We welcome distinguished alumnus Stedman Graham to Fishers Center! p. 21
Fly Higher with Lifetime Learning by Ball State

Our non-credit credentials are designed for learners in all stages of life, who help each other grow in ways that enhance their personal and professional brand. Online, hybrid, and face-to-face learning opportunities seamlessly fit into your busy schedule because you should learn for the life you want to live.
Featured Training
3  Business Operations
4  Construction Industry Training

Student Success
5  Credit for Prior Learning
6  Same-as-Credit Credentials
7  Social Work Licensing
8  Technology Skills and Upskill Together

Train for Free
9  WIOA-approved Programs
10  WIOA process

Online Healthcare Career Training
11  Medical Billing and Coding
12  Clinical Technician Training
13  Medical Technology Courses

Business Training
14  Customized Group Training
15  Executive Education and Customer Experience

Programs for Educators and Schools
16  Everyday Behavior Tools
16  Remote Teaching

Personal Enrichment
17  E.B. and Bertha C. Ball Center
18  Community Course Proposals

Satellite Centers
19  Fishers Center
20  Certified Public Manager
21  Identity Leadership with Stedman Graham
Featured Trainings

BUSINESS OPERATIONS

**Certified Associate in Project Management (CAPM®)**
The program includes training and exam preparation for students to become a Certified Associate in Project Management (CAPM®) as designated by the Project Management Institute. Learn effective time management, scope and estimation of project undertaking and preparing a project plan along with project risk and cost analysis. Fee includes textbook, practice tests, and all course materials.

Online, self-paced; $1,699
Available with Certification Exam Voucher – WIOA-approved; $2,150

**Computer Support Specialist**
Support IT infrastructure through installing and configuring systems to secure applications, networks, and devices, performing threat analysis and responding with appropriate mitigation techniques. This course is designed to fully prepare students to sit for and pass the CompTIA A+ (Core 1 and Core 2) and CompTIA Network+ Certification exams. Students are eligible for an optional externship with a local employer after successful course completion.

Online, self-paced; $2,599
Available with Certification Exam Voucher – WIOA-approved; $3,799
CONSTRUCTION INDUSTRY PROFESSIONAL DEVELOPMENT

**Leading and Managing in Construction (CAP)**

Construction is one of the largest contributors to the nation's economy, with over seven million employees building $1.3 trillion worth of structures. Learn the construction process including construction leadership, teamwork, cost and time control, quality assurance and control, and risk control. Perfect for Project Engineers, Superintendents, Project Managers, Controllers, Accountants, Architects, and Designers.

*Online, self-paced; $1,200*

**Project Management in Commercial Construction: Furniture, Fixtures and Equipment**

This program integrates the role of the Project Manager in designing, purchasing, and placement of FF&E in collaboration with architects, construction managers, engineers, and interior designers to deliver on a commercial project that meets the expectations of the client and needs of the end user. Broaden and improve your leadership effectiveness in FF&E as Project Manager within the project team.

Discover the influence of stakeholders in decision-making and the importance of fulfilling expectations of multiple roles to achieve a client’s objectives. Demonstrate the process steps from building concept, final design, purchasing, and installation of all things FF&E across industries.

*Online, self-paced; $500*
Credit for Prior Learning

Earn college credit for what you already know to fly further, faster.

Your life experience has taught you something. As a parent, employee, community volunteer, or military veteran, you know how to lead, motivate, manage, communicate, and connect. At Ball State, we evaluate your already acquired knowledge and award credit in multiple ways to maximize your success and save you time and money. Students can earn up to nine graduate-level credits and 63 undergraduate credits. Email lifetimelearning@bsu.edu, or call 765-285-8565 with questions.

Ways to Accelerate Your Journey

- Credit by departmental portfolio
- Credit by credential through Lifetime Learning
- Credit for military experience
- Credit by departmental examination (Graduate-level only)
- Credit by departmental authorization (Graduate-level only)

Military training and experience is assessed according to the American Council on Education (ACE) standards for recommended college credit. We offer testing in our on-site Testing Center.

See if you are eligible for prior learning credit.

Credit for Prior Learning

Tuesday April 11, 2023
12:00 - 12:30 PM
New Same-As-Credit Credentials!

Join us to see how you can fly further—whether upskilling your way to the corner office or traveling in a new direction. No degree needed. But it could lead to one faster with Lifetime Learning articulation badges. When you are ready, your completed credential could be the start of something new.

**Social Media Brand Management: Storytelling and Leadership**

Grow and connect with your audience using social media brand storytelling and evidence-based leadership effectively. Master practical techniques and strategies and harness critical data to measure the success of your networking and brand strategy. Online, self-paced; $500

SAME AS CREDIT: JOUR 182 Media Analytics and Content Strategy; JOUR 348 Social Media Management Practice

**Leading Organizational Innovation (CCIM)**

Approach leadership and innovation through the lens of more than just business strategy by engaging audience understanding, systems development, organizational culture, and communication to develop and build a culture of innovation. Designed for team leaders, mid-level managers, emerging supervisors and students who want a competitive advantage in their job search. Online, self-paced; $500

SAME AS CREDIT: COMM 441 Contemporary Issues in Organizational Communication

**What is a Digital Badge?**

A digital badge validates a learned skill or credential. Its unique URL can be shared electronically via social media, online portfolios, web sites and email signatures to demonstrate your knowledge to employers and contacts. **An Articulation Badge** is one that = credit. We call them “same-as-credit credentials.”
Social Work Licensing Exam Preparation

Whether you’re a Ball State Cardinal studying social work, or a professional in the field, we prepare you to fly to your next career destination with ease. Pass a difficult licensure test to add credentials to your resume.

Certified Alcohol and Drug Addiction Consultant (CADAC) Test Preparation
This substance abuse treatment credential covers four domains of the CADAC exam including Domain I: Screening, Assessment, and Engagement, Domain II: Treatment Planning, Collaboration, and Referral, Domain III: Counseling, and Domain IV: Professional and Ethical Responsibilities. Apply the knowledge in each domain to direct practice situations and develop test taking skills that apply to Clinical Skills test.

Virtual synchronous classes; April 14 and 15, 2023 from 8:30 – 4:30 p.m., includes lunch break; $399

This exam review course includes 6-month access to LEAP’s (Licensing Exam Preparation Services, LLC) professional video course with 400-page, comprehensive study guide with the most up-to-date exam materials for the DSM-5. Enjoy the convenience of 24/7 access and a 2-month and a 3-month daily study plan. This course is perfect for learning on-the-go and is the ONLY professionally produced social work licensing exam prep video course on the market.

Self-paced; $299

Licensed Practical Counselor LPC/LCPC Licensure Exam Preparation
In this self-paced course participants work their way through ten modules to review the topics covered on the National Counselor Exam (NCE) exam, which is comprised of two hundred multiple choice questions. Refresh your knowledge of Human Growth and Development, Social and Cultural Foundations, Helping Relationships, Group Work, Career and Lifestyle Development, Appraisal, Research and Program Evaluation, Professional Orientation, and Ethics.

Self-paced; $299
Partnership with Tech Talent Accelerator SkillStorm

“In today’s fast-changing economy, Ball State has a crucial role in preparing our students to step into meaningful careers in the working world. To fulfill that role, it’s essential that we offer certifications and skills training that reflect the needs of employers in the region,” said Amy Barsha, assistant vice provost for Lifetime Learning. “This partnership with SkillStorm will enhance our ability to provide the training and upskilling opportunities needed to help our students and community members succeed in today’s labor market and prepare for the future workplace.”  

Matching Scholarships for Ball State Students

Through Upskill Together, Lifetime Learning by Ball State will be offering matching scholarships for Ball State students! Each certification program completed by a community member will provide access for an in-need student, enabling both the current and future workforce to succeed!

To register, visit the Lifetime Learning by Ball State website. To speak with a Lifetime Learning enrollment specialist, email lifetimelearning@bsu.edu or call 765-285-8565.
Where are you headed in your career? If you are unemployed or under-employed, you may be eligible to receive free career training and get certified in high growth fields through the Workforce Innovation Opportunity Act (WIOA) federally funded grant re-training program. Advance to your next career destination. Certification exam fees included! Email our Enrollment Specialist at Lifetimelearning@bsu.edu or call 765-285-8565 for details. VIEW APPROVED COURSES

Lifetime Learning by Ball State Approved Programs

AWS Solutions Architect
Associate Certification
AWS Cloud Practitioner Certification
Certified Business Architect
Certified System Architect
Certified Senior Systems Architect

Certified Associate in Project Management (CAPM®)
Cisco CCNA Network Associate
Cloud Computing
Computer Support Specialist
Salesforce Administrator Certification
Salesforce Developer
Clinical Medical Assistant
Medical Billing & Coding
Pharmacy Technician
Phlebotomy Technician
Surgical Technologist
To get started, it’s as easy as 1, 2, 3

1. Create an account in Indiana Career Connect.
2. Contact one of the WorkOne offices to speak with a Career Advisor (see map below).
3. A Career Advisor will walk you through the next steps.

Additional information can also be found at intraining.dwd.in.gov. Search Provider Name *Ball State University*.

Contact LaTonya Atkins, our Enrollment Specialist, at Lifetimelearning@bsu.edu for assistance.
Online Healthcare Career Training

It's time to spread your wings and activate your passion for helping others. Our 100% online courses taught by experienced industry experts prepare you for in-demand jobs in growing healthcare fields. Whether clinical or clerical, our “take flight” work experiences ensure your skills proficiency, providing the needed firsthand experience that employers seek. Enroll today to make that career transition fast.

Is your goal to work from home?

Our Medical Billing and Coding program will qualify you to sit for multiple certification exams and land a leading remote-work opportunity!

Medical Billing and Coding (MBC)

Physician practices, hospitals, pharmacies, long-term care facilities, chiropractic practices, physical therapy practices, and other healthcare providers all depend on medical billing and coding for insurance carrier reimbursement. The program covers: CPT, specialty fields such as surgery, radiology and laboratory, the ICD-10 for diagnosis and procedure coding, and basic claims processes for insurance reimbursements. Eligible for the following Certification(s): National Healthcareer Association (NHA) Certified Billing & Coding Specialist (CBCS) certification exam.

$1,799; Certification exam fees not included.
Pharmacy Technician

Approximately 400,000 technicians will be employed by the year 2024 to meet our nation’s growing healthcare demands. This comprehensive course will prepare learners to enter the pharmacy field and take the Pharmacy Technician Certification Board’s PTCB exam. Content includes pharmacy terminology, reading and interpreting prescriptions, defining generic and brand names drugs, and much, much more. Eligible for the following Certification(s): Pharmacy Technician Certification Board (PTCB) Certified Pharmacy Technician (CPhT) and the National Workforce Career Association (NWCA) Pharmacy Technician Associate Certification (PTAC).

$1,299; Certification exam fees not included.

Certified Clinical Medical Assistant (CCMA)

This online training prepares learners to assist physicians’ offices, hospitals, and other healthcare facilities by performing the clinical functions of a medical office. Instruction includes preparing patients for examination and treatment, administration of medications, routine laboratory procedures, pharmacology, taking and documenting vital signs, technical aspects of phlebotomy, the 12-lead EKG, and the cardiac life cycle. Students may qualify for a 160-hour externship to gain real-world on-the-job experience. Eligible for the following Certification(s): NHA or National Workforce Career Association (NWCA) CCMA.

$2,499; Certification exam fee not included.

Medical Administrative Assistant (MAA)

Medical administrative assistants, medical secretaries, and medical records clerks are in great demand. Employment is expected to grow an impressive 34% by 2024! Learn people skills, medical ethics and law, medical terminology, billing and coding basics, telephone techniques, scheduling, medical records management, and management of practice finances. Eligible for the following Certification(s): NWCA Medical Administrative Assistant Certification (MAAC) or the NHA Certified CMAA.

$1,299; Certification exam fees not included.

Spanish for Healthcare Professionals ¡Cuida y sana!

This micro credential program addresses the crucial public need to provide linguistically- and culturally appropriate care to Spanish speakers through interactive instruction, cultural competency lessons, and built-in assessments. Participants learn to communicate patient medical information, use vocabulary related to body systems, illnesses, and treatments, discuss physical conditions, and give instructions in an effective manner. **This program is designed for current working healthcare professionals, students, or companies upskilling teams in medical and health related fields.**

Online, self-paced

$150 for Part 1 Modules 1 – 3; $150 for Modules 4-6
PROGRAMS AVAILABLE

Cisco CCNA
Network Associate
Cloud Computing
Phlebotomy Technician
Surgical Technologist

ENROLL TODAY
Make the most of the team you have—and develop the team you need.

As employers, you depend on an engaged workforce that is prepared and aligned with your organizational values. Lifetime Learning by Ball State offers a breadth of pre-designed skills and leadership workshops to help you with cross-training and succession planning. Do you have a particular need? Request a customized group training or organizational assessment to solve your biggest team or business challenge.

REQUEST A TRAINING

---

East Central Indiana Small Business Development Center

The services of the Indiana Small Business Development Center are designed to help businesses start stronger, grow faster, and work smarter. No matter your business's stage, we are here to help you succeed. Our services include no-cost business advising, training, workshops, referrals, and a library of cultivated tools and resources.

Please visit our website to register for services. Call 765-282-9950 to learn more.
Executive Education

Finance for People-People – Tailored especially for those who are not naturally “numbers people,” our step-by-step approach teaches financial statements and how to interpret them.

Leveled Up – Our most popular program, teaching management and leadership to people in supervisory positions who just need the right tools to succeed.

Simplexity – Ball State is the United States host site for this innovation and problem-solving training. Companies find this useful in the development of a strategic plan. Best delivered in-person.

Customer Service

Customer Experience Excellence (CXX) – This face-to-face group interactive exercise casts a vision, maps your customer journey, and maximizes customer satisfaction.

Applied Magic (Disney) – Differentiate your customer experience with the magic of Disney to your organization. Led by staff from our Entrepreneurial Leadership Institute.

See more at bsu.edu/lifetimelearning/business-execed.
Programs for Educators and Schools

Ball State's Teachers College has a long history as a leader in preparing professionals in all areas of education. Teachers across the profession are adapting to the new skills needed to help their classrooms, and their students, thrive.

**Everyday Behavior Tools Certification Test Prep**

This program is designed for parents, educators, caregivers, and other professionals who engage with individuals with confrontational or potentially aggressive behavior. Learn a systematic behaviorally-based approach for addressing minor behaviors in individuals that emphasizes human dignity and choice without the use of coercion or confrontation. This integrated system of procedures is designed to deal with pre-crisis situations. Prepare to earn certification as a practitioner of Everyday Behavior Tools (EBT) through the Professional Crisis Management Association (PCMA) after completion of all requirements.

Online, Self-paced; $250

**Online Social Emotional Learning (O-SEL)**

This six-module micro-credential will give teachers access to foundational tools essential to creating effective social-emotional learning in online environments. Teachers will create a solution to their identified problems related to the following themes: a) o-SEL instructional approaches; b) online critical thinking; c) gaining self-awareness and taking initiative online; e) building connections and showing empathy online; d) fostering positive relationships; and f) engaging school, family, and community partners online.

Online, Self-paced; $150

Enroll individual teachers or talk to us about our group licensing contract agreements! Email amy.barsha@bsu.edu for details.
Personal Enrichment

You have interests—large and small—that are calling to you.

Whether it is self-discovery, personal enrichment, or just something from your bucket list, satisfy your limitless curiosities through Lifetime Learning by Ball State, in partnership with the E.B. and Bertha C. Ball Center.

Tea, Scones, Cozy Mysteries and Not Your Grandmother’s Needlepoint

This event combines a learning experience with an afternoon tea in the beautiful Ball Brothers mansion. Sally Jo Vasicko will discuss the high tea tradition, Reta Heinkel will talk about the Laura Childs tea shop mysteries, and Linda Burkhardt will enlighten us about today’s needlepoint. We’ll enjoy tea and scones after the presentation.

Thursday, March 30, 2–3:30 p.m; Reservations required; $10

9-5: Notable Working Women of Muncie

Presenters -Melissa Gentry, supervisor, GIS Research and Map Collection, University Libraries, Ball State University; Karen Good, board member and chair of Ancestor Hunters, Delaware County Historical Society; Sara McKinley, local history and genealogy supervisor, Muncie Public Library; Karen Vincent, president, Delaware County Historical Society

This program celebrates some notable secretaries in Muncie’s rich history. These multitalented multi-taskers were the unheralded behind-the-scenes machinery truly running some of the biggest industries and even working on international assignments of historical significance. We’ll celebrate their achievements with photographs, newspaper articles, and anecdotes.

Wednesday, April 26, 10–11 a.m; Reservations required; Free

VIEW ALL CLASSES!
A Call to Beneficence

Be like “Benny.”

Beneficence, affectionately called “Benny,” is Ball State’s institutional icon. She symbolizes the generosity of the five Ball brothers whose land donation to the State of Indiana allowed Ball State to flourish. In the spirit of gratitude and generosity beloved by Ball State, we invite you to share your knowledge and expertise through considering developing and teaching a lifetime learning course!

Are you an expert in your field, Ball State alumnus, or community leader?
Do you have an idea for a course you know meets a need in the market?
We want to hear from you.

Tell us your course idea.
Ball State Satellite Centers

Join us off-campus, yet close to home.

Cardinals fly near and far, enriching communities and workplaces beyond campus borders. Ball State’s satellite centers in Indianapolis and Fishers are the perfect destinations to connect, engage, and activate your next strategic opportunity. Our venues provide the perfect spaces to build immersive experiences for alumni, employees, and community leaders. Fly with us.

- Group professional development training
- Alumni, business, and industry networking events
- Strategic planning off-sites facilitated by expert Ball State faculty scholars
- Customized immersive training to launch next-level business plans

For training, scheduling, facility rental rates, and event requests, please contact Chris Fisher at christopher.fisher@bsu.edu.
**Certified Public Manager® (CPM)**
Accredited by the National Public Manager Consortium.

By beginning with the end in mind, public managers improve organization to produce public value and facilitate a results-oriented team culture. Virtual or face-to-face sessions are available.

$1,795 pp for in-person class or $1,495 per person for virtual class. Pay by invoice is accepted.

Contact aaron.clark@bsu.edu or call 765-285-8565. **Topics covered include:** Managing for High Performance, Emotional Intelligence, Organizational Integrity and Ethical Behavior, Managing Work, On-boarding New Employees, Performance Improvement and Measurement, Financial Stewardship, Effective Communication, and more!

---

**CULTIVATE: Next Level Leadership is Mentoring**

This workshop is for professionals who want to share their leadership savvy with Ball State students and the next generation of leaders. Join us for lunch and an opportunity to learn how to evolve and elevate your leadership skills through mentoring. Topics include interpersonal considerations for mentoring, motivations, and approaches. The training will also include an overview of Ball State student mentoring opportunities and how to use the Cardinals Connect mentoring platform.

May 23, 2023 from Noon–2 p.m.; $40 per person. Lunch is included.

---

**Training on Interpersonal Violence**

Learn the importance of taking a trauma-informed approach to IPV intervention for perpetrators and examine common tactics of power and control used in intimate partner violence. We will also discuss tools to guide men toward nonviolent change and sustain relationships based in equality.

April 12, 2023 from 9 a.m.–Noon; $40 per person. Contact us for a student discount.
Ball State University Welcomes Distinguished Alumnus

“For more than thirty years, I have been writing books, working with corporations and communities, teaching in universities, supporting nonprofits, and speaking to audiences—nationally and internationally. I have come to know one thing: leadership is everything.” —STEDMAN GRAHAM

IDENTITY LEADERSHIP WITH STEDMAN GRAHAM

You cannot lead others until you first lead yourself.

April 19 • 9 a.m.–4 p.m.

Fishers Center for Academic and economic Innovation, Fishers, IN

Email Lifetimelearning@bsu.edu to purchase a group block for your organization at a reduced rate.

This transformative one-day workshop by businessman, educator, speaker, and leadership guru, Stedman Graham, crystalizes, personalizes, and streamlines contemporary issues of leadership into an actionable Nine Step Success Process®. Gather your emerging and progressive leaders to create momentum that propels both personal career achievements and team triumphs.

Learn to:
• Clarify and define who you are as a leader
• Create a vision
• Organize, plan, and set goals
• Strengthen and develop relationship
• Develop and performance mindset
• Learn a proven process for success

$350 per person includes Stedman’s book, planner, and journal!
STEDMAN GRAHAM is a business advisor, chairman and CEO of S. Graham and Associates, a management and marketing consulting firm. He is the author of 12 books, including two New York Times best sellers and one Wall Street Journal bestseller. As a businessman, educator and speaker, Graham lectures and conducts training programs for corporations and educational organizations worldwide on the topic of Identity Leadership, based on the philosophy that one cannot lead anyone else until you first lead yourself. His proven Nine Step Success Process® drives his powerful message that it doesn't matter how the world defines you, it only matters how you define yourself. Graham is honored as a distinguished visiting professor at colleges and universities throughout the country including his role as a former adjunct professor at the Northwestern Kellogg School of Business where he taught the course, “The Dynamics of Leadership.” Graham's clients include Gulfstream, Aerospace, Microsoft, Deloitte, Wells Fargo, Lenovo, General Dynamics and the US Department of Labor and Education. As a proud native of Whitesboro, New Jersey, Graham has demonstrated an enduring dedication to youth and community. His New York Times best seller, Teens Can Make It Happen is utilized in middle and high schools in the US and abroad. With dedication to community development, Graham is the founder of the Concerned Citizens of Whitesboro and the Concerned Citizens of Lake Wacamaw, North Carolina, a co-founder of the Community Alliance for Youth Success (CAYS) and a member of Horatio Alger. Stedman Graham has served in the United States Army and played professional basketball in the European League. Graham holds a bachelor's degree in Social Work from Hardin-Simmons University and a master's degree in Education from Ball State University and three honorary Doctorates. Graham serves on several boards and has received numerous awards.