ACCELERATE
Convenient Center City Campus
FALL 2017 - SPRING 2018
Certificates, Short Courses, and Certification Exam Preparation Programs
For detailed information ContinuingEd.uncc.edu
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-CP℠ and SHRM-SCP℠ 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**
  - 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.

**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-CP℠ and SHRM-SCP℠ 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-CP℠ and SHRM-SCP℠.
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.

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.

“...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

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

<table>
<thead>
<tr>
<th>Core Courses</th>
<th>Elective Courses</th>
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<tbody>
<tr>
<td>Essentials of Human Resource Management</td>
<td>Change Management &amp; Organization Development</td>
</tr>
<tr>
<td>HRT101-017 Tues./Thurs., October 3 &amp; 5 (evenings)</td>
<td>HRT128-005 Tues./Thurs., November 14 &amp; 16 (evenings)</td>
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<tr>
<td>*Driving Employee Engagement &amp; Retention</td>
<td><strong>HR Certification Institute Business Credit</strong></td>
</tr>
<tr>
<td>HRT123-013 Tues./Thurs., October 10 &amp; 12 (evenings)</td>
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<tr>
<td>Labor &amp; Employment Law</td>
<td>Coaching For Success</td>
</tr>
<tr>
<td>HRT115-017 Tues./Thurs., October 17 &amp; 19 (evenings)</td>
<td>HRT129-005 Tues./Thurs., November 28 &amp; 30 (evenings)</td>
</tr>
<tr>
<td>*Employee Performance Management</td>
<td>Emotional Intelligence: THE Critical Skill for Leadership</td>
</tr>
<tr>
<td>HRT114-017 Tues./Thurs., October 24 &amp; 26 (evenings)</td>
<td>PDS304-005 Fri., December 8</td>
</tr>
<tr>
<td>Total Rewards</td>
<td>*Generational Impact to Business</td>
</tr>
<tr>
<td>HRT107-017 Tues./Thurs., November 7 &amp; 9 (evenings)</td>
<td>HRT126-009 Tues./Thurs., December 12 &amp; 14 (evenings)</td>
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<tr>
<td>Recruitment &amp; Selection</td>
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<tr>
<td>HRT111-017 Tues./Thurs., December 5 &amp; 7 (evenings)</td>
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All of the core and elective courses below are recognized by SHRM to offer 7 Professional Development Credits (PDCs) for the SHRM-CP℠ and SHRM-SCP℠ and by HR Certification Institute (HRCI) to offer 7 HR (General) recertification credits for aPHR™, PHR®, SPHR®, and GPHR® certified professionals, unless otherwise noted.

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

<table>
<thead>
<tr>
<th>Core Courses</th>
<th>Elective Courses</th>
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<tbody>
<tr>
<td>*Employee Performance Management</td>
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</tr>
<tr>
<td>HRT114-018 Tues., March 27</td>
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<tr>
<td>*Driving Employee Engagement &amp; Retention</td>
<td>*Generational Impact to Business</td>
</tr>
<tr>
<td>HRT123-014 Thurs., April 12</td>
<td>HRT126-010 Tues., June 12</td>
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<tr>
<td>Labor &amp; Employment Law</td>
<td></td>
</tr>
<tr>
<td>HRT115-018 Fri., April 27</td>
<td>Change Management &amp; Organization Development</td>
</tr>
<tr>
<td>Total Rewards</td>
<td>HRT128-006 Fri., June 15</td>
</tr>
<tr>
<td>HRT107-018 Thurs., May 10</td>
<td><strong>HR Certification Institute Business Credit</strong></td>
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<tr>
<td>Recruitment &amp; Selection</td>
<td></td>
</tr>
<tr>
<td>HRT111-018 Wed., May 23</td>
<td>Coaching For Success</td>
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*Can also be applied toward the Management Essentials Certificate*
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-CP℠ and SHRM-SCP℠ and by HR Certification Institute (HRCI) to offer 28 HR (General) recertification credits for aPHR™, 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
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.
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.

2017/2018 ELIGIBILITY

HRCI REQUIREMENTS

Individuals can visit the Human Resource Certification Institute’s website at HRCHI.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
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**

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

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

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

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

**NEW! 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.
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
- aPHR™
- PHR®/SPHR®

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
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/

FALL 2017 - SPRING 2018
REGISTRATION NOW OPEN! ContinuingEd.uncc.edu