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International Conference on Rivers & Civilization: Multidisciplinary Perspectives on Major River Basins
June 25-28, 2006 La Crosse, Wis.
The third in a series of conferences on major river basins, this conference will be multidisciplinary and feature:

Keynote Presenter:
Jared Diamond, University of California at Los Angeles, USA Pulitzer Prize winner

Invited Speakers:
Wendy Doniger, University of Chicago, USA
David Dudgeon, University of Hong Kong, China
Fekri Hassan, University College, London
Robert Howarth, Cornell University, USA
Donna Mergler, University of Quebec at Montreal, Canada
D. Christer Nilsson, Umea University, Sweden

Conference Themes:
- Rivers in Literature and the Arts
- Contemporary Water Resource Use
- Ecological Restoration and Management
- Ecology of River Basins
- Historical Development of Rivers
- Human Influences on Water Quality

Who Should Attend:
This conference is targeted for a multidisciplinary audience comprised of academics and practitioners from the sciences, arts and humanities. The conference will feature plenary and topical sessions, poster sessions, art exhibits and tours of ecological restoration projects on the Mississippi River. Check the Web site for information on submission of session proposals and abstracts, associated deadline dates and other conference information.

For more information visit www.Rivers2006.org or contact Jan Olson - olson.jani@uwlax.edu - (608)785-6506
Bullying Can Be Stopped
Join us for our fall/spring series of programs on bullying prevention. Examine the causes and outcomes of this behavior, and the rippling effect bullying has on relationships across social spheres: domestic, workplace, public. Explore techniques for bullying prevention and specific curriculum designed to teach these skills to students. Build partnerships with other organizations to support your prevention program. You will leave with concrete strategies to address this growing challenge.

Part I: Community and Schools Working Together to Address Bullying
School district and health & human service representatives will share information, insight and tools for understanding bullying and its effects on school and community. Participants may join this discussion in the convenience of the distance classroom in their school district or neighboring districts. Schools are encouraged to send small teams representing classroom, guidance and administrative staff to maximize the value of this program to your own prevention efforts. Participants will leave with tools to develop a team approach to stop and prevent bullying behavior in your school. Participants must register for Parts I and II. Registration fee covers both programs.

(Interactive Television Panel Discussion)
Sept. 29, 9 a.m.-3 p.m.
.5 CEUs

Part II: What Is Working and What Isn’t; Strategies for Continuous Improvement of Bullying Prevention Programs
Panel discussants and school district participants will reconvene to discuss the progress of their bullying prevention programs. Participants will leave with shared solutions to their specific program challenges. Participants must register for Parts I and II. Registration fee covers both programs.

Nov. 10, 9 a.m.-3 p.m.
.5 CEUs

Part III: Stan Davis, “Stop Bullying Now!”
National speaker, Stan Davis, is a K-12 guidance counselor, certified Olweus Bullying Prevention Trainer and certified social worker. His bullying prevention strategies are part of state-wide initiatives in Michigan, New Jersey and West Virginia. Featured in the national media for his work, Davis is the author of “Schools Where Everyone Belongs.” Join Stan Davis for an eye-opening presentation that integrates research, practical experience, storytelling and audience participation. Teachers, school personnel, human services workers and parents new to the problem will leave with a deeper understanding of bullying. Those experienced in the issue will leave with effective strategies to combat it.

(Interactive Television Panel Presentation)
March 14, 8 a.m.- 2:45 p.m.
.6 CEUs

For more information and program costs or to find the location of a receive site near you, please contact Annette Valeo, (608)785-6528, valeo.anne@uwlax.edu

ANNUAL FALL EDUCATOR WORKSHOP
Differentiating Instruction in the Regular Classroom: How to Reach and Teach All Learners
How can teachers design different but “fair” learning activities in the regular classroom, evaluate differentiated activities and skillfully manage multiple activities in the classroom? Participants will be actively involved in designing differentiated activities for a variety of purposes and in creating learning activities to meet criteria that make differentiation “invisible” to students. We will “mine” ideas for differentiation from your current units and/or teacher editions. We will explore “teacher proven” ideas for managing flexible instructional groups and for evaluating equal but different tasks.

Diane G. Heacox, Ed.D, author of “Up From Underachievement” and “Differentiating Instruction in the Regular Classroom: How to Reach and Teach All Learners,” is currently an associate professor of education at the College of St. Catherine in St. Paul, Minnesota. Diane has taught at both elementary and secondary school levels and has served as a gifted education teacher and administrator, as well as an instructional specialist in public education.

Nov. 29, 9 a.m.-3 p.m.
Great Hall Cleary Center, La Crosse
.55 CEUs

See page 16 for coordinating parent program
**Instructional Strategies for Students with Autism Spectrum Disorders**

*For noncredit option, see page 00*

Students with Autism Spectrum Disorder (ASD) and other pervasive development disorders span a wide range of qualities and functioning levels. While many are able to master the regular education curriculum, the methods for delivering instruction and the ways in which students need to respond to that instruction can be significantly different than for other students in the classroom. Participants will be able to identify characteristics of Autism Spectrum Disorders and implement a wide variety of strategies in the school, home and community environments to meet the needs of students with ASD.

Spring 2006 dates and location to be determined.
Tuition, plus special course fee for UG credit; Tuition for GRAD credit

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**Motheread/Fatheread Family Literacy Institute: Involving Parents in Children’s Literacy Learning**

This program is offered through a partnership between Continuing Education/Extension and the Wisconsin Humanities Council. To participate, you must be a paid staff member of a Wisconsin non-profit organization with a demonstrated commitment to literacy programming. UW-L credit is available for your participation in this institute. To receive a credit individuals must first apply to and be accepted for the program by the Wisconsin Humanities Council. WHC application fee is $650. To apply, please contact: Dena Wortzel • Wisconsin Humanities Council • (608) 262-0706

- Nov. 8, 1-5 p.m.; Nov. 9-10, 9 a.m.-5 p.m.;
- Nov. 11, 9 a.m.-1 p.m.
- Pyle Center, Madison
- Tuition, 1 credit (UG/GRAD)

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**Master of Education-Professional Development (ME-PD) Learning Community**

The University of Wisconsin-La Crosse offers the ME-PD graduate degree program throughout the state based on requests from educators. The degree is designed for school professionals, educators or others who want to develop education competencies for professional growth.

As a Learning Community student, you will come together as a group for two years and complete a four-semester, spiraled curriculum, as well as an action research project and portfolio, which serve as your culminating activities. This 30-credit graduate program will influence how you think about learning, teaching and assessment while allowing for constant improvement for you and your students. You will learn practical skills that will be immediately applicable to your work setting and tied to your district’s goals.

During the first year of the program, participants develop learning standards focused on the contemporary needs of elementary and secondary classrooms. During the second year, growth and improvement plans are written for each of these standards.

The innovative format, one weekend a month, Saturday 8 a.m.-4:30 p.m. and Sunday 8 a.m.-3:30 p.m. provides an opportunity to earn a master’s degree while maintaining a career and personal life

**Fall 2005 Learning Community sites include:**
- Fort Atkinson
- Manitowoc
- Rhinelander
- Tomah

Check our Web site for weekend dates and locations:
www.uwlax.edu/conted/mepd

It’s not too late to enroll! For more information, admission materials or questions, call toll-free 1-866-895-9233 or e-mail at lc@uwlax.edu. If you are interested in having a Learning Community in your area, call and let us know!

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**Planned Spring 2006 Learning Community sites include:**
- DeForest
- Elkhorn
- Greenfield

- Rice Lake
- Sheboygan
- Whitehall

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Kickapoo Valley Reserve: Symposium in Education

The beauty and mystery of the Kickapoo Valley Reserve once again provides the backdrop for two in-depth courses for teachers and others interested in getting to know better this regional gem. In fall 2005, participate in “That Dam History: A Study of the La Farge Dam Project”. Instructor and local resident, Brad Steinmetz will lead you on a journey through the intriguing history of this project and the effect it has had on the environment and area residents.

In spring 2006, those interested in geology will want to participate in “Kickapoo Rock-Experiencing Geology in the Kickapoo Valley.” In this highly interactive and hands-on class instructor Chuck Hatfield will take students into the field and provide them with a deeper understanding of the geology of this area.

Symposium in Education: “That Dam History - A Study of the La Farge Dam Project”

In 1962 Congress passed a bill authorizing the Corps of Engineers to build a flood-control dam north of La Farge to protect the community from the ravages of constant flooding. Little did anyone know that the project would become a controversy that would sweep this rural area into the national spotlight before it was stopped in 1975. Learn how the project evolved and was buffeted by state and national political forces, the emerging environmental movement, bungling bureaucratic decisions, and the power of the media. Come to understand the effect of this massive federal project on the people of this rural valley who lost their homes because of it. Relive the memories of these turbulent times as you walk the land where it actually happened, which is today the Kickapoo Valley Reserve. Teachers will take away practical applications for teaching important local history topics in their own classrooms. This course is for anyone interested in the rich story behind this local landmark.

Oct. 7, 6-10 p.m.; Oct. 8, 8 a.m.-4 p.m.;
Oct 9, 9 a.m.-noon
Kickapoo Valley Reserve, La Farge, Wis.
Tuition, 1 credit (UG/GRAD)

Symposium in Education-Geography and Earth Science for Teachers: “Kickapoo Rock-Experiencing Geology in the Kickapoo Valley”

This course is an “up close and personal” study of the specific geology of the Kickapoo Valley watershed. The class will examine the geological history of the area, including the rocks, minerals and soils found here. Teachers will find the materials and procedures are adaptable for use with a wide range of educational levels in the classroom. Field trips will take participants to mossy river cliffs, hidden shelter caves, beautiful wind-carved sculptures, and finally to the high bluff-top goat prairies. Opportunities will be provided to collect rock and soil samples for classroom use and personal collections. An extra bonus is the opportunity to hike through (and photograph) the lovely spring flowers of the Kickapoo hills and valleys.

April 21, 6-9 p.m.; April 22, 9 a.m.-5 p.m.;
April 23, 12-4 p.m.
Kickapoo Valley Reserve, La Farge, Wis.
Tuition, 1 credit (UG/GRAD)

License Renewal Support Center

UW-La Crosse School of Education and Office of Continuing Education and Extension in collaboration with CESA #4 have been awarded a Wisconsin Department of Public Instruction grant that allows them to establish a Licensing Renewal Support Center (LRSC). UW-L is one of sixteen sites in Wisconsin to be named a LRSC. The primary purpose of the Center is to provide PI 34 license renewal-related services to various licensed educators not employed by Wisconsin public schools. The secondary purpose is to provide assistance to licensed Wisconsin educators who wish to renew their license using a professional development plan in 2006, 2007 and 2008.
Spirituality and Type Retreat with Sandra Krebs Hirsh and Jane A. G. Kise

The theory of psychological type, made accessible through the Myers-Briggs Type Indicator (MBTI), helps people understand natural differences in how we perceive the world around us, process information, make decisions and find renewal. Psychological type and spirituality share a great deal of common ground. The root word of psychology, psyche, means soul; spirituality deals with that same intangible part of us. Through psychological type you can:

• Help you discover methods for prayer, meditation, and dealing with spiritual issues that are best for you.
• Explain why people of different types can react so differently to the same spiritual practices, traditions, and issues.
• Offer insights for dealing with challenges to our faith-severe illness, loss, or other suffering.
• Clarify why we stumble or feel blocked in our spiritual growth.

Participants will:

• Experience different spiritual practices to identify how different types perceive spirituality.
• Develop a framework for understanding patterns, based on type, of what attracts people to the spiritual journey and what pushes them away.
• Gain fresh insights into their own spiritual journeys.
• Understand how different spiritual practices can offer rest and renewal for the spiritual journey.

Facilitators: Sandra Krebs Hirsh is the principal of Sandra Hirsh Consulting, a Minneapolis-based firm that provides career, management, and organizational development consultation and workshop design and delivery. Jane A.G. Kise is the principal of Writing Matters, and a long-standing management consultant. Sandra and Jane are the co-authors or co-author of over 15 books including LifeKeys; Life Directions; and Looking at Type and Spirituality. They are recognized international authorities on the Strong Interest Inventory and the Myers-Briggs Type Indicator (MBTI).

Oct. 28, 4-9 p.m. and Oct. 29, 8 a.m.-4 p.m.
Franciscan Spirituality Center, La Crosse
$225, includes meals and one night’s lodging at the Spirituality Center
1.0 CEUs or 10 CECHs

2006 Study Tour to Great Britain: Health Education and Health Promotion Practices

Join study tour co-directors Gary Gilmore, Ph.D. and Christopher Squier (University of Iowa), and be a part of this unique biennial experience in England and Wales. It provides a firsthand opportunity to explore the British health care, health education, and health promotion systems, complemented by truly remarkable cultural experiences. Each participant will have work-shadowing experiences with UK professionals based upon individual needs and interests.

Venues include:

• London • Cardiff, Wales • Oxford University

Basic study tour fee, $2,198 for 3.2 CEUs, deadline: postmarked by November 18, 2005. Early registration fee, $2,098 for 3.2 CEUs, deadline: postmarked by October 21, 2005. 18 Category I CECHs for Certified Health Educators available for an additional $36. Departure from and return to Minneapolis/St. Paul airport.

March 9-18, 2006
Tuition, 2 credits (UG/GRAD), plus study tour fee

Grant Seeking in Health, Human Services and Education Professions

In this course, participants actively learn and apply grant-seeking skills and knowledge. Generic grant-seeking content, practices and concepts are presented for application in many disciplines and areas of personal and professional interest. The content includes locating and communicating with funding sources; writing and reviewing grant proposals; analyzing requests for proposals or projects; developing budgets; using technology to assist with seeking grants; and implementing and evaluating grant funded projects. The benefits include developing the skills to:

• Locate funding sources
• Obtain funds for all types of projects
• Access resources for salaries, equipment, travel, and consultation
• Develop written proposals in response to Requests for Proposals (RFPs)
• Enhance capacity development competencies

Jan. 27-28, Feb. 17-18, March 3-4; Fridays 4-10 p.m., Saturdays, 8 a.m.-5 p.m.
Marshfield
Tuition, 3 credits (UG/GRAD), plus $30 special course fee
Adolescent Health Symposium

This highly anticipated annual event addresses key health issues impacting our youth. Participants include teachers, counselors, community agency professionals, health educators and health and human service professionals. Three tracks will be offered focusing on:

- Overweight and Obesity
- Substance Use and Abuse
- Human Sexuality and Individual Responsibility

**February 9-10**
Oshkosh Convention Center, Oshkosh

For more information about these programs, or the opportunity to work in partnership for the development of educational activities that address special needs, contact Gary Gilmore, MPH, Ph.D., CHES, Community Health Program Director, at (608) 785-8163 or gilmore.gary@uwlax.edu.

2005 Lower Extremity Symposium and Workshops

The 2005 Wisconsin Lower Extremity Symposium and Workshops is a professional development program for practicing clinicians. This examination, rehabilitation, and techniques course can help you improve your knowledge and skills in the treatment of orthopedic and sports injuries. Three hours of hands-on workshop experience are included in this focused, intensive course. The symposium features detailed lectures on anatomy, biomechanics, examination, specific rehabilitation protocols and pathologies. A distinguished faculty of experienced orthopedic surgeons, primary care providers, physical therapists, certified athletic trainers, and clinical educators will share recent advances in the field. While this program is geared toward physical therapists and athletic trainers, many physicians, chiropractors, physical therapy assistants and aids, and students of every allied health care discipline have attended past programs and benefited greatly. CEUs will be offered.

**Nov. 11-12**
Gundersen Lutheran Medical Center

Restorative Justice: A Regional Approach

Participants will learn ways of addressing behavioral issues with youth that hold offenders accountable yet include the voices of victims and community members to work toward a more peaceful community. The program will give concrete examples of processes that can be used by law enforcement, schools, and the criminal justice system.

A keynote address by an area judge will include a personal and judicial perspective of restorative justice. Those who should attend this workshop include counselors, social workers, judges, attorneys, police, victim’s advocates, probation and parole officers, clergy, teachers, administrators county board members, community members and anyone working with youth.

**Oct. 4, 8:30 a.m.-4 p.m.**
Cleary Alumni and Friends Center, UW-La Crosse

.65 CEUs (6.5 instructional hours)

$55

Skill Training for Victim Offender Mediation/Conferencing Facilitators

This three-day workshop includes the Restorative Justice: A Regional Approach workshop. During the additional two days participants will learn and practice the basic skills needed to conduct individual interviews with victims and offenders, as well as skills necessary to facilitate meetings between them. Topics include communication basic skills, diversity issues, recognizing biases, as well as step-by-step training in facilitation.

Those who should attend include anyone who is interested in learning the basic skills to be a facilitator of Victim Offender Mediations/Conferences; people with good communication skills; individuals with an ability to be non-judgmental; and those with a desire to work with youth.

**Nov. 4-6, 8:30 a.m.-4 p.m.**
Cleary Alumni and Friends Center, UW-La Crosse

2.5 CEUs (25 instructional hours)

$120
The Gerontology Certificate programs are designed to enhance the knowledge and skills of those who work with or would like to work with older adults. Workshops are collaboratively planned and taught by UW-L faculty and community professionals. Gerontology workshops are open to the public. You do not need to be enrolled in one of the certificate programs to take a workshop.

For detailed brochure or more information, call (608) 785-6508, visit www.uwlax.edu/conted or e-mail continuinged@uwlax.edu.

**CORE WORKSHOPS**

**Foundations of Gerontology**
In order to understand the aging experience, it is important to recognize the complexity of the aging process and the many issues affecting us as we age. The Foundations workshop will present an overview of the historical and social context of aging to give participants a common backdrop for dialogue. Participants will explore the myths and stereotypes of aging and examine the impact of ageism in our contemporary culture. Care giving, with an emphasis on family, will be discussed both from a personal and professional perspective. Experiential and interactive learning will be the focus of the class.

**Instructor:** Sara Sullivan, Ph.D., UW-L Department of Psychology, Coordinator, Gerontology Emphasis Program

Sept. 17-24, 9 a.m.-4 p.m. • La Crosse
$100, certificate participants; $120, other participants

**Drugs and Aging**
As individuals’ age, there is an increased likelihood that they will be on one or more medications. This workshop will cover the current use of medications, drug interactions, adverse drug reactions, and ineffective outcomes. Drugs commonly used for cardiovascular disease, gastrointestinal problems, diabetes, and neurological diseases will be examined using case studies. Common medications used in pain management and psychotropic drugs will also be covered. Proper use of medication in the elderly will be emphasized.

**Instructors:** Linda Butterworth, GNP, is a geriatric nurse practitioner with Franciscan Skemp Health Care. She provides medical services to nursing home patients, teaches in-service programs, and has expertise in symptom control and pain management. Thomas Loepfe, MD, is chair of the department of Geriatrics; medical director of nursing homes, hospice and home care; and director of the Alzheimer’s program at Franciscan Skemp Health Care. Loepfe completed a fellowship in geriatric medicine with the Mayo Graduate School of Medicine.

Oct. 5, 12, 19, 5:30 p.m. - 9:30 p.m. • La Crosse
$100, certificate participants; $120, other participants

**Scholarships Available**
Those who wish to participate in the Gerontology Certificate Program but are facing financial restrictions can apply for a scholarship to assist with program costs. If interested, call (608)785-6508 and request a scholarship application form. Thanks to the following for establishing the scholarship: La Crosse Community Foundation, Norman L. Gillette, Sr. Family Fund, Franciscan Skemp Foundation, Franciscan Sisters of Perpetual Adoration and Gundersen Lutheran Community Contributions Fund.
ELECTIVE WORKSHOPS
Medicare Part D and Other Prescription Drug Programs
This workshop will help participants understand the new Medicare Part D-prescription drug coverage. Discussion will include what this new program is, how it works, what it means for people on Medicare and how it will affect them. The instructors will also look at other prescription drug resources currently available such as Senior Care, Patient Assistance programs and Badger RX Gold. As time allows, we will explore what new options will be available in 2006 due to the Medicare Modernization Act.
Instructors: Noreen Kuroski, BA, Political Science, University of Chicago.
Director of La Crosse County Aging Unit. Seventeen years experience in Aging Issues, including seven years in Wisconsin as Aging Director, Monroe County and La Crosse County. Special training in adult guardianship issues. Program specialist for the National Guardianship Monitoring Program, AARP, Washington, DC.
Tina Johnson, BS-MT, is the Elderly Benefit Specialist for La Crosse County Aging Unit. She has over 14 years of experience working with the elderly population in various capacities. She has been with the aging unit for the past four years and is working hard to meet the needs of the ever growing senior population.
Oct. 26, 9 a.m.-1 p.m. • La Crosse
$60 (certificate participants); $70 (other participants)

Respecting The Dignity of Risk
The current shift to consumer empowerment raises concerns about professionals’ liabilities for consumers’ choices that involve risk. This workshop will focus on pragmatic steps to assess risk and negotiate risk reduction with consumers and families with more confidence. We’ll cover professionals’ responsibilities and liability, assessing risk realistically, balancing safety with liberty rights, avoiding power struggles and biases, and negotiating risk and harm reduction. The steps will be applied to real situations with frail elders with cognitive impairments, psychological challenges, and/or substance use problems.
Speaker: Ann Pooler is an RN with a Ph.D. in philosophy from UW-Madison, where she taught ethics. As a nurse consultant in the Wisconsin Department of Health and Family Services she co-developed the functional eligibility screen and guidelines and trainings on consumer outcomes, interdisciplinary teams, resource allocation, and consumers’ risk-taking, including substance use problems and recovery-oriented mental health practices. She is now a consultant in functional screens and best practices in long-term care, mental health, and substance use disorders, working toward integration and consumer empowerment across these systems.
Nov. 11, 9 a.m.-4 p.m. • La Crosse
$70, certificate participants; $80, other participants

Autism Spectrum Disorders Certificate Program
A certificate for educators and human service professionals
UW-L, in partnership with Chileda, offers a certificate program in Autism Spectrum Disorders.
Although considered a relatively uncommon disorder, the incidence of individuals with autism spectrum disorders is 10 times more prevalent than 10 years ago. The dramatic rise in the diagnosis of autism calls for additional educational opportunities for school personnel, human service providers and health care providers.
Individuals with autism share a common symptom cluster, yet each personality, interests and responses to problems are influenced by the severity of the autism, intellectual ability, the impact of additional disabilities, inherited traits, family culture and past educational and community experiences. The Autism Spectrum Disorders Certificate covers best teaching practices for communication, education, nutrition, medication, sensory stimulation and social issues. The history of autism will be reviewed, common characteristics outlined and alternative treatments discussed.
The entire program consists of 30 hours of instruction. An optional credit course is offered in conjunction with the certificate (see page 4). Credit course participants complete additional assignments.
Who will benefit?
Parents, teachers, paraprofessionals, speech pathologists, occupational therapists, psychologists, social workers, other educators or persons providing direct support or service to an individual with an autism spectrum disorder.
Spring/summer 2006 dates to be determined.
Students may take one additional class for optional credit course. $300, CEU option; Tuition plus special course fee for UG credit; Tuition for GRAD credit.
To receive notification of the next Autism Spectrum Disorders offering, please call (608)785-6508 to be placed on the mailing list. For information about credit offering call (608)785-6513.
Entrepreneurial Training Course
Whether just starting or expanding business services, an entrepreneur who wants to be successful in today’s economy has a plan. A well-conceived business plan is critical to your success and often necessary for obtaining financing. The Entrepreneurial Training course will guide you through the development of your business plan which, when complete, will position you to apply for funding from banks and public institutions. Full fee is $250; however, fee is only $250 with successful application for tuition reimbursement from the Wisconsin Department of Commerce. Call to receive an application for tuition reimbursement.

In La Crosse:
Co-sponsored by our partners in small business,
Acuity Bank and Westland Insurance
Sept. 20-Nov. 22. Tuesdays, 6-9 p.m.
Room 126, Wimberly Hall,
UW-La Crosse

Jackson, Juneau and Monroe County area:
Oct. 3-Dec. 5, Mondays, 6-9 p.m.
Location to be determined later for participant convenience.

Financial Basics for Business
Financial statements can help you make informed decisions for your business. This three-hour workshop provides an introduction to three basic financial statements used by business owners: income statement, cash flow statement and the balance sheet. Not only will you learn how to read these financial statements, but you will also learn how to use them for better management control.

Sept. 22 or Nov. 17, 9 a.m.-noon
 Cleary Alumni and Friends Center, UW-La Crosse
 $25

Marketing Basics for Business
Understanding marketing is a crucial step in getting your business off the ground and running. Selecting target markets, analyzing the competition, building your promotion calendars and evaluating your marketing results will help keep your business on the right path. Begin to plan your marketing efforts.

Oct. 20, 9 a.m.-noon
 Cleary Alumni and Friends Center, UW-La Crosse
 $25

Lasting Impressions:
Cornerstones of Customer Service
Have you ever noticed how easy it is to get annoyed, angry and frustrated when you get bad service? Has bad service ever ended a relationship between you and a business? In today’s highly competitive business environment, good business practices, good marketing and good staff aren’t enough. To succeed you also need to make a lasting impression through excellent customer service. This session will provide you with hot tips, techniques and suggestions for giving your customers the kind of service that you yourself would like to receive. Co-sponsored by the Business Over Breakfast partners.

Nov. 30, 8-11:30 a.m.
 Best Western Hotel, La Crosse
 $35

The First Steps to Starting Your Business
The Small Business Development Center offers a class for new business owners. In a small group setting, you will review the basics of going into business and identify your next steps. Instruction time is three hours, including time for questions and answers.

Sept. 27, Oct. 25, Nov. 29,
9 a.m.-noon
120 Wimberly Hall,
UW-La Crosse
$25

Business over Breakfast Series
Business owners and managers meet to discuss topics ranging from team building to increasing sales to performance appraisals. This series is co-sponsored by the La Crosse Area Chamber of Commerce, Downtown Mainstreet Inc., SCORE, the Extended Education and Training Division of WWTC, and UW-L’s Small Business Development Center for business people in the 7 Rivers Region. The series is held from 7:30-8:45 a.m. monthly, every fourth Wednesday at the Chamber, 712 Main St., La Crosse. Cost is $5 per session. For more information and the complete schedule, visit the SBDC Web site at www.uwlax.edu/sbdc.

2005-06 SCHEDULE
Sept. Healthy Employees
Oct. Letting Interns Work for You
Jan. Small Business Law
Feb. Building Better Networks
March Fostering a Positive Work Environment
April Crucial Conversations
May Cultivating a Culture of Sales

To register or for more information:
International Business Assistance

The University of Wisconsin-La Crosse College of Business Administration has received a $174,562 grant from the U.S. Department of Education’s Business and International Education program. The grant aims to promote international business in the region through a variety of initiatives, including: establishing a Wisconsin World Trade Center outreach office, developing international uses for Geographic Information Systems (GIS) technology, and reaching out to area businesses and high schools.

Regional businesses in the area will benefit with:

- International business outreach and technical assistance.
- Development of new courses, workshops and training.
- Coordination of international relationships and resources.
- Establishment of a Wisconsin World Trade Center outreach office at the SBDC.
- International business applications for emerging GIS technology.

Understanding Target Markets: An Introductory Look at Business Applications of GIS

Geographic Information Systems (GIS) is the latest buzz in the business world, but what can it do for your business? With GIS, businesses are extracting more value from their information technology investments. They are revealing trends, patterns and answers to questions not easily apparent with other data presentations. Some of the most common business applications of GIS are:

- Analyzing customer buying patterns.
- Developing media placement strategies.
- Analyzing promotion effectiveness.
- Performing customer demographic analysis.
- Direct mail targeting.
- Locating new retail sites.

This informative roundtable will introduce business leaders to GIS and describe how implementing GIS can help you make better decisions and communicate results.

Oct. 12, 8:30-11 a.m.
Cleary Alumni and Friends Center, UW-La Crosse
$25

UW-L Small Business Development Center works with you to build on your knowledge and years of hard-earned experience.

- Access world-class information resources of the UW System.
- Develop more control of your business through small business workshops, including marketing, finance, human resources and more.
- Discuss your management decisions and challenges with a knowledgeable business advisor.
- Provide synergy and shared learning with customized training for your organization.

7 Rivers Region Innovation Fair

The Fair will spotlight companies that have product innovations intended for market or that have already started the product launch. Resources will be mobilized for eligible inventors and founders to take their companies to the next stage. Investors, bankers and service providers will be introduced to early stage projects within the region that may match their areas of interest and offer an opportunity.

Participating Innovation Fair companies will submit to a juried application process.

Sept. 28, 10 a.m.-3 p.m.
Onalaska Omni Center, Onalaska
Managers from throughout Wisconsin have participated in this series. Concerned about doing their jobs well, managers look to our seminars for practical discussions about issues that face work groups in every business setting.

The seminars in this series are your opportunity to determine how well you manage people, learn new skills, and meet other managers from your area. Our small group formats provide opportunities for you to work with other participants on case studies and role plays.

Certificate requirements:
- Completion of Supervisory Management 1, 2 and 3.
- Completion of three specialized management courses.
- Five years are allowed to complete certificate requirements.

You may register for any seminar without participating in the certificate program. For complete details on registration and program content, call 1 (800) 582-5182 or (608) 785-8783. Fees are $425 per seminar which includes instruction, materials, lunch and refreshments. Some discounts may apply.

CORE SEMINARS
Supervisory Management 1
First-line managers need good leadership skills. Topics include the transition to management, analyzing leadership styles, motivating employee performance and discipline and work rules. Supervisory Management 1 is an excellent introduction for new managers facing the challenges of leading a work group.

Oct. 25-26, 8:30 a.m.-4 p.m.
Cleary Alumni and Friends Center, UW-La Crosse

Supervisory Management 2
Supervisory Management 2 concentrates on four critical management concerns: (1) orienting people to your work unit; (2) understanding your communication behaviors; (3) managing time; and (4) using delegation as a development tool. We build on the leadership skills learned in the first seminar and focus on maintaining a productive work group.

Dec. 6-7, 8:30 a.m.-4 p.m.
Cleary Alumni and Friends Center, UW-La Crosse

Supervisory Management 3
Communicating clear, specific expectations to your people is critical to operational effectiveness. Giving feedback during day-to-day coaching sessions as well as during formal performance reviews is an essential skill. We discuss why there is resistance to performance assessment, how to establish job expectations and how to conduct coaching sessions.

Jan. 24-25, 2006, 8:30 a.m.-4 p.m.
Cleary Alumni and Friends Center, UW-La Crosse

ELECTIVE SEMINARS
Building High Performance Teams
High performance teams are more than a group of people trying to reach the same goal. Successful teams utilize the tools and resources that promote a strong purpose and team development. This seminar provides an opportunity to practice the processes and applications useful in building your own teams. You will learn how to create a team environment which fully engages all members, is focused on key results and achieves production goals.

Sept. 13-14, 8:30 a.m.-4 p.m.
Cleary Alumni and Friends Center, UW-La Crosse

Facing Conflict Head On!
Conflict in organizations is inevitable because all important relationships go through times of impasse. When managed productively, however, conflict serves as an important catalyst for initiating change. Participants in this seminar will discuss the conflict “process,” examine frequent causes of organizational conflict, learn a process for diagnosing root causes of impasse, and much more.

Oct. 6-7, 8:30 a.m.-4 p.m.
Cleary Alumni and Friends Center, UW-La Crosse

Training Employees
Workplaces are in a constant state of flux … we hire people, buy equipment, and initiate new procedures that require learning new skills. This practical seminar will help you set up one-to-one job instruction training so tasks are efficiently mastered. You practice by conducting mini-training sessions with another class participant and receive immediate feedback, reinforcing your skills.

Nov. 8-9, 8:30 a.m.-4 p.m.
Cleary Alumni and Friends Center, UW-La Crosse
Interactive Television Courses

HED 477/577 Grant Seeking
Tuesdays, Thursdays, 11:00 a.m.-12:25 p.m.
Origination site: UW-La Crosse
Receive Site: Appleton

HED 720 Program Assessment in Health
Thursdays, 5:15-8:15 p.m.
Origination site: UW-La Crosse
Receive Site: Appleton

H-P 106 Introduction to Health Related Careers
Tuesdays, Thursdays, 12:05-1:00 p.m.
Origination site: UW-La Crosse
Receive Site: TBA

CHI 101 Elementary Chinese I
Mondays-Thursdays, 8:50-9:45 a.m.
Origination site: UW-La Crosse
Receive site: UW-La Crosse

CHI 201 Intermediate Chinese I
Mondays-Thursdays, 9:55-10:50 a.m.
Origination site: UW-La Crosse
receive site: UW-Stevens Point

MLG 101 Elementary Japanese I
Mondays-Wednesdays and Fridays, 11:05 a.m.-12:00 p.m.
Origination site: UW-River Falls
Receive site: UW-La Crosse

MLG 201 Intermediate Japanese I
Mondays-Wednesdays and Fridays, 1:15-2:10 p.m.
Origination site: UW-River Falls
Receive site: UW-La Crosse

RUS 101 Elementary Russian I
Mondays-Thursdays, 12:00-12:55 p.m.
Origination site: UW-La Crosse
Receive site: UW-Oshkosh, UW-Stevens Point

RUS 201 Intermediate Russian I
Mondays-Thursdays, 1:00-1:55 p.m.
Origination site: UW-La Crosse
Receive site: UW-Oshkosh, UW-Stevens Point

MBA Foundation and Elective Courses

The Master of Business Administration degree (MBA) is an evening program. It enhances its flexibility by offering the foundation requirements, and some electives and core courses, via the Internet.

Completion of the program’s foundation (required of applicants whose undergraduate degrees are not in business areas) is accelerated through shortened courses conducted online. This approach allows students to complete the courses anywhere they have Internet access - home, office, wherever.

Program electives and a core requirement are also offered online. The program offers a wide variety of elective courses through Internet partnerships with other University of Wisconsin business programs.

Information about the MBA program and the Internet courses below can be accessed at www.uwlax.edu/ba/graduate. For more information and registration, contact the College of Business Administration at (608)785-8090.

Online Credit Gerontology Certificate Program

The Online Gerontology Certificate Program, an 18-credit undergraduate or CEU program, uses the Internet to bring UW education to working professionals around the country. It combines the expertise of nine UW institutions: La Crosse, Madison, Milwaukee, Eau Claire, Green Bay, Parkside, Stevens Point, Stout and Superior. Because courses are taught using the Internet, they are accessible any time, whenever and wherever convenient. All courses are entirely online; students never have to come to a campus. Even the practicum will be arranged in a student’s geographic area!

The Online Gerontology Certificate program is appropriate for those with a personal or professional interest in the field of aging, including health care professionals, human service providers, primary caregivers and educators. For more information or to find out how to register, visit www.learn.wisconsin.edu/gerontology. Contact an education specialist, toll-free, at 1(866)374-1326 or e-mail: gerontology@learn.uwsa.edu.

Adult Water Exercise

Exercise at your own fitness level with this popular conditioning program. Classes begin with a stretching warm-up and continue with aerobic exercises and strength and flexibility activities. Cool down relaxers conclude the hour. Adults of all ages welcome.

Session I
Sept. 12 - Dec. 9,
Mondays, Wednesdays and Fridays, 8:45-9:45 a.m.
Wittich Hall pool, UW-La Crosse
$90, plus $15 parking fee

Session II
Sept. 12 - Dec. 9,
Mondays-Thursdays, 6-7 p.m.
Wittich Hall pool, UW-La Crosse
$90, plus $15 parking fee

For more information or to register: (608)785-6529

To register or for more information: (608)785-6500 August-December 2005
Retired?
Then it’s time to explore new fields or revisit earlier learning. Learning in Retirement gives you that opportunity.

What is Learning in Retirement (LIR)?
LIR is a learning community established to help meet the wide range of interests of the area’s growing retired population.

Membership
All can become members of Learning in Retirement and participate in diverse learning activities. Current members come from a wide range of experiences and backgrounds. There are no educational prerequisites, age limitations, exams or grades. Members share one essential attribute: the belief that learning is lifelong.

How to become a LIR member
To request a membership form or inquire about membership, or if you have questions or want to attend a complimentary class session, contact UW-L Continuing Education and Extension at (608) 785-6506 or continuinged@uwlax.edu.

LIR courses
LIR instructors are a mix of university professors, graduate students, LIR and community members - all willing to volunteer and share their expertise. Courses are offered in a format allowing lively interaction between instructor and members. Course topics have included: conversational foreign languages, drawing, art and music appreciation, religion, philosophy, computer use, financial planning, history, geography, the natural environment, genealogy and the political climate. The topics represent the diversity and interests of the members.

Planned 2005 fall classes include:
- American Literature
- Birding field trip to Dubuque
- Visiting Area Manufacturers
- Theatre from Its Beginnings with Morrie Enders
- Tao Philosophy
- Bridges of Madison Co. Play field trip
- Genealogy on the Web
- Protect Your Investments
- Music theatre: The Last Ten Years or so with Susan Rush

Upcoming courses are announced in a quarterly newsletter sent to all members. LIR also has a variety of social activities and ongoing informal courses and discussion groups:
- Travel Talks
- Cabin Fever Series (Presentations on topics of current interest)
- Summer Series
- Welcome Back Social

Tours and field trips may be scheduled as well. Activities are in handicapped accessible locations whenever possible.

Ireland Walking Tour
The Islands and Coastlines of the Southwest
This tour is loaded with special hidden places and lots of extras. Five different islands in the scenic south and west of Ireland will be visited including the Skelligs where we will hike to the ancient monastic ruins at the top of Skellig Michael and Inishmann, the least visited and culturally most traditional of the Aran Islands. You will have walks in the Burren, on the fabulous Dingle Peninsula and much more. Walking enables you to explore parts of Ireland that most tourists never see, and you’ll do it with highly experienced guides and specialists that will introduce you to this great area. You’ll stay at charming small hotels and B & B’s so that you can get acquainted with the local residents and have good craic (rough translation: “fun”) and traditional music in local pubs in the evenings. The 2005 tour filled up quickly, so don’t wait too long! For more information or a complete brochure contact, Jim Gallagher at (608) 784-8042; jimjangallagher@msn.com or Jan Olson at (608) 785-6506; olson.jani@uwlax.edu.
June 14-25, 2006
Chicago Art & Theater Tour
October 1-2, 2005

The tour includes:
- Roundtrip motor coach transportation departs from Onalaska at 7 a.m. on Oct. 1 and returns at 10 p.m. on Oct. 2. Muffins and juice provided en route.
- One-hour shopping trip at IKEA, a leading home furnishing retailer, in Schaumburg, IL.
- Lodging at the Courtyard Chicago Downtown, based on double occupancy. Single occupancy rates available upon request.
- Admission to the Art Institute of Chicago and audio tour.
- Ticket to the Broadway musical, “Wicked”.

The Chicago Art & Theater Tour is organized by the UW-L School of Arts and Communication and Carole Edland.

Art Institute of Chicago, audio tour

Hear the Art Institute of Chicago curators and educators share their insights as you explore the Toulouse-Lautrec and Montmartre exhibit through an audio guide to the museum.

Henri de Toulouse-Lautrec (1864-1901) is one of the most fascinating figures in the history of art. Known today as chronicler of the late-19th-century Parisian underworld, his famous paintings and posters embody the image of that time and place. Taking Montmartre-the Parisian district that was the site of the brothels, cafés, and dance halls that Toulouse-Lautrec adored-as a state of mind as well as an environment, the exhibition presents the artist’s work next to that of his contemporaries.

“Wicked,” the untold story of the witches of Oz Broadway musical

Long before Dorothy dropped in, two other girls meet in the Land of Oz. One, born with emerald-green skin, is smart, fiery and misunderstood. The other is beautiful, ambitious and very popular. How these two unlikely friends end up as the Wicked Witch and the Good Witch, school roommates who grow up to become the Wicked Witch and the Good Witch, respectively. “The best musical of the year!” Times Magazine.

Space is limited to the first 50 reservations!
$289 per person (based on double occupancy)
$379 per person (based on single occupancy)
For reservations or more information:
(608)785-6504

Calendar of Events

<table>
<thead>
<tr>
<th>SEPTEMBER</th>
<th>NOVEMBER</th>
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<tr>
<td>Harlan Cohen (Entertainer)</td>
<td>DLS: Robert F. Kennedy Jr. (Speaker)</td>
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<tr>
<td>Sept. 5, 6:30 and 8:30 p.m.</td>
<td>Nov. 2, 7 p.m.</td>
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<tr>
<td>Valhalla, Cartwright Center-Gunning</td>
<td>Recreational Eagle Center</td>
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<tr>
<td>Addition</td>
<td>Open Mic Night</td>
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<tr>
<td>The New Kentucky Quarter w/Tyler and Andy (Band)</td>
<td>Nov. 3, 8 p.m.</td>
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<td>Sept. 8, 8 p.m.</td>
<td>Cellar, Cartwright Center</td>
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<td>Cellar, Cartwright Center</td>
<td>Chancellors' Quartet</td>
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<tr>
<td>SHINDIG-Scratch Track (Band)</td>
<td>Nov. 4, 7:30 p.m.</td>
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<td>Sept. 9, 7 p.m.</td>
<td>Annett Recital Hall, Center for the Arts</td>
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<tr>
<td>Valhalla, Cartwright Center-Gunning</td>
<td>Annett and Hoeschler Quartets</td>
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<tr>
<td>Addition</td>
<td>Nov. 5, 7:30 p.m.</td>
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<td>Patchouli (Folk Group)</td>
<td>Annett Recital Hall, Center for the Arts</td>
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<td>Sept. 15, 8 p.m.</td>
<td>“The Underpants” by Steve Martin</td>
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<td>Cellar, Cartwright Center</td>
<td>Nov. 9-12, 7:30 p.m.; Nov. 13, 2 p.m.</td>
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<tr>
<td>Ash &amp; Reuben Fast Horse (Native American Performers)</td>
<td>Frederick Theatre, Thomas Morris Hall</td>
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<tr>
<td>Sept. 21, 7 p.m.</td>
<td>The Max Allen Band</td>
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<tr>
<td>Valhalla, Cartwright Center-Gunning</td>
<td>(Singer/Songwriter)</td>
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<tr>
<td>Addition</td>
<td>Nov. 10, 8 p.m.</td>
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<td>Jason DeShaw (Country Artist)</td>
<td>Cellar, Cartwright Center</td>
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<tr>
<td>Sept. 22, 8 p.m.</td>
<td>Orchestra Concert</td>
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<tr>
<td>Cellar, Cartwright Center</td>
<td>Nov. 11, 7:30 p.m.</td>
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| OCTOBER | Brass and Woodwind Quintets |
| Oct. 3, 7 p.m. | English Lutheran Church |
| Auditorium, Graff Main Hall | Nov. 16, 7:30 p.m. |
| The Shoeless Revolution | Annett Recital Hall, Center for the Arts |
| Oct. 6, 8 p.m. | Isaacs Witty (Comedian) |
| Cellar, Cartwright Center | Nov. 17, 8 p.m. |
| Epic Hero (Rock Band) | Cellar, Cartwright Center |
| Oct. 13, 8 p.m. | Vienna Teng (Singer/Pianist) |
| Cellar, Cartwright Center | Nov. 30, 7 p.m. |
| Fall Choral Concert | Valhalla, Cartwright Center-Gunning |
| Oct. 14, 7 & 8:30 p.m. | Addition |
| Annett Recital Hall, Center for the Arts | “As You Like It” by William Shakespeare |
| “Dancing at Lughnasa” by Brian Frikel | Dec. 1, 8 p.m. |
| Oct. 14-15 & 20-22, 7:30 p.m. | Cellar, Cartwright Center |
| Oct. 16 & 23, 2 p.m. | “As You Like It” by William Shakespeare |
| Toland Theatre, Center for the Arts | Dec. 2-3 & 8-10, 7:30 p.m. |
| Kyle Grooms - Homecoming (Comedian) | Dec. 4 & 11, 2 p.m. |
| Oct. 15, 7 p.m. | Toland Theatre, Center for the Arts |
| Valhalla, Cartwright Center-Gunning | Swinging Yuletide |
| Addition | Dec. 2, 7:30 p.m. |
| Wind Ensemble/Orchestra | Valhalla, Cartwright Center-Gunning |
| Oct. 16, 2 p.m. | Addition |
| Annett Recital Hall, Center for the Arts | Wind Ensemble |
| The Moonshine Conspiracy | Dec. 3, 7:30 p.m. |
| Oct. 20, 8 p.m. | Annnett Recital Hall, Center for the Arts |
| Cellar, Cartwright Center | Festival of Carols |
| Fall Jazz Concert | Dec. 9 & 10, 7:30 p.m. |
| Oct. 25, 7:30 p.m. | Valhalla, Cartwright Center-Gunning |
| Valhalla, Cartwright Center-Gunning | Addition |
| Frederick Winters - Family Weekend | For more information, contact the University |
| (Hypnotist) | Art Gallery at (608) 785-8237, the Department |
| Oct. 29, 7 p.m. | of Music at (608) 785-8409, or the Theatre Box |
| Auditorium, Graff Main Hall | Office at (608) 785-8522. For Cartwright Center |
| | events, call (608)785-8892.
ACT Prep Course

The Enhanced ACT contains four curriculum-based tests that measure academic achievement in the areas of English, reading, math and science reasoning. Preparing for the ACT can increase test scores that are important for gaining entry into the college of your choice, and in receiving scholarships. If you are interested in enhancing your test-taking skills and strengthening your academic preparation for the Enhanced ACT, then enroll in the ACT Preparation Workshop. The program provides 12 hours of instruction in:

- Writing strategies to assist you with the new essay part of the ACT test
- Orientation to the Enhanced ACT and its four parts
- Opportunity to take diagnostic assessments
- Instruction in all four areas
- Test-taking strategies for each of the components and for the whole test
- Practice with printed materials where test taking tips can be applied and reinforced
- Interactive skill drills in deficit areas as measured by the diagnostic test

Oct. 8-Nov. 12, 8:30-11:30 a.m.
137 Wimberly Hall, UW-La Crosse
$149

Annual Fall Parent Evening
Supporting School Success

How can parents and significant adults provide the encouragement and necessary support critical to their children’s school success? We will explore characteristics of students who “play the school game” successfully as well as those who struggle and may in fact not be fulfilling their “promise” in school. Learn more about your child’s preferred way to learn so that you can help them “unlock” more pleasure in learning as well as become more motivated to actively commit to excellence. Leave our session with practical ideas to support your child’s school success.

Nov. 28, 6:30-8 p.m.
Great Hall Cleary Center, La Crosse
$10
See page 3 for coordinating educator program

Instant Piano for Hopelessly Busy People

Learning to play the piano need not be a tortuous regimen of scales, exercises, note reading, counting and theory. It can be a simple matter of taking a few hours to learn how to play the piano the way the pros do--with chords--in this lecture/demonstration style class. You will learn to play several songs right in class and then perfect your techniques at home by following the 60 minute cassette tape provided by the instructor. This is an absolutely beginning course in chord piano techniques that will have you playing all of your favorite songs with both hands after this session. ABILITY TO READ THE TREBLE CLEFF RECOMMENDED.

Topics include: How chords work in a song; Musician’s “shortcuts”; How to “speed read” sheet music; How to handle different keys and time signatures; Simple techniques of “counting”; How to substitute for 12,000 complex chords.

Instructor: Jim Anderson has a wealth of experience as a seminar leader, private instructor and music director. He holds both a bachelors and masters degree in music from the University of Minnesota in Duluth. As a professional pianist, he is currently appearing weekly at Toby’s on the Lake in St. Paul. Presently he is serving as Music Director at Central Community Church in Minneapolis.

Oct. 29, 9 a.m.-noon
259 Cartwright Center, UW-La Crosse
$75, includes materials fee

PROGRAM UPDATE:
College Bound Thanks to Program’s Assistance

Six of 10 individuals who completed the Self-Sufficiency Program (SSP) offered at the Hamilton Family Learning Center this year have been admitted to UW-La Crosse for fall 2005. An outreach program of the Women’s, Gender, and Sexuality Studies Department, the SSP is a free college-prep program for low-income adults interested in learning how to succeed in college. Continuing Education will continue financial support for the Hamilton SSP during the 2005-06 academic year.

The UW-L Self-Sufficiency Program is just one of the services offered at the Hamilton Family Learning Center. The School District of La Crosse, Western Wisconsin Technical College, and Family Resources also offer programs at the Hamilton Family Learning Center that include preschool and head start programs, parent and child activity groups, and other adult education classes. Persons interested in the Self-Sufficiency Program can contact Sandra McAnany for more information at (608) 785-8733 or mcanany@uwlax.edu.

To register or for more information call: (608)785-6500