ACCELERATE

Convenient Center City Campus

FALL 2018 - SPRING 2019

Certificates, Short Courses, and Certification Exam Preparation Programs

For detailed information
ContinuingEd.uncc.edu
As Program Director of the Human Resources, Learning and Development and Design Thinking certificate programs, as well as the aPHRTM, PHR®/SPHR® and SHRM CP/SCP 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 and Learning and Development courses are flexible and designed for busy professionals. 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, our Human Resources, Learning and Development, and Design Thinking courses are preapproved for specialized credit for certified professionals by ATD Certification Institute, Human Resources Certification Institute (HRCI), and the Society for Human Resource Management (SHRM).

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
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
- Learning and Development courses: $275
- aPHR™ Certification Exam Preparation: $700
- HR Certification Exam Prep: HRCI PHR®, SPHR® and SHRM CP/SCP: $1,199

DISCOUNTS

- 5% Early Registration Discount is available for all courses and certificates.

OR

- 15% Professional Association discount (ATD and SHRM Members) for Design Thinking, Human Resources and Learning and Development 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 onsite at 8:00 a.m. Courses begin promptly at 8:30 a.m. and end at 5:00 p.m.

Human Resources and Learning and Development courses
- Weekday Courses: Check-in begins on-site at 8 a.m. Courses begin promptly at 8:30 a.m. and end at 4:30 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 8 evenings.

HR Certification Exam Prep: HRCI PHR®, SPHR® and SHRM CP/SCP
- 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

We will work with you if you need to cancel, substitute another individual, or transfer your registration for a course. 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 (ATD CI, HRCI, SHRM, CPE, CEUs) can be found on the webpage of the course in which you are interested. For more information about ATD CI, HRCI, and SHRM certifications/recertification, please visit td.org, 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-CP™ and SHRM-SCP™.
“The Human Resources Certificate Program is awesome and I would highly recommend it to new, as well as veteran, HR Professionals. This program is rich in the knowledge that is fundamental to the HR profession. The instructors are great and the content is relevant.”

— Tonya McGovern, City of Charlotte, HR Consultant

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

- Wed., August 22, 2018, 6 - 7 p.m.
- Wed., January 30, 2019, 6 - 7 p.m.

An online information session is also available. To register and for more information: ContinuingEd.uncc.edu/infosessions
**HUMAN RESOURCES CERTIFICATE**
ContinuingEd.uncc.edu/hr

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

**SCHEDULE 10 Courses Required**

### FALL 2018

<table>
<thead>
<tr>
<th>Course Description</th>
<th>Start Date</th>
<th>Duration</th>
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<tbody>
<tr>
<td>Essentials of Human Resource Management</td>
<td>Mon./Wed., October 1 &amp; 3</td>
<td>(evenings)</td>
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<tr>
<td>Total Rewards</td>
<td>Mon./Wed., October 15 &amp; 17</td>
<td>(evenings)</td>
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<tr>
<td>*Employee Performance Management</td>
<td>Thurs., November 1</td>
<td>(evenings)</td>
</tr>
<tr>
<td>Labor and Employment Law</td>
<td>Mon./Wed., November 12 &amp; 14</td>
<td>(evenings)</td>
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<tr>
<td>Recruitment and Selection</td>
<td>Mon., November 19</td>
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<tr>
<td>*Driving Employee Engagement &amp; Retention</td>
<td>Wed., December 5</td>
<td></td>
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<tr>
<td>Emotional Intelligence: THE Critical Skill for Leadership</td>
<td>Fri., December 7</td>
<td></td>
</tr>
<tr>
<td>*Generational and Cultural Impact to Business</td>
<td>Mon./Wed., December 10 &amp; 12</td>
<td>(evenings)</td>
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<tr>
<td>Change Management &amp; Organization Development</td>
<td>Fri., December 14</td>
<td></td>
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<tr>
<td><strong>HR Certification Institute Business Credit</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coaching for Success</td>
<td>Mon./Wed., December 17 &amp; 19</td>
<td>(evenings)</td>
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### SPRING 2019

<table>
<thead>
<tr>
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<th>Duration</th>
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<tbody>
<tr>
<td>Essentials of Human Resource Management</td>
<td>Wed., March 6</td>
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</tr>
<tr>
<td>*Employee Performance Management</td>
<td>Tues./Thurs., March 19 &amp; 21</td>
<td>(evenings)</td>
</tr>
<tr>
<td>*Driving Employee Engagement &amp; Retention</td>
<td>Tues./Thurs., April 9 &amp; 11</td>
<td>(evenings)</td>
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<tr>
<td>Labor &amp; Employment Law</td>
<td>Fri., April 26</td>
<td></td>
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<tr>
<td>Total Rewards</td>
<td>Wed., May 1</td>
<td></td>
</tr>
<tr>
<td>Recruitment &amp; Selection</td>
<td>Tues./Thurs., May 21 &amp; 23</td>
<td>(evenings)</td>
</tr>
<tr>
<td>*Generational and Cultural Impact to Business</td>
<td>Wed., May 29</td>
<td></td>
</tr>
<tr>
<td>Emotional Intelligence: THE Critical Skill for Leadership</td>
<td>Tues./Thurs., June 4 &amp; 6</td>
<td>(evenings)</td>
</tr>
<tr>
<td>Coaching for Success</td>
<td>Fri., June 14</td>
<td></td>
</tr>
<tr>
<td>Change Management &amp; Organization Development</td>
<td>Tues./Thurs., June 18 &amp; 20</td>
<td>(evenings)</td>
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<tr>
<td><strong>HR Certification Institute Business Credit</strong></td>
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*Can also be applied toward the Management Essentials Certificate*
This program aligns with the Association for Talent Development (ATD) Competency Model, which outlines the foundational competencies and Training & Development specific areas of expertise, as well as the ADDIE Model (Analysis, Design, Development, Implementation, and Evaluation) of instructional design. It provides a foundation in adult learning theory, instructional design, training methodology, facilitation strategies and techniques, and evaluating and managing the learning impact by aligning with the organization’s business objectives.

**ACHIEVING MULTIPLE CERTIFICATES**

The following three courses can be applied to both the Learning and Development and Human Resources Certificate Programs:

- Generational and Cultural Impact to Business
- Coaching for Success
- Change Management and Organization Development

**CREDIT**

All of the courses below are approved by ATD Certification Institute for up to 70 APTD and CPLP recertification points, with 7 recertification points for each course, and by SHRM to offer 7 Professional Developmental Credits (PDCs) for the SHRM-CP™ and SHRM-SCP™ and by HR Certification Institute (HRCI) to offer 7 HR recertification credit hours for aPHR™, PHR®, SPHR®, and GPHR® certified professionals, unless otherwise noted.

**SCHEDULE 10 Courses Required**

### FALL 2018

**Essentials of Training Delivery**  
LDS102-001 Mon./Wed., October 8 & 10  
(evenings)

**Learning Needs Analysis**  
LDS103-001 Mon./Wed., October 22 & 24  
(evenings)

**Instructional Design**  
LDS104-001 Mon./Wed., November 5 & 7  
(evenings)

**Presentation & Facilitation Skills**  
LDS105-001 Mon./Wed., November 26 & 28  
(evenings)

**Generational and Cultural Impact to Business**  
HRT126-011 Mon./Wed., December 10 & 12  
(evenings)

**Change Management & Organization Development**  
HRT128-007 Fri., December 14  
**HR Certification Institute Business Credit**

**Coaching for Success**  
HRT129-007 Mon./Wed., December 17 & 19  
(evenings)

### SPRING 2019

**Managing Learning Programs**  
LDS106-001 Tues./Thurs., March 12 & 14  
(evenings)

**Driving Learning Results with Data**  
LDS107-001 Tues./Thurs., April 16 & 18  
(evenings)  
**HR Certification Institute Business Credit**

**Designing and Delivering Engaging Virtual Classes**  
LDS108-001 Tues./Thurs., April 30 & 20  
(evenings)

**Generational and Cultural Impact to Business**  
HRT126-012 Wed., May 29

**Coaching for Success**  
HRT129-008 Fri., June 14

**Change Management & Organization Development**  
HRT128-008 Tues./Thurs., June 18 & 20  
(evenings)  
**HR Certification Institute Business Credit**

**These courses are offered more than once. Participants need only take one of the offerings.**
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 preapproved by ATD CI to offer 28 APTD/CPLP recertification points, by SHRM to offer 28 PDCs for the CP/SCP and by HR Certification Institute (HRCI) to offer 28 HR (General) recertification credits for the aPHR™, PHR®, SPHR®, and GPHR®.

FALL 2018 DTI101-003

Four core courses required.

Learning How To See Differently
Tues., October 2
- Introduction to Human-Centered Design
- Overcoming Organizational Barriers to Innovation
- Ethnographic Research 101

Change The Frame, Change The Game
Wed., October 3
- Sense Making
- (Re)Framing the Problem / Opportunity
- Structured Ideation

Thinking With Your Hands:
Design’s Secret Sauce
Tues., October 16
- Rapid Prototyping
- Soliciting and Capturing Feedback
- Concept Development

Lights, Camera, Action!
Wed., October 17
- The Power of Storytelling
- Designing for Implementation & Adoption
- Real-World Application of Human-Centered Design

FALL 2019 Session DTI101-004 offered
October 8, 9, 22, & 23

The world’s most innovative companies use Design Thinking to solve problems.
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 8 sessions. Classes are from 6 - 9 p.m.

SPRING 2019 AHR101-004

Wed. evenings; February 13 - April 3

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
- Wed., August 22, 2018, 6 - 7 p.m.
- Wed., January 30, 2019, 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.
Obtaining a Human Resources certification is a mark of high professional distinction and is sought after by employers around the globe. The knowledge and competencies acquired through certification are universally recognized and globally applicable. A certification demonstrates knowledge, qualification, achievement, and commitment to the profession. An HR credential helps establish credibility and distinguishes you as a recognized expert and leader in the HR field.

This program will prepare the Human Resource professional for the following certification exams from HR Certification Institute (HRCI) and Society for Human Resource Management (SHRM): Professional in Human Resources (PHR®), Senior Professional in Human Resources (SPHR®), Certified Professional (CP) and the Senior Certified Professional (SCP). Holding one of these credentials will demonstrate relevance, competence, experience, credibility, and dedication to the HR profession.

HRCI PHR®/SHRM CP

These exams are designed for HR Professionals whose primary responsibilities are operational and tactical, rather than strategic. Their focus is on HR program implementation of policies and strategies, rather than creation. They serve as a point of contact for staff and stakeholders, deliver HR services within the HR Department rather than organization wide.

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 2018 HRE102-001
Mon. evenings; September 17 - November 26

SPRING 2019 HRE102-002
Mon. evenings; February 11 - April 22

HRCI SPHR®/SHRM SCP

These exams are designed for HR professionals whose primary responsibilities involve designing, developing and planning HR policies, practices, and strategies. They lead the HR function, analyze performance metrics, align HR strategies to organizational goals and their decisions have an impact both within Human Resources and throughout the organization. This individual has depth and breadth of knowledge in all HR disciplines, and have ultimate accountability in the HR department.

2018/2019 EXAM ELIGIBILITY REQUIREMENTS

Complete eligibility requirements, exam details, and registration information can be found on the HRCI and SHRM websites:

HRCI: HRCI.org / SHRM: SHRM.org

FREE INFORMATION SESSIONS

All Information Sessions are held at UNC Charlotte Center City
• Wed., August 22, 2018, 6 - 7 p.m.
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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 (all Belts)
- Management Essentials
- Meeting and Event Planning
- MPA Public Management Academy
- Procurement and Supply Management Fundamentals
- Project Management (see also PMP® exam prep)

**Computer & Information Science**
- Android Mobile App Development
- Coding: Full Stack Web Development
- Data Analytics & Visualization

**Financial Forensics & Fraud Investigation**
- Forensic Accounting

**Healthcare**
- Medical Coding Specialist
- EMS Management Institute

**Hospitality & Tourism**
- Meeting and Event Planning

**Human Resources**
- Human Resources (see also aPHR™, PHR®/SPHR®, SHRM-CP/SCP)
- Learning and Development

**Law**
- Paralegal

**Public Safety**
- EMS Management Institute
- Fire & Rescue Management Institute

**EXAM PREP**

**Business**
- PMP®

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

**Graduate School**
- GMAT
- GRE
- LSAT
- MCAT

**Human Resources**
- aPHR™
- PHR®/SPHR®
- SHRM-CP/SCP

**Teaching**
- NC General Curriculum Math Subtest Preparation

**Undergraduate**
- ACT
- SAT
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 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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