



DESIGN THINKING CERTIFICATE

HUMAN RESOURCES CERTIFICATE

MANAGEMENT ESSENTIALS
CERTIFICATE

aPHR™ CERTIFICATION
EXAM PREPARATION

PHR®/SPHR® CERTIFICATION
EXAM PREPARATION

ACCELERATE

Convenient Center City Campus

FALL 2017 - SPRING 2018

*Certificates, Short Courses,
and Certification Exam
Preparation Programs*

For detailed information
ContinuingEd.uncc.edu



UNC CHARLOTTE
Continuing Education



As Program Director of the Human Resources and Design Thinking certificate programs, as well as the aPHR™ and PHR®/SPHR® Certification Exam Preparation programs, I welcome you to explore our portfolio of non-degree professional certificates and courses. Go to ContinuingEd.uncc.edu for more information. These programs can help accelerate your knowledge and advance your career!

The Human Resources courses are flexible and designed for busy professionals. They are offered in the day and evening. You may take individual courses in the program or work towards achieving your certificate. You can complete a certificate in just a few months!

We also offer the innovative Design Thinking Certificate! Learn how Design Thinking can be applied in a variety of ways to help organizations, in any field, understand their customers at a deeper level, collaboratively solve complex problems, develop products and services, and design experiences that delight customers AND employees.

In addition, all of our Human Resources and Design Thinking courses are recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM and SHRM-SCPSM and by HR Certification Institute (HRCI) to offer HR (General) and Business recertification credits for aPHR™, PHR®, SPHR®, and GPHR® certified professionals.

I recommend attending one of our free one-hour information sessions — it is a great way to find out about each program in detail and get any questions you may have answered in full. Online Information Sessions are also available!

Please visit our website for more information, or if you have any questions feel free to contact me directly at 704-687-7397 or at mrozzi@uncc.edu.

We look forward to the opportunity of meeting your educational and professional development needs.

Sincerely,

*Margaret Rozzi, Program Director
704-687-7397 • mrozzi@uncc.edu*



GENERAL INFORMATION

TWO EASY WAYS TO REGISTER



Online with MasterCard, Visa or American Express at ContinuingEd.uncc.edu



Telephone our Registration Center at 704-687-8900

REGISTRATION FEES

All registration fees must be paid in advance.

Course Materials

All course materials will be provided electronically. Registered students will receive access instructions in their enrollment reminder emails prior to class.

- Design Thinking Certificate: \$2,495
- Human Resources Courses: \$275
- Management Essentials Courses: \$250 or \$275
- aPHR™ Certification Exam Preparation: \$999
- PHR®/ SPHR® Certification Exam Preparation: \$1,100

DISCOUNTS

- 5% Early Registration Discount is available for all courses and certificates.
OR
- 15% **Professional Association** discount (ATD and SHRM Members) for Design Thinking and Human Resources courses.
OR
- 10% discount for Alumni Perks Program members for all courses and certificates.
OR
- 15% Bundle Discount. It pays to plan ahead with our bundle pricing program that saves you time and money. Conveniently enroll in all of the required courses in a Certificate in one click. For more details, visit ContinuingEd.uncc.edu/faqs/bundles.

To receive a discount, registrations must be completed two weeks prior to course start date.

INSTRUCTORS

Visit our website for a complete listing of instructor biographies.

All courses held at Center City Location!

UNC Charlotte Center City

320 E. 9th Street, Charlotte, NC 28202

Maps and parking information will be provided via email prior to class start date.

TIME

Design Thinking Certificate

- Weekday Courses: Check-in begins on-site at 7:30 a.m. Courses begin promptly at 8:00 a.m. and end at 4:30 p.m.

Human Resources and Management Essentials Courses

- Weekday Courses: Check-in begins on-site at 8 a.m. Courses begin promptly at 8:30 a.m. and end at 4:45 p.m.
- Evening Courses: Check-in begins on-site at 5:30 p.m. Courses begin promptly at 6 p.m. and end at 9:30 p.m., for two evenings.

aPHR™ Certification Exam Preparation

- Wednesday Evening Courses: Check-in begins on-site at 5:30 p.m. Courses begin promptly at 6 p.m. and end at 9 p.m. for 10 evenings.

PHR®/SPHR® Certification Exam Preparation

- Monday Evening Courses: Check-in begins on-site at 5:30 p.m. Courses begin promptly at 6 p.m. and end at 9 p.m. for 11 evenings.

CANCELLATIONS, SUBSTITUTIONS & TRANSFERS

Should you need to cancel, substitute another individual or transfer your registration for a course, we will be happy to help you. For specific information and deadlines, please visit the individual web page of the course for which you are interested or call our Registration Center at 704-687-8900.

CREDIT

Specific credit information (HRCI, SHRM, CPE, CEU) can be found on the webpage of the course in which you are interested. All of our HR and Design Thinking courses are recognized by SHRM to offer PDCs for the SHRM-CPSM and SHRM-SCPSM and by HR Certification Institute to offer HR (General) and Business recertification credits for aPHR™, PHR®, SPHR®, and GPHR® certified professionals. For more information about HRCI & SHRM certification/recertification, please visit HRCI.org and SHRM.org or call UNC Charlotte Registration Center at 704-687-8900.



Disclaimer "The use of this seal is not an endorsement by the HR Certification Institute of the quality of the program. It means that this program has met the HR Certification Institute's criteria to be pre-approved for recertification credit."



UNC Charlotte is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM and SHRM-SCPSM.

HUMAN RESOURCES CERTIFICATE

“I extremely valued my time spent in the Human Resources Certificate Program. It was great to have a framework of classes that would benefit a current or future HR Professional, and I was also able to choose two electives that I had a specific interest in! Being completely new to the field, I had the opportunity within the program to learn the specialized areas of HR. This experience was monumental in my decision to join HR.

In addition, I was able to network with other HR professionals and build professional relationships and tracks with others, whether they were new like me or HR veterans. Also, the instructors were very respectful of the student’s time. Each of them worked to help us gain the most out of our experience at UNC Charlotte. I highly recommend this certificate program, as it helped me immensely.”

— Erica Ruckman, K&L Gates LLP, HR Coordinator

To earn a Human Resources Certificate a student must complete six required courses and two electives. Courses may be taken in any order. Core courses are not required to be taken prior to electives. Students have one year (two semesters) to complete the certificate. We will work with a student if they have special circumstances. Should a student fail to complete the program in two consecutive semesters, he or she will be required to meet the standards of the current program at the time of re-entry. There are no prerequisites required.

HUMAN RESOURCES CERTIFICATE

If you are an HR professional or wish to enter the field, this program offers you the knowledge and skills that can be applied immediately in the workplace. The program is based on the core competencies found in the HR Certification Institute (HRCI) body of knowledge and the SHRM Competency Model. The certificate gives you a strong foundation of HR business-centric best practices and provides you the tools and resources to help you develop as an HR professional and business partner.

FREE INFORMATION SESSIONS

All Information Sessions are held at UNC Charlotte Center City

- Tues., August 29, 2017, 6 - 7 p.m.
- Tues., January 30, 2018, 6 - 7 p.m.

An online information session is also available. To register and for more information:

ContinuingEd.uncc.edu/infosessions

The University of North Carolina at Charlotte is committed to equality of educational opportunity and does not discriminate against applicants, students, or employees based on age, gender, race, color, national origin, religion, creed, disability, veteran’s status, sexual orientation, gender identity, or gender expression. Produced in June 2017 by the UNC Charlotte Extended Academic Programs. 17,000 copies of this public document were printed at a cost of \$4969.46 or \$29232 per copy.

HUMAN RESOURCES CERTIFICATE

ContinuingEd.uncc.edu/hr

All of the core and elective courses below are recognized by SHRM to offer 7 Professional Development Credits (PDCs) for the SHRM-CPSM and SHRM-SCPSM and by HR Certification Institute (HRCI) to offer 7 HR (General) recertification credits for aPHR[™], PHR[®], SPHR[®], and GPHR[®] certified professionals, unless otherwise noted.

FALL 2017 Six core courses required. Choose two elective courses.

Core Courses

Essentials of Human Resource Management

HRT101-017 Tues./Thurs., October 3 & 5 (evenings)

*Driving Employee

Engagement & Retention

HRT123-013 Tues./Thurs., October 10 & 12 (evenings)

Labor & Employment Law

HRT115-017 Tues./Thurs., October 17 & 19 (evenings)

*Employee Performance Management

HRT114-017 Tues./Thurs., October 24 & 26 (evenings)

Total Rewards

HRT107-017 Tues./Thurs., November 7 & 9 (evenings)

Recruitment & Selection

HRT111-017 Tues./Thurs., December 5 & 7 (evenings)

Elective Courses

Change Management & Organization Development

HRT128-005 Tues./Thurs., November 14 & 16 (evenings)

HR Certification Institute Business Credit

Coaching For Success

HRT129-005 Tues./Thurs., November 28 & 30 (evenings)

Emotional Intelligence:

THE Critical Skill for Leadership

PDS304-005 Fri., December 8

*Generational Impact to Business

HRT126-009 Tues./Thurs., December 12 & 14 (evenings)

SPRING 2018 Six core courses required. Choose two elective courses.

Core Courses

Essentials of Human Resource Management

HRT101-018 Tues., March 13

*Employee Performance Management

HRT114-018 Tues., March 27

*Driving Employee

Engagement & Retention

HRT123-014 Thurs., April 12

Labor & Employment Law

HRT115-018 Fri., April 27

Total Rewards

HRT107-018 Thurs., May 10

Recruitment & Selection

HRT111-018 Wed., May 23

Elective Courses

Emotional Intelligence:

THE Critical Skill for Leadership

PDS304-006 Wed., June 6

*Generational Impact to Business

HRT126-010 Tues., June 12

Change Management &

Organization Development

HRT128-006 Fri., June 15

HR Certification Institute Business Credit

Coaching For Success

HRT129-006 Thurs., June 21

**Can also be applied toward the Management Essentials Certificate*

DESIGN THINKING CERTIFICATE: AN INNOVATIVE APPROACH FOR SOLVING PROBLEMS

ContinuingEd.uncc.edu/design

*The world's most innovative companies
use Design Thinking to solve problems.*

*wicked, challenging,
& complicated*



Design Thinking is a human-centered approach to innovation that employs the principles and practices of design, such as empathy, rapid prototyping, and a healthy respect for failure. Equal parts toolset and mindset, Design Thinking can be applied in a variety of ways to help organizations in any field collaboratively solve complex problems, develop products and services, and design experiences that delight customers AND employees. You will learn a systematic approach to innovation and how to apply the core principles and practices of Human-Centered Design to your organization through this four-day, hands-on interactive program.

KEY TAKEAWAYS

- Understand how design can be utilized to solve problems, design experiences, and make better decisions faster.
- Use ethnographic research tools to uncover 'problems worth solving' for customers and/or employees.
- Understand the importance of identifying the beliefs, incentives, and motivations of stakeholders in order to influence adoption of new products and services.
- Learn how iterative rapid prototyping leads to clarity, shared understanding, and sustained buy-in among stakeholders, especially with senior leaders.
- Learn how design tools such as Journey Maps and Concept Canvases can elicit insights and ideas.
- Recognize how HCD can be applied in business, healthcare, government, education, and nonprofit sectors, among others.

CREDIT

This Program is recognized by SHRM to offer 28 Professional Development Credits (PDCs) for the SHRM-CPSM and SHRM-SCPSM and by HR Certification Institute (HRCI) to offer 28 HR (General) recertification credits for aPHRTM, PHR[®], SPHR[®], and GPHR[®] certified professionals.

FALL 2017 DT1101-002

Four core courses required.

Learning How To See Differently *Tues., October 17*

- Introduction to Human-Centered Design
- Overcoming Organizational Barriers to Innovation
- Ethnographic Research 101

Change The Frame, Change The Game *Wed., October 18*

- Sense Making
- (Re)Framing the Problem / Opportunity
- Structured Ideation

Thinking With Your Hands: Design's Secret Sauce *Tues., November 7*

- Rapid Prototyping
- Soliciting and Capturing Feedback
- Concept Development

Lights, Camera, Action! *Wed., November 8*

- The Power of Storytelling
- Designing for Implementation & Adoption
- Real-World Application of Human-Centered Design

aPHR™ CERTIFICATION EXAM PREPARATION

ContinuingEd.uncc.edu/aphr

HR Certification Institute (HRCI), the premier professional credentialing organization for the human resources profession, introduced the first entry-level Human Resources Career Certification credential, aPHR™, Associate Professional in Human Resources. The aPHR™ demonstrates foundational knowledge of human resource operations as practiced in the United States and is designed for individuals who are new to the field of Human Resources, or professionals who are embarking on an HR career or transitioning into the HR field.

WHO SHOULD ENROLL?

- Entry-level Human Resource practitioners
- Undergraduate Students
- Those serving in HR support roles or who have HR responsibilities
- Military personnel seeking HR professional development or transitioning to civilian HR roles
- Professionals seeking a career transition into the field of HR

SCHEDULE

Attendance is required at all 10 sessions. Classes are from 6 - 9 p.m.

FALL 2017 AHR101-002

Wed. evenings; September 13 - November 15

SPRING 2018 AHR101-003

Wed. evenings; February 14 - April 18

HRCI ELIGIBILITY REQUIREMENTS

The eligibility requirement for the aPHR™ exam is a high school diploma or global equivalent. No HR experience is required since this is a knowledge-based credential.

EXAM CONTENT

The UNC Charlotte aPHR™ Certification Exam Preparation Program will concentrate on the six functional HR areas that make up the aPHR™ Exam. The aPHR™ exam focuses on the fundamentals of HR principles, including HR operations, recruitment and selection, HR development and retention, compensation and benefits, employee relations, and health, safety and security.

Individuals can visit the Human Resource Certification Institute's website at HRCI.org for complete eligibility requirements, exam details, and registration information.

FREE INFORMATION SESSIONS

All Information Sessions are held at UNC Charlotte Center City

- Tues., August 29, 2017, 6 - 7 p.m.
- Tues., January 30, 2018, 6 - 7 p.m.

An online information session is also available. To register and for more information: ContinuingEd.uncc.edu/infosessions

For detailed course descriptions, instructor bios, credit information and registration, please visit our website at ContinuingEd.uncc.edu or call our Registration Center at 704-687-8900.

PHR®/SPHR® CERTIFICATION EXAM PREPARATION

ContinuingEd.uncc.edu/phrsphr

“The PHR/SPHR program is well run! The instructor is fantastic and extremely knowledgeable. It was obvious he wanted to make sure we were confident in ourselves and had every tool necessary to pass the test the first time around. He gave us his personal contact information right one and was always responsive. I cannot say enough positive things about the instructor.”

More than 500,000 HR professionals have earned certifications from HR Certification Institute (HRCI), including certification holders in more than 100 countries. Obtaining an HRCI certification is a mark of high professional distinction and is sought after by employers around the globe. The PHR®/SPHR® Certification Exam Preparation program is designed for individuals seeking certification as a Professional in Human Resources (PHR®) or a Senior Professional in Human Resources (SPHR®). The program will review HR Certification Institute’s body of knowledge and will focus on the six key functional areas of human resource management.

Professional in Human Resources (PHR®): This exam is designed for HR professionals whose primary responsibilities are operational rather than strategic. Their focus is on HR program implementation rather than creation, and their function is primarily within the HR department rather than organization wide.

Senior Professional in Human Resources (SPHR®): This exam is designed for HR professionals whose primary responsibilities involve designing and planning HR policies and practices. Their decisions have an impact both within Human Resources and throughout the organization.

GPHRs may earn up to 30 HR (General) recertification credits when attending this program for professional development.

SCHEDULE

Attendance is required at all 11 sessions. Classes are from 6 - 9 p.m.

FALL 2017 HRE101-017

Mon. evenings; September 11 - November 20

SPRING 2018 HRE101-018

Mon. evenings; February 12 - April 23

2017/2018 ELIGIBILITY HRCI REQUIREMENTS

Individuals can visit the Human Resource Certification Institute’s website at HRCI.org for complete eligibility requirements, exam details, and registration information.

PHR® Exam Eligibility

- A minimum of 1 year of experience in a professional-level HR position + a Master’s degree or higher
OR
- A minimum of 2 years of experience in a professional-level HR position + a Bachelor’s degree
OR
- A minimum of 4 years of experience in a professional-level HR position + a high school diploma

SPHR® Exam Eligibility

- A minimum of 4 years of experience in a professional-level HR position + a Master’s degree or higher
OR
- A minimum of 5 years of experience in a professional-level HR position + a Bachelor’s degree
OR
- A minimum of 7 years of experience in a professional-level HR position + a high school diploma

FREE INFORMATION SESSIONS

All Information Sessions are held at UNC Charlotte Center City

- Tues., August 29, 2017, 6 - 7 p.m.
- Tues., January 30, 2018, 6 - 7 p.m.

An online information session is also available. To register and for more information:
ContinuingEd.uncc.edu/infosessions

MANAGEMENT ESSENTIALS CERTIFICATE

ContinuingEd.uncc.edu/managementessentials

The impact a manager has on employees and productivity should never be underestimated. The Management Essentials Certificate program has been specially designed to strengthen and develop management skills necessary for successful productivity and performance — both for you and for those you manage.

WHO SHOULD ATTEND

- Newly-designated supervisors and managers
- Aspirants to management
- Experienced managers who want to update their knowledge of effective management practices
- Accountants – each course in the certificate program offers 8 CPE credits!

WHAT MAKES OUR PROGRAM UNIQUE?

- Take the courses in the order you wish
- Start the program at any time
- Work at your own pace
- Each course can be taken as a stand-alone course

SCHEDULE *10 Courses Required*

FALL 2017

****Driving Employee Engagement and Retention**
HRT123-013 *Tues./Thurs., October 10 & 12 (evenings)*

****Employee Performance Management**
HRT114-017 *Tues./Thurs., October 24 & 26 (evenings)*

NEW! Assertiveness Techniques
PDS345-001 *Thurs., October 26*

NEW! Women and Men Working Together: Gender Communications in the Workplace
PDS353-001 *Thurs., November 9*

How “Not to Suck” as a Manager
PDS324-002 *Fri., December 1*

****Emotional Intelligence: THE Critical Skill for Leadership**
PDS304-005 *Fri., December 8*

Generational Impact to Business
HRT126-009 *Tues./Thurs., December 12 & 14 (evenings)*

SPRING 2018

HR and Operations Management for the Non-HR and Operations Professional
PDS325-002 *Fri., March 16*

****Employee Performance Management**
HRT114-018 *Tues., March 27*

Time and Workload Management
PDS299-003 *Wed., April 11*

****Driving Employee Engagement and Retention**
HRT123-014 *Thurs., April 12*

The Art of Influence
PDS337-002 *Fri., April 27*

****Emotional Intelligence: THE Critical Skill for Leadership**
PDS304-006 *Wed., June 6*

Generational Impact to Business
HRT126-010 *Tues., June 12*

****These courses are offered more than once. Participants need only take one of the offerings.**

*For detailed course descriptions, instructor bios, credit information and registration, please visit our website at **ContinuingEd.uncc.edu** or call our Registration Center at **704-687-8900**.*

CONTINUING EDUCATION PROGRAMS

ContinuingEd.uncc.edu

UNC Charlotte Continuing Education provides career-focused programs with practical application to the business community and general public. Join the thousands of professionals, continuous learners, and learning organizations who choose to advance their knowledge and skills each year by enrolling in our programs.

CERTIFICATES

Business

- Business Analysis
- Business Process Management
- Craft Beer Business Essentials
- Design Thinking
- Lean Six Sigma Belts
- Management Essentials
- MPA Public Management Academy
- Procurement and Supply Management Fundamentals
- Project Management

Computer & Information Science

- Business Analysis
- Coding Boot Camp
- Data Analytics & Visualization

Financial Forensics & Fraud Investigation

- Forensic Accounting (online)

Healthcare

- Medical Coding Specialist
- EMS Management Institute

Hospitality & Tourism

- Meeting and Event Planning

Human Resources

Law

- Paralegal

Public Safety

- EMS Management Institute
- Fire & Rescue Management Institute

Recording Arts Technology

- Avid Certified User: Pro Tools

EXAM PREP

Business

- PMP®

Engineering (online)

- FE (Electrical, Civil, Chemical, Mechanical, Other Disciplines)
- PE (Chemical, Civil, Electrical, Environmental, Mechanical)

Graduate School

- GMAT (classroom or live online)
- GRE (classroom or live online)
- LSAT (classroom or live online)
- MCAT (classroom or live online)

Human Resources

- aPHR™
- PHR®/SPHR®

Undergraduate

- ACT (classroom or live online)
- SAT (classroom or live online)



WIOA ADULTS AND DISLOCATED WORKERS PROGRAM

UNC Charlotte Continuing Education is a qualified training provider listed with NCworks.gov. Charlotte Works is the workforce development agency for Mecklenburg County and can work with you to determine your eligibility for job seeker training funds. Visit ncworks.gov to learn more.

CORPORATE AND CUSTOM TRAINING

Need a custom program for your organization? UNC Charlotte will work individually with your company to understand your vision and identify your learning needs and objectives. We specialize in designing programs to meet the specific content, location and scheduling requirements of your organization.

For more information, contact:
Amy Wartham,
Director of Corporate Training
awartham@uncc.edu
704-687-8723
ContinuingEd.uncc.edu/corporate

ED2GO

Through our partnership, we have added over 275 new courses, all taught entirely online. Most courses are affordably priced at \$95 and include 6 weeks of 24/7 access to course content that you can view from your home, office, or while you're traveling.

Major topic areas include:

- Accounting and Finance
- Business
- Computer Applications
- Design and Composition
- Healthcare and Medical
- Language and Arts
- Law and Legal
- Personal Development
- Teaching and Education
- Technology
- Writing and Publishing

For more information, visit
ed2go.com/uncc



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EXAM PREPARATION**

**PHR®/SPHR® CERTIFICATION
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**FALL 2017 - SPRING 2018
REGISTRATION NOW OPEN!**
ContinuingEd.uncc.edu



UNC CHARLOTTE
Continuing Education

320 E. 9th Street
Charlotte, NC 28202

Respecting the environment –
We hope this printed brochure is helpful for your educational needs. If you prefer to receive electronic communications from us or if this brochure is not relevant to your interests, let us know at: ContinuingEd.uncc.edu/request/

UNC Charlotte Center City - 320 E. 9th Street - Charlotte, NC 28202