
</table>

This certificate is perfect if you:

› Work — or aspire to work — in the programming field
› Want to establish a foundation in C# language for the .NET framework
› Are considering moving on to:
  • .NET Application Development
  • Business Analysis
  • Business Intelligence and Analytics
INTEGRATED DIGITAL MEDIA

Hours: 240 • In Class, Online
conted.ucalgary.ca/digitalmedia

The Certificate in Integrated Digital Media incorporates design principles along with tools, techniques and technologies to help students design, create, and publish a variety of digital media content for today’s multi-platform electronic devices.

Learn the latest software tools used in the communications industry such as Adobe Photoshop, Illustrator, and InDesign along with markup and style sheets languages such as HTML and CSS3 to help you design and create media content, web environments or user interfaces applying a design interaction process that combines design and function.

REQUIRED COURSES
This is a 240-hour program made up of eight courses: 120 hours of core courses and 120 hours of optional courses.

Core Courses | 120 Hours

<table>
<thead>
<tr>
<th>Course</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe Illustrator</td>
<td>ICT 437</td>
<td>30</td>
<td>☀️☀️</td>
<td>$825</td>
<td>p77</td>
</tr>
<tr>
<td>Adobe InDesign</td>
<td>ICT 578</td>
<td>30</td>
<td>☀️</td>
<td>$825</td>
<td>see web</td>
</tr>
<tr>
<td>Adobe Photoshop</td>
<td>ICT 436</td>
<td>30</td>
<td>☀️☀️</td>
<td>$825</td>
<td>p77</td>
</tr>
<tr>
<td>User Experience Design</td>
<td>ICT 564</td>
<td>30</td>
<td>☀️</td>
<td>$825</td>
<td>see web</td>
</tr>
</tbody>
</table>

Optional Courses | 120 Hours

<table>
<thead>
<tr>
<th>Course</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe Illustrator Advanced</td>
<td>ICT 665</td>
<td>30</td>
<td>☀️</td>
<td>$825</td>
<td>see web</td>
</tr>
<tr>
<td>Adobe Photoshop Advanced</td>
<td>ICT 664</td>
<td>30</td>
<td>☀️</td>
<td>$825</td>
<td>see web</td>
</tr>
<tr>
<td>HTML5 and CSS3</td>
<td>ICT 580</td>
<td>30</td>
<td>☀️☀️</td>
<td>$825</td>
<td>p91</td>
</tr>
<tr>
<td>HTML5 and CSS3 with jQuery</td>
<td>ICT 581</td>
<td>30</td>
<td>☀️</td>
<td>$825</td>
<td>see web</td>
</tr>
<tr>
<td>JavaScript and the DOM</td>
<td>ICT 442</td>
<td>30</td>
<td>☀️</td>
<td>$825</td>
<td>p92</td>
</tr>
<tr>
<td>Marketing Principles</td>
<td>BMC 167</td>
<td>40</td>
<td>☀️</td>
<td>$595</td>
<td>p95</td>
</tr>
<tr>
<td>WordPress Fundamentals NEW</td>
<td>ICT 693</td>
<td>30</td>
<td>☀️</td>
<td>$825</td>
<td>p107</td>
</tr>
<tr>
<td>Writing Effective Online Content</td>
<td>WRI 350</td>
<td>30</td>
<td>☀️</td>
<td>$595</td>
<td>see web</td>
</tr>
</tbody>
</table>

If you are interested in this program, you may also be interested in the following course.

ICT 694 Cross-platform App Development is a 90 hour online, self-paced course delivered using the RoboGarden e-learning platform where students complete interactive exercises. This course is not currently eligible for certificate credit. See page 84.
LEAN SIX SIGMA GREEN BELT

Hours: 86 • In Class
conted.ucalgary.ca/leansix

In collaboration with Lean Six Sigma, UCalgary Continuing Education facilitates Lean Six Sigma Green Belt Certification.

Green Belts are individuals who have been trained to lead a process improvement team using the Six Sigma improvement methodology and Lean principles. Green Belts can assist Lean Six Sigma Black Belts with improvement projects, or lead their own.

Explore Lean Six Sigma’s globally-recognized methodology. Learn how to improve processes, reduce costs and cycle time, and improve overall quality. Learn how to apply problem-solving and statistical methodologies combined with Lean tools to achieve improvement processes.

This program has been designed to meet the needs of management personnel in manufacturing, engineering, maintenance, technical, quality and other support areas.

Students choose between an intensive learning path, or a modular learning path, that spans a longer period of time.

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lean Six Sigma for Green Belts: Foundations</td>
<td>PDS 240</td>
<td>35</td>
<td>$2,795</td>
<td>p93</td>
</tr>
<tr>
<td>Lean Six Sigma for Green Belts: Statistical Methods</td>
<td>PDS 241</td>
<td>15</td>
<td>$995</td>
<td>p93</td>
</tr>
<tr>
<td>Lean Six Sigma for Green Belts: Quality Improvement Project</td>
<td>PDS 242</td>
<td>36</td>
<td>$645</td>
<td>p93</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Execution Systems: Introduction to Lean Six Sigma</td>
<td>PDS 243</td>
<td>7</td>
<td>$495</td>
<td>p80</td>
</tr>
<tr>
<td>Lean Six Sigma: Analyze Phase</td>
<td>PDS 246</td>
<td>7</td>
<td>$495</td>
<td>see web</td>
</tr>
<tr>
<td>Lean Six Sigma: Control Phase</td>
<td>PDS 248</td>
<td>7</td>
<td>$495</td>
<td>see web</td>
</tr>
<tr>
<td>Lean Six Sigma: Define Phase</td>
<td>PDS 244</td>
<td>7</td>
<td>$495</td>
<td>p93</td>
</tr>
<tr>
<td>Lean Six Sigma: Improve Phase</td>
<td>PDS 247</td>
<td>7</td>
<td>$495</td>
<td>see web</td>
</tr>
<tr>
<td>Lean Six Sigma: Measure Phase</td>
<td>PDS 245</td>
<td>7</td>
<td>$495</td>
<td>p94</td>
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<tr>
<td>Lean Six Sigma for Green Belts: Statistical Methods</td>
<td>PDS 241</td>
<td>15</td>
<td>$995</td>
<td>p93</td>
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</tbody>
</table>

Optional Course* | 36 Hours

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lean Six Sigma for Green Belts: Quality Improvement Project</td>
<td>PDS 242</td>
<td>36</td>
<td>$645</td>
<td>p93</td>
</tr>
</tbody>
</table>

Students who wish to sit for third-party accreditation exams must complete the optional course PDS 242.
MARKETING
Hours: 300 • In Class, Online
conted.ucalgary.ca/marketing

Globalization and new technologies have changed the face of marketing. Today’s professionals need a working knowledge of traditional media channels, social media, digital marketing and visual design.

The Marketing Certificate program prepares you to plan, execute and evaluate compelling marketing campaigns. Learn how to translate ideas into sales using a variety of strategies and media channels. Explore emerging technologies and best practices. Learn from marketing professionals who understand how to be leaders in this constantly changing profession.

This program will be of value to those new to the field or contemplating a career change; marketing, PR and other professionals who want to expand their knowledge; and business owners who market their own products and services.

REQUIRED COURSES
This is a 300-hour program made up of 120 hours of core courses and 180 hours of optional courses.

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Management</td>
<td>BMC 205</td>
<td>40</td>
<td>● ● ●</td>
<td>$625 p81</td>
<td></td>
</tr>
<tr>
<td>Marketing Principles*</td>
<td>BMC 167</td>
<td>40</td>
<td>● ●</td>
<td>$595 p95</td>
<td></td>
</tr>
<tr>
<td>Metrics and Measurement</td>
<td>BMC 313</td>
<td>20</td>
<td>● ●</td>
<td>$445 p96</td>
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</tr>
</tbody>
</table>

*It is recommended that students take BMC 167 Marketing Principles before taking any optional Marketing courses.

Optional Marketing Courses | 110 – 200 Hours

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Event Planning</td>
<td>BMC 292</td>
<td>20</td>
<td>●</td>
<td>$445</td>
<td>see web</td>
</tr>
<tr>
<td>Customer Service Excellence</td>
<td>BMC 185</td>
<td>15</td>
<td>●</td>
<td>$445</td>
<td>see web</td>
</tr>
<tr>
<td>Data Analytics for Digital Communications</td>
<td>BMC 365</td>
<td>20</td>
<td>●</td>
<td>$495</td>
<td>see web</td>
</tr>
<tr>
<td>Digital Marketing</td>
<td>BMC 329</td>
<td>30</td>
<td>● ●</td>
<td>$525 p85</td>
<td></td>
</tr>
<tr>
<td>Social Media Essentials</td>
<td>BMC 312</td>
<td>15</td>
<td>●</td>
<td>$425</td>
<td>see web</td>
</tr>
<tr>
<td>Social Media Strategies</td>
<td>BMC 314</td>
<td>15</td>
<td>● ●</td>
<td>$425 p103</td>
<td></td>
</tr>
<tr>
<td>Strategic Selling</td>
<td>BMC 294</td>
<td>20</td>
<td>●</td>
<td>$445</td>
<td>see web</td>
</tr>
<tr>
<td>Strategic Writing for Public Relations and Marketing</td>
<td>WRI 230</td>
<td>30</td>
<td>●</td>
<td>$595 p105</td>
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</table>

Optional Management Courses* | 0 – 90 Hours

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe Illustrator</td>
<td>ICT 437</td>
<td>30</td>
<td>● ● ●</td>
<td>$825 p77</td>
<td></td>
</tr>
<tr>
<td>Adobe InDesign</td>
<td>ICT 578</td>
<td>30</td>
<td>● ●</td>
<td>$825</td>
<td>see web</td>
</tr>
<tr>
<td>Adobe Photoshop</td>
<td>ICT 436</td>
<td>30</td>
<td>● ● ●</td>
<td>$825 p77</td>
<td></td>
</tr>
</tbody>
</table>

*See complete list at conted.ucalgary.ca/marketing
.NET Framework is a software development framework that runs in the Microsoft Windows environment and is widely used in the industry. It includes a large class library and an Integrated Development Environment (IDE) called Visual Studio. One great feature of the .NET Framework is that it allows integration of several programming languages to develop Windows forms and web applications. C# is arguably the most popular language used by the .NET Framework.

Taking the Certificate in .Net Application Development program will enable you to develop a solid understanding of object-oriented programming concepts and troubleshooting skills that are readily transferable to other programming environments. You will learn to apply modern software development methods, with an emphasis on Agile Software Development. Using C# programming language, and the tools provided by the Microsoft .NET Framework, you will design and create a variety of desktop and web applications by combining your own code with the classes provided by the .NET library. You will develop knowledge and skills in the areas of C#, web programming, ASP.NET and ASP.NET MVC, and database connectivity.

**REQUIRED COURSES**
This is a 240-hour program made up of 120 hours of core courses and 120 hours of optional courses.

### Core Courses | 120 Hours

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICT 716</td>
<td>30</td>
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<td>p78</td>
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<tr>
<td>ICT 710</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>p82</td>
</tr>
<tr>
<td>ICT 711</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>p82</td>
</tr>
<tr>
<td>ICT 712</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>see web</td>
</tr>
</tbody>
</table>

### Optional Courses | 120 Hours

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICT 715</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>see web</td>
</tr>
<tr>
<td>ICT 713</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>p79</td>
</tr>
<tr>
<td>ICT 580</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>p91</td>
</tr>
<tr>
<td>ICT 442</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>p92</td>
</tr>
<tr>
<td>ICT 128</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>p101</td>
</tr>
</tbody>
</table>

THIS CERTIFICATE IS PERFECT IF YOU:

- Work — or aspire to work — as a back end web developer
- Want to create graphical interfaces for desktop client applications
- Are interested in the .NET Framework and its application models — WPF, Windows Forms, ASP.NET Forms
- Would like to build on your IT Fundamentals Certificate
OCCUPATIONAL HEALTH AND SAFETY (OHS)
Hours: 200 or 400 or 800 • In Class, Online conted.ucalgary.ca/ohs

How we manage workplace health and safety issues is critical to workers, organizations, and the environment itself. Organizations are highly motivated to avoid the huge costs associated with health and safety accidents and mishaps. Legislation requiring employer compliance creates change and challenge for occupational health and safety (OHS) professionals who must act in the roles of motivator, change leader, and enforcer.

Employers are looking for people who can identify, evaluate, and communicate information about workplace conditions that may have an adverse impact on human health. They need people who have the knowledge and skills to plan and implement strategies to control and manage potential problems, and motivate proactive behaviour change.

The Occupational Health and Safety program offers three levels, with each level laddering to the next, and culminating in an 800-hour diploma.

The Occupational Health and Safety Fundamentals Certificate | 200 Hours
This program is designed for individuals who are aspiring to, or already working in, roles such as front line service providers, administrative support, and junior OHS technicians. Students who complete the Fundamentals Certificate can move on to the Advanced Certificate program.

The Occupational Health and Safety Advanced Certificate | 400 Hours
This program is made up of 200 hours from the Fundamentals Certificate plus 200 hours of advanced level courses. This level provides further training and professional development for individuals who support mid-level and technical tasks within the OHS skill set. Students who complete the OHS Advanced certificate program can move on to the OHS Diploma program.

· The OHS Advanced certificate aligns with the Canadian Registered Safety Technician (CRST) certification.

The Occupational Health and Safety Diploma | 800 Hours
This program is made up of 400 hours from the Advanced Certificate program plus 400 hours of diploma level courses. The diploma program provides the advanced training and professional development required for those in positions supporting senior levels and demanding management related tasks.

· The OHS Diploma courses fulfill the 60 credit requirement by the Canadian Registered Safety Professional (CRSP)® certification and is approved by the Board of Canadian Registered Safety Professionals (BCRSP).

OHS Fundamentals Certificate | 200 Hours

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>BMC 213</td>
<td>40</td>
<td>u u</td>
<td>$630</td>
<td>p79</td>
</tr>
<tr>
<td>BMC 285</td>
<td>40</td>
<td>u u</td>
<td>$630</td>
<td>p88</td>
</tr>
<tr>
<td>BMC 143</td>
<td>20</td>
<td>u</td>
<td>$495</td>
<td>p90</td>
</tr>
<tr>
<td>BMC 104</td>
<td>30</td>
<td>u u</td>
<td>$550</td>
<td>p90</td>
</tr>
<tr>
<td>BMC 197</td>
<td>40</td>
<td>u u</td>
<td>$630</td>
<td>p98</td>
</tr>
<tr>
<td>BMC 317</td>
<td>30</td>
<td>u u</td>
<td>$550</td>
<td>p101</td>
</tr>
</tbody>
</table>
**OHS Advanced Certificate | 400 Hours**
After completing the OHS Fundamentals Certificate, students complete the following 200 hours of courses.

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Code</th>
<th>Credits</th>
<th>Fee</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accident Theory and Incident Investigation</td>
<td>BMC 201</td>
<td>30</td>
<td>$550</td>
<td>see web</td>
</tr>
<tr>
<td>Alcohol and Drugs in the Workplace</td>
<td>BMC 363</td>
<td>30</td>
<td>$550</td>
<td>p78</td>
</tr>
<tr>
<td>Ergonomics</td>
<td>BMC 199</td>
<td>30</td>
<td>$550</td>
<td>p86</td>
</tr>
<tr>
<td>Importance of Human Factors</td>
<td>BMC 283</td>
<td>20</td>
<td>$495</td>
<td>see web</td>
</tr>
<tr>
<td>Industrial Safety Processes</td>
<td>BMC 295</td>
<td>40</td>
<td>$630</td>
<td>see web</td>
</tr>
<tr>
<td>Integrated Workplace Health Management</td>
<td>BMC 183</td>
<td>20</td>
<td>$495</td>
<td>see web</td>
</tr>
<tr>
<td>Stress and Fatigue Management</td>
<td>BMC 350</td>
<td>30</td>
<td>$550</td>
<td>p105</td>
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</tbody>
</table>

**OHS Diploma | 800 hours**
After completing the OHS Advanced Certificate, students complete the following 400 hours of courses.

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Code</th>
<th>Credits</th>
<th>Fee</th>
<th>Notes</th>
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<tbody>
<tr>
<td>Auditing of HSE Management Systems and Compliance</td>
<td>BMC 281</td>
<td>30</td>
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<tr>
<td>Business Analytics Introduction</td>
<td>ICT 771</td>
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<td>$975</td>
<td>p79</td>
</tr>
<tr>
<td>Business Management</td>
<td>BMC 205</td>
<td>40</td>
<td>$625</td>
<td>p81</td>
</tr>
<tr>
<td>Change Management Theory and Application</td>
<td>BMC 358</td>
<td>20</td>
<td>$445</td>
<td>p81</td>
</tr>
<tr>
<td>Disability Management: An Integrative Approach</td>
<td>BMC 309</td>
<td>30</td>
<td>$550</td>
<td>p85</td>
</tr>
<tr>
<td>Emergency Response</td>
<td>BMC 218</td>
<td>20</td>
<td>$495</td>
<td>see web</td>
</tr>
<tr>
<td>Ethics for Professional Practice</td>
<td>ADL 213</td>
<td>30</td>
<td>$525</td>
<td>see web</td>
</tr>
<tr>
<td>Human Behaviour in Organizations</td>
<td>BMC 172</td>
<td>40</td>
<td>$625</td>
<td>p91</td>
</tr>
<tr>
<td>Management Communications: Interpersonal Skills</td>
<td>BMC 206</td>
<td>40</td>
<td>$625</td>
<td>p94</td>
</tr>
<tr>
<td>Operational Risk Management</td>
<td>BMC 368</td>
<td>40</td>
<td>$495</td>
<td>see web</td>
</tr>
<tr>
<td>Project Management: Level I</td>
<td>BMC 299</td>
<td>40</td>
<td>$745</td>
<td>p100</td>
</tr>
<tr>
<td>Strategic Planning</td>
<td>BMC 161</td>
<td>40</td>
<td>$625</td>
<td>p104</td>
</tr>
</tbody>
</table>

I did most of my courses online and they were great. With a baby at home, learning online was very convenient for me.”

**Luznel Velasquez Fernandez**, Graduate
Environmental Management Certificate
Health, Safety and Environment Certificate
Does your work require proficiency in Microsoft Office?

Make your everyday tasks easier by taking your skills to a high level and gain a valuable credential for your resume. Offices around the world use Microsoft’s Word, Excel, PowerPoint, Access, Project, Visio, and Macros and VBA products.

**CORE PROGRAM | 10 Courses | 140 Hours**

A minimum of one course must be chosen from each of: Access, Excel, PowerPoint and Word. The remaining six courses may be taken from any stream, including optional courses.

<table>
<thead>
<tr>
<th>Word</th>
<th>One course required</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Microsoft Word Level 1</td>
<td>ICT 412</td>
<td>14</td>
<td>*</td>
<td>$575</td>
<td>see web</td>
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<tr>
<td></td>
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<td>ICT 413</td>
<td>14</td>
<td>*</td>
<td>$575</td>
<td>see web</td>
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<td>ICT 414</td>
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<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<tbody>
<tr>
<td></td>
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<td>ICT 415</td>
<td>14</td>
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<tr>
<td></td>
<td>Microsoft Excel Level 2</td>
<td>ICT 416</td>
<td>14</td>
<td></td>
<td>$575</td>
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<td></td>
<td>Microsoft Excel Level 3</td>
<td>ICT 417</td>
<td>14</td>
<td></td>
<td>$575</td>
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<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<tr>
<td></td>
<td>Microsoft PowerPoint Levels 1 and 2</td>
<td>ICT 456</td>
<td>14</td>
<td></td>
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<thead>
<tr>
<th>Access</th>
<th>One course required</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
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<tr>
<td></td>
<td>Microsoft Access Level 1</td>
<td>ICT 420</td>
<td>14</td>
<td></td>
<td>$575</td>
<td>see web</td>
</tr>
<tr>
<td></td>
<td>Microsoft Access Level 2</td>
<td>ICT 421</td>
<td>14</td>
<td></td>
<td>$575</td>
<td>see web</td>
</tr>
<tr>
<td></td>
<td>Microsoft Access Level 3</td>
<td>ICT 422</td>
<td>14</td>
<td></td>
<td>$575</td>
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</table>

<table>
<thead>
<tr>
<th>Optional Courses</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
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<tbody>
<tr>
<td>Business Intelligence Self-Service</td>
<td>ICT 701</td>
<td>30</td>
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<tr>
<td>Data Analysis Using Microsoft Excel Tools</td>
<td>ICT 780</td>
<td>14</td>
<td></td>
<td>$575</td>
<td>see web</td>
</tr>
<tr>
<td>Microsoft Macros and VBA Level 1</td>
<td>ICT 427</td>
<td>14</td>
<td></td>
<td>$625</td>
<td>p97</td>
</tr>
<tr>
<td>Microsoft Macros and VBA Level 2</td>
<td>ICT 428</td>
<td>14</td>
<td></td>
<td>$625</td>
<td>see web</td>
</tr>
<tr>
<td>Microsoft Project Levels 1 and 2</td>
<td>ICT 582</td>
<td>14</td>
<td></td>
<td>$575</td>
<td>see web</td>
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<tr>
<td>Microsoft SharePoint Levels 1 and 2</td>
<td>ICT 674</td>
<td>14</td>
<td></td>
<td>$575</td>
<td>see web</td>
</tr>
</tbody>
</table>

*Offered next in 20/21 academic year*
PROFESSIONAL MANAGEMENT

Hours: 300 • In Class, Online
conted.ucalgary.ca/management

Are you hoping to move into management, enhance your business knowledge and skills, change employment, or build on your degree? Examine key principles of business and their interrelationships in local, national and global world settings and learn key management skills that foster communication, teamwork and problem solving in the workplace. Choose from six streams:

- General
- Economic Developers
- Professional Engineers and Geoscientists (PEG)
- Specializing In Construction Management
- Specializing In Risk Management
- Specializing In Strategic Management

REQUIRED COURSES

Each of these certificates is a 300-hour program. In General, PEG, or Economic Developers streams, students complete 120 hours of core courses and choose 180 hours from optional courses. Students in specialization programs complete 120 hours of core courses, 120 hours of specialization courses and 60 hours of optional courses.

Core Courses | 120 Hours

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Management</td>
<td>BMC 205</td>
<td>40</td>
<td>$625</td>
<td>p81</td>
</tr>
<tr>
<td>Human Behaviour in Organizations</td>
<td>BMC 172</td>
<td>40</td>
<td>$625</td>
<td>p91</td>
</tr>
</tbody>
</table>

And 40 hours from one of the following:

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Communication for Internationally Trained Professionals</td>
<td>BMC 316</td>
<td>40</td>
<td>$625</td>
<td>see web</td>
</tr>
<tr>
<td>Management Communications: Interpersonal Skills</td>
<td>BMC 206</td>
<td>40</td>
<td>$625</td>
<td>p94</td>
</tr>
</tbody>
</table>

Professional Management Streams: Choose one

Certificate in Professional Management — General
Tailor this program to meet your needs. Complete it online or in the classroom.

Core Courses: 120 Hours
Optional Courses: 180 Hours

Certificate in Professional Management — Professional Engineers and Geoscientists (PEG)
Are you a practising engineer who wants to broaden your management and leadership skills? In this program, learn core business concepts that will enhance your career and give you an edge in today’s competitive workplace. This certificate can only be awarded after membership in APEGA is confirmed.

Core Courses: 120 Hours
Optional Courses: 180 Hours
Certificate in Professional Management — Economic Developers
Designed exclusively for members of Economic Developers Alberta (EDA), this program combines EDA’s Community Economic Development courses with Continuing Education’s management courses. This program prepares you for the EcD professional designation exam, and can be achieved completely online or in the classroom.

Core Courses: 120 Hours
Optional Courses: 180 Hours

Certificate in Professional Management Specializing In Construction Management
Develop competencies to effectively manage construction projects. Focus on legal, regulatory and technical aspects. Develop skills and knowledge needed in business, management, and interpersonal relations.

Core Courses: 120 Hours
Specialization Courses: 120 Hours
Optional Courses: Minimum 60 hours

<table>
<thead>
<tr>
<th>Specialization Courses</th>
<th>120 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction Contract Law and Documents</td>
<td>BMC 102 40 ●</td>
</tr>
<tr>
<td>Construction Costing</td>
<td>BMC 110 40 ●</td>
</tr>
<tr>
<td>Control Systems In Construction Projects</td>
<td>BMC 243 40 ●</td>
</tr>
<tr>
<td>Project Management: Level I</td>
<td>BMC 299 40 ●●●</td>
</tr>
</tbody>
</table>

Certificate in Professional Management specializing In Risk Management
Focus on the process of analyzing and minimizing exposure to risk while conserving an organization’s human, financial, and physical assets. Courses can be used toward the Canadian Risk Management (CRM) designation, which is recognized by the Risk and Insurance Management Society, Inc.

Core Courses: 120 Hours
Specialization Courses: 120 Hours
Optional Courses: Minimum 60 Hours

<table>
<thead>
<tr>
<th>Specialization Courses</th>
<th>120 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risk Assessment and Treatment</td>
<td>BMC 326 40 ●●●</td>
</tr>
<tr>
<td>Risk Financing</td>
<td>BMC 182 40 ●●●</td>
</tr>
<tr>
<td>Risk Management Principles and Practices</td>
<td>BMC 327 40 ●●●</td>
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</tbody>
</table>
Certificate in Professional Management specializing In Strategic Management

Investigate strategic directions for your organization or department by anticipating trends and preparing for future opportunities. Learn how to establish an organization’s overall goals and objectives, as well as the policies and activities that are formulated, implemented and controlled to achieve them.

Core Courses: 120 Hours
Specialization Courses: 120 Hours
Optional Courses: Minimum 60 hours

Specialization Courses | 120 hours

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Credits</th>
<th>Term Available</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Finance</td>
<td>BMC 103</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$625</td>
</tr>
<tr>
<td>Business Strategy</td>
<td>BMC 160</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$625</td>
</tr>
<tr>
<td>Economics for Business</td>
<td>BMC 171</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$625</td>
</tr>
<tr>
<td>Strategic Planning</td>
<td>BMC 161</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$625</td>
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Optional Courses

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Credits</th>
<th>Term Available</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Fundamentals</td>
<td>BMC 162</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$625</td>
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<tr>
<td>Building Religious and Cultural Inclusion in the Workplace</td>
<td>BMC 362</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$625</td>
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<tr>
<td>Business Analysis Planning</td>
<td>ICT 227</td>
<td>30</td>
<td>Fall/Winter/Summer</td>
<td>$825</td>
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<tr>
<td>Business Finance</td>
<td>BMC 103</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$625</td>
</tr>
<tr>
<td>Business Law</td>
<td>BMC 117</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$625</td>
</tr>
<tr>
<td>Business Strategy</td>
<td>BMC 160</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$625</td>
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<td>Change Management Theory and Application</td>
<td>BMC 358</td>
<td>20</td>
<td>Fall/Winter/Summer</td>
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<tr>
<td>Coaching: Inspiring Excellence in Others</td>
<td>BMC 106</td>
<td>15</td>
<td>Fall/Winter/Summer</td>
<td>$425</td>
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<tr>
<td>Conflict Management</td>
<td>BMC 212</td>
<td>20</td>
<td>Fall/Winter/Summer</td>
<td>$495</td>
</tr>
<tr>
<td>Economics for Business</td>
<td>BMC 171</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$625</td>
</tr>
<tr>
<td>Emotional Intelligence: The Leader’s Advantage</td>
<td>BMC 115</td>
<td>15</td>
<td>Fall/Winter/Summer</td>
<td>$425</td>
</tr>
<tr>
<td>Ethics for Professional Practice</td>
<td>ADL 213</td>
<td>30</td>
<td>Fall/Winter/Summer</td>
<td>$525</td>
</tr>
<tr>
<td>Health and Safety Management Systems: The Basics</td>
<td>BMC 104</td>
<td>30</td>
<td>Fall/Winter/Summer</td>
<td>$550</td>
</tr>
<tr>
<td>Human Resource Management</td>
<td>BMC 165</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$625</td>
</tr>
<tr>
<td>Leadership Fundamentals</td>
<td>BMC 174</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$185</td>
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<tr>
<td>Learning Online</td>
<td>BMC 352</td>
<td>10</td>
<td>Fall/Winter/Summer</td>
<td>$185</td>
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<tr>
<td>Marketing Principles</td>
<td>BMC 167</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$595</td>
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<tr>
<td>Project Management: Level I</td>
<td>BMC 299</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$745</td>
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<tr>
<td>Starting a New Business</td>
<td>BMC 370</td>
<td>20</td>
<td>Fall/Winter/Summer</td>
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<tr>
<td>Strategic Planning</td>
<td>BMC 161</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$625</td>
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<tr>
<td>Sustainability: What is it and why is it important?</td>
<td>BMC 364</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$649</td>
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<tr>
<td>Writing in the Workplace</td>
<td>WRI 150</td>
<td>40</td>
<td>Fall/Winter/Summer</td>
<td>$795</td>
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</table>
PROFESSIONAL WRITING

Hours: 200 • Online
conted.ucalgary.ca/writing

Are you a professional who writes in business, industry, education, engineering, science, medicine or elsewhere? Are you a researcher looking to apply your clinical or research expertise to writing? Are you a technical writer, copywriter, corporate writer, proposal writer, web writer or other writer?

Writing is a core job competency in most careers, and with new technologies often requiring an abundance of writing, solid writing skills are sought after now more than ever before. If you want to gain valuable writing skills, a Professional Writing Certificate may be perfect for you. Students choose one of two specializations: Business and Technical Writing; or, Marketing and Public Relations.

Learn and improve numerous skills from basic to more advanced writing including grammar, copy editing, proofreading, understanding your audience, writing proposals, and specific techniques related to your field of work. This online, flexible and interactive program will allow you to learn the theory behind your writing, write practice documents and receive feedback from your instructors and peers.

Students are expected to have university-level English writing skills including grammar, vocabulary, and basic writing experience. For those needing these skills, WRI 110 Writing Well should be taken at the beginning of the program.

A Creative Writing Certificate program is also offered (page 26). For non-credit writing courses see page 15.

REQUIRED COURSES
Each specialization is a 200-hour program. Students take 110 hours of core courses, 60 hours of specialization courses and one optional course of 30 hours. It is recommended that core courses be taken first starting with BMC 352 Learning Online.

Core Courses | 110 Hours

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<td>WRI 120</td>
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<td>$595</td>
<td>p83</td>
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<td>BMC 352</td>
<td>10</td>
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<td>$185</td>
<td>p6</td>
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<tr>
<td>WRI 150</td>
<td>40</td>
<td></td>
<td>$795</td>
<td>p107</td>
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<tr>
<td>WRI 110</td>
<td>30</td>
<td></td>
<td>$595</td>
<td>p107</td>
</tr>
</tbody>
</table>

THIS CERTIFICATE IS PERFECT IF YOU:

› Would like to practise and improve your business writing skills
› Enjoy online learning
› Work — or aspire to work — as a corporate writer and seek a solid credential in the fields of:
   • Business and Technical Writing
   • Marketing and Public Relations
Professional Writing Specializations: Choose one

Certificate in Professional Writing specializing in Business and Technical Writing
Core Courses: 110 Hours
Specialization Courses: 60 Hours
Optional Courses: Minimum 30 hours

Specialization Courses | 60 Hours

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
<th>Cost</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document Design</td>
<td>WRI 220</td>
<td>30</td>
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</tr>
<tr>
<td>Technical Writing and Documentation</td>
<td>WRI 215</td>
<td>30</td>
<td>$595</td>
</tr>
</tbody>
</table>

Certificate in Professional Writing specializing in Marketing and Public Relations
Core Courses: 110 Hours
Specialization Courses: 60 Hours
Optional Courses: Minimum 30 hours

Specialization Courses | 60 Hours

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
<th>Cost</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copywriting — Words that Sell</td>
<td>WRI 240</td>
<td>30</td>
<td>$595</td>
</tr>
<tr>
<td>Strategic Writing for Public Relations and Marketing</td>
<td>WRI 230</td>
<td>30</td>
<td>$595</td>
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</table>

Professional Writing Optional Courses | 30 Hours

<table>
<thead>
<tr>
<th>Course</th>
<th>Hours</th>
<th>Cost</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Copywriting — Words that Sell</td>
<td>WRI 240</td>
<td>30</td>
<td>$595</td>
</tr>
<tr>
<td>Publishing and Promoting Your Work</td>
<td>WRI 330</td>
<td>30</td>
<td>$595</td>
</tr>
<tr>
<td>Strategic Writing for Public Relations and Marketing</td>
<td>WRI 230</td>
<td>30</td>
<td>$595</td>
</tr>
<tr>
<td>Writing Effective Online Content</td>
<td>WRI 350</td>
<td>30</td>
<td>$595</td>
</tr>
<tr>
<td>Writing Effective Proposals for Grants and Funding</td>
<td>WRI 290</td>
<td>30</td>
<td>$595</td>
</tr>
<tr>
<td>Writing Tools</td>
<td>WRI 320</td>
<td>30</td>
<td>$595</td>
</tr>
</tbody>
</table>

I liked that the focus was on application, not theory.”

Brittany Gerris, Graduate
Professional Writing
specializing in Marketing and Public Relations
PROJECT MANAGEMENT FUNDAMENTALS

Hours: 200 • In Class, Online
conted.ucalgary.ca/project


This program will prepare you to move into a project management role. You will learn the competencies required to move a project through the project life cycle phases of conceptualization, initiation, planning, execution, control, and closing, the principles of project management, quality management, procurement management, dynamic leadership and the best practices used in different industry sectors.

REQUIRED COURSES
The Project Management Fundamentals Certificate is a 200-hour program. Students are required to take 165 hours of core courses and 35 hours of optional courses and seminars.

<table>
<thead>
<tr>
<th>Core Courses</th>
<th>165 Hours</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership in Project Management</td>
<td>BMC 290</td>
<td>40</td>
<td>lll</td>
<td>$745</td>
<td>p93</td>
<td></td>
</tr>
<tr>
<td>Procurement and Contract Management</td>
<td>BMC 301</td>
<td>15</td>
<td>lll</td>
<td>$585</td>
<td>p99</td>
<td></td>
</tr>
<tr>
<td>Project Management: HR and Communication</td>
<td>BMC 302</td>
<td>15</td>
<td>lll</td>
<td>$585</td>
<td>p100</td>
<td></td>
</tr>
<tr>
<td>Project Management: Level I</td>
<td>BMC 299</td>
<td>40</td>
<td>lll</td>
<td>$745</td>
<td>p100</td>
<td></td>
</tr>
<tr>
<td>Project Management: Level II</td>
<td>BMC 266</td>
<td>40</td>
<td>lll</td>
<td>$745</td>
<td>p100</td>
<td></td>
</tr>
<tr>
<td>Project Quality Management</td>
<td>BMC 300</td>
<td>15</td>
<td>lll</td>
<td>$585</td>
<td>p100</td>
<td></td>
</tr>
</tbody>
</table>

Project Management Optional Courses and Seminars | 35 Hours

| Agile Project Management: Planning and Techniques | BMC 366 | 15 | | $585 | see web |
| Agile Project Management: The Basics | BMC 348 | 7.5 | | $585 | p78 |
| Agile Software Development | ICT 716 | 30 | | $825 | p78 |
| Avoiding Construction Disputes | BMC 220 | 20 | | $625 | see web |
| Certified Associate in Project Management (CAPM)® Exam Prep | BMC 367 | 24 | | $595 | see web |
| Change Management Theory and Application | BMC 358 | 20 | | $445 | p81 |
| Learning Online | BMC 352 | 10 | | $185 | p6 |
| Managing Risk in Projects | BMC 345 | 15 | | $585 | p95 |
| Microsoft Project Levels 1 and 2 | ICT 582 | 14 | | $575 | see web |
| Program Strategy for BI Projects | ICT 773 | 30 | | $975 | see web |
| Project Management Professional (PMP)® Exam Preparation | BMC 308 | 40 | | $745 | p100 |
| Project Planning: Hit the Ground Running | BMC 322 | 7.5 | | $385 | see web |

THIS CERTIFICATE IS PERFECT IF YOU:

› Work — or aspire to work — as a project manager in a variety of industries
› Are pursuing a PMP® or CAPM® designation
› Are a professional trained in another country, looking for a valued Canadian credential
REAL ESTATE DEVELOPMENT
Hours: 126 ∙ In Class
conted.ucalgary.ca/realestate

Real estate development requires expertise in management, finance, urban planning, design, project management and architecture. The Real Estate Development Certificate incorporates all of these disciplines. Students gain insight into the development process for various types of properties, including residential, commercial, and industrial.

Learn from instructors who are academics and professionals with extensive real-life experience in this demanding field. Their local perspective on real estate development will provide you with a realistic and practical understanding of the complexities of real estate development in Calgary and beyond.

The courses focus on principles, as well as the specialized knowledge and skills required on a daily basis in the world of development. Classes provide hands-on experience through real-world simulations, case studies, and projects that give you a true sense of the workplace.

REQUIRED COURSES
This is a 126-hour program. Students are required to take 54 hours of core courses and 72 hours of optional courses.

Core Courses | 54 Hours

<table>
<thead>
<tr>
<th>Course</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Real Estate Development and Finance</td>
<td>CPE 119</td>
<td>18</td>
<td></td>
<td>$589</td>
<td>p101</td>
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<tr>
<td>Real Estate Development and the Planning Process</td>
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<td>18</td>
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<td>see web</td>
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<tr>
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</table>

Optional Courses | 72 Hours

<table>
<thead>
<tr>
<th>Course</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Commercial Real Estate Development</td>
<td>CPE 206</td>
<td>18</td>
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<tr>
<td>Mixed-Use Real Estate Development</td>
<td>CPE 185</td>
<td>18</td>
<td></td>
<td>$589</td>
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<tr>
<td>Real Estate Law</td>
<td>CPE 111</td>
<td>18</td>
<td></td>
<td>$589</td>
<td>see web</td>
</tr>
<tr>
<td>Sales Management and Strategies in Real Estate Development</td>
<td>CPE 150</td>
<td>18</td>
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<td>$589</td>
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</tbody>
</table>
Currently, some 350 million people speak Spanish, making it the fourth most commonly spoken language in the world. Whether you want to learn Spanish to enhance your travel experience, for career or educational purposes, or simply because you have a passion for the language and culture, the Spanish Language and Culture Certificate program may be right for you.

**REQUIRED COURSES**
This program includes two certificate levels. Level 1 is 120 hours of instruction; Level 2 is an additional 130 hours for a total of 250 hours.

**SPANISH LANGUAGE AND CULTURE CERTIFICATE — LEVEL 1 | 120 Hours**
Level 1 is designed for individuals with little or no background in Spanish. You learn the foundations of the language by focusing on all four skills: reading, writing, speaking and listening. By the end of the program, you should have a solid base of oral and written skills for communicating in Spanish.

Prerequisite: SPA 101 Spanish 1, or equivalent

<table>
<thead>
<tr>
<th>Core Courses</th>
<th>120 Hours</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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</thead>
<tbody>
<tr>
<td>Spanish 2</td>
<td>SPA 102</td>
<td>30</td>
<td>🟡🟢🟢</td>
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<td>p103</td>
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<td>Spanish 3</td>
<td>SPA 103</td>
<td>30</td>
<td>🟡🟢🟢</td>
<td>$345</td>
<td>p103</td>
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<td>Spanish 4</td>
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<td>30</td>
<td>🟡🟢🟢</td>
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<td>Spanish Conversation 1</td>
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<td>30</td>
<td>🟡🟢🟢</td>
<td>$345</td>
<td>see web</td>
<td></td>
</tr>
</tbody>
</table>

**SPANISH LANGUAGE AND CULTURE CERTIFICATE — LEVEL 2 | 250 Hours**
Level 2 builds on the skills acquired in the Level 1 Certificate. You will continue to improve your grammar, build vocabulary, and further develop conversational abilities. By the end of the program, you should be able to communicate fluently at an intermediate level and have a solid understanding of cultural aspects. In addition to courses, this level includes an experiential learning component that can include activities in academic, cultural, social, or fine arts settings.

Prerequisite: Spanish Language and Culture Certificate—Level 1

<table>
<thead>
<tr>
<th>Core Courses</th>
<th>130 Hours</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
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<tr>
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<td>SPA 105</td>
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<td>$375</td>
<td>p103</td>
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<td>Spanish 6</td>
<td>SPA 106</td>
<td>30</td>
<td>🟡</td>
<td>$375</td>
<td>p103</td>
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<td>SPA 907</td>
<td>30</td>
<td>🟡🟢🟢</td>
<td>$375</td>
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<td>Spanish Conversation 2</td>
<td>SPA 420</td>
<td>30</td>
<td>🟡</td>
<td>$375</td>
<td>p103</td>
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<tr>
<td>Spanish — Experiential Learning Component</td>
<td>SPA 119</td>
<td>10</td>
<td>on demand</td>
<td>$100</td>
<td>see web</td>
<td></td>
</tr>
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</table>
TEACHING SECOND LANGUAGES
Hours: 130 or 250 • Online, In Class, Practicum conted.ucalgary.ca/tsl

Opportunities abound in teaching second languages. If you are teaching or want to teach second languages in Canada or abroad, these flexible certificate programs are ideal for you. These programs offer an innovative curriculum delivered by university-calibre experts.

This program offers two certificate levels. In the Level 1 program, two specializations are available: Teaching English as a Second Language (TESL) or Teaching International and Heritage Languages (TIHL).

If you are a new or aspiring teacher looking for immediate classroom application, here or abroad, start with a Level 1 certificate. Students who want to gain a more in-depth understanding of language theory and expand upon practical classroom skills move on to the Level 2 certificate.

If your first language is not English, you must satisfy UCalgary English Language Proficiency requirements. See conted.ucalgary.ca/english

REQUIRED COURSES
The Teaching Second Language Level 1 Certificate specializing in TESL or TIHL is made up of 130 hours of core courses. Students in the TESL specialization may choose to take the optional practicum course to meet the TESL Canada Standard 1 requirement.

The Teaching Second Language Level 2 program is an additional 120 hours of core courses for a total of 250 hours. Students may also choose to take an optional practicum course to meet the TESL Canada Standard 2 requirement (an additional 20, 30, or 50 hours).

Teaching Second Language Certificate — Level 1 | 130 hours
This program gives you the fundamentals of teaching second languages, classroom basics and knowledge of teaching skills and systems allowing you to work in the field with confidence.

Teaching Second Language — Level 1 Specializations: Choose one

<table>
<thead>
<tr>
<th>Teaching Second Language Certificate — Level 1 specializing in Teaching English as a Second Language (TESL)</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
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<tbody>
<tr>
<td>Linguistic Structures</td>
<td>TSL 108</td>
<td>30</td>
<td></td>
<td>$575</td>
<td>p94</td>
</tr>
<tr>
<td>Teaching Reading, Writing and Grammar — ESL</td>
<td>TSL 131</td>
<td>30</td>
<td></td>
<td>$575</td>
<td>p105</td>
</tr>
<tr>
<td>Teaching Speaking and Listening — ESL</td>
<td>TSL 132</td>
<td>30</td>
<td></td>
<td>$575</td>
<td>p105</td>
</tr>
<tr>
<td>TSL Fundamentals</td>
<td>TSL 120</td>
<td>40</td>
<td></td>
<td>$675</td>
<td>p106</td>
</tr>
</tbody>
</table>

Optional Course* | 20 Hours

| Teaching Practicum (20 hours) — ESL | TSL 109 | 20    |      | $800 | p105    |

*One practicum is required for TESL Canada certification

THIS CERTIFICATE IS PERFECT IF YOU:

› Teach — or aspire to teach — ESL in Canada or abroad
› Are pursuing TESL Canada Standard 1 or 2 Certification
› Are a teacher of a heritage language, looking for a foundation of knowledge
› Enjoy online learning
### Teaching Second Language Certificate — Level 1 specializing in Teaching International and Heritage Languages (TIHL) | 130 Hours

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Hours</th>
<th>Credit</th>
<th>Cost</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Linguistic Structures</td>
<td>TSL 108 30</td>
<td></td>
<td>✔ ✔ ✔</td>
<td>$575</td>
<td>p94</td>
</tr>
<tr>
<td>Teaching Reading, Writing and Grammar — IHL</td>
<td>TSL 133 30</td>
<td></td>
<td>✔</td>
<td>$575</td>
<td>see web</td>
</tr>
<tr>
<td>Teaching Speaking and Listening — IHL</td>
<td>TSL 134 30</td>
<td></td>
<td>✔</td>
<td>$575</td>
<td>see web</td>
</tr>
<tr>
<td>TSL Fundamentals</td>
<td>TSL 120 40</td>
<td></td>
<td>✔ ✔ ✔</td>
<td>$675</td>
<td>p106</td>
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</tbody>
</table>

### Teaching Second Language Certificate — Level 2 | 250 Hours

After completing a Teaching Second Language Level 1 certificate program, students take the following core courses for a total of 250 hours.

#### Core Courses | 120 Hours

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Hours</th>
<th>Credit</th>
<th>Cost</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Culture in Language Teaching</td>
<td>TSL 226 30</td>
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<td>$575</td>
<td>see web</td>
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<tr>
<td>Language Assessment and Materials</td>
<td>TSL 225 30</td>
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<td>✔</td>
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<td>see web</td>
</tr>
<tr>
<td>Second Language Acquisition (NEW)</td>
<td>TSL 224 30</td>
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<td>✔</td>
<td>$575</td>
<td>p102</td>
</tr>
<tr>
<td>TSL Methodology</td>
<td>TSL 223 30</td>
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<td>✔</td>
<td>$575</td>
<td>see web</td>
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</table>

#### Optional Courses* | 0 – 50 Hours

<table>
<thead>
<tr>
<th>Course</th>
<th>Code</th>
<th>Hours</th>
<th>Credit</th>
<th>Cost</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teaching Practicum (20 hours) — ESL</td>
<td>TSL 109 20</td>
<td></td>
<td>✔ ✔ ✔</td>
<td>$800</td>
<td>p105</td>
</tr>
<tr>
<td>Teaching Practicum (30 hours) — ESL</td>
<td>TSL 110 30</td>
<td></td>
<td>✔ ✔ ✔</td>
<td>$1,200</td>
<td>p105</td>
</tr>
</tbody>
</table>

*One practicum is required for TESL Canada certification*

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“**I liked that the core courses focused on art fundamentals. I felt the program would help me learn things about myself — what I could and couldn’t do creatively.**”

**Kerri Savage**, Graduate  
Certificate in Visual Design specializing in Interior Design
VISUAL DESIGN

Hours: 250 • In Class
conted.ucalgary.ca/visualdesign

If you work in a visually creative field, the Certificate in Visual Design could be an ideal addition to your resume. This flexible program can be tailored to meet your own specific needs. Students gain a basic understanding of design principles and valuable practical knowledge.

Students can choose a general certificate program that spans many aspects of design, including interior design and decorating, photography, graphic design, and fine art. Those looking for a more focused program can choose a specialization in Art Theory and Practice, Interior Design, or Photography.

At a professional level, this program is an excellent opportunity for individuals who already have some design knowledge and experience, but would like to expand that foundation, and formalize it within a certificate framework. At a personal level, this program will appeal to those interested in gaining knowledge and skills that can be applied to their creative interests, such as fine arts, home decorating and design, or photography.

Students must choose one of four programs:
· Visual Design
· Visual Design specializing in Art Theory and Practice
· Visual Design specializing in Photography
· Visual Design specializing in Interior Design

For non-credit photography courses see page 15.

REQUIRED COURSES
This is a 250-hour program is made up of four core courses and 130 hours of optional courses.

Core Courses for all programs | 120 Hours

<table>
<thead>
<tr>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colour Theory 1</td>
<td>ART 321</td>
<td>30</td>
<td>$425</td>
<td>p82</td>
</tr>
<tr>
<td>Design Principles</td>
<td>ART 103</td>
<td>30</td>
<td>$425</td>
<td>p84</td>
</tr>
<tr>
<td>Drawing 1</td>
<td>ART 314</td>
<td>30</td>
<td>$425</td>
<td>p85</td>
</tr>
<tr>
<td>History of Design</td>
<td>ART 102</td>
<td>30</td>
<td>$425</td>
<td>p90</td>
</tr>
</tbody>
</table>

Visual Design Programs: Choose One

Certificate in Visual Design | 250 hours

Core Courses: 120 Hours
Optional Courses: 130 hours from any specialization
### Certificate in Visual Design specializing in Art Theory and Practice | 250 hours

Core Courses: 120 Hours  
Specialization Courses: Minimum 80 hours  
Optional Courses: Minimum 50 hours from any specialization

#### Art Theory and Practice Specialization Courses | Minimum 80 Hours

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Code</th>
<th>Hours</th>
<th>Fee</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Abstract Painting</td>
<td>ART 323</td>
<td>30</td>
<td>$425</td>
<td>p77</td>
</tr>
<tr>
<td>Adobe Illustrator</td>
<td>ICT 437</td>
<td>30</td>
<td>$825</td>
<td>p77</td>
</tr>
<tr>
<td>Adobe Photoshop</td>
<td>ICT 436</td>
<td>30</td>
<td>$825</td>
<td>p77</td>
</tr>
<tr>
<td>Art History and Appreciation 1</td>
<td>ART 301</td>
<td>20</td>
<td>$345</td>
<td>p78</td>
</tr>
<tr>
<td>Art History and Appreciation 2</td>
<td>ART 310</td>
<td>20</td>
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<tr>
<td>Basic Sculpture in Clay</td>
<td>ART 313</td>
<td>30</td>
<td>$395</td>
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<tr>
<td>Branding: What Designers Need to Know</td>
<td>ART 317</td>
<td>30</td>
<td>$425</td>
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<tr>
<td>Contemporary Art: Origins and Themes NEW</td>
<td>ART 326</td>
<td>30</td>
<td>$425</td>
<td>p83</td>
</tr>
<tr>
<td>Creative Acrylic Painting</td>
<td>ART 109</td>
<td>30</td>
<td>$425</td>
<td>p83</td>
</tr>
<tr>
<td>Drawing 2</td>
<td>ART 315</td>
<td>30</td>
<td>$425</td>
<td>see web</td>
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<tr>
<td>Graphic Design</td>
<td>ART 320</td>
<td>30</td>
<td>$425</td>
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<tr>
<td>Sculpting in Stone</td>
<td>ART 121</td>
<td>30</td>
<td>$650</td>
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<tr>
<td>Typography</td>
<td>ART 316</td>
<td>30</td>
<td>$345</td>
<td>p106</td>
</tr>
</tbody>
</table>

### Certificate in Visual Design specializing in Interior Design | 250 hours

Core Courses: 120 Hours  
Specialization Courses: Minimum 80 hours  
Optional Courses: Minimum 50 hours from any specialization

#### Interior Design Specialization Courses | Minimum 80 Hours

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Code</th>
<th>Hours</th>
<th>Fee</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessorizing Interiors</td>
<td>INT 115</td>
<td>15</td>
<td>$295</td>
<td>p77</td>
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<tr>
<td>Architectural Photography</td>
<td>PHO 113</td>
<td>18</td>
<td>$345</td>
<td>see web</td>
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<tr>
<td>Bathroom and Kitchen Design</td>
<td>INT 123</td>
<td>20</td>
<td>$345</td>
<td>p97</td>
</tr>
<tr>
<td>Classical Interior Design</td>
<td>INT 126</td>
<td>20</td>
<td>$345</td>
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<tr>
<td>Colour For Homeowners</td>
<td>INT 105</td>
<td>10</td>
<td>$195</td>
<td>p82</td>
</tr>
<tr>
<td>Decorating as a Business</td>
<td>INT 124</td>
<td>30</td>
<td>$425</td>
<td>see web</td>
</tr>
<tr>
<td>History of Furniture</td>
<td>INT 109</td>
<td>10</td>
<td>$195</td>
<td>p91</td>
</tr>
<tr>
<td>Home Staging and Styling</td>
<td>INT 127</td>
<td>20</td>
<td>$345</td>
<td>p91</td>
</tr>
<tr>
<td>Interior Design — Residential</td>
<td>INT 101</td>
<td>20</td>
<td>$345</td>
<td>p91</td>
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<tr>
<td>Interior Design: What's Comin' And Goin'</td>
<td>INT 107</td>
<td>16</td>
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<td>Kitchen Design</td>
<td>INT 122</td>
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<td>$95</td>
<td>p92</td>
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<tr>
<td>Sketching Interiors</td>
<td>INT 114</td>
<td>20</td>
<td>$345</td>
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</table>
Certificate in Visual Design specializing in Photography | 250 hours

Core Courses: 120 Hours  
Specialization Courses: Minimum 80 hours  
Optional Courses: Minimum 50 hours from any specialization

Photography Specialization Courses | Minimum 80 Hours

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Course#</th>
<th>Hours</th>
<th>Term</th>
<th>Fee</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adobe Illustrator</td>
<td>ICT 437</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>p77</td>
</tr>
<tr>
<td>Adobe Photoshop</td>
<td>ICT 436</td>
<td>30</td>
<td></td>
<td>$825</td>
<td>p77</td>
</tr>
<tr>
<td>Architectural Photography</td>
<td>PHO 113</td>
<td>18</td>
<td></td>
<td>$345</td>
<td>see web</td>
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<tr>
<td>Perception and Creativity in Photography NEW</td>
<td>PHO 127</td>
<td>12</td>
<td></td>
<td>$195</td>
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<tr>
<td>Photography I — Digital</td>
<td>PHO 101</td>
<td>12</td>
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<td>p99</td>
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</tbody>
</table>

WORKPLACE LEARNING

Hours: 140 • Online  
conted.ucalgary.ca/cal

The Certificate in Workplace Learning helps you develop knowledge and skills to contribute to a rapidly changing and challenging workplace. This area will interest human resource and other organizational staff who are pivotal in creating tomorrow’s dynamic learning organization.

New and aspiring professionals would be better served to take the 300-hour Certificate in Adult Learning specializing in Workplace Learning (page 18).

REQUIREMENTS

The Workplace Learning Certificate is a 140-hour program made up of four core courses. Before taking your first online course you are required to take BMC 352 Learning Online.

<table>
<thead>
<tr>
<th>Core Courses</th>
<th>140 Hours</th>
<th>Course#</th>
<th>Hours</th>
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<th>Fee</th>
<th>Details</th>
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<tbody>
<tr>
<td>Collaborative Learning Teams</td>
<td>ADL 127</td>
<td>30</td>
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<td>Field of Adult and Community Education</td>
<td>ADL 123</td>
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<td>Learning in the Workplace</td>
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<td>Organizational Learning</td>
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<td>30</td>
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</table>
Accrediting Associations

Many of Continuing Education’s certificate programs are officially recognized by professional associations. In many cases, these organizations accept Continuing Education courses or certificate programs as credit toward their programs, or as continuing education units for designation maintenance. Following is a list of Continuing Education certificates and their accrediting associations. For detailed information, go to conted.ucalgary.ca/designations

Accrediting Associations

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Looking to pivot your career and join Calgary’s tech talent?

UCalgary Continuing Education is at the front line of professional development. Reinvent yourself for the digital economy. Visit conted.ucalgary.ca/tech

**Big Data and Analytics**
- Business Intelligence
- Business Process Analysis
- Data Analysis
- Relational Databases
- Requirements Gathering
- Software Development
- Visual Analytics
- Technical Writing

**IT Project Management**
- Agile
- CAPM* and PMP*
- Change Management
- Lean Six Sigma
- Microsoft Project
- Quality Management

**Web Development**
- Adobe Software
- Cross-platform App Development
- Design
- HTML and CSS
- JavaScript
- UX and UI

**Coding**
- C# programming language
- Visual Studio
- .Net framework
- Python Series

**Digital Marketing**
- Analytics
- Content Marketing
- Marketing Principles
- Advertising
- SEO
- Social Media
- Marketing Strategy
- Web Development

**Soft Skills**
Courses in:
- Communication
- Facilitation
- Leadership
- Writing
- Personal Effectiveness
- ...and more
These seminars may be taken on their own or for credit toward the Emerging Leaders (page 28) or Front Line Leaders (page 33) certificates.

Business seminars may also be tailored for your corporate training needs.
ACCOUNTING FOR NON-FINANCIAL MANAGERS
Shrinking budgets, fierce competition, along with limited time and resources, are realities for most businesses. To meet these challenges you require a basic understanding of accounting and the type of information presented in financial statements. You need to evaluate financially how a new service or product might add value to the bottom line. You need to know why budgets and cash flow are critical to marketing and planning activities, and what to do in order to avoid or manage cash shortfalls. This seminar will help you make decisions and allocate resources to keep your organization ahead of the competition. A better understanding of financial statements will help you ask the right questions and allow you to speak the financial language of decision makers and investors. You will gain both a working knowledge of accounting basics and greater financial literacy.

Topics
- Accounting terminology and conventions
- The income statement, balance sheet, and statement of cash flows
- Financial statement analysis
- Evaluating new business activities or investments
- Cash flow forecasting
- The difference between cash flow and profitability
- Relationships between planning, marketing and accounting
- The budgeting process

COURSE: BUS 154 | 14 Hours | $659 + GST
020 | Nov 28 - 29 | RF | 8:30 am - 4:30 pm | DT
Instructor: Peggy Hedges, BSc, MBA, PhD

Certificate for Emerging Leaders Topic Area: Professional Skills

ASSERTIVENESS: CHOOSING THE RIGHT BALANCE
Balanced assertiveness is like salt in a sauce; too much or too little leaves a bad taste in your mouth. In right measure, it is the perfect contribution and harmonizer. Similarly, it is a key success factor in business. By becoming more aware of and sensitized to our own reactions, judgments, aspirations and tendencies, we develop greater ‘presence.’ This leads to increased confidence, improved interpersonal capabilities, and better communication and outcomes. We discover that balanced assertiveness is a choice, a constant act of balancing, and a continuum that affects us moment-to-moment, and person-to-person. As leaders, it is a continuum we must become comfortable navigating. We will explore and shift perceptions of self and others as too passive or too intimidating; dissolve apprehensions about assertiveness and practise deliberately choosing and expressing more balanced responses.

Topics
- Assertiveness in practice
- Assertiveness and its application and relevance to leadership
- Balancing the blend of inquiry, perspective and equanimity, to choose and engage our desired response
- Explore a different way of thinking about strengths and weaknesses and the effect that has on our experience with others
- The practice of presence: perception + discernment = choice
- Mindful Change: a dynamic cycle of attitudinal and behavioural choice and change
- Behavioural tendencies in self and others (DiSC™ and other behavioural or personality assessments)

COURSE: BUS 285 | 7 Hours | $389 + GST
009 | Nov 1 | F | 8:30 am - 4:30 pm | Main
Instructor: Janice Kobelsky, CMA, FCMA

Certificate for Emerging Leaders Topic Area: Personal Effectiveness

BUILDING YOUR LEADERSHIP PRESENCE
Leadership is not just for those who have been given a specific role. We all want and have the potential to make a positive difference on others and in the world. Most of us feel however, that we fall short. We think that somehow the ability to impact others, to effectively influence, inspire and motivate is a special gift given to some and not all. The reality is that this ability can be learned and developed. This seminar is designed to help front line leaders explore and develop their own brand of charisma.

Learning Outcomes
- Identify and discuss the challenges and goals associated with expanding leadership presence
- Discuss and practice thinking and feeling strategies that unblock your potential for making a positive impact on others
- Explore empathy and how to use it to get the best from others
- Analyze how to express your words, voice, body and face to set the tone of an interaction and deliver a compelling message

COURSE: BUS 627 | 7 Hours | $389 + GST
003 | Oct 28 | M | 8:30 am - 4:30 pm | DT
Instructor: Esther Hudson, BA, BEd, MAdEd, CPHR

Certificate for Front Line Leaders Topic Area: Leading Self

FOR MORE INFORMATION ON COURSES AND PROGRAMS, GO TO CONTED.UCALGARY.CA OR CALL 403.220.2866
BUSINESS ACUMEN: LEAD WITH STRATEGIC BUSINESS ANALYSIS TOOLS AND RESOURCES  NEW

The Financial Times defines business acumen as the “keenness and speed in understanding and deciding on a business situation.” Managers with good business acumen are respected within their organizations because their decisions generate appropriate results and produce additional contributions to the overall company culture and performance. To create an effective business plan that tells a story about the current state of the business and forecasts the future state with realistic expectations, leaders need to have the right business analysis tools and acumen. Discuss business analysis tools and techniques that leaders can use to dissect, comprehend and make decisions about a business situation. Learn how to use frameworks to assess the current state of the business, evaluate risks, consider options, and determine a course of action.

Learning Outcomes

· Identify business analysis tools and techniques
· Explore frameworks to assess options and define a course of action
· Examine strategies to communicate the current state and justify the business decision to key stakeholders
· Analyze techniques that will help assess the current state and evaluate the risks impacting the business
· Develop a method to facilitate research, analyze, and map the organization’s abilities to achieve the envisioned future state

COURSE: BUS 641 | 14 Hours | $629 + GST

Instructor: Evelyn Brisibe, PhD, PMP, CBAP
Certificate for Front Line Leaders Topic Area: Leading Across Business Units

BUSINESS CASE DEVELOPMENT: FRAMEWORKS AND TEMPLATES  NEW

A business case is an essential tool used to influence, sell ideas, set direction and foster alignment across an organization. The ultimate goal is to influence important stakeholders, secure funding or gain management approval. Knowing how to develop, write and present a business case is a vital skill for all business professionals. Business cases must meet specific requirements including: solve the business problem, make financial sense, outline people resources and fit the organizational context. It must also outline the particular course of action required to achieve success. In this course, you will learn how to develop, write and present a business case for a target audience. You will also examine the criteria needed to write a compelling business case to achieve approval and secure buy-in.

Learning Outcomes

· Define the business case, its key elements and examine the framework needed to develop a successful business case
· Discover the techniques and criteria for solution analysis
· Explore key financial concepts and the impact on the development of the business case
· Analyze tactics to communicate, present and justify the business case to key stakeholders
· Recognize and apply the criteria needed to write a compelling business case for a particular project, program or solution

COURSE: BUS 640 | 14 Hours | $629 + GST

Instructor: Abimbola (Ola) Ifidon, BSc, MBA, CBAP, PMP, CIMP
Certificate for Front Line Leaders Topic Area: Leading Across Business Units

COACHING FOR QUALITY PERFORMANCE

Today’s rapidly changing workplace requires that leaders operate as performance coaches, providing vision, clear expectations, honest feedback, developmental opportunities and recognition. Leadership practices that encourage employee commitment, accountability, and empowerment are essential. Focus on practical coaching strategies for quality performance and work on your own real situations, develop practical skills and take steps to enhance your leadership effectiveness. Create a plan to implement your learning at work.

Topics

· The changing workplace
· Assessing your leadership behaviour
· Establishing and maintaining a coaching relationship
· Clarifying performance expectations
· Encouraging initiative, expectations, innovation, and empowerment
· Delegating to develop skills and capabilities
· Focusing on strengths
· Reinforcing quality results
· Reasons for poor performance
· Handling problem performance
· Ensuring change and follow-through
· Handling the discipline process
· Using performance review for development
· Ensuring mutual input and discussion in performance interviews
· Getting feedback on your leadership

COURSE: BUS 155 | 21 Hours | $835 + GST

Instructor: Heather Heasman, MSc
Certificate for Emerging Leaders Topic Area: Coaching
COACHING TO DIFFERENT STYLES

Why are some people more difficult to coach or mentor than others? Why does one person get motivated by challenging work, while another gets stressed out by it? Perhaps you’ve noticed that individual employees respond differently to different types of instruction and feedback. Some may want specific directions and welcome objective feedback, while others may want just the opposite. To maximize satisfaction and productivity, it’s important to consider how effective your coaching approach may be with employees of different styles. This two-day seminar will help leaders, managers and coaches develop strategies to coach people with diverse styles. Using the power of Everything DiSC™, examine four behavioural styles and practise strategies to connect more effectively in coaching situations. Practise flexing and adjusting your coaching style so you can more effectively delegate, motivate and develop others.

Topics
· Fundamental coaching skills and principles
· Why it is important to coach to different styles
· Everything DiSC™ styles, and the preferences and priorities of your unique style
· How to recognize other people’s DiSC™ styles
· How to flex and adapt your coaching style
· How to create a motivating environment for different styles
· Obstacles and strategies in each style’s development process
· Advocating and getting buy-in from your manager

CONCERT IN COMMUNICATION

Have you ever wished you had responded differently to a situation? Are there conversations to which you could have contributed, but held back? This one-day seminar will help you examine what has stopped you in the past, as well as how to find the confidence you need to speak up in a timely, appropriate way. It’s time to change the way you’ve communicated in the workplace or at home by building more confidence in conversations. It’s time to ask yourself if you are in charge of your world, or if your world is in charge of you. It’s time to change your mind, and tap into your unlimited strength.

Topics
· Leverage the gift of fear
· Combine goal setting with the power of intention
· Gain skills in negotiating difficult conversations
· Benefit from mental preparation and practice in communication
· Polish your professional presence
· Utilize risk evaluation and apply the best response
· Discover tactical breathing and guided imagery

CONQUERING YOUR FEAR OF PUBLIC SPEAKING

Public speaking consistently ranks high on top ten lists of our most common fears, yet it is something many of us have to do in both our professional and personal lives. This seminar will provide you with a safe, supportive, and non-judgmental environment for facing and conquering your fears, or growing the skills you already have. Learn the who, what, why, when, and how of public speaking as well as the importance of language, delivery and visual aids. Take advantage of this opportunity to practise your public speaking skills by doing two in-class presentations and learn mindfulness and awareness techniques that will allow you to quell any lingering panic you might feel. You will take the first steps in moving past paralysis and into the pleasure that public speaking offers. Some homework between classes will be required.

Topics
· Types of speeches
· Preparation
· Selecting a topic and purpose
· Analyzing the audience
· Gathering materials
· Supporting your ideas
· Outlining and organizing your speech
· Presentation techniques
· Language
· Delivery
· Visual aids

COURSES: BUS 219 | 7 Hours | $389 + GST
025 | Oct 4 | F | 8:30 am - 4:30 pm | Main
Instructor: Lak Johal
Certificate for Emerging Leaders Topic Area: Communication

COURSES: BUS 265 | 14 Hours | $629 + GST
016 | Nov 16 - 23 | S | 8:30 am - 4:30 pm | DT
Instructor: Rebecca Walsh, BA, MA
Certificate for Emerging Leaders Topic Area: Communication

FOR MORE INFORMATION ON COURSES AND PROGRAMS, GO TO CONTED.UCALGARY.CA OR CALL 403.220.2866
DEALING WITH THE DIFFICULT CONVERSATION

The difficult conversation is stressful; it feels like an invisible minefield. It could be about telling someone that you are upset; giving bad news; or telling your manager, co-worker, or family member that they have done something that distresses you. The problem with these difficult conversations is that we spend more time worrying about them than engaging in them. Consequently, we either ‘blow it,’ put the conversations off too long, or avoid them altogether. This session presents ways to handle difficult discussions with skill and confidence. Learn an assertive, yet respectful method for discussing concerns with others. This method works well for giving constructive feedback, getting your views heard in tense situations, and encouraging others to change behaviour. Practise the method in a friendly environment using sample situations or your own challenges. Build awareness of success factors and bear-traps in difficult conversations. Develop strategies to optimize your, and your team’s, performance within the context of your unique workplace.

Topics

· A special kind of listening
· Headspace talk for success or sabotage
· Perspective: who and what is this all about?
· Success factors: before you begin, during, and after
· Turning up the heat: what to do in open conflict
· The model: walkthrough and practice
· Topics from participants

DEVELOPING A HEALTHY ORGANIZATIONAL CULTURE AND TEAM

Organizational culture just happens and often senior leaders are okay with it. Smart leaders focus on creating a specific culture by taking steps to purposefully define the culture. In this course you’ll develop a deeper understanding of culture and how to design and Maintain it. Using effective organizational structures and systems you’ll learn how to diagnose your personal, team, and organizational cultures. Develop strategies to optimize your, and your team’s, performance within the context of your unique workplace.

Topics

· Relationship between organizational culture, performance and results
· Diagnose personal, group and organizational cultures
· Organizational culture assessment
· Tools and strategies for culture development and improvement

COURSE: BUS 617 | 7 Hours | $389 + GST
002 | Nov 15 | F | 8:30 am - 4:30 pm | DT
Instructor: Esther Hudson, BA, BEd, MAdEd, CPHR
Certificate for Emerging Leaders Topic Area:
Building Relationships
Certificate for Front Line Leaders Topic Area:
Leading Others

DEVELOPING HIGH PERFORMANCE TEAMS

Many factors can affect the performance of a team. Changes in team members, new leaders, reorganization, and new requirements can all create pressure and result in lower productivity, confusion and conflict. This seminar will provide the knowledge and skills required for both leaders and team members to build and maintain high performance teams. These are teams where results are supported by effective team decision making and communication as well as individual accountability and alignment. Learn how to diagnose your team’s functional ability and plan and deliver focused improvement strategies. As a result you will be able to put your team on the road to high performance and also develop your skill as a leader.

Topics

· Review a high performance team model
· Fundamental leadership practices to develop and maintain a productive and engaged team
· Team assessment tool to diagnose the dynamics of your team
· Team chartering tool to focus, align and engage your team
· Team challenges and strategies to address them

COURSE: BUS 281 | 7 Hours | $395 + GST
010 | Dec 2 | M | 8:30 am - 4:30 pm | Main
Instructor: Esther Hudson, BA, BEd, MAdEd, CPHR
Certificate for Emerging Leaders Topic Area:
Building Relationships
EFFECTIVE DECISION MAKING IN A COMPLEX ENVIRONMENT

Effective decision making is an important skill to have in business, regardless of your position at work. Making decisions and solving issues are easier when you have the right tools and processes at your disposal. In this seminar, learn how to assess and confront problems to make timely decisions. Bring value to your team, company and customers by applying proven problem-solving and decision-making techniques to achieve the best results for your business.

Learning Outcomes
- Explore the decision-making process and evaluate potential outcomes
- Identify common obstacles to effective problem solving and decision making
- Categorize the decision type and identify the important factors used to make timely decisions
- Apply a consistent, logical process for decision making that helps establish the best outcomes

COURSE: BUS 635 | 7 Hours | $409 + GST
001 | Nov 4 | M | 8:30 am - 4:30 pm | DT
Instructor: Henry Senko, DProf
Certificate for Front Line Leaders Topic Area: Leading Business Operations

EFFECTIVE WORKPLACE RELATIONSHIPS

Effective workplace relationships are critical to individual and organizational success. They are influenced by our personal preferences, strengths, beliefs, triggers and organizational culture. We may mean well in our interactions, yet our intention and impact don’t always align. This seminar is designed to create more awareness of the key elements of effective and empowering relationships, and help front line leaders consciously choose the role they play in creating them.

Learning Outcomes
- Examine how to increase awareness of self and others
- Explore and understand the value of Emotional Intelligence
- Recognize the importance of relationship building skills such as empathy and healthy conflict approaches
- Develop an action plan for enhancing specific relationships (individual/team)

COURSE: BUS 624 | 7 Hours | $449 + GST
004 | Oct 25 | F | 8:30 am - 4:30 pm | DT
Instructor: Dianne Quinton, CPCC, PCC
Certificate for Front Line Leaders Topic Area: Leading Others

EMOTIONAL INTELLIGENCE

Emotional Intelligence (EI, EQ) is said to be two times more important than our intellectual intelligence (IQ) or technical competence. Time Magazine says: “IQ gets you hired but EQ gets you promoted.” The terms of reference about what constitutes personal and professional competence have changed. Today, we need to integrate intellectual and emotional intelligence to make positive things happen in our lives, our families, and our organizations or communities. Dr. June Donaldson’s emotional intelligence model is called Emotional SMARTS®. It discusses the A, B, C, and D of staying emotionally smart; being grounded, centered, and focused, particularly during times of change, challenge, conflict, and uncertainty. ‘A’ relates to awareness skills; ‘B,’ behaviours; ‘C,’ contact or connection skills; and ‘D,’ decision-making – all critical life and work skills and competencies.

Topics
- Emotional SMARTS in terms of how you manage yourself and your interactions with others
- Four Emotional SMARTS cornerstones that form the foundation of Emotional Intelligence and wellness
- Individual performance in the 16 characteristics that underpin the four cornerstones
- Skills and competencies to enhance one’s Emotional SMARTS, both personally and professionally

COURSE: BUS 127 | 7 Hours | $429 + GST
041 | Sep 27 | F | 8:30 am - 4:30 pm | Main
042 | Dec 13 | F | 8:30 am - 4:30 pm | Main
Instructor: Dr. June Donaldson, MBA, EdD, Mediator/Arbitrator
Certificate for Emerging Leaders Topic Area: Personal Effectiveness

FOR MORE INFORMATION ON COURSES AND PROGRAMS, GO TO CONTED.UCALGARY.CA OR CALL 403.220.2866
ENERGIZE YOUR WORKPLACE: INSPIRING AND MOTIVATING PEOPLE

“I have no idea how to motivate these people!” If you’ve uttered these words, you’re in good company and can benefit from a program that addresses this challenge head-on. People want more from work and their workplaces. Shifting values mean that people want to make a difference, experience a high quality work life, and engage their deepest energies in pursuit of excellence at home and at work. They want great leadership, opportunities to develop mastery, to feel respected and appreciated, and to work in a robust community. They even want to have fun!

Topics
- What is an energized workplace?
- Six expectations of today’s employees
- Are you an authentic and compelling leader?
- Inspiration versus motivation: What’s the difference and why does it matter?
- Start with why: Uncover personal reasons for showing up everyday
- Three keys to inspirational workplaces and leaders
- Practical strategies to create an energized workplace
- Ways to build and sustain personal energy
- Four pathways to building inspirational cultures
- Creating positive energy
- Build relationships and connection
- Recognition, appreciation and significance
- Ten questions to build accountability

COURSE: BUS 144 | 14 Hours | $629 + GST
037 | Oct 29 - 30 | TW | 8:30 am - 4:30 pm | Main
Instructor: Tammy Robertson, MA
Certificate for Emerging Leaders Topic Area: Building Relationships

FACILITATION SKILLS

Facilitators help other people resolve issues or improve processes. This workshop is designed to improve the skills of people who are facilitating initiatives such as: the start-up of teams or project groups; regular meetings; the resolution of issues, such as conflict, low productivity, or poor morale; planning of projects and complex tasks; team building; process improvement; group feedback meetings, and other similar types of sessions. Prior to this workshop, questionnaires will be sent to participants to determine specific needs and issues to discuss. By gaining an understanding of the mindset of a facilitator — in contrast to other leaders — you will become more effective in your facilitation role. This seminar will help you sharpen or acquire basic facilitation skills, and increase your confidence through practice and feedback. Through facilitation clinics, you will learn approaches to difficult situations.

Topics
- The role of the facilitator and how it changes in different situations
- Basic tools for facilitation
- Use of structured tools for process improvement, decision making, improving quality, and other tasks
- Facilitating the start up of teams
- Facilitating conflict resolution
- Prevention of problems as a basic facilitation approach
- Dealing with problems once they occur

COURSE: BUS 134 | 14 Hours | $629 + GST
038 | Nov 21 - 22 | RF | 8:30 am - 4:30 pm | DT
Instructor: George Campbell, BComm, MA (Adult Ed)
Certificate for Emerging Leaders Topic Area: Communication

FINANCIAL ANALYSIS AND PLANNING FOR NON-FINANCIAL MANAGERS

This two-day seminar introduces managers and other professionals to the basic components of financial literacy, and to the measures of financial health and value creation. The focus is on interpreting, understanding and projecting financial statements, and project valuations. Cases, exercises and real life examples will be used throughout this seminar. Course content is based on the assumption that participants have some exposure to finance and accounting in the private sector. (Only private sector finance will be covered.)

Topics
- Financial statement interrelationships
- Sources and uses of cash
- EBITDA, return on equity and other returns on investment
- Liquidity and leverage risk measures/ ratios
- Break-even analysis
- Discounted cash flows
- Shareholder value created

COURSE: BUS 120 | 14 Hours | $659 + GST
034 | Dec 5 - 6 | RF | 8:30 am - 4:30 pm | Main
Instructor: Peggy Hedges, BSc, MBA, PhD
Certificate for Emerging Leaders Topic Area: Professional Skills
FOUNDATIONS OF COLLABORATIVE CONFLICT RESOLUTION: WORKPLACE FOCUS

Dealing effectively with workplace conflicts is a key competency for success in any job. This foundation course offers you effective and practical tools for resolving conflicts collaboratively in the workplace. Through examination of the sources of conflict attitudes and beliefs, conflict styles, and the role of assumptions and emotions, you will gain an overview of conflict dynamics and collaboration strategies. This highly participatory course emphasizes self-awareness and understanding through structured exercises and simulations.

Learning Outcomes

- Identify factors — personal, cultural, societal — that shape beliefs and behaviours in conflict
- Analyze advantages and disadvantages of different conflict styles and describe appropriate uses of each
- Describe the components of a collaborative approach to resolving conflict in interpersonal relationships
- Describe underlying beliefs, goals and conditions that support collaborative conflict resolution
- Use a collaborative process that includes opening, identifying, exploring and closing to hold a conflict resolution dialogue
- Clarify assumptions in interpersonal conflict
- Demonstrate a balance of both listening and talking in a conflict resolution dialogue
- Assess personal effectiveness in conflict resolution and your impact on others

COURSE: PDS 002 | 21 Hours | $645 + GST
039 | Sep 24 – 26 | 8:30 am – 4:30 pm | DT
Instructor: Janice Gehrke

Certificate for Front Line Leaders topic area:
Leading Others

FUNDAMENTALS OF SUPERVISION

This seminar examines the positions of manager/supervisor, and views the manager’s functions as vital to the overall growth and effectiveness of the organization. The manager’s abilities form a central hub of activity within the organization, often dealing with these less tangible factors that strongly reflect corporate success. This seminar provides participants with an understanding of managing, as well as a positive way of evaluating and monitoring their own performance, productivity, and effectiveness. Lectures, discussions, role-playing, and case syndicate activities will be used. Participants will experiment with leadership approaches and receive feedback. Participants will be required to complete an INSIGHTS® Discovery instrument prior to the course.

Topics

- Managerial/supervisory roles required for organizational success
- Developing managerial and supervisory skills to increase staff productivity
- Developing interpersonal skills
- Managing group performance
- Effective leadership styles (includes evaluation of leadership styles of participants through confidential and personal feedback)
- Discipline in organizations; when not to establish rules
- Motivation and leadership in combination
- Performance management
- Self-concept and the importance of positive reinforcement

COURSE: BUS 146 | 21 Hours | $919 + GST
056 | Oct 2 - 4 | WRF | 8:30 am - 4:30 pm | Main
Instructor: Kathleen McAuley, BBA, MCE

Certificate for Emerging Leaders Topic Area: Professional Skills

GET ORGANIZED! IMPROVE YOUR WORKFLOW AND BOOST YOUR PRODUCTIVITY

Keeping up with constant demands on your time, attention and energy takes its toll. The typical office worker will experience up to 170 interactions or distractions per day and has a backlog of 200-300 hours of incomplete work. Many are overwhelmed by too many responsibilities, emails and interruptions. Multi-tasking in an effort to stay afloat never allows people to step off this treadmill long enough to get organized. Instead, they try to solve everything by working faster and longer in a world that shows no signs of slowing down. Effective workflow is about the art of choices, actions, attention and energy, balanced with a workflow system that will support you as you navigate through the day. This seminar offers strategies and solutions to eliminate productivity roadblocks, leading to better self-management and productivity.

Topics

- Self-evaluation in 11 key areas of productivity
- Designing a workflow system to manage files, both paper and electronic
- Creating a task management system
- Taming the chaos in your inbox
- Best practices for better work habits
- Self-care and how it affects personal productivity

COURSE: BUS 270 | 7 Hours | $389 + GST
018 | Nov 1 | F | 8:30 am - 4:30 pm | DT
Instructor: Georgina Forrest, CPO®

Certificate for Emerging Leaders Topic Area: Personal Effectiveness
GETTING THINGS DONE THROUGH INFLUENCE

Discover the power of strategic influence, with or without the power of position. Learn the principles of ethical influence. Return to your workplace with greater confidence in your leadership and influencing ability.

Topics
- Defining your objectives. What do you want to make happen?
- Effective influencing skills, with or without legitimate ‘power’
- Establishing effective networks
- Identifying and developing strategic allies
- Getting others on-side
- Creating an exchange framework to facilitate adoption of your ideas and initiatives
- Strategies for partnering with your boss
- What to do when influencing doesn’t work

COURSE: BUS 138 | 7 Hours | $389 + GST
030 | Nov 18 | M | 8:30 am - 4:30 pm | DT
Instructor: Fred Jacques, PhD, CPHR
Certificate for Emerging Leaders Topic Area: Professional Skills

GOOD WRITING IS GOOD BUSINESS

Writing is a necessary skill in nearly every job. Most of us didn’t go to school to become writers, but we often spend 40 per cent of our workday writing email messages, reports and proposals. In this seminar, you will learn practical, easy-to-apply tips and tricks for effective business writing. You will develop the skills required to write effectively: know your audience; define your purpose; deliver crisp, concise communication; and get results using various types of documents. You will be able to apply these techniques in everyday writing, whether you are writing email messages or complex technical reports.

Topics
- Planning and organizing documents
- Writing clear and concise documents that get results quickly
- Brushing up on grammar to avoid the ten most distracting writing errors
- Using a five-step editing checklist to catch mistakes before you click Send or Print

COURSE: BUS 258 | 7 Hours | $389 + GST
017 | Oct 22 | T | 8:30 am - 4:30 pm | DT
Instructor: Julie Vouri, BSc, MBA
Certificate for Emerging Leaders Topic Area: Communication

IMPLEMENTING CHANGE

Increasingly, today's organizations are running lean and mean, and creating the kind of environment that necessitates frequent change. Many organizational changes do not succeed. While some people are energized and motivated by change, others don’t embrace change at all. This workshop offers an approach, and tools and templates, to plan for and implement more effectively the people side of organizational change, leading to more business and professional success. This course is best suited to people planning for an upcoming change or desiring a practical introduction to the tools of change management.

Topics
- Understanding the nature of change: size, scope, complexity and people impacts
- Tools for assessing change: readiness and impact
- Assessing sponsorship for your change
- Helping people be ready, willing and able to implement change
- Measuring program success
- Action planning

COURSE: BUS 233 | 7 Hours | $389 + GST
013 | Dec 6 | F | 8:30 am - 4:30 pm | Main
Instructor: Nadine Ryan-Bannerman, MEd (Adult Education), ACC
Certificate for Emerging Leaders Topic Area: Professional Skills

TO REGISTER: PAGE 3 | CAMPUS: MAIN, DOWNTOWN (DT), ONLINE OR OFF CAMPUS (OFF) | DAYS: MTWRFSU
INFLUENCE WITHOUT AUTHORITY

Constant change causes stress. As a coping strategy, people often resist change by rejecting new ideas and possibilities. This can make influence challenging. We often bemoan the lack of authority to make sure our ideas are accepted. The reality is that authority can at best only guarantee compliance. Commitment can only come through collaborative strategies that build on a network of positive relationships. This seminar is designed to help front line leaders to develop strategic thinking skills and employ a collaborative model of interaction. Develop persuasive skills that will expand your circle of effective influence both inside and outside your organization.

Learning Outcomes

- Examine and review a model of influence that enables you to effectively use a collaborative process to negotiate win/win solutions
- Discover your influence style using the Influence Style Indicator and strategize how to adapt your style in challenging situations to increase your effectiveness
- Practise and learn how to generate questions that get at core issues and provide the basis for exploring and making creative use of alternative perspectives
- Recognize how to use personal influence tactics constructively to develop solutions and influence change

INTRODUCTION TO CONSULTING SKILLS WITHIN AN ORGANIZATION NEW

To be a successful consultant, you need to be an expert in your field and at the same time be able to build strong relationships with a diverse group of internal and external stakeholders. Most organizations invest time, money and effort in training their employees on products and technology, but fail when it comes to training employees on how to be consultants. In this course, discover the importance of engaging with internal or external clients, building strong relationships, communicating effectively and managing client expectations. Examine the essential skills every consultant needs and design an action plan for both internal and external clients.

Learning Outcomes

- Identify and assess the qualities and attributes of a consultant
- Examine the roles of internal and external consultants
- Review and clarify client and organization goals, and set expectations
- Analyse how to build strong relationships with clients, including techniques to guide clients through the consulting process
- Develop a consulting action plan

LEADING WITH CONFIDENCE AND COURAGE

Tap into your inner intelligence! And leave this highly experiential workshop strongly grounded in your confidence as a leader. Imagine having the courage to navigate shifting parameters, difficult situations and multiple priorities in a dynamic and compelling manner. Discover the relationship between intent and impact. Learn and practise productive communication skills and practical tools that will prepare you for powerful conversations. You will be introduced to strategies to accelerate trust in your workplace relationships, and enhance the congruency of your leadership presence. You will also explore five modes for dealing with conflict, and increasing your self-awareness and understanding around your preferred method. Think about and come prepared to discuss your real-life situations and challenges. You will have the opportunity to prepare to deal with these and will leave the workshop with an action and accountability plan.

Topics

- Learn and practise effective communication skills
- Explore ways to accelerate trust
- Discover and practise some key dispositions of leaders
- Practical tools that can help you prepare for powerful conversations
- The relationship between intent and impact
- Learn your preferred method for dealing with conflict, and increase your self-awareness and understanding of these issues

COURSE: BUS 295 | 14 Hours | $389 + GST

001 | Oct 23 - 24 | WR | 8:30 am - 4:30 pm | DT
Instructor: Margaret Miyagishima, BA, MS
CPHR, PCC
Certificate for Emerging Leaders Topic Area: Professional Skills

COURSE: BUS 240 | 7 Hours | $409 + GST

013 | Nov 25 | M | 8:30 am - 4:30 pm | DT
Instructor: Maureen Motter-Hodgson, BEd, MEd, CPCC
Certificate for Emerging Leaders Topic Area: Communication
LEADING WITH EMPATHY AND AUTHENTICITY

An authentic leader is an authentic person – a person of character, integrity, empathy and compassion. They are leaders driven by a desire to serve others. An authentic leader inspires creativity, motivates the team toward higher productivity and supports individuals through change by demonstrating and fostering a culture of empathy and authenticity. In this course discover the tools to enhance your self-awareness and uncover how to use the power of empathy and authenticity within your team.

Learning Outcomes

· Recognize the patterns, beliefs and values that support or inhibit authenticity
· Examine the research that identifies the benefits of empathetic and authentic leadership
· Identify the links between empathy, innovation and engagement
· Analyze key moments where empathy is critical
· Assess the tools involved to build trust within a team
· Develop an atmosphere of authenticity, empathy and growth

COURSE: BUS 647 | 7 Hours | $389 + GST
001 | Nov 1 | F | 8:30 am - 4:30 pm | DT
Instructor: Gillian Rasmussen

Certificate for Front Line Leaders Topic Area: Leading Self

LEADING YOURSELF AND OTHERS THROUGH CHANGE

While organizations have spent a great deal of time on the project implementation side of change, they still struggle with the human element. Organizational restructuring, company mergers and acquisitions, technology implementations, software upgrades, process improvements and other big changes in the workplace can result in unforeseen problems, as well as frustration, confusion and tension among staff. Recognizing that change is an inevitable part of today’s workplace. This seminar is an opportunity to discuss change and the best road to successful outcomes. The focus will be on minimizing the negative effects of change. You will walk away from this seminar equipped with new tools and strategies to help you plan, implement and reinforce your next change effort, greatly improving your chances for smooth and successful change.

Topics

· Types of change
· Change models
· Components of successful change initiatives
· Building resilience during change
· Planning and implementing successful change initiatives
· Techniques to identify and minimize resistance to change
· Reinforcing new behaviours and processes

COURSE: BUS 267 | 14 Hours | $629 + GST
014 | Nov 28 - 29 | RF | 8:30 am - 4:30 pm | DT
Instructors: Dasa Chadwick, MA, CPHR; and, Nicole Tsui, BA, CPHR

Certificate for Emerging Leaders Topic Area: Building Relationships

MASTERING WORK AND LIFE SATISFACTION

Balancing home and work life is the number one human resource issue. We are all looking for the same thing — success at work and success at home. Is it possible? This seminar will help you decrease the burden of stress and guilt, become more focused and committed to your important goals and values, and magnify the satisfaction and fulfilment you get from both home and work life. You will leave with insights, skills and strategies to be more productive, effective, confident, courageous, enthusiastic and motivated in your life.

Topics

· Personal assessment: Overwhelmed and exhausted?
· Attention is your greatest resource: Notice how you pay attention
· Top five regrets at the end of life
· Focus on what matters: Get clear on values, legacy and personal meaning of success
· Three keys to real fulfilment at work and at home
· Strategies to find more contentment, calm and connection in a day
· Bookends on your day: How you open and close your day matters
· Tools for being present and living in the moment
· Ways to recover in a day and build deeper resilience
· How to stay in ‘the zone’
· Honest conversations: Setting boundaries and saying no
· Importance of intense focus and deep recovery
· Strategies for letting go and decreasing worry
· Holding yourself accountable

COURSE: BUS 282 | 14 Hours | $629 + GST
007 | Oct 21 - 22 | MT | 8:30 am - 4:30 pm | Main
Instructor: Tammy Robertson, MA

Certificate for Emerging Leaders Topic Area: Personal Effectiveness
MEETING THE CHALLENGE OF LEADERSHIP

Based on the concept that leadership comes from the person — not the position — this seminar focuses on developing the leader in you. Using a practical and widely used model that is founded on the philosophy that any individual at any level occupying any position in any organization can be a leader, you will explore both the nature and practice of leadership. You will identify your strengths as a leader, learn the five key practices of successful leadership, and focus on continued development. There will be an emphasis on building self-confidence and applying your learning to your day-to-day professional life.

Topics

- The nature of leadership, and the difference between management and leadership
- The five key leadership practices: Model the Way, Inspire a Shared Vision, Challenge the Process, Enable Others to Act, and Encourage the Heart
- Practical applications of the five key practices
- Approaches and tools to ensure open and effective interpersonal communication
- Strategies for enabling and rewarding effective behaviour in others
- Leading with integrity to promote both personal and organizational values
- A personal-best leadership development plan

COURSE: BUS 140 | 14 Hours | $629 + GST
030 | Nov 25 - 26 | MT | 8:30 am - 4:30 pm | DT
Instructor: Fred Jacques, PhD, CPHR

MENTAL TOUGHNESS: TRAINING FOR SUCCESS

Every business needs people who are talented, driven, and mentally tough. Research shows that mental toughness is the key to confidence, motivation, and success any time your life gets difficult. Have you wondered how to remain persistent and confident when adversity hits? How to cope effectively when others are treating you poorly? How to motivate yourself to take action on critical tasks? How to always perform great in presentations and meetings? Mental toughness practices enable you to master yourself mentally and emotionally. Learn how to become your own success coach so you can get the results you want in your job or life.

Topics

- The components of self-mastery and mental toughness
- How to diagnose a challenge so you can conquer it
- How to create unshakable confidence when you need it the most
- How to conquer adversity
- How to motivate yourself to take action on critical tasks
- How to perform flawlessly in high pressure presentations and meetings
- How to persevere through extremely difficult or boring work situations

COURSE: BUS 130 | 14 Hours | $629 + GST
050 | Oct 17 - 18 | RF | 8:30 am - 4:30 pm | DT
Instructor: Lisa Brown, BA, MA

NEGOTIATION SKILLS FOR WORKING PROFESSIONALS NEW

Would you like to be an effective negotiator? Whether negotiating with customers, suppliers, or coworkers, the ability to negotiate effectively can be vital to the success of the organization and your career. Negotiation is not about manipulating but about finding solutions to disputes and reaching a mutual compromise. In this course, students examine effective negotiation strategies including how influence, power and authority affect the negotiation process and outcomes. Students practice various negotiation techniques through hands-on activities to gain confidence in applying them outside the classroom.

Learning Outcomes

- Identify the qualities of an effective negotiator
- Explore commonly-used negotiation styles and how styles affect the negotiation process
- Examine strategies for analysis and prepare for negotiations
- Determine the information needed to negotiate effective Outcomes
- Assess your style and how it affects the negotiation process
- Apply strategies to deal with difficult behaviours
- Practise and apply negotiation skills

COURSE: BUS 648 | 7 Hours | $389 + GST
001 | Oct 21 | M | 8:30 am - 4:30 pm | DT
Instructor: Nadine Ryan-Bannerman, MEd (Adult Education), ACC

Certificate for Emerging Leaders Topic Area: Professional Skills
Certificate for Front Line Leaders Topic Area: Leading Others

FOR MORE INFORMATION ON COURSES AND PROGRAMS, GO TO CONTED.UCALGARY.CA OR CALL 403.220.2866
PROJECT MANAGEMENT FOR THE NON-PROFIT SECTOR
A good project manager will manage people and resources to get key tasks completed, in the right time, the right way and with the right resources. Project management within the non-profit sector is very common yet staff may struggle in this area because of a lack of exposure to the basic principles or tools. Understanding of how to lead and manage a project is an essential competency that can help you manage your stakeholders and lead your non-profit organization towards sustainable growth. Participants will identify key stages within the project management process such as how to manage projects and activities effectively, including preparation, planning, implementation and evaluation/reporting.

Learning Outcomes
- Identify key stages within the project management process, such as how to manage projects and activities effectively during preparation, planning, implementation and evaluation/reporting.
- Examine how to create effective stakeholder engagement plans and strategies.
- Recognize and apply the concepts of project management in a non-profit context.
- Create and learn how to draft project plans with clear goals, work plans and evaluation strategies.

COURSE: BUS 646 | 7 Hours | $389 + GST
Instructor: Georgina Forrest, CPO®
Certificate for Front Line Leaders Topic Area: Leading Self

SOCIAL INTELLIGENCE: TRANSFORM RELATIONSHIPS
Humans are naturally social beings and all human interaction takes place within settings such as the workplace, home, and communities. Mastering these interactions within these settings is vital. Social Intelligence (SI) is mostly learned and is developed from experiences with people and learning from successes and failures in social contexts. It is more commonly referred to as “tact,” “common sense,” or “street smarts.” Many people tend to value Intelligence Quotient (IQ) and Emotional Intelligence (EQ), but our “social intelligence” equally affects our relationships and is a much bigger part of our lives. Discover how SI is an essential aspect of self-awareness and how it can make you a well-rounded individual. Develop an awareness of how social dynamics, interactions, and reactions that govern social situations may enable you to build SI. Examine strategies to improve SI in specific settings.

Learning Outcomes
- Identify different elements of social intelligence.
- Explore how SI can be applied to developing socially intelligent leaders.
- Examine potential barriers to forming and sustaining social bonds;
- Learn how to nurture more successful, relationships and contacts.
- Recognize how different social cues impact our ability to interact.
- Analyze how SI benefits you professionally and personally.
- Utilize SI strategies to create positive connections and increase influence.

COURSE: BUS 301 | 7 Hours | $389 + GST
Instructor: Demetre Balaktis
Certificate for Front Line Leaders Topic Area: Leading Self
SUPERVISOR OR LEADER: WHICH WOULD YOU LIKE TO BE? NEW

In this course, discover what distinguishes a leader from a supervisor by examining your current approach to leadership and determine if you have the skills of the leader you wish to be. Learn to identify ways to enhance two-way communications with your team and establish benchmarks to analyze your leadership performance. Learn how to focus your attention on individuals and recognize what they need from you.

Learning Outcomes
· Discover what distinguishes a leader from a supervisor
· Learn how effective honest conversations encourage growth and improve communications
· Develop active listening skills and the discipline to apply those skills when addressing team members’ concerns and perspectives
· Analyze and use a log system to track your employees’ performance with the goal of writing quality, detailed performance assessments
· Develop processes to regularly and consistently recognize good work among your team members

STRESS LESS: MANAGING WHAT’S ON YOUR MIND

Do you have headaches, or tight neck and shoulders? Do you feel anxious, irritable and frustrated at home or at work? Do you use caffeine and other habits to cope with everyday demands? Are you lashing out at others, or conversely, withdrawing from your life? If you have answered yes to any of these questions, or would like to prevent these and other threats to your wellness, you will benefit from this session. Thriving in uncertain and demanding times takes a concentrated effort. You must learn how to control stress. Managing stress is no longer a soft skill. It is critical to your optimal performance at home or in the office.

Topics
· Choosing healthy coping strategies and eliminating unhealthy strategies
· Negative and positive dialogue
· Goals and action plans
· Relationship dynamics
· Physical, emotional and behavioural indicators of stress
· Balancing the stresses of varying perspectives with utilizing them to propel relationships forward
· Journaling to manage anxiety
· Conflict resolution management
· Communication strategies to express needs, wants, observations and thoughts for conflict management
· Leadership qualities that can alleviate stress reactions

TIME MANAGEMENT

It is often difficult to devote sufficient time to the duties and responsibilities of one’s job. This seminar is designed to provide a portfolio of practical techniques for organizing your time to yield better results in the same amount of time, or the same results in less time. Participants will analyze their own time management problems, participate in experiential learning exercises that highlight effective time management techniques, and learn specific approaches to solving time management problems.

Topics
· How are you spending your time?
· Sharing of time management problems
· Analysis of time allocation
· General approaches to better time management
· Telephones
· Meetings
· Interruptions
· Specific approaches to specific problems
· Implementation

COURSE: BUS 637 | 7 Hours | $389 + GST

001 | Nov 18 | M | 8:30 am - 4:30 pm | Main
Instructor: Lak Johal
Certificate for Front Line Leaders Topic Area: Leading the Business Operations

COURSE: BUS 111 | 7 Hours | $389 + GST

052 | Oct 22 | T | 8:30 am - 4:30 pm | DT
Instructor: Robert Schulz, PhD
Certificate for Emerging Leaders Topic Area: Professional Skills
UTILIZING PERSONALITY TYPE FOR PERSONAL AND TEAM LEADERSHIP

Discovering your personality type can help you identify how your preferences may show up in your leadership style and impact your team members. Our preferences influence many things, including how we use information, communicate with others, deal with conflict, manage stress, make decisions, organize ourselves and lead others. Using the Myers-Briggs Type Indicator® (MBTI), this seminar is designed to enhance our understanding of our own personal preferences, and help us appreciate and leverage the different strengths and preferences of others.

Learning Outcomes
- Identify your personal preferences
- Examine the value of using all preferences
- Develop strategies to appreciate and leverage differences between ourselves and others
- Create and implement an action plan to positively influence specific relationships using insights gained

COURSE: BUS 626 | 7 Hours | $469 + GST
004 | Nov 29 | F | 8:30 am - 4:30 pm | DT
Instructor: Dianne Quinton, CPCC, PCC

Certificate for Front Line Leaders Topic Area: Leading Self

WORK SMARTER, NOT HARDER: DRIVING RESULTS AT WORK NEW

Many professionals say they want to "work smarter, not harder" but without a clear plan and strategy for their workday many people end up overcommitted, overwhelmed and overworked. Working smarter is about developing a strategy that fits you and the work you do. It requires developing habits, tactics and tools that work with your work style and personality. It involves making conscious decisions about what you will do and how you will do it, and entails skillfully setting and upholding work boundaries. In this course, explore strategies to gain control of your commitments and to make time to do the work that really matters. Identify how to leverage your strengths and how to tailor productivity best practices to your work style. With a personal action plan in place you will be able to "work smarter" to achieve your desired results.

Learning Outcomes
- Discover how to invest your time like money - to get the greatest return on your investment
- Identify how to achieve both professional and personal goals by planning effectively
- Tailor scheduling, planning and organization best practices to your personal style
- Review tactics that facilitate habit change and maximize your productivity
- Analyse how to manage resources effectively and efficiently
- Acquire the tools to manage expectations and to say “no” when appropriate

COURSE: BUS 296 | 7 Hours | $389 + GST
001 | Nov 29 | F | 8:30 am - 4:30 pm | Main
Instructor: Gillian Rasmussen

Certificate for Emerging Leaders Topic Area: Personal Effectiveness

WORKPLACE POLITICS: STEP UP TO CONFLICT

How do we directly address conflict in a way that preserves or improves relationships, creates new opportunities, and increases productivity? This seminar provides a ten-step method for resolving conflict and a sound, logical roadmap for action. Conflict is inevitable. When people work together they bring with them their differing perspectives, opinions, and motives, which can lead to conflict. Conflict is not always bad. Many conflicts, when handled properly, can create an atmosphere of creativity and innovation. Conflict Management skills can be learned. While natural ability is helpful, we know these skills can be effectively developed and improved. This content is powered by The Center for Creative Leadership® (CCL) in collaboration with UCalgary Continuing Education.

Learning Outcomes
- Recognize and understand their own conflict ‘triggers’
- Understand how different values may contribute to conflict
- Practise active and passive positive responses to conflict in the workplace
- Apply the strategies to a workplace conflict situation

COURSE: BUS 633 | 7 Hours | $389 + GST
003 | Dec 6 | F | 8:30 am - 4:30 pm | DT
Instructor: MacDonald Oguike, MA, CCT

Certificate for Front Line Leaders Topic Area: Leading Others

74 TO REGISTER: PAGE 3 | CAMPUS: MAIN, DOWNTOWN (DT), ONLINE OR OFF CAMPUS (OFF) | DAYS: MTWRF SU
Writing Winning Proposals

Are you unsure of how to create an effective proposal? As a consultant or vendor, you must submit a proposal that is focused on delivering what the client needs. You want to be selected to solve the client’s problem or provide the product. In this hands-on seminar, learn how to dissect a Request for Information (RFI), Request for Proposals (RFP) or Request for Quotations (RFQ) to craft a winning proposal. Learn the key aspects of every successful proposal, and develop a proposal in response to an RFP. Gain tips, tools and techniques for creating winning proposals. By the end of this seminar, you will understand the difference between RFP, RFI and RFQ; develop an RFP compliance checklist; create themes to support your proposal; develop stories or examples that prove your ability to meet the client’s needs; and know the common sections in a proposal.

Topics

· Types of proposals: Sales, Grants, Research; Solicited and Unsolicited
· Development of your proposal: Planning, Pitching, Proposing and Follow-up
· Templates for proposals
· Professional writing skills

Grants, Funding and Scholarships

Awards are given to deserving students not only for their academic achievement, but also for community involvement.

For eligibility criteria and submission deadlines visit ‘Info for Students’ at conted.ucalgary.ca

Canada-Alberta Job Grant

This federal/provincial grant is a funding opportunity for employers to develop their workers to meet the company’s needs. For employees, the grant is an opportunity to access training that will develop the skills and knowledge they need for greater success in the workplace.

Through this grant, the government may contribute up to $10,000 per trainee, while employers must cover a minimum of one third of direct training costs. Applications are made by the employer. For assistance in completing the application for grant funding call 403.220.2866.
Corie Kehoe, Graduate Health, Safety and Environment Certificate
View her story online at conted.ucalgary.ca/stories

Fall Course Descriptions

Courses listed here are offered September 1 to December 31, 2019. Most winter and spring 2020 courses have also been scheduled and can be viewed online.

For additional information or to register, go to conted.ucalgary.ca
**A JOURNEY THROUGH WESTERN CHRISTIANITY**

Christianity is the world’s largest religion with approximately 2.1 billion followers worldwide. Not only is Christianity the biggest of the world’s religions, but it is also the most widely diffused of all the faiths geographically. As Christianity has played an important role in shaping Western civilization, it is important to understand the fundamentals of this religion from an academic perspective. You will be introduced to an overview of Christianity including: historical context, key figures, sacred texts, main beliefs, rituals, practices, festivals, and theology. Consider relations between Christianity and society, for example, topics concerning the Christian life, the afterlife, sex, sexuality, and other themes.

*COURSE: HUM 554 | 20 Hours | $315 + GST 002 | Sep 24 - Nov 26 | T | 1 - 3 pm | Main*

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**ACCOUNTING FUNDAMENTALS**

Gain an understanding of financial accounting principles and practices as you learn how to go through the full accounting cycle of recording business transactions, making adjustments and final closing entries. Topics include internal controls and cash, receivables, property, merchandising, plant and equipment, goodwill and intangible assets. Learn how to read financial statements, calculate financial ratios and apply this knowledge to management problems and decision-making.

*COURSE: BMC 162 | 40 Hours | $625 060 | Sep 24 - Dec 17 | T | 6 - 9 pm | DT*

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**ADobe ILLUSTRATOR**

Discover the essential features and creative applications of Adobe Illustrator including: core drawing and shape tools, transformation and reshaping features, text manipulation, and the pen tool. This course is for individuals with no prior knowledge or experience with Illustrator or any of its predecessors.

*COURSE: ICT 437 | 30 Hours | $825 042 | Oct 2 - Dec 4 | W | 6 - 9 pm | Online*

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**ADOBe PHOTOSHOp**

Examine the essential capabilities and creative applications of Photoshop, from correcting colour and print to retouching portraits, navigation, resolution, cropping, selecting, printing, and making web graphics. The in-depth information and real-world context needed to use this application is provided. This course is suitable for individuals with no prior knowledge or experience with Photoshop or any of its predecessors.

*COURSE: ICT 436 | 30 Hours | $825 060 | Sep 16 - Dec 2 | M | 6 - 9 pm | Main 061 | Oct 22 - Nov 21 | TR | 6 - 9 pm | Online*
ADULTS AS LEARNERS
Explore the teaching and learning transaction, from the learner’s perspective, by researching and reflecting on both the current literature and your own experiential understanding of how adults learn. Come prepared to learn about yourself as a learner and to develop new sensitivities to the diversity in styles and needs through interaction with your classmates and the instructor.

COURSE: ADL 106 | 40 Hours | $625.034 | Sep 10 - Nov 18 | Online

AGILE PROJECT MANAGEMENT: THE BASICS
Learn the fundamentals of Agile Project Management (APM) and how it differs from traditional project management approaches. This seminar will provide an overview of major APM methodologies such as Scrum and KANBAN, and how to choose the best approach for projects in your organization. Course content is geared to participants who have some understanding of traditional project management and want to develop or expand their skills to include Agile Project Management.

COURSE: BMC 348 | 7.5 Hours | $385.006 | Dec 7 | S | 8:30 am - 5 pm | DT

AGILE SOFTWARE DEVELOPMENT
This course introduces students to Agile Software Development principles and processes with an emphasis on Scrum.

COURSE: ICT 716 | 30 Hours | $825.007 | Sep 18 - Nov 20 | W | 6 - 9 pm | Online

ALCOHOL AND DRUGS IN THE WORKPLACE
Impairment of workers from alcohol and drugs (i.e. Cannabis/Marijuana, prescriptions) is a major issue in today’s workplace. This issue can negatively impact organizations, workers and their families, finances, productivity, client relations, public image, and more. Learn to navigate the evolving legal and social implications of alcohol and drug abuse in the workplace. Gain invaluable hands-on practice applying strategies to address and manage alcohol and drugs in the workplace, from policy and program development to implementing and maintaining an organizational impairment management program.

COURSE: BMC 363 | 30 Hours | $550.005 | Oct 1 - Dec 3 | T | 6 - 9 pm | DT

ARABIC 1
Emphasis is on conversation, with some reading and writing. Learn basic communication skills in different contexts and Arabic grammar, the alphabet, Arabic script, the Arabic phonetic system, and basic information about Arabic culture and customs.

COURSE: ARA 101 | 20 Hours | $265.041 | Sep 25 - Nov 27 | W | 6 - 8 pm | Main

ART HISTORY AND APPRECIATION 1
This introduction to central themes and major period styles in the history of Western Art explores the leading visual sources from Prehistoric Art and Art of Antiquity to the early Middle Ages. Follow-up courses are offered.

COURSE: ART 301 | 20 Hours | $345.013 | Sep 24 - Nov 26 | T | 7 - 9 pm | Main

ART HISTORY: PREHISTORY TO THE EARLY CHRISTIAN PERIOD
Focus on the history of art from Prehistoric times through the Early Middle Ages, including sculpture, painting and architecture. Discuss significant historical and cultural influences on the development of art in Western civilization and focus on Prehistoric cave art, Mesopotamian temples, Egyptian pyramids, Minoan palaces, historical culture behind the Iliad and the Trojan war, Classical Athens, Roman arts and the destruction of the city of Pompeii, early Christian catacombs, Byzantine churches and mosaics. Discover the beginnings of civilizations and immerse yourself in the ancient past.

COURSE: FIF 163 | 20 Hours | $315 + GST 006 | Sep 25 - Nov 27 | W | 1 - 3 pm | Main

ASSERTING YOURSELF IN CONFLICT SITUATIONS
This course addresses assertiveness in a variety of challenging situations and gives you opportunities to practise improving and maintaining an assertive style under pressure. Whether you are negotiating an important issue, expressing your thoughts and feelings in a conflict or standing firm under pressure, the ability to assert yourself is crucial to reaching outcomes that work for you. In conflict situations, it can be especially difficult to maintain an assertive stance rather than overreacting or selling yourself short.

COURSE: PDS 004 | 14 Hours | $460.026 | Oct 1 - 2 | TW | 8:30 am - 4:30 pm | DT

ASSESSMENT PRACTICE IN CAREER DEVELOPMENT
Learn to skilfully manage the assessment process, as you master developing client profiles that describe relevant interests, skills, values and other personal factors. Emphasis is on using a variety of assessment techniques and guiding the client through the key steps in the career planning process as well as providing support for the career action plan.

COURSE: ADL 212 | 30 Hours | $525.020 | Oct 8 - Dec 2 | Online
AUDITING OF HSE MANAGEMENT SYSTEMS AND COMPLIANCE
Auditing is a management tool used by organizations to verify that the organization is meeting its external and internal obligations with regards to health, safety and the environment. It is an essential element of a management system and a primary driver of continual improvement. The course explores the processes and procedures for various types of environmental health and safety audits, with an emphasis on auditing of regulatory compliance.
COURSE: BMC 281 | 30 Hours | $550
035 | Oct 8 - Dec 16 | Online

BATHROOM AND KITCHEN DESIGN
The en suite and kitchen are the top two selling features in homes today. Join in the process of designing fantastic bathrooms and kitchens while considering function and aesthetics by learning how to space plan. Two field trips are included for hands-on learning. This is ideal learning for those who want a wealth of practical information and techniques to help with bathroom and kitchen design.
COURSE: INT 123 | 20 Hours | $345
015 | Oct 22 - Nov 26 | T | 7 - 9:30 pm | Nov 16 S | 12 - 5 pm | Main

BIOLOGY 1
This is the first of two courses designed to prepare you for university entrance. Through the study of biology (life and living systems), learners are given an opportunity to explore and understand the natural world through the themes of diversity, energy, equilibrium, matter and systems. The major units developed in this course include energy and matter in the biosphere, ecosystem and population change, photosynthesis and cellular respiration, and human systems.
COURSE: UPG 110 | 39 Hours | $475
016 | Sep 9 - Dec 12 | MR | 6 - 7:30 pm | Main

BIOLOGY 2
This is the second of two courses designed to prepare you for university entrance. Through the study of biology (life and living systems), learners are given an opportunity to explore and understand the natural world through the themes of diversity, energy, equilibrium, matter and systems. The major units developed in this course are: nervous and endocrine systems; reproduction and development; cell division, genetics and molecular biology; and population and community dynamics.
Prerequisite: Biology 20, UPG 110
COURSE: UPG 210 | 39 Hours | $475
024 | Sep 11 - Nov 30 | W | 6 - 7:45 pm
S | 10 - 11:45 am | Main

BUILDING WEB APPLICATIONS WITH MICROSOFT ASP.NET AND C#
Learn the essential skills needed to build web applications using modern development technologies and practices.
Prerequisite: ICT 710 Computer Programming Level 1, and ICT 580 HTML5 and CSS3
COURSE: ICT 713 | 30 Hours | $825
008 | Sep 16 - Dec 2 | M | 6 - 9 pm | Online

BUSINESS ANALYSIS PLANNING
Learn the foundational concepts and processes needed to plan and monitor business analysis activities for a project. Learn why planning is important, how to evaluate the project scope, determine the activities and deliverables required, create an overall strategy, and execute against the plan and monitor progress.
COURSE: ICT 227 | 30 Hours | $825
009 | Sep 16 - Dec 2 | M | 6 - 9 pm | Online

BUSINESS AND LEADERSHIP FOR HSE PROFESSIONALS
Health, safety and environment professionals need to understand: the way their businesses work; the management system and the roles of managers; the work of management in planning, organizing, leading and controlling work; organizational change, and how to deal with it. Further, they must be skilled and competent trainers, and have a proper understanding of training methods, curriculum development and evaluation. Discuss the key aspects of organizational behaviour and business administration necessary to be an effective HSE professional in today’s workplace.
Prerequisite: BMC 104 Health and Safety Management Systems: The Basics
COURSE: BMC 213 | 40 Hours | $630
050 | Sep 19 - Dec 12 | R | 6 - 9 pm | DT
BUSINESS EXECUTION SYSTEMS: INTRODUCTION TO LEAN SIX SIGMA

Six Sigma is driven by an understanding of customer needs, disciplined use of data and statistical analysis, and diligent attention to business processes. Lean consists of a set of tools developed to reduce the waste associated with the flow of materials and information. Together, Lean and Six Sigma provide a methodology to increase flow, drive consistent results, and save organizational resources. Most Six Sigma employees spend time on process improvement teams analyzing and solving quality problems using Six Sigma, Lean, or other quality improvement systems. Successful process improvement team members require an understanding of these systems including Six Sigma methodologies and Lean tools along with the various approaches associated with quality improvement work. This one-day introductory course is the first of six courses designed to prepare individuals to conduct continuous improvement work in their organizations.

COURSE: PDS 243 | 7 Hours | $495
001 | Sep 19 | R | 8:30 am - 4:30 pm | DT

BUSINESS INTELLIGENCE INTRODUCTION

This course introduces students to the concepts, practices and tools used to successfully deploy business intelligence projects. Emphasis will be given to people and processes with an introduction to the technologies involved.

COURSE: ICT 700 | 30 Hours | $975
021 | Sep 17 - Nov 19 | T | 6 - 9 pm | Main
022 | Sep 17 - Nov 19 | T | 6 - 9 pm | Online
023 | Sep 21 - Dec 7 | S | 9 am - 12 pm | Online
024 | Sep 30 - Oct 14 | MTWRF | 9 am - 4 pm | DT

BUSINESS INTELLIGENCE SELF-SERVICE

Study the self-service approach to BI. Students will learn the tools and applications that allow business managers to create personalized reports and analytical queries. Focus on modern reporting tools and dashboards with some attention given to OLAP technologies.

COURSE: ICT 701 | 30 Hours | $975
013 | Sep 21 - Dec 7 | S | 9 am - 12 pm | Online
014 | Oct 28 - Nov 1 | MTWRF | 9 am - 4 pm | DT

BUSINESS INVESTMENT ATTRACTION

Learn key concepts related to business and investment attraction in economic development. Cover community investment readiness; competitive advantage and how to select key target markets for investment attraction; working with site selectors; and, attracting foreign direct investment to help a community expand its economic base. Learn how to develop business investment strategies that will benefit your community.

COURSE: BMC 336 | 15 Hours | $395
012 | Sep 10 - Oct 14 | Online

Lisa Moon, Graduate Certificate in Professional Management specializing in Strategic Management
Adult Learning Certificate specializing in Workplace Learning

“I love how Continuing Education has grown. I see how the options have expanded and how the certificates are continually being updated to keep pace with the workplace. I think UCalgary is trying very hard to accommodate professional development and lifelong learning.”
BUSINESS MANAGEMENT
Gain an overview of business management and the different facets and functions of business. Expand your understanding of the Canadian business environment and managing the modern enterprise in an ever-changing global economy.

COURSE: BMC 205 | 40 Hours | $625
| 272 | Sep 17 - Dec 16 | Online
| 273 | Sep 17 - Dec 16 | Online
| 274 | Oct 19 - Dec 12 | R | 6 - 9 pm | DT
| 275 | Oct 19 - Nov 23 | S | 8:30 am - 5 pm | DT
| 276 | Oct 21 - Dec 4 | MW | 6 - 9 pm | DT

CAREER DEVELOPMENT FOUNDATIONS
Discuss the major career development foundations that underlie the modern practice of advising. Explore the essential components leading to employee and student success and retention whether in the workforce or in higher education. Discuss important issues facing career practitioners as they strive to help individuals make life decisions.

COURSE: ADL 210 | 30 Hours | $525
| 023 | Sep 17 - Nov 19 | T | 6 - 9 pm | Main
| 024 | Oct 1 - Nov 25 | Online

CARPETS AND TEXTILES CLOSE UP: EXPLORING NICKLE GALLERIES’ COLLECTIONS NEW
Did you know Nickle Galleries at the University of Calgary have textiles dating from the 16th century? In this course, you will be introduced to the fascinating study of Asian carpets. Topics for discussion include the history of carpets, how they are made, and carpet styles and types. Drawing on the holdings of the Nickle Galleries, you will have the unique opportunity to examine and gently handle a selection of carpets and related textiles. This course is geared to the general public and is particularly relevant to artists, historians of art or material culture, collectors, and interior designers.

COURSE: FIF 625 | 6 Hours | $75 + GST
| 002 | Oct 26 | S | 9:30 am - 4 pm | Main

CELLPHONE PHOTOGRAPHY
Despite the suggestion that they are not real cameras, cellphones allow people to photograph, edit and share compelling images in a matter of seconds. By applying fundamental photographic principles, fully exploiting the functionality of the cellphone camera, and using common applications, learn how to push your cellphone camera to its fullest potential.

COURSE: PHO 126 | 6 Hours | $145 + GST
| 005 | Oct 19 | S | 9 am - 4 pm | Main

CHANGE MANAGEMENT THEORY AND APPLICATION
In the 21st century, organizations and workplaces experience constant change. Changes in leadership, organizational structure, operational systems and business culture impact business outcomes and the individuals involved. In this introduction to change theory, the underlying human behaviour elements and organizational processes will be integral as the focus is on the people impacted by change and those leading and managing it. Learn organizational change strategies through different lenses and frameworks, and examine interventions and tools to plan and manage the change process. Learn techniques and tactics to facilitate change within an organization, through engaged processes.

COURSE: BMC 358 | 20 Hours | $445
| 012 | Sep 18 - Oct 30 | W | 6 - 9 pm | DT
| 013 | Oct 29 - Dec 9 | Online

CHEMISTRY 1
This is the first of two courses designed to prepare you for university entrance. The course covers several major concepts related to the nature of matter and the nature of a chemical reaction and chemical change. Major units include diversity of matter and chemical bonding, matter as solutions, acids and bases, forms of matter, gases and quantitative relationships in chemical changes.

COURSE: UPG 140 | 39 Hours | $475
| 017 | Sep 11 - Dec 14 | W | 6:30 - 8 pm
| S | 11 am - 12:30 pm | Main

CHEMISTRY 2
This is the second of two courses designed to prepare you for university entrance. Themes of changes, energy and systems are central to this course. Equilibrium and matter are subordinate themes. Specific units include thermochemical changes, chemical changes of organic compounds, electrochemical changes, and chemical equilibrium focusing on acid-base systems.

Prerequisite: Chemistry 20, UPG 140 Chemistry 1, or equivalent

COURSE: UPG 240 | 39 Hours | $475
| 031 | Sep 10 - Nov 30 | T | 5:45 - 7:30 pm
| S | 10 - 11:45 am | Main
| 032 | Sep 9 - Nov 28 | MR | 5:15 - 7 pm | Main

CHESS WISE: FOR BEGINNERS AND NOVICE PLAYERS NEW
Do you know the rules and want to improve your chess game? A Chess Federation of Canada National Master and Alberta-certified instructor will guide you through the fundamentals of chess so you can play a better game, pass on your knowledge to your children or grandchildren, and perhaps go on to play in your first tournament. Through presentations and playing practice that you can’t get online, we will cover key topics including fundamentals of chess piece movement, chess history, chess tactics and strategy, and the benefits of playing chess to help you become a more formidable player. Please bring your chess set to class.

COURSE: PIW 141 | 10 Hours | $175 + GST
| 001 | Oct 9 - Nov 6 | W | 6:30 - 8:30 pm | Main

FOR MORE INFORMATION ON COURSES AND PROGRAMS, GO TO CONTED.UCALGARY.CA OR CALL 403.220.2866
Clues to Ancient Lives: How Archaeology Interprets the Past NEW
Did you know that 99 per cent of the human story is found beneath the ground? It is the goal of archaeology to locate, record, preserve, and interpret the record of human experience from our first direct ancestors to the recent past. How do archaeologists go about these undertakings, and how do we know what we know about ancient times? Examine the basic methods of archaeology in its quest to reveal the past. From stratigraphic excavations to radiocarbon dating, analysis of stone and clay artifacts, to locating temples and palaces in jungles, and from the remains of the people themselves, we learn about the individuals and societies that shaped our modern world.

Course: Hum 411 | 15 Hours | $275 - GST
001 | Oct 3 - Nov 7 | R | 6:30 - 9 pm | Main

Coaching: Inspiring Excellence in Others
Aspiring to excellence is the key to achieving full potential. The question is: How do I help myself and others achieve this? Learn how to develop the important attitudes and crucial skills of coaching. Examine coaching models, learn key coaching competencies, and use experiential activities to practise and apply these skills. This course is for managers, supervisors, and team leaders, or for those in the workplace who are in coaching roles and have an interest in enhancing and developing their skills.

Course: BMC 106 | 15 Hours | $425
012 | Nov 30 – Dec 7 | S | 8:30 am - 4 pm | DT

Colour for Homeowners
Focus on exterior and interior colour for homeowners. No longer does colour in the home have to be an intimidating subject. Topics include: colours for the home, living with colour, using colour to create space, creating focus areas, the psychology of colour, and modulating a colour palette from room to room. Tricks of the trade from initial planning to the completed room will be offered.

Course: Int 105 | 10 Hours | $195
027 | Sep 21 - 28 | S | 9 am - 3 pm | Main

Colour Theory 1
Examine various colour theories, relationships, and phenomena within the context of two- and three-dimensional design. Effects of light, colour mixing, colour application, and colour dynamics are addressed.

Course: Art 321 | 30 Hours | $425
017 | Sep 24 - Nov 26 | T | 6 - 9 pm | Main

Commercial Real Estate Development
There are fundamental differences between residential and commercial real estate development. In this course, focus on three commercial market segments including industrial, retail and office. Over 18 hours, gain an in-depth understanding of topics related to market analysis, site selection, the planning and construction process, marketing to commercial tenants, and long-term development strategies.

Course: CPE 206 | 18 Hours | $589
008 | Oct 2 - Nov 6 | W | 6 - 9 pm | DT

Compensation: Design and Practice
Learn basic theory, concepts, techniques, and processes of wage and salary administration with a focus on practical applications. Topics include: job design and description, methods of job evaluation, wage and salary surveys, benefits, development of pay structures and policies, and linking performance to compensation.

Course: BMC 198 | 30 Hours | $525
043 | Sep 24 - Dec 2 | Online

Computer Programming Level 1
This course is the first in a series of three computer programming courses that introduces students to the fundamentals of the C# programming language, the Visual Studio Integrated Development Environment and the .NET framework. Students will also be introduced to the Software Development Lifecycle and Agile development methodologies.

Course: ICT 710 | 30 Hours | $825
026 | Sep 17 - Oct 17 | TR | 6 - 9 pm | Online
027 | Sep 21 - Dec 7 | S | 9 am - 12 pm | Main

Computer Programming Level 2
This course is the second in a series of three computer programming courses that introduces students to the C# programming language, Visual Studio, the .NET framework, software development processes, and Agile methodologies.

Prerequisite: ICT 710 Computer Programming Level 1

Course: ICT 711 | 30 Hours | $825
023 | Oct 29 - Nov 28 | TR | 6 - 9 pm | Online

Conducting Effective Interviews
Learn the interview process and examine various effective interviewing techniques. Practise interviewing and preparing for an interview. Develop methods for tracking and evaluating interview responses. The emphasis is on practical application for Human Resource professionals and line managers.

Course: BMC 328 | 20 Hours | $495
013 | Oct 2 - Nov 20 | W | 6 - 9 pm | DT

Conflict Coaching Level 1
This course will benefit anyone, and be of particular interest to leaders, helpers and conflict resolution professionals. This unique form of dispute resolution places the onus on the clients to resolve their own conflicts. Conflict coaching participants will learn how to apply resolution theory and conflict coaching skills so that clients can effectively and proactively deal with their differences, whether applied to personal, workplace or community settings. The skills and applications learned during this introduction to conflict coaching provide participants with practical, effective methods to reduce the impacts of conflict and collaboratively build strategies for sustainable resolutions.

Course: PDS 238 | 21 Hours | $665
003 | Nov 27 - 29 | WRF | 8:30 am - 4:30 pm | DT
CONFLICT MANAGEMENT
Learn how to deal effectively with the conflicts that are frequently part of workplace life. Gain an understanding of your conflict management style and develop strategies and skills to deal with individual and team conflict situations. Improve relationships and increase personal productivity. These are the results that effectively managed conflict can provide.

COURSE: BMC 212 | 20 Hours | $495
101 | Sep 24 - Nov 11 | Online
102 | Nov 16 - 30 | S | 8:30 am - 4 pm | DT

CONSTRUCTION CONTRACT LAW AND DOCUMENTS
This introduction to the nature of legal contracts and documents includes discussion of: legal obligations of contracting parties, types of construction contracts, security, insurance, limitation periods, settlement of disputes by negotiating, arbitration and litigation, and liens and remedies.

COURSE: BMC 102 | 40 Hours | $625
017 | Sep 9 - Dec 16 | M | 6 - 9 pm | DT

CONTEMPORARY ART: ORIGINS AND THEMES NEW
Discover the most influential themes and methodologies informing artists and designers working today. Gain an understanding of the connection between these themes to the artistic practices of the last century involving investigations into critical theory and material methods that have ultimately impacted the trajectory of art as we know it. Modernist art and Post-Modernist art will also be examined and referred to as we seek to attain a deeper knowledge of what inspired much of the art that is being produced today.

COURSE: ART 326 | 30 Hours | $425
002 | Sep 26 - Nov 28 | R | 6 - 9 pm | Main

COPY EDITING AND PROOFREADING
You will develop solid copy editing skills (clarity, correctness, conciseness, consistency) by learning to identify and correct content errors, problems in technical quality, style guide conformity and issues in language and thought. Then focus on proofreading skills including proofreaders’ marks, grammar and spelling errors and basic formatting. Topics may also include working with style sheets, proofing on-screen versus proofing hard copy, and proofing electronically generated or scanned material for a variety of English-language texts. Learn through study, practice, peer and instructor feedback, and assignments. Access to a printer and a scanner or high quality camera device is required.

COURSE: WRI 120 | 30 Hours | $595
038 | Sep 17 - Nov 11 | Online

CORRECT AND CLEAR! GRAMMAR, PUNCTUATION AND STYLE CLINIC
Does the mention of a run-on sentence fill you with dread? Do your sentences cry out for more vitality and brevity? Are you interested in strategies that professional editors use to revise efficiently? Strong writers tune up their grammar and writing skills regularly. They know that good grammar and clear, dynamic writing are fundamental to successful and stylish writing. In this non-certificate course you will review the basics of grammar including parts of speech, sentence structure, common grammatical problems and solutions, and punctuation. Examine how to dramatically improve your writing by applying the principles of clarity, brevity, energy, and cohesion. Leave with skills and resources that will help you continue to refine your writing skills. This course is intended for native English speakers or high level second language speakers. Our English language policy can be found at: conted.ucalgary.ca/policies/list/english.jsp

COURSE: WRI 205 | 15 Hours | $325 - GST
009 | Oct 26 and Nov 2 | S | 8:30 am - 4:30 pm | DT

CREATING PROGRAMS IN ADULT EDUCATION
Take a comprehensive and systematic look at creating programs for adult learners. Program planning involves the thoughtful integration of many elements and issues to create a successful learning experience. Discover and apply the many parts of program planning in the creation of a work-related program. Sharing your ideas and experiences with your peers will be part of this collaborative learning experience.

COURSE: ADL 128 | 40 Hours | $625
033 | Sep 24 - Dec 2 | Online

CREATIVE ACRYLIC PAINTING
Explore a variety of acrylic painting techniques, and develop basic painting skills. You will work mainly from still-life, landscape, and photographs but will also experiment with abstraction. While similar to oil paints, acrylics are water-based and preferred for home-studio use.

COURSE: ART 109 | 30 Hours | $425
037 | Sep 26 - Nov 28 | R | 6 - 9 pm | Main

CREATIVE WRITING EXPLORATION
Give voice to your inner story teller. Examine various genres including fiction, creative non-fiction, poetry and drama through discussion, writing exercises and close reading of published work. Receive instructor and peer feedback consistent with your level of experience and comfort. The focus will be on generating ideas and learning the basics of the creative writing process.

COURSE: WRI 140 | 30 Hours | $595
022 | Sep 24 - Nov 18 | Online

FOR MORE INFORMATION ON COURSES AND PROGRAMS, GO TO CONTED.UCALGARY.CA OR CALL 403.220.2866
CREATIVE WRITING FINAL PROJECT
Hone your writing and editing skills through writing, discussion with peers, and 10 hours of mentorship with a published author. You will provide a pre-course submission within your chosen genre. The work in progress will be a minimum of 10-15 pages and will also include a learning agreement describing the project and the direction of the work. The submission must be received at least one month prior to the course start date. You will enhance your skills and understanding of the writer’s craft specific to genre, and produce a small manuscript of approximately 40-50 pages maximum length. Please register by calling 403-220-2866.

Prerequisite: 160 hours of courses in the Creative Writing Certificate

COURSE: WRI 500 | 40 Hours | $1,055
014 | Sep 24 - Dec 9 | Online

CROSS-PLATFORM APP DEVELOPMENT NEW
Learn how to develop a mobile application (app) from conceptualization through to design, development and launch. In this online, self-paced course, you will explore how to build apps using the cross-platform Ionic’s framework while considering usability requirements across different Android, iOS, web-based platforms, as well as discover the technologies and design principles for mobile app development. Complete a final project involving publishing or selling the newly created app on various mobile stores. For the duration of the course you will have 24/7 access to course materials allowing you to save your progress and resume where you left off at any time. This course is for individuals who would like hands on experience. No prior coding experience or prerequisites are required.

COURSE: ICT 694 | 90 Hours | $1,499
002 | Sep 1 - Feb 29 | Online
003 | Nov 1 - Apr 30 | Online

DATA ANALYSIS AND PRESENTATION
Learn how to create useful analysis for the business within a functional reporting framework. Also learn to gather the right requirements and ask the right business questions to create dashboards and reports for presenting the results of business analysis using the MAD framework.

COURSE: ICT 707 | 30 Hours | $975
012 | Oct 21 - 25 | MTWRF | 9 am - 4 pm | DT

DATA MODELING FOR IT PROJECTS
Learn the various skills and techniques that are used to model relational databases. Also learn data modelling techniques and methodologies that are used to build the conceptual, logical and physical schemas in a technology agnostic manner that defines data elements along with the structures and relationships between them.

COURSE: ICT 287 | 30 Hours | $825
012 | Sep 19 - Nov 21 | R | 6 - 9 pm | DT

DATA PREPARATION AND DIMENSIONAL MODELING
This course will help business and technical people through training and exposure that is necessary for both development and the effective use of common data systems.

Prerequisite: ICT 700 Business Intelligence Introduction, and ICT 128 Relational Databases Fundamentals

COURSE: ICT 706 | 30 Hours | $975
011 | Dec 9 - 13 | MTWRF | 9 am - 4 pm | DT

DEALING WITH ANGER
This course builds on the material in Foundations of Collaborative Conflict Resolution and Foundations of Collaborative Conflict Resolution: Workplace Focus, and presents theory, skills and approaches for managing one’s own angry feelings and behaviours, and responding to anger in others. Angry, hostile or resistant feelings and behaviours are commonly generated in conflict situations. Efforts to resolve the conflict may be ineffective if these feelings are ignored or denied. Topics such as anger triggers, self-management, defusing skills, the origins of personal expressions of anger and disengaging from angry encounters are explored. Emphasis is on self-awareness and skill development through small-group exercises.

Prerequisite: PDS 001 Foundations of Collaborative Conflict Resolution, or PDS 002 Foundations of Collaborative Conflict Resolution: Workplace Focus

COURSE: PDS 007 | 21 Hours | $645
018 | Nov 12 - 14 | TWR | 8:30 am - 4:30 pm | DT

DESIGN PRINCIPLES
In this studio class, use various techniques and materials to explore the fundamentals of two-dimensional imagery and three-dimensional objects in space. Study design elements such as line, shape, form, unity, balance, colour, texture and space. Develop an understanding of design. A supply list is provided at the first class.

COURSE: ART 103 | 30 Hours | $425
041 | Sep 24 - Nov 26 | T | 6 - 9 pm | Main
**DESIGNING LEARNING**
Discuss the basics of instructional design and how to effectively apply sound design principles to facilitate learning in face-to-face, online, group, and self-study contexts. Learn how to design learning activities that work, and learning assessments that will confirm that they worked. In this portfolio-based course, design a complete module of learning.

**COURSE: ADL 129 | 40 Hours | $625**
**037 | Sep 10 - Nov 18 | Online**

**DIGITAL MARKETING**
Whether you are a marketing professional or an entrepreneur promoting your own business, this course can guide you toward an effective digital marketing plan that delivers value for money to your organization. Discuss the fundamentals of digital marketing including: email and Internet marketing, search engine optimization, online advertising, mobile marketing, content marketing and current social media tools.

**COURSE: BMC 329 | 30 Hours | $525**
**009 | Sep 10 - Nov 18 | Online**

**DISABILITY MANAGEMENT: AN INTEGRATIVE APPROACH**
Disability management is most effective when integrated and embedded into the strategies and culture of an organization. This course introduces an interdisciplinary approach to the concepts and practices of disability management, and addresses how to design, implement, and market an effective disability management program.

**COURSE: BMC 309 | 30 Hours | $550**
**018 | Oct 18 - 26 | FS | 8:30 am - 4:30 pm | DT**

**DIVERSITY IN ADULT LEARNING**
What are diversity issues in today’s world? How do they impact our perspectives, our communication, our relationships, our value systems, our ethical practice, our classrooms and workplaces? How do we find the balance in supporting the richness of diversity and maintaining our own sense of self? Join us to explore the interlocking issues of diversity as they shape educational and management practices in the workplace and community.

**COURSE: ADL 110 | 30 Hours | $525**
**029 | Sep 17 - Nov 11 | Online**

**DOCUMENT DESIGN**
Ensure your writing has the strongest impact possible by learning how to successfully present user-friendly documents. Start with a brief overview of the four basic design principles (contrast, repetition, alignment and proximity) that appear in every well-designed document. Next learn about colour and font, and how choosing the right one can have a positive impact on your writing. Then, learn how to think critically about your design choices so you can apply these principles to numerous documents including creative writing, correspondence, brochures, reports, and websites through study, practice, peer and instructor feedback, and assignments.

**Prerequisite:** WRI 150 Writing in the Workplace, or BMC 113 Business Writing Basics, or WRI 130 Professional Writing Basics, or WRI 120 Copy Editing and Proofreading, or WRI 110 Writing Well

**COURSE: WRI 220 | 30 Hours | $595**
**014 | Sep 24 - Nov 18 | Online**

**DRAWING 1**
Build a strong foundation for any visual art discipline through drawing. This course is ideal for beginners, as well as those who have previous experience in visual arts. Learn basic knowledge in drawing. Study fundamental concepts and techniques, and draw from both still life and nude human figures using charcoal, pencil, and conte.

**COURSE: ART 314 | 30 Hours | $425**
**029 | Sep 26 - Nov 28 | R | 6:30 - 9:30 pm | Main**
**030 | Sep 27 - Nov 29 | F | 6:30 - 9:30 pm | Main**

**DUTCH 1**
This conversational course is designed for those with very basic or no background in the Dutch language. Emphasis is on speaking and understanding.

**COURSE: DUT 100 | 20 Hours | $265 + GST**
**030 | Oct 2 - Nov 20 | W | 6:30 - 9:30 pm | Main**

**E-LEARNING: PRINCIPLES AND PRACTICE**
Learn about the field of e-learning and the principles, philosophies, models, approaches, technologies, and delivery modes used by practitioners of e-learning. Explore the various needs that e-learning practices can meet and the best ways to effectively implement e-learning to meet those needs.

**COURSE: ADL 121 | 40 Hours | $625**
**029 | Oct 1 - Dec 9 | Online**

**ECONOMIC DEVELOPMENT: ESTABLISHING THE FOUNDATION**
The function of economic development is often complex, and understanding your role in the process will be key both to the success of your career, and to the overall success of economic development in your community. There is no one way to do community economic development so each community, organization or volunteer will approach it differently. This course will provide you with a good foundation of knowledge, tools and resources for working within community economic development and with elected officials, economic development practitioners, and stakeholders.

**COURSE: BMC 325 | 15 Hours | $395**
**014 | Oct 22 - Nov 25 | Online**

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FOR MORE INFORMATION ON COURSES AND PROGRAMS, GO TO CONTED.UCALGARY.CA OR CALL 403.220.2866
**ECOSYSTEMS: FUNCTIONS AND IMPACTS**
Functional ecosystems are the basis for our health, social, and economic wellbeing. This course focuses on current environmental issues and introduces fundamental knowledge about ecosystem functioning to better understand the underlying reasons for the challenges our growing world population is facing. Understanding ecosystem functioning and the factors limiting their development and resilience when disturbed by human activities is essential for their sustainable use and appropriate management. In-class discussions and case studies will be used to directly apply learned concepts. This course includes a half-day field trip to an area near Calgary.

**COURSE: BMC 274 | 30 Hours | $550**
023 | Oct 1 - Dec 9 | Online

**ELICITATION AND COLLABORATION**
Learn how to assess a project and prepare for discussions, how to conduct elicitation sessions, confirm results, and maintain a collaborative relationship with stakeholders.

**COURSE: ICT 761 | 30 Hours | $825**
008 | Sep 17 - Nov 19 | T | 6 - 9 pm | Online

**EMPLOYEE BENEFITS**
This survey course of employee benefit programs includes design and funding as well as current issues and directions. Contribute to the class through your own experience from employment or research. Topics include: survivor plans, disability plans, medical and dental plans, preventive health plans, retirement plans, planning incentives, taxation of benefits, flexible benefits, and benefits communication.

**COURSE: BMC 230 | 30 Hours | $525**
043 | Sep 17 - Nov 25 | Online

**EMPLOYEE COMMUNICATIONS**
Learn how to align appropriate communication methods with audience information needs, cultivate desired leader behaviour as a powerful message-sharing technique, serve as an internal consultant to project teams and business units, and evaluate desired communication outcomes, and more. This course will be of interest to both communications and human resources professionals.

**COURSE: BMC 242 | 20 Hours | $445**
014 | Oct 19 - Nov 2 | S | 8:30 am - 4 pm | DT

**EMPLOYEE DEVELOPMENT AND TRAINING**
Employee learning and development is an essential contributor to any organization’s success. A strategic learning and development culture supports performance improvement planning while it addresses new areas of employee development towards an individual’s career goals. It builds employee retention and loyalty, and promotes employee engagement and the organizational growth. Learn how to plan, develop and implement a training and development program that benefits employees and organizations alike.

**COURSE: BMC 354 | 30 Hours | $525**
009 | Oct 19 - Nov 16 | S | 8:30 am - 4:30 pm | DT

**ENGLISH 2**
This course is designed to prepare students for university entrance. The course focuses on the study of literature and non-print media with the writing of longer essays. Students will learn research and documentation methods needed for academic essays.

**Prerequisite:** English 20-1, or equivalent

**COURSE: UPG 222 | 60 Hours | $545**
004 | Sep 9 - Nov 21 | MR | 6 - 9 pm | Main
005 | Sep 10 - Nov 18 | Online
006 | Sep 11 - Nov 23 | W | 5:30 - 8:30 pm | S | 9:30 am - 12:30 pm | Main

**ENVIRONMENTAL LAW**
Through case studies, regulatory proceedings, and litigation and legislation, learn about environmental law and how it is implemented in Alberta. Topics include: national and provincial environmental legislation, including the Alberta Environmental Enhancement and Protection Act, Alberta Water Act, the Canadian Environmental Protection Act and the Canadian Environmental Assessment Act; due diligence, civil liability, and environmental litigation and prosecution; as well as topical examinations of air and water, agriculture, biotechnology, biodiversity and conservation, carbon and climate issues, and environmental aspects of energy regulation for hydrocarbons, electricity and oil sands.

**COURSE: BMC 112 | 30 Hours | $550**
028 | Oct 8 - Dec 10 | T | 6 - 9 pm | DT

**ENVIRONMENTAL STEWARDSHIP AND SUSTAINABILITY**
Many argue that environmental responsibility is a cornerstone for building just, equitable and sustainable societies. Others argue that preserving stable and balanced ecosystems is humanity’s primary obligation to both the planet and succeeding generations. The issue of sustainability touches upon economic, political, scientific and social realities. Examine emerging sustainable trends and their implications. You will be encouraged to re-examine your attitudes towards both the environment and the future.

**COURSE: BMC 169 | 30 Hours | $550**
026 | Oct 1 - Dec 9 | Online

**ERGONOMICS**
Ergonomics is the science that addresses human performance and well-being in relation to the tasks that are being completed, the equipment used, and the environment in which work is being completed. In this introductory course, learn about the prevention of occupational illness and injury by making changes to the design of work and workplaces.

**COURSE: BMC 199 | 30 Hours | $550**
027 | Nov 19 - 22 | TWRF | 8:30 am - 5 pm | DT
ESL PLACEMENT TEST
All new students must take a placement test before registering in an ESL course. Test format is multiple choice with listening and grammar sections. Please note that course sections are filled on a first-come, first-served basis.

COURSE: ENL 099 | 3 Hours | Free
005 | Sep 10 | T | 6 - 9 pm | Main
COURSE: ENL 099 | 2 Hours | $35
004 | Sep 6 | F | 9 - 11 am | Main
006 | Sep 12 | R | 1 - 3 pm | Main
007 | Oct 22 | T | 9 - 11 am | Main
008 | Nov 26 | T | 9 - 11 am | Main

ESL 1
Those with basic English skills can benefit from this grammar review. Students will improve their conversational skills, pronunciation, intonation, and fluency. This course covers the most important parts of speech, vocabulary, and idioms at a low intermediate level.

Prerequisite: Placement Test
COURSE: ENL 110 | 60 Hours | $525
027 | Sep 21 - Dec 7 | S | 9 am - 4 pm | Main

ESL 2
Those with limited English who wish to move to a more advanced level should take this course. You will develop conversational skills and verbal fluency. The course covers grammar, including: verb tenses, adjectives, modals, gerunds, spelling, idioms, vocabulary, listening, reading and writing. A placement test is required for new students.

Prerequisite: ENL 110 ESL 1, or placement test
COURSE: ENL 210 | 60 Hours | $525
028 | Sep 24 - Nov 28 | TR | 6:30 - 9:30 pm | Main

ESL 3
This course is for students with a good working knowledge of English. Oral skills are practiced through conversation and pronunciation exercises. Includes a review of speech, especially verb structures, noun clauses, listening comprehension, spelling, idioms, vocabulary, reading and writing.

Prerequisite: ENL 210 ESL 2, or placement test
COURSE: ENL 310 | 60 Hours | $525
044 | Sep 21 - Dec 7 | S | 9 am - 4 pm | Main
045 | Sep 24 - Nov 28 | TR | 6:30 - 9:30 pm | Main

ESL 4
This course is for the student who demonstrates a high level of competence in the placement test. Includes grammar, a review of all parts of speech, and an introduction to new vocabulary and idiomatic expressions. Conversation, pronunciation, and correction are part of every class.

Prerequisite: ENL 310 ESL 3, or placement test
COURSE: ENL 410 | 60 Hours | $525
048 | Sep 21 - Dec 7 | S | 9 am - 4 pm | Main
049 | Sep 24 - Nov 28 | TR | 6:30 - 9:30 pm | Main

ESL 5
This high-level, demanding course is designed for the very advanced learner of English. Focus on perfecting English skills, gaining a deeper knowledge of the finer points of grammar, levels of language, conversation and idioms. Some writing, spelling and vocabulary for particular situations may also be discussed. Be prepared to be corrected and challenged in every class.

Prerequisite: ENL 410 ESL 4, or placement test
COURSE: ENL 510 | 60 Hours | $525
032 | Sep 21 - Dec 7 | S | 9 am - 4 pm | Main

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I have been able to secure my dream job in the HR field which would never have happened if I hadn’t decided to go back to school.”

Britt O’Neill, Graduate
Human Resource Management Certificate
ETHICS AND MARKETS: WHAT SHOULD BE FOR SALE? NEW
In Canada, you can sell sex but not plasma. In Iran, you can sell your kidney to the government. In some parts of India, you can use a kidney as collateral on a loan. This course will investigate the ethics of all these markets, and the general question of what things should and should not be for sale. This will include examining specific ‘contested commodities’ like adoption rights, reproductive capacity, sex, and transplantable organs.

COURSE: FIF 649 | 6 Hours | $75 + GST
| 001 | Sep 21 | S | 9:30 am - 4 pm | Main

ETHICS FOR CAREER DEVELOPMENT PROFESSIONALS
In your role as a career practitioner or student advisor, you are faced with ethical issues on an ongoing basis. Review key ethical principles and their consideration in professional conduct and client relationships. Examine a Code of Ethics and learn to apply a decision-making model in resolving ethical dilemmas in your workplace.

COURSE: ADL 221 | 10 Hours | $275 + GST
| 004 | Oct 15 - Nov 4 | Online

EVALUATING PROGRAM OUTCOMES
Managers and program directors across public and private sectors are being challenged to manage for results, and to respond to the following questions: What is your program trying to achieve? How will the program’s effectiveness be determined? How is the program actually doing? Gain practical skills in the organization, design, and implementation of evaluations to measure outcomes for different types of programs ranging from training to human service programs to organizational effectiveness. This course will be of interest to practitioners who are committed to improving organizational effectiveness, those charged with responsibility for evaluating organizational activities, decision makers, problem solvers and change agents.

COURSE: ADL 119 | 30 Hours | $525 + GST
| 013 | Oct 8 - Dec 2 | Online

EVENINGS WITH THE CALGARY PHILHARMONIC
Offered in cooperation with the Calgary Philharmonic Orchestra. Through listening, lecture, discussion, guest musicians and attendance at select CPO concerts, examine the making and development of classical music with the aim of deepening your understanding and appreciation of this music genre. Orchestral masterpieces studied may include the works of Barber, Beethoven, Rachmaninoff, Tchaikovsky, Mozart, Strauss, Mahler, Prokofiev, Handel and Bach. The course offers a layman’s introduction to four concerts and attendance at those concerts. Course fee includes the price of concert tickets, orchestra seating. CPO season ticket holders, please call to register at a reduced rate. Go to conted.ucalgary.ca for details.

COURSE: HUM 405 | 8 Hours | $335 + GST
| 029 | Classes: Sep 30, Oct 15, Nov 18, Dec 2
| MT | 7 - 9 pm | Main
| Concerts: Oct 5, 19, Nov 23 and Dec 7

EVERYTHING YOU NEED TO KNOW ABOUT CANADIAN POLITICS
Canadian politics can be overshadowed by its more fantastic American counterpart. Yet, despite its lack of drama, our federal politics are highly complex as we wrestle with governing a diverse country in a changing world. Cover everything you need to know to follow federal politics in Canada. Discuss some important questions such as: What powers does the Canadian federal government actually have? What is the relationship between the federal government, the provinces and cities? How has political competition changed in Canada? What is the relationship between federal political parties and their provincial counterparts? How does federal policy-making work? How well does Canada accommodate its diverse population? Why do Canadians vote the way they do? Why has the Liberal Party been so dominant historically? What does recent research say about Canadian politics?

COURSE: FIF 638 | 6 Hours | $75 + GST
| 003 | Oct 5 | S | 9:30 am - 4 pm | Main

FIRE PREVENTION AND SAFETY
Learn basic fire chemistry and behaviour, how fires start, and how they can be prevented, detected, controlled and extinguished. Gain crucial information about fire and building codes and related standards and organizations. Other fire safety and prevention topics include: basic principles of building construction and design; the critical elements of a fire safety program and plan; fire detection and suppression equipment and systems; the handling and control of dangerous/hazardous goods in the workplace; employer and employee responsibilities, liabilities and due diligence; and Fire Code enforcement.

COURSE: BMC 285 | 40 Hours | $630 + GST
| 013 | Sep 26 - Dec 19 | R | 6 - 9 pm | Main

FOUNDATIONS OF COLLABORATIVE CONFLICT RESOLUTION: WORKPLACE FOCUS
Dealing effectively with workplace conflicts is a key competency for success in any job. This foundation course offers you effective and practical tools for resolving conflicts collaboratively in the workplace. Through examination of the sources of conflict attitudes and beliefs, conflict styles, and the role of assumptions and emotions, you will gain an overview of conflict dynamics and collaboration strategies. This highly participatory course emphasizes self-awareness and understanding through structured exercises and simulations.

COURSE: PDS 002 | 21 Hours | $645 + GST
| 039 | Sep 24 - 26 | TWR | 8:30 am - 4:30 pm | DT
## FRENCH 1
This course is designed for beginners in a French language class. Conversation topics cover the alphabet, numbers and dates. Main grammar points covered: gender of nouns, adjectives and articles, present tense of some regular and irregular verbs, formal and informal forms of address, reflexive verbs.

**Course: FRE 100 | 40 Hours | $345**
- 173 | Sep 16 - Nov 27 | MW | 6:30 - 8:30 pm | Main
- 174 | Sep 17 - Nov 21 | TR | 6:30 - 8:30 pm | Main
- 175 | Sep 17 - Dec 3 | T | 5:30 - 8 pm
- Sep 28, Oct 26, Nov 30 | S | 9 am - 12:20 pm | DT

## FRENCH 2
This course is designed for students who have some basic knowledge of the French language. Students should be comfortable saying basic phrases and forming simple sentences in the present tense. Conversation topics cover situations in the workplace, at the restaurant, store, airport, etc. Main grammar points include pronouns, adjectives and adverbs, and the past tense with auxiliary verbs to have and to be.

**Prerequisite:** FRE 100 French I, or equivalent

**Course: FRE 102 | 40 Hours | $395**
- 116 | Sep 16 - Nov 27 | MW | 6:30 - 8:30 pm | Main
- 117 | Sep 19 - Dec 5 | R | 6 - 8:30 pm | Sep 28, Oct 26, Nov 30 | S | 9 am - 12:20 pm | Main

## FRENCH 3
Continue to explore verbs in the present tense including some irregular forms, expand your knowledge of the past tense and learn to juggle articles and pronouns, comparatives and superlatives. Vocabulary use and role-playing will ensure that your next trip to a francophone region is a success.

**Prerequisite:** FRE 102 French 2, or equivalent

**Course: FRE 103 | 40 Hours | $395**
- 073 | Sep 16 - Nov 27 | MW | 6:30 - 8:30 pm | Main

## FRENCH 4
Conversation topics cover a large range of social situations, workplace telephone calls, descriptions of emotions and state of mind, and discussions regarding political, social and artistic topics. The main grammar points introduced are direct object pronouns, relative pronouns, future tense and negative expressions.

**Prerequisite:** FRE 103 French 3, or equivalent

**Course: FRE 104 | 40 Hours | $395**
- 048 | Sep 19 - Dec 5 | R | 5:30 - 8 pm | Sep 28, Oct 26, Nov 30 | S | 9 am - 12:20 pm | DT

## FRENCH 5
This course is designed for intermediate learners. This level consists of the following elements: reflexive verbs, the conditional and subjunctive tenses. Conversation at this level is of a higher level of fluency and confidence.

**Prerequisite:** FRE 104 French 4, or equivalent

**Course: FRE 105 | 40 Hours | $395**
- 044 | Sep 18 - Dec 4 | W 6 - 8:30 pm | Sep 28, Oct 26, Nov 30 | S | 9 am - 12:20 pm | Main

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### FOR MORE INFORMATION ON COURSES AND PROGRAMS, GO TO CONTED.UCALGARY.CA OR CALL 403.220.2866
GMAT TEST PREPARATION
This GMAT preparation course, offered by University of Calgary Continuing Education in collaboration with The Renert Centre, prepares you to meet today’s high admission standards and boost your score for MBA/graduate business schools. Drawing on over 20 years of experience in GMAT preparation, this course provides in-depth coverage of every area of this challenging exam: problem solving, data sufficiency, sentence correction, critical reasoning, reading comprehension, and analytical writing. The materials are constantly updated to reflect current GMAT standards. Students will receive 26 hours of instructor-led lectures, ongoing support until the day of their GMAT test, and free retakes of the course.

 COURSE: ADL 901 | 26 Hours | $1,095*
059 | Oct 26 - Nov 3 | SU | 9:30am - 5pm | Main
*Early bird fee: $995

GRAPHIC DESIGN
Study theory and practice of graphic design. By working on design exercises and projects, you will develop your skills and understanding of design principles, colour theory, message and content, visual organization, and techniques and typography.

 COURSE: ART 320 | 30 Hours | $425 008 | Sep 24 - Nov 26 | T | 6:30 - 9:30 pm | Main

HARASSMENT INVESTIGATIONS
Harassment complaints are an increasing liability against corporations. Although many complaints may be handled on an informal level, inappropriate handling of a complaint can cause significant problems including morale, credibility and legal issues. An effective process can ensure that complaints are properly handled, investigated and resolved. Learn about the issues of harassment, and an effective investigative process to follow.

 COURSE: BMC 194 | 20 Hours | $445 028 | Oct 1 - Nov 18 | Online

HEALTH AND SAFETY MANAGEMENT SYSTEMS: THE BASICS
This course introduces you to the characteristics of effective health and safety management systems. These systems are required for the proactive management of health and safety concerns throughout an organization. They ensure that all employees have clearly defined accountabilities for health and safety, resulting in the prevention of injuries and loss. This course is for beginning and practising health and safety officers, coordinators, professionals, trainers and administrators to gain knowledge of the fundamental principles used to manage health and safety issues in the workplace.

 COURSE: BMC 104 | 30 Hours | $550 088 | Sep 24 - Dec 2 | Online
 089 | Nov 16 - Dec 7 | S | 8:30 am - 5 pm | DT

HISTORY OF DESIGN
Discuss the history of design in Europe and North America from the very first prehistoric tools to the modern day products and structures. Significantly, from the mid eighteenth century onwards, these regions were swept by a series of economic, political and social revolutions that dramatically transformed the structure of society, resulting in the increasing importance of design. Covering a wide range of fields, including art, architecture, interior, industrial and graphic design, we will examine works of design as outcomes of the larger cultural, economic and political forces.

 COURSE: ART 102 | 30 Hours | $425 039 | Sep 26 - Nov 28 | R | 6 - 9 pm | Main

GRAMMAR, PUNCTUATION AND SPELLING: A QUICK REVIEW
Most of us learned the basic rules of grammar, punctuation and spelling in elementary school and have since forgotten many of these rules. Our digitized world also allows us to communicate without proper attention to good writing. A well-written document – in business and our personal lives – is a reflection of our attention to detail and can mean the difference between getting and keeping a job. In this short graded course we will review the basic rules of language and spelling, identify the proper use of punctuation, and focus on common mistakes and writing dilemmas, and how to avoid them.

 COURSE: WRI 113 | 10 Hours | $195 + GST 001 | Oct 15 - Nov 4 | Online

HAZARD ASSESSMENT AND RISK MANAGEMENT
A key aspect of any occupational health and safety program is the proper identification of any hazards that exist at the workplace, and the associated risk of injury or illness if a worker is exposed to the hazard. In this introductory course, you will learn the reasons why proper hazard identification is an important contributor to a successful occupational health and safety program, as well as practical tools to conduct workplace hazard assessments. The relationship between common hazards and risk of common occupational injuries, such as work-related back injuries or electrical burns, and illnesses, such as occupational cancers, will be explored in detail using practical examples.

Prerequisite: BMC 104 Health and Safety Management Systems: The Basics

 COURSE: BMC 143 | 20 Hours | $495 042 | Oct 8 - Nov 25 | Online

HELPING SKILLS IN CAREER AND ACADEMIC ADVISING
Examine the specific listening and helping skills for establishing the advising relationship. Identify and develop these skills, within the context of assisting others, to explore career and academic issues, and clarify and pursue their career goals.

 COURSE: ADL 211 | 30 Hours | $525 035 | Oct 1 - Nov 25 | Online

TO REGISTER: PAGE 3 | CAMPUS: MAIN, DOWNTOWN (DT), ONLINE OR OFF CAMPUS (OFF) | DAYS: MTWRFSU
**HISTORY OF FURNITURE**

Explore the styles and functions of furniture in the Western world, from ancient times to modern day. The course looks at furniture and interiors of ancient Egypt, Greece and Rome, the Renaissance, Baroque, Rococo, 18th Century America, Neoclassicism, the Victorian era, Art Nouveau, Art Deco, Arts and Crafts, modern, and post-modern, as well as contemporary furniture styles.

**COURSE: INT 109 | 10 Hours | $195**

015 | Nov 16 - 23 | S | 9 am - 3 pm | Main

**HOME STAGING AND STYLING**

Would you like to breathe new life into your living space? Is it time to sell your home quickly and at the best possible price? Home staging and styling is the perfect solution to highlight the best interior features of your home. Learn how to balance space and function with style, choosing feature materials along with harmonizing or contrasting colours and textures. Take the opportunity to apply what you have learned on a field trip designed specifically for you.

**COURSE: INT 127 | 20 Hours | $345**

004 | Oct 3 - Nov 7 | R | 6 - 8:30 pm | Oct 26
5 | 12 - 5 pm | Main

**HTMLS AND CSS3**

Discover current web standards, design, and development practices, with emphasis on usability, cross-browser compatibility, accessibility, search engine optimization, and responsive web design. Learn how to separate between defining the contents of a webpage (HTML5) from presentation concerns (CSS3) and become familiar with a variety of tools in the process. This course is designed for those with no prior knowledge of building a website and want to learn basic HTML and CSS3.

**COURSE: ICT 580 | 30 Hours | $825**

028 | Sep 21 - Dec 7 | S | 9 am - 12 pm | Online
029 | Oct 15 - Nov 14 | TR | 6 - 9 pm | Online

**HUMAN BEHAVIOUR IN ORGANIZATIONS**

Improved understanding of human behaviour in organizations enhances your effectiveness, and influences the development and operation of your workplace. Topics include: your own behaviour and its impact on others, mentoring, culture, structure, the decision-making process, employee relations, productivity, and ethical issues.

**COURSE: BMC 172 | 40 Hours | $625**

230 | Sep 9 - Dec 16 | M | 6 - 9 pm | DT
231 | Sep 17 - Dec 16 | Online
232 | Sep 17 - Dec 16 | Online

**HUMAN RESOURCE MANAGEMENT**

Learn the foundation and guidelines for an effective process of employee recruitment, evaluation and compensation. Recruitment entails: accurate job descriptions, strategies for finding the best candidate, legal considerations, effective interview techniques, and orientation of new employees. Evaluation encompasses: competency assessments and performance reviews, and individual career paths and planning. Compensation involves: monetary and non-monetary benefits, and ongoing feedback to ensure your plan is competitive and fair.

**COURSE: BMC 165 | 40 Hours | $625**

137 | Sep 17 - Dec 10 | T | 6 - 9 pm | DT
138 | Sep 17 - Dec 16 | Online
139 | Sep 28 - Nov 2 | S | 8:30 am - 5 pm | DT

**INTERIOR DESIGN — RESIDENTIAL**

Fundamental principles of composition, functional relationships of spaces, finishing materials, and furniture and fixture selection are discussed and supported by a field trip. This course looks at current and historical interior design trends as well as the basics of reading interior spaces from drawings and photographs. The design principles taught rely mainly on residential examples.

**COURSE: INT 101 | 20 Hours | $345**

032 | Oct 2 - Nov 20 | W | 6:30 - 9 pm | Main

**INTRODUCTION TO ENVIRONMENTAL MANAGEMENT**

Environmental management is the integration of environmental science and management. Discuss aspects and impacts, such as the pressures and responses of human activities on the natural environment. Tools and techniques for environmental management, as they apply to organizations and companies, are introduced. Examine the reasons and strategies for resource conservation, pollution prevention and environmental protection.

**COURSE: BMC 129 | 30 Hours | $550**

043 | Oct 1 - Dec 9 | Online

**INVESTING FOR SUCCESS LEVEL 1**

This interactive and engaging course will cover important principles for successful investing, as well as current market conditions and investment considerations. Topics include: capital markets, picking stocks, investment strategies, mutual funds, and taxation.

**COURSE: PIW 132 | 15 Hours | $345 + GST**

014 | Oct 21 - Dec 2 | M | 6 - 8:30 pm | DT

**ISSUES MANAGEMENT AND RISK/CRISIS COMMUNICATIONS**

The field of critical communications has three interrelated dimensions; proactively addressing emerging issues, developing believable risk communications programs, and reacting effectively in times of crisis. Explore this three-pronged spectrum of hot communications by studying key issue, risk and crisis strategies and tactics. Learn how to offer increased value to an organization through proactive planning and effective implementation. Learn also to distinguish key concepts associated with critical communications, theories for the creation of issues management, risk and crisis communications programs, as well as how to analyze and apply key communications principles.

**COURSE: BMC 109 | 30 Hours | $495**

011 | Nov 23 - Dec 14 | S | 8:30 am - 4:30 pm | DT

FOR MORE INFORMATION ON COURSES AND PROGRAMS, GO TO CONTED.UCALGARY.CA OR CALL 403.220.2866
ITALIAN 1
Learn basic vocabulary, key phrases and introductory grammar as tools for basic interactional competence (oral and written). This course provides the appropriate foundation for progressing to higher levels.

COURSE: ITA 101 | 30 Hours | $295 + GST 02 | Sep 18 - Dec 4 | W | 6:30 - 9 pm | Main

ITALIAN 2
Build on knowledge acquired in Level 1. Expand on vocabulary, grammar knowledge, and oral skills through interactive and practical dialogues.
Prerequisite: ITA 101 Italian 1 or an equivalent

COURSE: ITA 102 | 30 Hours | $325 + GST 04 | Sep 17 - Dec 3 | T | 6:30 - 9 pm | Main

JAPANESE 1
This introduction to the basic structure of the Japanese language emphasizes oral proficiency, with some reading and writing (Hiragana). This course is for those with little or no background in Japanese.

COURSE: JPN 101 | 20 Hours | $265 + GST 05 | Oct 1 - Nov 19 | T | 6:30 - 9 pm | Main

JAPANESE 2
This introduction to the basic structure of the Japanese language emphasizes oral proficiency, with some reading and writing in Katakana. This course is a continuation of Japanese 1.
Prerequisite: JPN 101 Japanese 1

COURSE: JPN 102 | 20 Hours | $265 + GST 04 | Oct 2 - Nov 20 | W | 6:30 - 9 pm | Main

JAPANESE 3
This introduction to the basic structure of the Japanese language emphasizes oral proficiency, with some reading and writing including some Kanji. This course is a continuation of Japanese 2.
Prerequisite: JPN 102 Japanese 2

COURSE: JPN 103 | 20 Hours | $295 + GST 01 | Oct 3 - Nov 21 | R | 6:30 - 9 pm | Main

JAVASCRIPT AND THE DOM
Learn how to write JavaScript and DOM scripting code from scratch. Build a strong foundation of basic concepts through the introduction theories and hands on programming practice. This course is for individuals who work in front-end web development. This includes web designers who use HTML and CSS and would like to build rich Internet applications as well as server-side developers who use languages like PHP, ASP.NET or Ruby on Rails and would to add JavaScript programming to their skill sets.
Prerequisite: ICT 580 HTML5 and CSS3

COURSE: ICT 442 | 30 Hours | $825 02 | Nov 19 - Dec 19 | TR | 6 - 9 pm | Online

KITCHEN DESIGN
The kitchen is a focal point in every home. A properly designed kitchen affects all other aspects of living within a home environment. Discover practical solutions for designing effective and aesthetic kitchens. Get information about a wide range of design options and solutions.

COURSE: INT 122 | 3.5 Hours | $95 01 | Nov 2 | S | 1 - 4:30 pm | Main

KOREAN 1
This is an introductory course in spoken and written Korean. Course includes dialogues, grammatical explanations and vocabulary building exercises and uses the Hanguel alphabet.

COURSE: KOR 101 | 20 Hours | $265 + GST 02 | Oct 1 - Dec 3 | T | 6:30 - 8:30 pm | Main

KOREAN 2
This course is a continuation of Korean 1. It includes spoken and written Korean dialogues, grammatical explanations and vocabulary building exercises and uses the Hangul alphabet.
Prerequisite: KOR 101 Korean 1 or equivalent

COURSE: KOR 102 | 20 Hours | $265 + GST 01 | Oct 3 - Dec 5 | R | 6:30 - 8:30 pm | Main

“" My career would not have taken the direction it did if it hadn't been for Continuing Education.”

Terri Moleski, Graduate Adult and Community Education Certificate Certificate in Professional Management — General
LABOUR RELATIONS
Contract administration, the grievance process and arbitration are central to labour relations. Following an introduction to these concepts, you participate in a simulated negotiation. Topics include: third-party assistance, the structure and function of unions; labour relations legislation; and union management co-operation. In this course you will discuss the role that trade unions play, both in the workplace and in greater society. You will also gain an appreciation of the legal, social, economic and political framework and complexities within which contemporary labour relations operates in Canada, with some emphasis on Alberta. You will also learn practical skills by working in teams to participate in a union contract negotiations simulation.

COURSE: BMC 156 | 30 Hours | $525
024 | Sep 24 - Dec 2 | Online

LEADERSHIP FUNDAMENTALS
Examine current thinking about leadership and the functions, activities and principles of leadership in organizational settings. Discover your own leadership style and strengths, and learn strategies for developing skills and abilities. This interactive course uses case studies, role-plays, self-assessment and other activities.

COURSE: BMC 174 | 40 Hours | $625
047 | Sep 17 - Dec 16 | Online

LEADERSHIP IN PROJECT MANAGEMENT
Examine different leadership styles, competencies and tools to help you develop the ability to lead complex projects and organizational change. At the same time, through the course’s exercises you will be able to guide yourself into the leadership journey. This course uses Jim Kouzes and Barry Posner’s Five Practices of Exemplary Leadership® model for a team performance context.

COURSE: BMC 290 | 40 Hours | $745
034 | Sep 17 - Dec 10 | T | 6 - 9 pm | DT

LEAN SIX SIGMA FOR GREEN BELTS: FOUNDATIONS
Would you like to learn the principles and practices of a Lean Six Sigma Green Belt to achieve your business performance goals while minimizing costs and reducing inefficiencies? Would you like to implement continuous process improvements but you’re not sure how? Learn how to combine Lean tools and Six Sigma methods to tackle business problems and inefficiencies without the need for overly sophisticated statistical tools. Using data techniques, you’ll measure and analyze processes to identify opportunities for improvement and create meaningful change within your organization. Over the course of this five-day workshop, we will cover the DMAIC framework and the tools and techniques required to assist and lead continuous improvement projects.

COURSE: PDS 240 | 35 Hours | $2,795
004 | Sep 30 - Oct 4 | MTWRF | 8:30 am - 4:30 pm | DT

LEAN SIX SIGMA FOR GREEN BELTS: QUALITY IMPROVEMENT PROJECT NEW
Green Belts should be able to lead their own continuous process improvement projects as well as champion the work of Black Belts within their organization. This 10-week, online course provides coaching and guidance from a Master Black Belt to students completing a real-world project. Students will apply their learning from PDS 240 Foundations and PDS 241 Project and Statistics to identify a business problem or opportunity, gather and analyze data, and determine the most impactful course of action. Students who are not able to complete a real-world project in their organization will be provided a case study applicable to their area of work. PDS 242 is a capstone course and should be completed as a final course in the Lean Six Sigma program.

Prerequisite: PDS 248 Lean Six Sigma: Foundations or an opportunity. This one-day course is based on the Define Phase of the DMAIC framework and is the second of six courses designed to prepare individuals to conduct continuous improvement work in their organizations. The purpose of this course is to help students familiarize themselves with the expectations, tools, concepts, and deliverables of the Six Sigma Define Phase. Within this phase, students will understand the importance of the business project or opportunity as it relates to process improvement and Six Sigma. Students will also explore other aspects of the Define Phase such as stakeholder identification, customer requirements, and the process of gathering and analyzing requirements to identify the Six Sigma project plan.

COURSE: PDS 244 | 7 Hours | $495
001 | Oct 24 | R | 8:30 am - 4:30 pm | DT

LEAN SIX SIGMA FOR GREEN BELTS: STATISTICAL METHODS
Using the knowledge gained from the course, PDS 240 Lean Six Sigma: Foundations you will further explore the DMAIC framework through data gathering and analysis. During this two-day, highly interactive workshop, you will apply statistical techniques to organizational data using statistical software in a lab setting. You will explore the statistical distributions and exploratory data analysis that is characteristic to Six Sigma methodologies. Upon successful completion of this course, you will be prepared to start your quality improvement project.

COURSE: PDS 241 | 21 Hours | $995
005 | Nov 14 - 15 | RF | 8:30 am - 5 pm | DT

LEAN SIX SIGMA: DEFINE PHASE NEW
The need for a Six Sigma project comes from a business problem or an opportunity. This one-day course is based on the Define Phase of the DMAIC framework and is the second of six courses designed to prepare individuals to conduct continuous improvement work in their organizations. The purpose of this course is to help students familiarize themselves with the expectations, tools, concepts, and deliverables of the Six Sigma Define Phase. Within this phase, students will understand the importance of the business project or opportunity as it relates to process improvement and Six Sigma. Students will also explore other aspects of the Define Phase such as stakeholder identification, customer requirements gathering and analysis, and required elements to create a Six Sigma project plan.

COURSE: PDS 244 | 7 Hours | $495
001 | Oct 24 | R | 8:30 am - 4:30 pm | DT

FOR MORE INFORMATION ON COURSES AND PROGRAMS, GO TO CONTED.UCALGARY.CA OR CALL 403.220.2866
LEAN SIX SIGMA: MEASURE PHASE

Data collection plays a very important role in Six Sigma projects. Continuous improvement teams gather and validate data or facts before they are able to act on business problems and opportunities. This one-day course is based on the Measure Phase of the DMAIC framework and is the third of six courses designed to prepare individuals to conduct continuous improvement work in their organizations. The purpose of this course is to help students familiarize themselves with the expectations, tools, concepts, and deliverables of the Six Sigma Measure Phase. Students will also explore different data collection methods as well as measurement systems and the statistical methods used in Six Sigma.

COURSE: PDS 245 | 7 Hours | $495
001 | Nov 28 | R | 8:30 am - 4:30 pm | DT

LEONARDO DA VINCI: A MAN OF MYSTERY

There are few historical figures that are more celebrated than Leonardo da Vinci, despite the fact that we know very little about him. He was a scientist before there was science, an inventor whose ideas were ahead of his time, and an artist who painted some of the most famous paintings in the world. Gain insight into the life of this great Renaissance master as well as an understanding of his world through the historical and social context. Discuss his childhood, career and work. Explore Leonardo's interests and accomplishments in the fields of engineering, painting, architecture and anatomy. Examine many of his famous masterpieces including the Mona Lisa, Virgin of the Rocks, Lady with an Ermine, the Last Supper, and his notebooks and inventions.

COURSE: FIF 615 | 6 Hours | $75 + GST
005 | Nov 23 | S | 9:30 am - 4 pm | Main

LINGUISTIC STRUCTURES

Even in a communicative context, second language teachers need a basic awareness about the structure of language and possible differences between the first and second language they are teaching. The three basic language structures of phonology (sound structure), morphology (word structure), and syntax (sentence structure) will be illustrated on a number of levels.

COURSE: TSL 108 | 30 Hours | $575
041 | Oct 15 - Dec 9 | Online

MAKING SENSE OF EQUALIZATION AND FISCAL TRANSFERS IN CANADA

We will explore federal-provincial transfers in Canada, beginning with unpacking the rich history of transfers since Confederation. The course will pay particularly close attention to how the various transfer programs work today. It will focus both on explicit transfer programs, such as equalization, and implicit ones, such as federal revenue and spending generally. The equalization program will be a main focus. The implications of federal transfers for Alberta will also be a central theme.

COURSE: FIF 651 | 6 Hours | $75 + GST
001 | Sep 28 | S | 9:30 am - 4 pm | Main

MANAGEMENT COMMUNICATIONS: INTERPERSONAL SKILLS

Enhance your ability to communicate effectively in personal and professional settings. Learn more about your own communication style preferences. Acquire tools and techniques to build positive relationships and achieve favourable results interpersonally and in small and large groups. Practical strategies include effective ways of: giving and interpreting verbal and non-verbal messages, listening, giving and receiving feedback, leading meetings and giving presentations.

Note: Students can take either BMC 206 Management Communications or BMC 316 Business Communication for Internationally Trained Professionals for certificate credit in designated programs. Credit will be granted for one course only.

COURSE: BMC 206 | 40 Hours | $625
148 | Sep 17 - Dec 16 | Online
149 | Sep 19 - Dec 12 | R | 6 - 9 pm | DT
150 | Oct 19 - Nov 23 | S | 8:30 am - 5 pm | DT
MANAGEMENT TOOLS AND TECHNIQUES FOR ENVIRONMENTAL ISSUES
Explore environmental management challenges and issues faced by industry, and discover the key driving forces that are requiring companies to address these issues through an array of management techniques. Gain understanding and practical application of your toolbox of management approaches for environmental issues including: environmental impact assessment, environmental site assessment, regulatory roles and strategies, environmental legislation, emergency response planning, environmental management systems, environmental auditing, risk assessment and management, sustainability reporting, environmental communications and corporate social responsibility.

COURSE: BMC 116 | 30 Hours | $550
014 | Oct 1 - Dec 9 | Online

MANAGING RISK IN PROJECTS
As projects become more complex, the challenges for executive decision-makers become greater. Discuss why current risk management practices can be ineffective. Explore practices for handling risk in your projects and determining who is responsible for doing it. Also learn how to prevent the risks you can avoid and minimize the ones that you can’t.

COURSE: BMC 345 | 15 Hours | $585
004 | Sep 27 - Oct 4 | F | 8:30 am - 5 pm | DT

MANDARIN 1
Learn conversational Mandarin in this course intended for those with little or no background in the language. Cover some culture and business etiquette, and learn practical phrases, as well as a grammatical framework for further study.

COURSE: MAN 101 | 20 Hours | $265 + GST
045 | Oct 2 - Nov 20 | W | 6:30 - 9 pm | Off

MARKETING PRINCIPLES
Marketing is about planning and implementing a strategic process to develop profitable customer relationships. Learn the scope, objectives, and complexity of marketing, as well as the terminology and activities involved in managing the marketing function. This course will introduce you to the elements of the marketing mix to create an integrated marketing plan.

COURSE: BMC 167 | 40 Hours | $595
051 | Sep 28 - Nov 2 | S | 8:30 am - 5 pm | DT

MATH FUNDAMENTALS
This is the first of three courses designed to prepare you for university entrance. This course covers the properties of real numbers and number theory, exponents and radicals, algebraic expressions, expanding and factoring polynomials, functions, linear functions, systems of linear equations, and right-angled trigonometry. In terms of polynomial functions, this course will have an emphasis on functions of degree one (linear).

COURSE: UPG 010 | 70 Hours | $545
005 | Sep 9 - Dec 2 | MR | 4 - 7 pm | Main

MATH 1
This is the second of three courses designed to prepare you for university entrance. Cover the properties of real numbers, a brief introduction to number theory, exponents and radicals, algebraic expressions, factoring, linear and quadratic equations, inequalities, system of linear equations, polynomials and their properties.

Prerequisite: Math 10-C, Pure Math 10, UPG 010 Math Fundamentals, or equivalent

COURSE: UPG 020 | 70 Hours | $545
006 | Sep 9 - Dec 2 | MR | 6 - 9 pm | Main

MATH 2
This is the third of three courses designed to prepare students for undergraduate math courses. The course covers: the properties of transformations, operations on functions, polynomial functions, exponential and logarithmic functions, trigonometric functions and equations, rational and radical functions and conic sections.

Prerequisite: Math 20-1, Pure Math 20, UPG 020 Math 1, or equivalent

COURSE: UPG 101 | 70 Hours | $545
074 | Sep 9 - Dec 2 | MW | 6 - 9 pm | Main
075 | Sep 9 - Dec 2 | MR | 4 - 7 pm | Main
076 | Sep 9 - Dec 2 | MR | 4 - 7 pm | Main

MATH 2B NEW
This is the third of three courses designed to prepare students for undergraduate courses that do not require the study of calculus. The course covers: problem solving using logical reasoning and set theory, combinatorics and probability including fundamental counting principle, permutations, combinations, odds and probability of mutual exclusivity, dependent and independent events, the study of operations on and the development of solving problems involving rational expressions, polynomial functions and equations, exponential and logarithmic functions and equations, and the exploration of trigonometric graphs and using them to solve problems.

Prerequisite: Math 20-2, or equivalent

COURSE: UPG 032 | 70 Hours | $545
001 | Sep 10 - Dec 3 | TF | 5 - 8 pm | Main

MATH 3
This course prepares students for undergraduate calculus courses. As a Math 31 equivalency, this course covers topics of calculus as well as essential precalculus topics, including: review of functions, review of algebra, limits and continuity, differentiation, applications of differentiation, integration, and applications of integration.

Prerequisite: Math 30-1, Pure Math 30, UPG 101 Math 2, or equivalent

COURSE: UPG 031 | 70 Hours | $545
008 | Sep 9 - Dec 2 | MR | 4 - 7 pm | Main
MEDIA RELATIONS
Learn principles and skills for effective media relations. Discover how the media determines what is newsworthy. Learn practical techniques for promoting your organization through media publicity, and understand how to work with the media on an ongoing basis. The course covers print, broadcast, and online media relations.

COURSE: BMC 132 | 20 Hours | $445
019 | Sep 24 - Nov 11 | Online

MEDIATION SKILLS LEVEL I
This course introduces you to the concepts, skills and techniques needed to mediate disputes: determining whether mediation is appropriate, the role of the mediator, guiding the process, managing emotions, and using communication skills as a mediator. Mediation is a practical method for helping people resolve their conflicts and attain mutually satisfactory outcomes. You will mediate simulated disputes involving coworkers, customers, committee members, neighbours, parents/teens and co-parents. Emphasis is on skill development through simulated mediations assisted by trained coaches.

Prerequisite: PDS 001 Foundations of Collaborative Conflict Resolution, or PDS 002 Foundations of Collaborative Conflict Resolution: Workplace Focus

COURSE: PDS 006 | 21 Hours | $645
024 | Oct 29 - 31 | TWR | 8:30 am - 4:30 pm | DT

MEMOIR WRITING NEW
Have you ever considered how all your life stories reach a point where you need to write about them? How is your story unique? Who could possibly want to read about your life, and why? Maybe you don’t know where to start or what information is relevant in a memoir? What secrets do you want to keep or share? This short course will explore these questions as well as the memoir writing process.

COURSE: WRI 415 | 15 Hours | $295 - GST
001 | Oct 15 - Nov 18 | Online

MENTAL HEALTH AND EMOTIONAL STATES IN THE ANCIENT WORLD NEW
Are our current understandings of emotions and of how they affect our mental health, deeply-rooted in history? What is the science behind certain emotional states? What roles do emotions have in literature, myth and art within ancient Greek and Roman society? How did the ancients respond to emotions and mental health issues? We will examine the history and nature of emotional states and mental health in ancient Greece and Rome. Some of the topics covered will be: anger, grief, jealousy, lovesickness, melancholy, conceptions of madness and how understandings of emotions in the ancient world relate to our current world.

COURSE: FIF 255 | 12 Hours | $225 - GST
001 | Oct 2 - Nov 6 | W | 6:30 - 8:30 pm | Main

METRICS AND MEASUREMENT
Web analytics, social media, web 2.0, mobile technology and other digital channels have opened the data floodgates but what does it all mean? This course will give you a framework for how to set-up, monitor, and measure the results of a digital media strategy or an integrated marketing campaign, digital or traditional, from beginning to end. Learn important skills for research and analysis, and explore a variety of marketing metrics and measurement tools available for measuring your return on marketing investment.

COURSE: BMC 313 | 20 Hours | $445
018 | Nov 5 - Dec 23 | Online

MICROSOFT EXCEL LEVEL 1
Microsoft Excel Level 1 has been designed to reinforce workforce skills. Students learn to create and edit professional-looking spreadsheets for a variety of purposes and situations. Students work on real-world problems like the ones they will encounter in the workplace ensuring they are ready for real professional challenges.

COURSE: ICT 415 | 14 Hours | $575
062 | Oct 21 - Nov 4 | MW | 6 - 9 pm | DT

Before taking the certificate I used to manage things by doing whatever felt right to me. Now I know what the industry practice is.”

Fatima Zia, Graduate
Project Management Fundamentals Certificate
MICROSOFT EXCEL LEVEL 2
Microsoft Excel Level 2 teaches students how to apply basic skill sets along with some intermediate to advanced functions to manage and audit numerical reports. Students will learn to create and manipulate charts, work with different types of graphics, look at various methods of analyzing, organizing, linking and sharing workbooks, learn to use advanced formatting features.

Prerequisite: ICT 415 Microsoft Excel Level 1
COURSE: ICT 416 | 14 Hours | $575
058 | Nov 13 - 27 | WM | 6 - 9 pm | DT

MICROSOFT EXCEL LEVEL 3
Microsoft Excel Level 3 teaches the information worker how to work with different types of documents using a variety of core and intermediate features to create and edit professional-looking spreadsheets for a variety of purposes and situations. Students will look at productivity tools to increase data entry, features to enable collaboration with others, and use various commands to analyze large numerical reports.

Prerequisite: ICT 416 Microsoft Excel Level 2
COURSE: ICT 417 | 14 Hours | $575
035 | Dec 2 - 16 | MW | 6 - 9 pm | DT

MICROSOFT VISIO
LEVELS 1 AND 2
Microsoft Visio Levels 1 and 2 teaches students how to: create and work with stencils and drawing pages; utilize drawing tools; utilize the text editing and formatting tools; use shape connectors; add headers, footers and backgrounds to drawings; create, modify and apply custom styles; master shapes; layers; background pages; how to manipulate shapes; understand shape behaviours, and enter custom shape data.

COURSE: ICT 457 | 14 Hours | $575
013 | Nov 22 - 29 | F | 8:30 am - 4:30 pm | Main

MICROSOFT VISIO LEVELS 1 AND 2
Microsoft Visio Levels 1 and 2 teaches students how to: create and work with stencils and drawing pages; utilize drawing tools; utilize the text editing and formatting tools; use shape connectors; add headers, footers and backgrounds to drawings; create, modify and apply custom styles; master shapes; layers; background pages; how to manipulate shapes; understand shape behaviours, and enter custom shape data.

COURSE: ICT 457 | 14 Hours | $575
013 | Nov 22 - 29 | F | 8:30 am - 4:30 pm | Main

MICROSOFT SQL SERVER ADMINISTRATION LEVEL 1
This course introduces students to the fundamentals of managing and administering SQL servers and databases. Topics include SQL Server installation and configuration, server and data security, backup/restore and server automation.

Prerequisite: ICT 678 Microsoft SQL Server Development Level 1, and ICT 128 Relational Databases Fundamentals
COURSE: ICT 680 | 30 Hours | $975
017 | Nov 6 - Dec 11 | W | 6 - 9 pm
017 | Sep 9 am - 12 pm | Online

MICROSOFT SQL SERVER DEVELOPMENT LEVEL 1
This course introduces you to the Transact-SQL (T-SQL) programming language, the foundation for the entire SQL Server platform. Using the SQL Server Management Studio Integrated Development Environment (IDE) you will learn how to create SQL Server objects such as databases, tables and views. In addition, you will learn how to retrieve, store and manipulate data.

COURSE: ICT 678 | 30 Hours | $925
013 | Sep 16 - Oct 21 | MW | 6 - 9 pm | Main
014 | Sep 16 - Oct 21 | MW | 6 - 9 pm | Online

MICROSOFT VISIO LEVELS 1 AND 2
Microsoft Visio Levels 1 and 2 teaches students how to: create and work with stencils and drawing pages; utilize drawing tools; utilize the text editing and formatting tools; use shape connectors; add headers, footers and backgrounds to drawings; create, modify and apply custom styles; master shapes; layers; background pages; how to manipulate shapes; understand shape behaviours, and enter custom shape data.

COURSE: ICT 457 | 14 Hours | $575
013 | Nov 22 - 29 | F | 8:30 am - 4:30 pm | Main

MICROSOFT WORD LEVEL 3
Learn a variety of intermediate and advanced features to create and format business documents such as online forms, personalized mailings, or citing reference sources. Learn to automate tasks using merge features, reference sources, organize information by sorting and outlining, protect documents, and collaborate on documents with others.

Prerequisite: ICT 413 Microsoft Word Level 2
COURSE: ICT 414 | 14 Hours | $575
022 | Sep 25 - 30 | WM | 8:30 am - 4:30 pm | Main

MINDFULNESS MEDITATION
Based on an approach that is thousands of years old, mindfulness meditation is about being fully awake and present in every moment of our lives. Access powerful inner resources to cope with life’s challenges, calm the mind, relax the body, and cultivate insight. Benefits, including improved mood and reduced stress, depend upon establishing a personal routine. Components include: meditation, gentle hatha yoga, relaxation, group discussion, imagery and breathing techniques. Topics covered include mind/body interdependence, balance in the autonomic nervous system, and effective coping strategies.

COURSE: PIW 101 | 12 Hours | $325 · GST
052 | Sep 30 - Nov 18 | M | 7 - 9 pm
Confederation Park Centre: 2212 13 Street NW

MISSING PIECES OF THE PUZZLE:
INTELLIGENCE FROM WORLD WAR II TO THE COLD WAR
What do Ultra, Pearl Harbor, Operation Bodyguard and the Soviet embassy in Ottawa have in common? They are all part of the story of intelligence’s transformation from modest beginnings on the eve of World War II to its vital roles in the Allied victory in 1945 and the beginning of the Cold War. Explore the use and misuse of intelligence to better understand the significance of intelligence both in the course and outcome of World War II and in the origins of the Cold War that followed.

COURSE: FIF 205 | 20 Hours | $315 · GST
003 | Sep 26 - Nov 14 | R | 1 - 3:30 pm
Grace Presbyterian Church: 1009 15th Ave SW
NATURAL GAS PROCESSING SHORT COURSE
This five-day short course reviews the physical, chemical, and engineering principles used to understand the processing of natural gas and its by-products. Topics include: physical properties, phase equilibria and vapour liquid equilibrium calculations, water- and hydrocarbon systems and natural gas dehydration, natural gas gathering and plant inlet separation, sour natural gas treating/sweetening, dew point control and NGL liquid recovery, acid gas compression and injection, sulphur recovery. Participants include: new engineering graduates and technologists who need to develop an understanding of natural gas processing principles and technology; professionals who have been working in industry but are new to natural gas processing; or professionals who are familiar with natural gas processing, but are unfamiliar with how process simulators can be used to improve plant design and optimize plant profitability.

COURSE: BUS 143 | 35 Hours | $1,595
036 | Dec 2 - 6 | MTWRF | 8:30 am - 4:30 pm | DT

NEGOTIATION SKILLS LEVEL I
Learn to prepare for negotiations, assess your alternatives, build a climate of collaboration, get beyond stubborn positioning and develop agreements that work for both sides. Negotiation skills are essential in daily interactions with others. Traditional approaches to negotiation promote competitive tactics, often resulting in unsatisfactory outcomes. Collaborative or interest-based negotiation aims for agreements that respond to the interests of both parties. Emphasis is on simulated negotiations assisted by trained coaches.

Prerequisite: PDS 001 Foundations of Collaborative Conflict Resolution, or PDS 002 Foundations of Collaborative Conflict Resolution: Workplace Focus

COURSE: PDS 185 | 21 Hours | $645
035 | Oct 22 - 24 | TWR | 8:30 am - 4:30 pm | DT

NEGOTIATION SKILLS LEVEL II
This advanced course builds on Negotiation Skills Level I, to apply an interest-based approach to more complex negotiations. You will learn about negotiator assertiveness and style, identifying and responding to competitive tactics, assessing power dynamics and resolving impasses.

Prerequisite: PDS 001 Foundations of Collaborative Conflict Resolution, or PDS 002 Foundations of Collaborative Conflict Resolution: Workplace Focus; and PDS 185 Negotiation Skills Level I, PDS 006 Mediation Skills Level I, and PDS 007 Dealing With Anger.

COURSE: PDS 010 | 35 Hours | $1,015
012 | Dec 2 - 6 | MTWRF | 8:30 am - 4:30 pm | DT

OCCUPATIONAL HYGIENE: THE BASICS
Discover the science behind occupational illness and disease. The number of people affected by occupational related disease continues to increase. This course illuminates the science and art of occupational hygiene and covers its past, present and likely future. Topics include: toxicology, occupational health and safety standards, airborne hazards, indoor air quality, ventilation systems, skin diseases, industrial noise, radiation, lasers, thermal stress, and protective equipment.

Prerequisite: BMC 104 Health and Safety Management Systems: The Basics

COURSE: BMC 197 | 40 Hours | $630
054 | Sep 17 - Dec 16 | Online

OIL SANDS: OVERVIEW, ENVIRONMENTAL IMPACTS, AND REGULATIONS
With respect to Alberta’s oil sands, should Canada be forced to choose between economic development and a sustainable environment? This course is for anyone interested in environmental management, public relations, and health and safety job categories in the oil and gas industry. Develop the skill set required to understand, review, analyze, and evaluate environmental data and information related to the oil sands industry.

COURSE: BMC 298 | 30 Hours | $550
019 | Oct 1 - Dec 9 | Online

PERCEPTION AND CREATIVITY IN PHOTOGRAPHY NEW
There is something beautiful about a photo that truly captures the essence of its subject. Capturing the essence is a skill that anyone can gain with patience, practice and some reflection. Learn what it means to see and respect our subjects before we open the shutter. Participate in structured independent exercises with the camera and complete written reflections on our photographic practices, compare it to other art forms and discuss creativity. The overall intent is to help casual photographers become more conscious of their approach to photography, develop a more individual perspective and greater intention with the camera.

COURSE: PHO 127 | 12 Hours | $195
002 | Oct 3 - 24 | R | 6 - 9 pm | Main

PERFORMANCE MANAGEMENT
Helping employees attain optimal performance is essential if organizations are to remain competitive in today’s marketplace. Gain knowledge and skills in understanding the underpinnings and dynamics of employee performance, and learn how to use a foundational framework to partner with employees for success. Learn approaches to prepare for and conduct performance reviews, and become more comfortable with performance and career dialogues.

COURSE: BMC 353 | 20 Hours | $495
009 | Nov 16 -30 | S | 8:30 am - 4 pm | DT
PERSONALITY PSYCHOLOGY: THE SCIENCE OF WHO WE ARE
What have scientists learned about human personality? What are the basic personality characteristics? Why are people so different? Is it due to nature or nurture? Do animals have personality? How did personality differences evolve? How do personality traits matter to our health, relationships, work, politics and religion? Complete a personality inventory to learn about your own personality or that of a person you know well.

COURSE: FIF 600 | 6 Hours | $75 + GST
011 | Nov 9 | S | 9:30 am - 4 pm | Main

PHOTOGRAPHY I — DIGITAL
Focus on Digital SLR cameras — cameras that are fully adjustable with the ability to change lenses. Topics include: composition, exposure control, automatic versus manual operation, aperture, shutter speed, white balance, using flash and available light, and evaluating the final pictures. Please bring a Digital SLR or mirror-less camera and manual to first class.

COURSE: PHO 101 | 12 Hours | $195 + GST
091 | Oct 9 - Nov 13 | W | 7 - 9 pm | Main

PHYSICS 1
This is the first of two courses designed to prepare you for university entrance. The course provides an introduction to the motion and energy of objects and waves. Specific units include kinematics, dynamics, circular motion, work/energy, oscillatory motion, and mechanical waves.

Prerequisite: Science 10 or equivalent

COURSE: UPG 130 | 39 Hours | $475 + GST
016 | Sep 9 - Dec 12 | MR | 5:30 - 7 pm | Main

PHYSICS 2
This is the second of two courses designed to prepare you for university entrance. This course builds on the knowledge and experience gained from previous science courses. Specific units include: momentum and impulses, forces and fields, electromagnetic radiation, and atomic physics.

Prerequisite: Physics 20, UPG 130

COURSE: UPG 230 | 39 Hours | $475 + GST
024 | Sep 11 - Nov 30 | W | 6 - 7:45 pm | S | 1 - 2:45 pm | Main

POLITICS IN THE CITY: EVERYTHING YOU NEED TO KNOW ABOUT CALGARY POLITICS
Local politics is a bit of a puzzle. On the one hand, it’s the closest level of government to our everyday lives, providing services so essential that their absence would be almost immediately felt, such as police, fire service, water, and garbage collection. On the other hand, it has the lowest voter interest. In 2004, just 19 percent of Calgarians turned out to select its city council. This course will give you the knowledge you need to easily follow local politics, in Calgary and elsewhere. We’ll discuss the most important questions of local politics: What powers do city councils actually have? How do city budgets and property taxes work? What’s the relationship between federal and provincial governments and local councils? Why don’t people turn out to vote? What role do property developers play in local politics?

COURSE: FIF 631 | 6 Hours | $75 + GST
004 | Nov 16 | S | 9:30 am - 4 pm | Main

PORTUGUESE 1 (BRAZILIAN)
In this conversationally oriented course, learn grammar, reading, conversation, and useful phrases.

COURSE: POR 101 | 20 Hours | $265 + GST
023 | Sep 30 - Dec 16 | M | 6:30 - 8:30 pm | Main

POSITIVE PSYCHOLOGY: THE ROLE YOUR STRENGTHS PLAY IN YOUR HAPPINESS NEW
Positive Psychology is a scientific field founded on the belief that people want to lead meaningful and fulfilling lives, to cultivate what is best within themselves, and to enhance their experiences of love, work, and play. Did you know that people who use their strengths are six times more likely to be engaged at work and three times more likely to report having an excellent quality of life? Discover the role of positive psychology and the science of strengths as they apply to your life. We will engage in self-reflection in order to maximize one’s potential and cultivate positive relationships. Focus on the practical application of positive psychology interventions that increase well-being. The Strengths Profile assessment tool will be used and is included in the course fee.

COURSE: PIW 139 | 12 Hours | $295 + GST
004 | Oct 2 - 23 | W | 6 - 9 pm | Main

PROCUREMENT AND CONTRACT MANAGEMENT
Explore the project procurement processes, from the initial procurement decision, through the solicitation process, to contract award, administration, and closure. Examine the interaction of these processes and how they overlap with the other areas of project management. Learn effective strategies to successfully manage key partners and vendors, and acquire the tools and techniques to manage each contract life cycle.

COURSE: BMC 301 | 15 Hours | $585 + GST
022 | Oct 19 - 26 | S | 8:30 am - 5 pm | DT
PROJECT MANAGEMENT FOR THE NON-PROFIT SECTOR
A good project manager will manage people and resources to get key tasks completed, in the right time, the right way and with the right resources. Project management within the non-profit sector is very common yet staff struggle in this area because of a lack of exposure to the basic principles or tools. Understanding how to lead and manage a project is an essential competency that can help you manage your stakeholders and lead your non-profit organization towards sustainable growth. Participants will identify key stages within the project management process such as how to manage projects and activities effectively including preparation, planning, implementation and evaluation/reporting.

COURSE: BUS 300 | 14 Hours | $629
003 | Oct 28 - 29 | MT | 8:30 am - 4:30 pm | DT

PROJECT MANAGEMENT PROFESSIONAL (PMP)® EXAM PREPARATION
Prepare for the Project Management Professional (PMP)® exam to complete your certification. This highly interactive course uses different activities to practise test questions, providing opportunities to apply project management concepts, terms, methods and best practices that will help you build the confidence needed to satisfy the PMP® exam requirements.

COURSE: BMC 308 | 40 Hours | $745
034 | Sep 17 - Dec 16 | Online
035 | Oct 19 - Nov 23 | S | 8:30 am - 5 pm | DT

PROJECT MANAGEMENT: HR AND COMMUNICATION
Examine strategies to organize project teams as well as to communicate effectively with all project stakeholders. Focus on the development of human resource and communication planning for project success.

COURSE: BMC 302 | 15 Hours | $585
023 | Sep 21 - 28 | S | 8:30 am - 5 pm | DT

PROJECT MANAGEMENT: LEVEL I
This course provides a general overview of all the fundamental project management processes and knowledge areas as documented in A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – Sixth Edition. These knowledge areas and processes are: Project Scope Management, Schedule Management, Project Cost Management, Risk Management, Quality Management, Project Resource Management, Project Communications Management, Project Procurement Management, and Project Stakeholder Management.

COURSE: BMC 299 | 40 Hours | $745
068 | Sep 18 - Dec 11 | W | 6 - 9 pm | DT
069 | Sep 17 - Dec 16 | Online
070 | Sep 23 - Oct 1 | MTW | 8:30 am - 5 pm | DT

PROJECT MANAGEMENT: LEVEL II
This advanced course adhering to A Guide to the Project Management Body of Knowledge (PMBOK® Guide) – 6th edition will enhance the planning and measurement skills learned in the basic course. The same knowledge areas are covered in more detail; however, in this level, the objective is the development of project control skills.

COURSE: BMC 266 | 40 Hours | $745
045 | Nov 18 - 26 | MTW | 8:30 am - 5 pm | DT

PROJECT QUALITY MANAGEMENT
Discover the concepts and fundamentals of quality management, their purpose, importance and value to the success of a project. Focus on quality planning, costs, requirements, and reporting metrics; highlighting the benefits of Quality Management to the overall effectiveness and efficiency of a project.

COURSE: BMC 300 | 15 Hours | $585
027 | Oct 8 - Nov 5 | T | 6 - 9 pm | DT

PRONUNCIATION
If you have moderate pronunciation difficulties, this course provides you with a detailed and systematic study of the sounds and patterns of Canadian English. The focus is not only on effective speech production and auditory discrimination, but also on improved oral presentation techniques.

Prerequisite: ENL 310 ESL 3, or placement test
COURSE: ENL 415 | 30 Hours | $325
036 | Sep 21 - Dec 7 | S | 9 am - 12 pm | Main

PUBLISHING AND PROMOTING YOUR WORK
Learn about the process of getting your work published through study, practice, peer and instructor feedback, and assignments. This course will prepare you to seek publication of a fiction or non-fiction manuscript using traditional or self-publishing. Learn the complexities of establishing an author platform, growing a social media presence, and submitting work to an agent and publisher. Additional topics include book design, making a publication deal, contracts and royalties. Assignments will allow you to create a professional query letter, author biography and marketing plan for a current or future book project.

COURSE: WRI 330 | 30 Hours | $595
009 | Sep 17 - Nov 11 | Online

PYTHON LEVEL 1
Learn the fundamentals of the Python programming language, Python interactive environment and PyCharm Integrated Development Environment (IDE). Focus on best practices for writing, testing and debugging Python code.

COURSE: ICT 781 | 30 Hours | $825
003 | Sep 18 - Oct 23 | W | 6 - 9 pm
004 | Nov 4 - Dec 9 | MW | 6 - 9 pm | Online

TO REGISTER: PAGE 3 | CAMPUS: MAIN, DOWNTOWN (DT), ONLINE OR OFF CAMPUS (OFF) | DAYS: MTWRFSU
PYTHON LEVEL 2: PYTHON FOR DATA ANALYSIS
Take your Python programming skills to the next level by learning to develop Python code for data analysis. Python is used to shape data for analysis, apply techniques to analyze statistics, and use data to make informed business decisions.
Prerequisite: ICT 781 Python Level 1
COURSE: ICT 782 | 30 Hours | $825
074 | Oct 4 - Dec 9 | MW | 6 - 9 pm | Online

REAL ESTATE DEVELOPMENT AND FINANCE
Finance is possibly the most critical aspect of a development project. This course provides the fundamental building blocks for economic feasibility analysis. Learn to conduct a net present value analysis for a development concept of your choosing. You will gain an understanding of the economic principles that drive real estate development decisions, financing options, and many aspects of the development process itself.
COURSE: CPE 119 | 18 Hours | $589
020 | Sep 24 - Oct 29 | T | 6 - 9 pm | DT

RECRUITMENT AND SELECTION
In the battle for talent, the recruitment and selection function takes on increased organizational significance. This course offers a comprehensive overview of recruitment and selection methods, tools, and resources. Topics include: internal and external recruitment, conventional and e-recruitment methods, interview methods and techniques, use of psychometric tools, referencing, employment contracts and a successful launch.
COURSE: BMC 178 | 30 Hours | $525
074 | Oct 1 - Dec 9 | Online
075 | Oct 15 - 21 | TRFM | 8:30 am - 4:30 pm | DT

REGULATIONS, ROLES, AND RESPONSIBILITIES FOR HSE PROFESSIONALS
Gain valuable insight into regulatory and ethical aspects of managing an occupational health and safety program. Explore common concepts in provincial and federal occupational health and safety law, including due diligence and the internal responsibility system. Discuss ethical perspectives around individual rights and employer responsibilities such as worker benefits, WCB premiums, employer obligations, and work refusal provisions. Learn strategies to reduce risk, increase compliance, and ensure that your organization is meeting its legal requirements.
Prerequisite: BMC 104 Health and Safety Management Systems: The Basics
COURSE: BMC 317 | 30 Hours | $550
032 | Oct 8 - Dec 16 | Online

RELATIONAL DATABASES FUNDAMENTALS
This course introduces students to the principles behind designing a well formed relational database management system (RDMS) that optimizes the storage and retrieval of data. In addition, students will learn how to utilize the SQL language for creating, manipulating and securing the various database objects that are used in a RDMS.
COURSE: ICT 128 | 30 Hours | $825
056 | Sep 17 - Nov 19 | T | 6 - 9 pm | Main
057 | Sep 17 - Nov 19 | T | 6 - 9 pm | Online
058 | Oct 21 - Nov 25 | MW | 6 - 9 pm | Online

RETIREMENT AND ESTATE PLANNING: ALL ABOUT THE MONEY
It’s important for households, like businesses, to have both a net worth statement (balance sheet) and a budget (income and expense statement). We will identify all possible retirement income sources, both government and personal, and complete the net worth statement and budget to determine your retirement and estate planning needs. With these documents we will build a retirement plan which, in turn, will help you discover what surplus remains to be dispersed between your beneficiaries. We will also discuss the need for a proper legally-drafted will, enduring power of attorney and/or a personal care directive. Calculations will be done with a calculator or ‘by hand,’ so that you become familiar with the logic and mechanics involved with organizing your affairs.
COURSE: PIW 145 | 12 Hours | $275 - GST
001 | Sep 30 - Oct 28 | M | 6 - 9 pm | Main

RISK ASSESSMENT AND TREATMENT
Risk assessment processes help organizations to identify non-speculative and speculative risks, and make decisions regarding whether risk treatment is needed. Gain a broad understanding of assessment and treatment techniques that can help an organization to prepare for, and effectively deal with, potential hazards or insurable risks. Understand a number of risk control techniques and their application to situations involving accidental loss to property, personnel, environment and income. Discuss emerging risks in social media, regulations, supply chain management, crime and cyber space.
Note: It is recommended that students complete BMC 327 Risk Management Principles and Practices prior to enrolling in this course.
COURSE: BMC 326 | 40 Hours | $625
021 | Sep 11 - Dec 11 | W | 6 - 9 pm | DT
RISK FINANCING
Gain a broad overview of risk financing as one of numerous risk treatment options. Techniques for estimating hazard-related losses and transferring hazard loss through the use of insurance are examined. This course focuses on alternative financing techniques for hazard risk including insurance, self-insurance, retrospective rating, captive insurance, and contractual risk transfer. Methods for transferring financial and hazard risk to capital markets are explored in detail.

COURSE: BMC 182 | 40 Hours | $625
040 | Sep 17 - Dec 16 | Online

RISK MANAGEMENT PRINCIPLES AND PRACTICES
Develop an enterprise-wide perspective of risk by applying risk management concepts to four major categories: hazard (insurable), operational, financial, and strategic. This course broadens our understanding of risk management from its traditional focus on accidental losses to include all risks an organization may face. Learn about global risk management standards such as ISO 31000 and the COSO Integrated Framework, and discuss various risk identification and analysis techniques in detail. Apply rudimentary analytical tools to assess financial risk in areas of financial leverage, liquidity risk, and capital investment risk. Risk oversight, monitoring, and assurance are discussed from the perspective of governance and internal control. This course relies heavily on insurance based content consistent with risk assessment and risk management principles.

COURSE: BMC 327 | 40 Hours | $625
019 | Sep 17 - Dec 16 | Online

RUSSIAN 1
In this conversationally oriented course, learn useful phrases, basic grammar, and how to read the Russian alphabet.

COURSE: RUS 101 | 25 Hours | $295 - GST
038 | Sep 25 - Nov 27 | W | 6 - 8:30 pm | Main

SALES MANAGEMENT AND STRATEGIES IN REAL ESTATE DEVELOPMENT
When the rubber hits the road, the success or failure of development projects relies heavily on the strength of the sales team and the strategies that drive them each day. Economic downturns and a slowdown in the residential real estate market force development projects to re-evaluate their sales processes and practices. Learn proven methodologies and formulas that deliver sales results. Topics include: project pricing, prospect communication, lead generation, effective database management, creating perceived value and sales centre pathing. Eliminate the selling atmosphere and create a buying atmosphere on your next project.

COURSE: CPE 150 | 18 Hours | $589
011 | Nov 7 - Dec 12 | R | 6 - 9 pm | DT

SECOND LANGUAGE ACQUISITION NEW
Examine theories of first and second language acquisition and consider how learners’ first language affects their learning of another language. Discuss the unique challenges of teaching children, youth and adults, as well as teaching students at different proficiency levels. Learn concrete approaches for reaching learners with various learning styles and help students to develop their autonomy and learning strategies. Finally, consider principles and techniques for effective verbal and written correction and feedback.

Prerequisite: Teaching Second Language Certificate Level 1 - TESL, or Teaching Second Language Certificate Level 1 - TIHL

COURSE: TSL 224 | 30 Hours | $575
002 | Oct 1 - Nov 25 | Online

SECURITY ADMINISTRATION
Develop your understanding of the role of security management in organizations, current practices, loss prevention, and the laws and regulations affecting the profession. Topics include: security-related functions; determining exposure, risk and liability as they relate to loss through crime or other perils; the art of crime forecasting and contingency planning.

COURSE: BMC 159 | 40 Hours | $595
014 | Sep 24 - Dec 16 | Online

SELF-CARE IN RETIREMENT: STRATEGIES FOR WELLNESS NEW
Retirement is filled with both opportunities and barriers that will either enhance or inhibit your ability to enjoy a lifestyle filled with energy, vitality and a sense of overall wellness. In this short course we will discuss seven key wellness concepts, personal factors that create and inhibit retirement wellness, retirement stressors and self care. Explore a variety of strategies to nurture your overall wellbeing. You will leave inspired and motivated with a personal wellness plan that will support you in your endeavor to enjoy a high quality of life in your retirement years.

COURSE: PIW 147 | 6 Hours | $125 - GST
001 | Nov 16 | S | 9:30 am - 4:30 pm | Main

SELF-IDENTITY IN RETIREMENT: WHAT WILL YOU DO WHEN YOU RETIRE? NEW
The reality of getting up each morning and not going to work is both a joy and a concern for many people considering retirement. In this short course we will discuss self-identity in retirement, retirement transition readiness, as well as what you will do in retirement once you transition from your pre-retirement career. You will leave with an informed personal action plan that will get you started on your retirement lifestyle journey.

COURSE: PIW 146 | 6 Hours | $125 - GST
001 | Oct 26 | S | 9:30 am - 4:30 pm | Main
### SIGN LANGUAGE 101
Signing Naturally is a highly acclaimed program that is recognized as the finest and most effective teaching system in North America. Study American Sign Language and better understand the deaf community and its culture. Learn to introduce yourself, exchange personal information and talk about your surroundings.

**COURSE: ASL 101 | 36 Hours | $375**
048 | Sep 17 - Dec 3 | T | 6 - 9 pm | Main
049 | Sep 18 - Dec 4 | W | 6 - 9 pm | Main

### SIGN LANGUAGE 201
To better understand the Deaf community and its culture, expand on vocabulary and grammar introduced in Level 1 courses. In a classroom setting discuss people in an abstract way and learn to narrate events that occurred in the past. Discover appropriate cultural behaviours for directing and maintaining attention and strategies, such as controlling the pace of a conversation and resuming a conversation after an interruption. Individual participation and group interaction with the instructor will be encouraged.

**COURSE: ASL 201 | 36 Hours | $395**
022 | Sep 19 - Dec 5 | R | 6 - 9 pm | Main

### SOCIAL MEDIA STRATEGIES
With the advent of new social media and digital communication tools, companies feel compelled to ‘get in the game’ but do they have a game plan? Most successful leaders are prepared to capitalize on new media with sound business strategies, policies and resources in place. Develop an organizational strategic plan that addresses implications of social media on organizational culture and business practices. Learn how to assess potential risks and implement measures early to maximize success.

**COURSE: BMC 314 | 15 Hours | $425**
011 | Sep 24 - Oct 28 | Online

### SPANISH 1
With little or no experience in Spanish, you are welcome in our interactive classes that focus on speaking the language. Saying basic phrases, pronouncing words correctly, asking questions and telling time are covered. There will be an introduction to articles, adjectives, pronouns and verbs in the present tense.

**COURSE: SPA 101 | 30 Hours | $295 - GST**
244 | Sep 16 - Dec 9 | M | 6:15 - 9 pm | Main
245 | Sep 17 - Dec 3 | T | 6:30 - 9 pm | Main
246 | Sep 18 - Dec 4 | W | 6:30 - 9 pm | Main
248 | Sep 17 - Oct 24 | TR | 6:30 - 9 pm | Main
247 | Sep 19 - Dec 5 | R | 6 - 8:30 pm | Off

### SPANISH 2
You should be comfortable saying basic phrases and forming simple sentences in the present tense. Expand your knowledge of grammar and vocabulary, and learn more about the culture of the Spanish-speaking countries.

**Prerequisite:** SPA 101 Spanish 1 or an equivalent

**COURSE: SPA 102 | 30 Hours | $325**
162 | Sep 17 - Dec 3 | T | 6:30 - 9 pm | Main
163 | Sep 18 - Dec 4 | W | 6:30 - 9 pm | Main
164 | Nov 5 - Dec 12 | TR | 6:30 - 9 pm | Main

### SPANISH 3
Reinforce your knowledge of the basic grammatical structures and learn how to talk about past events. Continue to build vocabulary and improve your listening and speaking skills.

**Prerequisite:** SPA 102 Spanish 2 or an equivalent

**COURSE: SPA 103 | 30 Hours | $345**
108 | Sep 18 - Dec 4 | W | 5:30 - 8pm | DT

### SPANISH 4
Learn how to talk about past events using both the preterite and the imperfect past tenses. Practise your conversational and writing skills while gaining more insight into the cultural aspects of the Spanish-speaking world. This class is taught mainly in Spanish.

**Prerequisite:** SPA 103 Spanish 3, or an equivalent

**COURSE: SPA 104 | 30 Hours | $345**
072 | Sep 17 - Dec 3 | T | 6:30 - 9 pm | Main

### SPANISH 5
The focus of this course is the present subjunctive mood and the accompanying grammatical structures. Continue to build vocabulary and practice your speaking and writing skills. This class is taught mainly in Spanish.

**Prerequisite:** SPA 104 Spanish 4, or an equivalent

**COURSE: SPA 105 | 30 Hours | $375**
056 | Sep 16 - Dec 9 | M | 6:15 - 9 pm | Main

### SPANISH 6
Express yourself in the present, past, and future tenses by reinforcing your existing knowledge of Spanish and learning more advanced grammatical structures. This class is taught in Spanish.

**Prerequisite:** SPA 105 Spanish 5, or an equivalent

**COURSE: SPA 106 | 30 Hours | $375**
046 | Sep 18 - Dec 4 | W | 6:30 - 9 pm | Main

### SPANISH 10
Este nivel trata fundamentalmente el uso del subjuntivo en sus tiempos pasados destacando cuáles son sus diferencias; el uso de algunas preposiciones; la voz pasiva y algunas expresiones idiomáticas.

**Prerequisite:** SPA 909 Spanish 9, or equivalent

**COURSE: SPA 910 | 30 Hours | $375**
006 | Sep 19 - Dec 5 | R | 6:30 - 9 pm | Main

### SPANISH CONVERSATION 2
Improve your speaking and listening skills in this low-intermediate Spanish conversational class. You will continue to build conversational strategies, improve listening comprehension, reinforce grammar skills, and build vocabulary and common expressions through activities which may include discussions, oral presentations, interviews, and role-playing.

**Prerequisite:** SPA 106 Spanish 6, or an equivalent

**COURSE: SPA 420 | 30 Hours | $375**
015 | Sep 19 - Dec 5 | R | 6:30 - 9 pm | Main

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**FOR MORE INFORMATION ON COURSES AND PROGRAMS, GO TO CONTED.UCALGARY.CA OR CALL 403.220.2866**
SPANISH CONVERSATION 4
This conversation class, taught entirely in Spanish, will help students improve their oral skills further in an informal setting.

Prerequisite: SPA 909 Spanish 9, or equivalent

COURSE: SPA 124 | 20 Hours | $275
020 | Sep 28 - Nov 30 | S | 9:30 am - 12 pm | Off

SPANISH FOR TRAVELLERS 1
Planning a visit to a Spanish-speaking country? Learn some basic phrases to make your travels more interesting and enjoyable. You will learn how to pronounce words correctly and pick up some travel tips from your teacher. Grammar is not the focus of this course.

COURSE: SPA 131 | 25 Hours | $295
063 | Sep 26 - Nov 28 | R | 6:30 - 9 pm | Main

SPANISH MODULE I
This course provides a foundation for continuous language learning for anyone wishing to travel or work in a Spanish-speaking environment. These courses are conversation-based and are applicable to business and social situations. Bring your own lunch.

COURSE: SPA 301 | 10 Hours | $175 + GST
050 | Sep 25 - Nov 27 | W | 12 - 1 pm | DT

SPEAKERS’ CLUB — FRENCH NEW
Are you looking for more conversation practice outside of class? The Speakers’ Club offers an opportunity for learners to build confidence in speaking and understanding French in an informal atmosphere. You will be grouped with other learners at a similar proficiency level and guided through conversations, games, discussions and other communicative activities. This course is suitable for high beginners and intermediate speakers who struggle with oral production.

COURSE: FRE 300 | 18 Hours | $95 + GST
001 | Sep 27 - Dec 13 | F | 6:30 - 8 pm | Main

SPEAKERS’ CLUB — SPANISH NEW
Are you looking for more conversation practice outside of class? The Speakers’ Club offers an opportunity for learners to build confidence in speaking and understanding Spanish in an informal atmosphere. You will be grouped with other learners at a similar proficiency level and guided through conversation, games, discussions, and other communicative activities. This course is suitable for high beginners and intermediate speakers who struggle with oral production.

COURSE: SPA 300 | 18 Hours | $95 + GST
001 | Sep 27 - Dec 13 | F | 6:30 - 8 pm | Main

STARTING A NEW BUSINESS NEW
Gain the knowledge, skills and tools needed to start a business. Learn the fundamental components of a complete business model. Key activities in the course will be identifying resources and supports for starting a business including research techniques to validate markets for new business ideas. Identify entrepreneurial risks and explore tactics to mitigate those risks. Apply the concepts learned by developing and presenting a compelling and persuasive business plan proposal.

COURSE: BMC 370 | 20 Hours | $495
002 | Oct 1 - Nov 18 | Online

STRATEGIC PLANNING
Learn the concepts and processes of strategic planning, and understand why it is essential for the success of your organization. Discover how to set strategic objectives and action plans in order to realize your mission. Experience a planning session firsthand from defining the vision to identifying the activities needed to meet stated outcomes.

COURSE: BMC 161 | 40 Hours | $625
033 | Oct 19 - Nov 23 | S | 8:30 am - 5 pm | DT

The teachers helped me. They were excellent. Each time I thought I was lost, I sent an email or posted online, and the teacher would explain, or send me information by email, or refer me to other books.”

Abraham Umobuarie, Graduate
Health, Safety and Environment Certificate
Teaching Second Language Certificate specializing in Teaching English as a Second Language – Level 1
STRESS AND FATIGUE MANAGEMENT
Research tells us that fatigue is four times more likely to cause workplace impairment than drugs or alcohol, and that stress impacts overall worker well-being and work performance. Numerous strategies exist to help organizations mitigate these hazards and improve workplace environments. Gain an understanding of the science and workplace factors influencing stress and fatigue. Also, learn practical strategies to recognize and assess stress and fatigue risks in an organization, and more importantly, learn how to implement current best practices to effectively manage these hazards.

COURSE: BMC 350 | 30 Hours | $550
016 | Oct 1 - Nov 9 | Online

STUDENT ADVISING FOUNDATIONS
This course will introduce you to academic advising theories and best practices in higher education environments. Explore student development and learning models and their application in promoting student success, engagement and retention. Examine the context of higher education and issues facing advising professionals as they support and guide students in their academic careers.

COURSE: ADL 220 | 30 Hours | $525
003 | Sep 24 - Nov 18 | Online

TEACHING READING, WRITING AND GRAMMAR — ESL
Explore both theoretical and practical aspects of specific skills in learning a second language. Review what is known about the reading and writing process including communicating well to be heard and understood, and reading and writing for specific purposes. Next, review what is known about teaching grammar in a second language while concentrating on pedagogical techniques. Cover critical and innovative approaches to grammar and learn specific strategies for teaching grammar in a second language. Finally, cover systematic and principled procedures for teaching vocabulary.

Prerequisite: TSL 108 Linguistic Structures, and TSL 120 TSL Fundamentals

COURSE: TSL 131 | 30 Hours | $575
005 | Sep 10 - Nov 4 | Online

TEACHING SPEAKING AND LISTENING — ESL
Become aware of current classroom techniques that promote listening and speaking. Be introduced to the communicative method of second language learning through group discussion, modelling, games and activities. Discover how sounds are produced in a variety of languages and what practical teaching techniques you can use to correct common problems with pronunciation. Become familiar with the international phonetic alphabet.

Prerequisite: TSL 108 Linguistic Structures, and TSL 120 TSL Fundamentals

COURSE: TSL 132 | 30 Hours | $575
006 | Oct 15 - Dec 9 | Online

THE SOCIAL HISTORY OF VICTORIAN BRITAIN: A RESPECTABLE SOCIETY
Victorian Britain is often defined by its prescriptive respectability and this stereotypical view gives rise to both derision and admiration. Focus on the roots, rise, notions, and results of respectability in British 19th century society. Its examination of the social practices and norms will allow the Victorian Britons to emerge from their portrayal as staid and boring. Topics include marriage and family, death, class expectations, work and leisure.

COURSE: FIF 218 | 20 Hours | $315 - GST
003 | Sep 16 - Dec 2 | M | 1 - 3 pm | Main

THE UNSPoken RULES OF MASCULINITY NEW
Examine how boys and men learn what masculinity means today. Identify the unspoken rules of masculinity and lessons learned about being boys and men. We will discuss language such as “boys will be boys,” the media headlines, music, and masculinized spaces like locker rooms. Also discuss the movement of men and boys as advocates for change and allies with others. This course centers on questioning the unspoken rules of what boys and men learn about being men, from each other and from women.

COURSE: FIF 650 | 6 Hours | $75 - GST
001 | Nov 2 | S | 9:30 am - 4 pm | Main

FOR MORE INFORMATION ON COURSES AND PROGRAMS, GO TO CONTED.UCALGARY.CA OR CALL 403.220.2866

FOR MORE INFORMATION ON COURSES AND PROGRAMS, GO TO CONTED.UCALGARY.CA OR CALL 403.220.2866
TOEFL TEST PREPARATION
For students with a high level competence, this demanding course further prepares students for the internationally recognized Test Of English as a Foreign Language. Focus on perfecting your reading, writing, speaking, listening and test taking skills. Be prepared to be challenged.
Prerequisite: ENL 310 ESL 3 or Placement Test
COURSE: ENL 430 | 60 Hours | $500
022 | Sep 23 - Dec 4 | MW | 6:30 - 9:30 pm | Main

TRAIN THE TRAINER 1
What are the characteristics of an outstanding trainer? Throughout this workshop, explore the key skills and techniques that result in successful face-to-face training. Learn how to establish a positive learning environment. Use a variety of training techniques, and ensure that individual and group needs are met. Demonstrate your new skills through practice presentations. Be prepared for an active and engaging experience. This workshop is intended for workplace trainers and adult and continuing education instructors.
COURSE: ADL 139 | 20 Hours | $525
018 | Oct 23 - 25 | WRF | 9 am - 4:30 pm | DT

UKRAINIAN 1
This conversational course is for students with little or no background in Ukrainian. It focuses on oral communication while developing basic reading, listening and writing skills. The students will learn useful phrases and basic grammar to be able to carry very simple conversations in Ukrainian.
COURSE: UKR 100 | 25 Hours | $295 + GST
015 | Sep 26 - Nov 28 | R | 6 - 8:30 pm | Main

UNDERSTANDING AND PREPARING FOR RETIREMENT
Explore retirement within the context of both traditional and current models, as well as the concepts of change and transition and implications on planning a successful retirement. Explore 15 factors in key life arenas of family, relationships, work/career, leisure and spirituality to help better understand your preparedness for retirement planning. If you are retired, or near retirement, and are looking to reinvent your future years, this course will provide the information necessary to assess current and future plans towards making retirement a reality. This course is not a financial planning course. (You may also be interested in PIW 145 Retirement and Estate Planning: All about the Money, see page 101.)
Note: An optional Online assessment tool will be available. Please bring a cheque for $53.95 to the first class if you wish to purchase. This tool will measure individual preparedness for retirement factors but it is not required for the course.
COURSE: PIW 125 | 12 Hours | $275 + GST
019 | Sep 25 - Oct 16 | W | 6 - 9 pm | Main

I liked that the instructors were up to date in their fields, and currently working in the industry.”

Jonathan Adam, Graduate Certificate in Business Intelligence

TYPOGRAPHY
Develop your understanding of typography in relation to expressive, text and image-based content. Learn about the functional and formal properties of type. An understanding of format, hierarchy, legibility, clarity and type as the carrier of meaning will be investigated. Discover the important roles that shape, size, and personality of type play in good design, and how it leads to effective communication.
COURSE: ART 316 | 30 Hours | $425
006 | Sep 23 - Dec 9 | M | 6:30 - 9:30 pm | Main

TSL FUNDAMENTALS
Be introduced to the field of learning and teaching a second language. Become familiar with the terminology used generally in the realm of second language teaching and specifically in the TSL Certificate program. Then focus on principles of classroom management and lesson planning. This will include concepts such as increasing student interaction in the classroom, using effective teacher language and logical staging of various lesson types.
COURSE: TSL 120 | 40 Hours | $675
036 | Sep 10 - Nov 18 | Online

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VISUAL ANALYTICS
This foundational course focuses on the design and implementation of interactive computer visualization techniques for the analysis, comprehension, and explanation of large collections of abstract information. The application of principles from perception, information visualization, interaction and visual analytics will be covered. Practical skills for using tools for cleaning up data, creating interactive visualizations, conducting exploratory analysis and deriving insights from large datasets will be emphasized.

COURSE: ICT 774 | 30 Hours | $975
008 | Sep 16 - Dec 2 | M | 6 - 9 pm | Online

WASTE MANAGEMENT SYSTEMS
Learn about current waste management systems; types, characteristics and sources of waste; technologies for waste treatment and disposal; and the development of waste reduction plans. This course will focus on practical applications, government regulations and best practices related to: storage, collection and waste transfer; reduction, recovery and recycling; biological conversion; and energy recovery. You will learn how to: develop operating and management strategies; create waste minimization plans; apply auditing techniques and recognize issues related to risk and liability.

COURSE: BMC 259 | 30 Hours | $550
015 | Nov 16 - Dec 7 | S | 8:30 am - 4:30 pm | DT

WATER QUALITY
The chemistry and biology of water is the focus of this course. Study water sampling and analysis from many perspectives – from water management planning and municipal drinking water to treatment of wastewater and contaminant remediation. Learn about regulatory requirements, improving water monitoring programs, and ensuring accurate, reliable results.

COURSE: BMC 246 | 30 Hours | $550
013 | Oct 16 - Dec 18 | W | 6 - 9 pm | Main

WOMEN DEPICTED IN ART NEW
Did you know that all prehistoric human figurines were female? And that Christian images of Virgin and Child were inspired by the Egyptian goddess Isis and her son Horus? In this course, we will consider prehistoric cave art, Venus figurines, and examine the idealized ancient goddesses and mythological characters from early civilizations and the classical world. We will also study religious and secular images of women in Christian Europe as well as the changing way in which women are depicted in modern and contemporary art.

COURSE: FIF 648 | 6 Hours | $75 - GST
001 | Oct 19 | S | 9:30 am - 4 pm | Main

WORDPRESS FUNDAMENTALS NEW
Set up and maintain your own responsive website in no time using WordPress, the vastly popular content management system (CMS) that’s free and open sourced. The self-contained platform includes all the tools you need for creating and customizing your WordPress site. This course focuses on how to configure and customize WordPress, create and publish posts and pages using the Classic Editor and new Gutenberg Block Editor, customize the appearance of your website with themes, widgets, and menus, extend WordPress even further with a variety of plugins, incorporate web design best practices. Tips for sharing your website to promote your content, while keeping your site safe and secure will also be introduced. This course is designed for those with no prior knowledge of coding or web development.

COURSE: ICT 693 | 30 Hours | $825
001 | Sep 17 - Nov 19 | T | 6 - 9 pm | Online

WRITING IN THE WORKPLACE
Successful communicators know that effective writing is essential in a variety of professions. You will develop your writing skills through working on correspondence, such as letters, memos, and email; as well as summaries, reports and/or proposals. Topics include: composition, writing clearly, grammar, sentence structure, writing across cultures, and ethical writing. Ample opportunity for writing is available through exercises and assignments, and feedback on your writing is provided by peers as well as by the instructor.

COURSE: WRI 150 | 40 Hours | $795
031 | Sep 10 - Dec 10 | T | 6 - 9 pm | DT
032 | Sep 10 - Nov 18 | T | Online

WRITING WELL
Writing is at the heart of professional, personal and creative communication, and is, therefore, a critical skill in many realms. To write well, you must be familiar with audience, purpose, tone and style as well as the mechanics of writing. Learn the essential skills to be successful at getting your intended message across to a variety of audiences through study, practice, peer and instructor feedback, and assignments.

COURSE: WRI 110 | 30 Hours | $595
034 | Oct 1 - Nov 25 | Online
Information for Students

To reach the main telephone menu and for general inquiries, call 403.220.2866 or 1.866.220.4992 (Toll free outside of Calgary and within North America).

For the most complete and up-to-date information, please go to Student Resources and the Student Welcome Guide at conted.ucalgary.ca/info

**Age Requirement**
You must be at least 18 years of age to enrol in a Continuing Education course, or a certificate or diploma program, unless otherwise specified, as in the case of academic preparation for undergraduates or a program designed specifically for youth.

**Student Accessibility Services**
Students requiring accessibility services, please register with the UCalgary Student Accessibility Services (SAS) office, who will work collaboratively and innovatively with the student to create a supportive learning experience. Please also advise Continuing Education.

SAS Office: ucalgary.ca/access
Continuing Education: 403.220.2866

**Your Privacy**
Continuing Education is committed to protecting the privacy of its students. Personal information is collected under the authority of the Post-secondary Learning Act. You will be asked to provide contact information when you register with Continuing Education or request information about Continuing Education courses and programs. You will be sent a UCID number and password. You can access your personal information through your account using the assigned UCID number and password. The personal information you submit will form part of your student record and will be used to respond to your inquiries, to send you information about your application for admission to a course or program, to send you information about the courses and programs in which you are registered, and to prepare aggregate statistical data. On your student profile, you will have the ability to opt in to receive information about courses and programs offered by Continuing Education.

**COURSE REGISTRATION**
Registrations are accepted on a first-come, first-served basis for all Continuing Education courses. Some courses fill quickly, although in most cases you can be added to a waiting list and contacted if a space becomes available or if there are enough students for a second class.

You must be at least 18 years of age to enrol in a Continuing Education course, or a certificate or diploma program, unless otherwise specified, as in the case of academic preparation for undergraduates or a program designed specifically for youth. For most certificate and diploma programs, a minimum of a senior high school diploma and work experience are recommended, but not required.

For admission to a program, please see ‘Admission’ on the certificate or diploma web page.

If English is not your first language, please review the English language proficiency requirements at conted.ucalgary.ca/info. If you have any questions, please contact an advisor at 403.220.2866.

**Payment Methods**
Fees are to be paid in full by cheque, money order, Visa, MasterCard, American Express, or Visa Debit.

To invoice your employer, a purchase order number is required. When registering by mail or fax, please include a copy of the purchase order with your registration form, which can be found under registration information on the Info for Students page at conted.ucalgary.ca/info. Cheques and money orders are to be made payable to University of Calgary.

**Registration Receipt and Course Location**
Receipts include the location of the course, applicable notes and transaction details. Receipts are automatically emailed to registrants and mailed only upon request. The location of your course can also be found by logging into your account and clicking on My Course Schedule.

**Course Cancellation**
If a course is cancelled due to insufficient enrolment or other unforeseen circumstances, all registrants will receive a full refund, or may choose to transfer without charge to another course.

**Income Tax Receipts (T2202)**
T2202 income tax receipts for eligible non-credit courses are available for download by logging into your account in February. For more information, go to conted.ucalgary.ca/info. UCalgary Employee Tuition Support is considered a non-taxable benefit for employees of the University of Calgary. Employees should NOT request a T2202 for courses paid via tuition support.

**TRANSPORTATION AND PARKING**
The main and downtown campus are easily accessible by LRT and Calgary Transit bus routes. Visit calgarytransit.com or call 403.262.1000 for route assistance.

**Parking Main Campus**
Temporary parking passes are available on the Main Campus for Continuing Education students. The passes can be purchased at the time of registration by phone or in person. The passes are available prior to the start of each term. When purchasing, please indicate the
term for which you require parking. Passes will be valid for lot #32 after 3:30 pm Monday to Friday and all day on Saturdays and Sundays. Passes will be sold on a first-come, first-served basis and quantities are limited. Space is not guaranteed for pass holders. Refunds will be issued only in the event your class is cancelled.

Parking Downtown Campus
There is a covered pay parking lot attached to the University of Calgary Downtown Campus and many pay surface and underground lots in the downtown area. See conted.ucalgary.ca/parking

REFUND, WITHDRAWAL, AND TRANSFER POLICY
Note: ‘course’ denotes any Continuing Education offering (course, seminar, workshop, etc.)

Any exceptions to the refund, withdrawal and transfer policies outlined below are stated on the Confirmation of Registration you receive by email after enrolling in your course.

If a refund or transfer is approved, reimbursement will be made via the original payment method. Reimbursements by cheque may take two weeks or more to process.

Refund and Withdrawal Policy

- For a refund to be issued, notice of withdrawal from a course must be received ten calendar days or more prior to the start date of the course.
- If notice of a student’s withdrawal from a course is received less than ten calendar days prior to the start date of the course, a refund will not be issued.
- Failure to return course materials included in the original course fees — in mint condition — at the time of transfer will result in the cost of the materials being charged to the student.
- In some cases, fees may be applied to include non-refundable costs incurred by Continuing Education on behalf of the student.

Transfer Between Courses

- When transferring into a course with a fee that is less than the fee for the course in which the student originally enrolled, the student will be reimbursed the difference.
- When transferring into a course with a fee that is more than the fee for the course in which the student originally enrolled, the student will be charged the difference.
- Failure to return course materials included in the original course fees — in mint condition — at the time of transfer will result in the cost of the materials being charged to the student.

GRADUATES AND GRADUATION

Admission Requirements
To register for a UCalgary Continuing Education course, you must be 18 years of age or older, unless otherwise specified, as in the case of academic preparation for undergraduates or a program designed specifically for youth. A minimum of a senior high school diploma and relevant workplace experience is recommended for most programs of study; however, we encourage you to discuss your situation and needs with a Continuing Education Student Advisor.

Apply for Certificate/Diploma Admission Early
As programs are subject to change, we recommend you apply for admission to your certificate or diploma as early as possible. Once you are admitted, you can be confident that you have locked in the requirements leading to your graduation. To enrol in a program now, go to conted.ucalgary.ca/apply
When you enrol in your program, you will be charged a non-refundable fee of $95. Additional fees may apply for specific programs.

Certificate Admission Process
A student who is applying for admission to a UCalgary Continuing Education program must complete the application form and pay a non-refundable fee. The form can be found at conted.ucalgary.ca/info

Prior to admission, an applicant whose primary language is not English must demonstrate English language proficiency. For details go to conted.ucalgary.ca/info. See English Language Proficiency.

For admission to a program, please see ‘Admission’ on the certificate or diploma web page.

Prerequisite and Proficiency
We recommend students complete core courses before taking other courses in a certificate program.

Prerequisite: Course that must be completed prior to registering in a course.

Proficiency: Level of skill or knowledge that is recommended prior to registering in a course.

Advanced Standing
When you enrol in your certificate and diploma program, you may request a prior learning assessment. Advanced standing may be granted for equivalent, graded courses completed at other post-secondary institutions. More information is available at conted.ucalgary.ca/info

Prior Learning Assessments
Each Continuing Education Certificate and Diploma Program has specific policies regarding advanced standing credits or seminar credits for prior learning. For more information please refer to specific programs at conted.ucalgary.ca/certificates or call 403.220.2866.

Your UCID and Your Account
When you make your first transaction with Continuing Education, you will establish a student account and you will be assigned a UCID and password. Your UCalgary identification number (UCID) will give you access to your Continuing Education student records in your account. This is where you will be able to view your grades, monitor your progress in your certificate program, and update personal information. The portal is secure. Only you can view your personal information. Access is at conted.ucalgary.ca

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Accessing Your Account
Log in using your UCID. If you’re a new student, you can log in as a new user and receive a temporary user name, with your UCID to follow.

If you are admitted to a certificate or diploma program and wish to check your program status, or view courses in your program, log in to your account, select My Certificates and click on the certificate name. This will allow you to view the full list of completed and required courses that belong to the certificate you are working toward.

If you experience problems logging in, please follow the Forgot Password or Forgot UCID links on the login page, or call 403.220.2866.

Attendance and Performance
You are strongly urged to attend all sessions. Some courses and seminars have specific attendance requirements. Please refer to the course outline for details.

Grading
Student learning is assessed through assignments and examinations, and grades are assigned for each course in a program of study. Most certificate and diploma programs follow the grading standards established for undergraduate instruction at the University of Calgary.

In the Certificate for Emerging Leaders and the Certificate for Front Line Leaders, student learning is assessed through the evaluation of a reflective journal that is submitted following completion of the required number of instructional hours.

In the Office Applications Certificate, student learning is assessed through examinations completed at the end of each course in the program of study.

Graduation Requirements for all Certificate and Diploma Programs
It is the student’s responsibility to ensure that all requirements for graduation are fulfilled in a timely fashion. To assist students in this, advisors are available to meet with students, or discuss via phone or email, to review their status and determine outstanding requirements.

When all requirements are fulfilled, it is the student’s responsibility to apply to graduate. For details visit conted.ucalgary.ca/graduation

Transcripts
For information about official transcripts from Continuing Education please call 403.220.4705. The fee is $10 (GST exempt) per official transcript, and includes a student copy. VISA, MasterCard or American Express must be used if ordering by phone. For the online transcript request go to conted.ucalgary.ca/info. See Forms.

Funding and Scholarships
Awards are given to deserving students not only for their academic achievement, but also for community involvement. Award sponsors include corporate and private donors.

To apply, you must meet eligibility criteria and submission deadlines. We encourage you to review the following list and apply for all funding and scholarships that you may be eligible for:

- Canada - Alberta Job Grant
- Continuing Education Endowment Award (Adult Learning, Visual Design, Writing Certificates)
- Dick Martin Scholarship Award (Occupational Health and Safety Certificate)
- Esmael and Safana Bharwani Award Funded by: Esmael Safana Farzana Fayaz Bharwani Foundation (Adult and Community Education, Adult Learning specializing in Adult and Community Education, Professional Management and Marketing Management Certificates)
- Chartered Professionals in Human Resources of Alberta Award (Human Resource Management Certificate)
- Kay A. Pringle Memorial Scholarships (some Management Certificates)
- Palpa and Lila Nair Scholarship (Environmental Management, and Occupational Health and Safety)

Detailed information is at conted.ucalgary.ca/funding
## Course Registration

### By Mail
University of Calgary
Continuing Education
2500 University Drive NW
Calgary, AB, T2N 1N4

### In Person
University of Calgary
Continuing Education
Energy Resources Research Building (ERRB)
N140, 3512 - 33 St NW
Calgary, AB

### By Phone
403.220.2866
1.866.220.4992 (Toll free outside of Calgary and North America)

### By Fax
403.284.5702

<table>
<thead>
<tr>
<th>1. Course Title</th>
<th>Fee</th>
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<tr>
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<td>Section Number</td>
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</thead>
<tbody>
<tr>
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<td>Section Number</td>
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Are any of these courses to be used as a credit toward a certificate or diploma program?  Yes [ ]  No [ ]

If yes, please name the certificate or diploma program: __________________________

**Note:** In order for credit to be applied, you must be registered in the program. For the certificate admission form visit [conted.ucalgary.ca](http://conted.ucalgary.ca) and click Info for Students. See Forms and Applications.

### Personal Information
Surname ____________________________ Previous Surname ____________________________
Given Name __________________________ Second Given Name ____________________________
Date of Birth* (MM/DD/YYYY) ________________ Phone __________________ Fax ________________
Email ____________________________ UCID# ____________________________
Home Address _____________________________________________
City ____________________________ Province ____________________________ Postal Code ____________________________

### Payment
Main Campus Parking Pass  Yes [ ]  No [ ]  Quantity ____________________________

Payment Method: Please note that when paying for a course that indicates +GST, tax must be added.

- Fee Enclosed (Cheques payable to University of Calgary Continuing Education)
- Purchase Order # ____________________________

We accept Visa, Master Card and American Express.

For your security, please do not document your credit card information on this form. Instead, please call 403.220.2866 (or 1.866.220.4992 toll-free in North America) weekdays, 8:30 am - 4:30 pm, to provide the name and number on the card. Please note: Your registration cannot be finalized until you have provided your credit card information. (Reminder: Online registration using a credit card is secure and available 24 hours a day, every day.)

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*Age Requirement: 18 years of age or older, unless otherwise specified. Must provide date of birth to process registration.

**Confirmation of your registration will be sent by email or mail, upon request.**

Your Privacy: This information is collected under the authority of the Post-Secondary Learning Act. It is required to register you in a course and to create your student profile. If you have any questions about the collection or use of this information, please call 403.220.2866.
Frequently Called Numbers

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Bookstore</td>
<td>403.220.5937</td>
</tr>
<tr>
<td>Campus Security (Main)</td>
<td>403.220.5333</td>
</tr>
<tr>
<td>Campus Security (Downtown)</td>
<td>403.473.2614</td>
</tr>
<tr>
<td>ContEd Student Services</td>
<td>403.220.2866</td>
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<tr>
<td>Health and Recreation Centre</td>
<td>403.220.7749</td>
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<tr>
<td>Main Switchboard</td>
<td>403.220.5110</td>
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<tr>
<td>Parking Services</td>
<td>403.220.6771</td>
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<tr>
<td>Safewalk: Main</td>
<td>403.220.5333</td>
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<tr>
<td>Service Stop (Degree credit)</td>
<td>403.210.7625</td>
</tr>
<tr>
<td>Taylor Family Digital Library</td>
<td>403.220.8895</td>
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Main Campus

Downtown Campus

PARKING

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<tr>
<td>P1</td>
<td>906 8 Avenue SW (Indigo — attached to the University of Calgary Downtown Campus)</td>
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<tr>
<td>P2</td>
<td>919 8 Avenue SW (Impark)</td>
</tr>
<tr>
<td>P3</td>
<td>1001 8 Avenue SW (Impark)</td>
</tr>
<tr>
<td>P4</td>
<td>1001 7 Avenue SW (Impark)</td>
</tr>
<tr>
<td>P5</td>
<td>909 7 Avenue SW Garden Towers (Vinci)</td>
</tr>
<tr>
<td>P6</td>
<td>725 9 Avenue SW (Centennial)</td>
</tr>
<tr>
<td>P7</td>
<td>830 9 Avenue SW (Calgary Parking Authority)</td>
</tr>
<tr>
<td>P8</td>
<td>920 9 Avenue SW Continental Towers (Impark)</td>
</tr>
<tr>
<td>P9</td>
<td>907 9 Ave SW (Impark)</td>
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</tbody>
</table>

Calgary Parking Authority: 403.537.7000
Indigo: 403.269.7275
Vinci Park: 403.296.1820

CALGARY TRANSIT STATIONS

Southbound: 7 Avenue between 8 Street and 7 Street SW
Northbound: 7 Avenue at the corner of 7 Street and 7 Avenue for Calgary Transit routes and schedules, call 403.262.1000, or visit calgarytransit.com
Global Extensions

UCalgary Continuing Education offers a number of programs for international learners who want to improve their English language skills, take professional development courses or gain experience in a Canadian academic setting.

English Language Program
Full-time ESL (English as a Second Language) and EAP (English for Academic Purposes) courses and programs.
Offering exciting learning opportunities on and off campus, ensuring the best possible cultural experience.

Teaching English as a Second Language
Learn to teach English in an intensive summer program.
An innovative curriculum of four courses delivered by industry experts in an intensive one-month format.

Calgary International Summer Program
Academic Programs for international students.
This 4-week program is for international students interested in visiting Canada during summer session and taking two academic courses taught by University of Calgary faculty.
See you in class
ON CAMPUS. ONLINE.
conted.ucalgary.ca