



DESIGN THINKING CERTIFICATE

**HR CERTIFICATION EXAM PREP:
HRCI PHR®/SPHR®
AND SHRM CP/SCP**

HUMAN RESOURCES CERTIFICATE

**LEARNING AND DEVELOPMENT
CERTIFICATE**

**MANAGEMENT ESSENTIALS
CERTIFICATE**

PROFESSIONAL DEVELOPMENT

Convenient Center City Campus

**Fall 2019 -
Spring 2020**

For detailed information
ContinuingEd.uncc.edu/TalentDevelopment



UNC CHARLOTTE
Continuing Education



As Program Director of the Human Resources, Learning and Development, Design Thinking and the Management Essentials certificate programs, as well as the PHR®/SPHR® and SHRM CP/SCP Certification Exam Prep program, I welcome you to explore our portfolio of non-degree professional certificates and courses. Go to ContinuingEd.uncc.edu/TalentDevelopment 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 or work towards achieving your certificate. You can complete a certificate in just a few months!

The HR Certification Exam Prep program will prepare the Human Resource professional for the following certification exams from HR Certification Institute (HRCI) and The 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). Obtaining an HR certification will demonstrate relevance, competence, experience, credibility, and dedication to the HR profession. In addition, our Human Resources, Learning and Development, and Design Thinking courses are preapproved for specialized recertification credit for ATD CI, HRCI, and SHRM certified professionals.

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.

Additionally, we offer a Management Essentials Certificate program that will help strengthen and develop management skills necessary for successful productivity and performance - both for you and for those you manage!

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



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 September 2019 by the UNC Charlotte Continuing Education. 10,000 copies of this public document were printed at a cost of \$3,907.13 or \$0.39071 per copy.

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: \$1,995
- HR Certification Exam Prep: HRCI PHR®/ SPHR® and SHRM CP/SCP: \$1,199
- Human Resources courses: \$275
- Learning and Development courses: \$275
- Management Essentials courses: \$250 - \$275

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

- Wednesday Evening courses: Check-in begins onsite at 5:30 p.m. Courses begin promptly at 6:00 p.m. and end at 9:00 p.m. for eight evenings

Human Resources, Learning & Development 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 4:30 p.m. Several Management Essentials courses 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.

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 eleven 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-CPSM and SHRM-SCPSM.



UNC Charlotte is preapproved by the Association for Talent Development Certification Institute to offer APTD and CPLP recertifications points.

HUMAN RESOURCES CERTIFICATE

“This program has been an incredible experience. I have been able to network more than I ever would have been able to without this program. I learned so much from both the course facilitators and my peers! The topics were very relevant and helpful in getting my ‘foot in the door’ in the industry. I would recommend this program to anyone just starting out or for anyone interested in retaining knowledge after being in the industry already.”

— Morgan Loveday, Recruiting Manager, CRG

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.

REQUIREMENTS

- There are no prerequisites
- To earn a Human Resources Certificate a student must complete 10 required courses
- Courses may be taken in any order
- Students have one year (two semesters) to complete the certificate

**Should a student fail to complete the program in two consecutive semesters, they will be required to meet the standards of the current program at the time of re-entry.*

FREE INFORMATION SESSIONS

All Information Sessions are held at UNC Charlotte Center City

- Wed., August 8, 2019, 6 - 7 p.m.
- Wed., January 29, 2020, 6 - 7 p.m.

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

ContinuingEd.uncc.edu/infosessions

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

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-SCPSM and by HR Certification Institute (HRCI) to offer 7 HR (General) recertification credits for aPHRTM, PHR[®], SPHR[®], and GPHR[®] certified professionals, unless otherwise noted.

SCHEDULE 10 Courses Required

FALL 2019

Essentials of Human Resource Management

HRT101-021 Tues./Thurs., October 1 & 3 (evenings)

*Employee Performance Management

HRT114-021 Thurs., October 10

*Driving Employee Engagement & Retention

HRT123-017 Tues., October 29

Total Rewards

HRT107-021 Tues./Thurs., November 12 & 14 (evenings)

Recruitment and Selection

HRT111-021 Fri., November 22

Labor and Employment Law

HRT115-021 Tues./Thurs., December 3 & 5 (evenings)

Emotional Intelligence: The Critical Skill for Leadership

PDS304-009 Fri., December 6

Coaching for Success

HRT129-009 Tues./Thurs., December 10 & 12 (evenings)

Change Management & Organization Development

HRT128-009 Fri., December 13

HR Certification Institute Business Credit

*Generational and Cultural Impact to Business

HRT126-013 Tues./Thurs., December 17 & 19 (evenings)

SPRING 2020

Essentials of Human Resource Management

HRT101-022 Tues., March 10

*Employee Performance Management

HRT114-022 Tues./Thurs., March 24 & 26 (evenings)

*Driving Employee Engagement & Retention

HRT123-018 Tues./Thurs., March 31 & April 2 (evenings)

Recruitment & Selection

HRT111-022 Tues./Thurs., April 7 & 9 (evenings)

Labor & Employment Law

HRT115-022 Fri., May 1

Total Rewards

HRT107-022 Tues., May 19

Coaching for Success

HRT129-010 Thurs., May 28

Emotional Intelligence: THE Critical Skill for Leadership

PDS304-010 Tues./Thurs., June 2 & 4 (evenings)

Change Management & Organization Development

HRT128-010 Tues./Thurs., June 9 & 11 (evenings)

HR Certification Institute Business Credit

*Generational and Cultural Impact to Business

HRT126-014 Thurs., June 18

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

LEARNING AND DEVELOPMENT CERTIFICATE

ContinuingEd.uncc.edu/ld

“UNC Charlotte Continuing Education offers their students a well thought-out program that will provide any professional, at any level, the skills and knowledge necessary to design and deliver effective training programs. I have enjoyed the Learning and Development Certificate Program course offerings through UNC Charlotte Continuing Education and expert instructors. I now have a better understanding of learning and development to apply to my current role in this field.”

— Holly Fox, Senior Learning and Development Strategist, Domtar

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.

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-CPSM and SHRM-SCPSM 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 2019

Essentials of Training Delivery
LDS102-002 Tues./Thurs., October 15 & 17
(evenings)

Learning Needs Analysis
LDS103-002 Tues./Thurs., October 22 & 24
(evenings)

Instructional Design
LDS104-002 Tues./Thurs., November 5 & 7
(evenings)

Presentation & Facilitation Skills
LDS105-002 Tues./Thurs., November 19
& 21 (evenings)

****Coaching for Success**
HRT129-009 Tues./Thurs., December 10
& 12 (evenings)

****Change Management & Organization Development**
HRT128-009 Fri., December 13
HR Certification Institute Business Credit

****Generational and Cultural Impact to Business**
HRT126-013 Tues./Thurs., December 17
& 19 (evenings)

SPRING 2020

Managing Learning Programs
LDS106-002 Tues./Thurs., March 17 & 19
(evenings)

Driving Learning Results with Data
LDS107-002 Tues./Thurs., April 21 & 23
(evenings)
HR Certification Institute Business Credit

Designing and Delivering Engaging Virtual Classes
LDS108-002 Tues./Thurs., May 12 & 14
(evenings)

****Coaching for Success**
HRT129-010 Thurs., May 28

****Change Management & Organization Development**
HRT128-010 Tues./Thurs., June 9 & 11
(evenings)
HR Certification Institute Business Credit

****Generational and Cultural Impact to Business**
HRT126-014 Thurs., June 18

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

HR CERTIFICATION EXAM PREP: HRCI PHR[®]/SPHR[®] AND SHRM CP/SCP

ContinuingEd.uncc.edu/hrexamprep

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 2019 HRE102-003

Mon. evenings; September 16 - November 25

SPRING 2020 HRE102-004

Mon. evenings; February 17 - April 27

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.

2019/2020 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

- Thurs., August 8, 2019, 6 - 7 p.m.
- Wed., January 29, 2020 - 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/essentials

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 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

MANAGEMENT ESSENTIALS CERTIFICATE PROGRAM SCHEDULE

FALL 2019

Employee Performance Management**
HRT114-021 Thurs., October 10

NEW! Successfully Resolving Conflicts
PDS407-001 Wed., October 23

Driving Employee Engagement and Retention**
HRT123-017 Tues., October 29

NEW! Hiring for Success
PDS411-001 Fri., November 8

Vibrant Communications
PDS393-002 Fri., November 22

Emotional Intelligence: The Critical Skill for Leadership**
PDS304-009 Friday, December 6

Generational and Cultural Impact to Business**
HRT126-013 Tue./Thurs., December 17 & 19 (evenings)

SPRING 2020

Employee Performance Management**
HRT114-022 Tues./Thurs., March 24 & 26 (evenings)

Driving Employee Engagement and Retention**
HRT123-018 Tues./Thurs., March 31 & April 2 (evenings)

NEW! Developing a High Performance Culture
Wed., April 22

Crush Your Fear of Public Speaking and Delivering Presentations
PDS387-002 Fri., May 8

NEW! Mastering the Managerial Role
PDS406-001 Wed., May 20

Emotional Intelligence: The Critical Skill for Leadership**
PDS304-010 Tues./Thurs., June 2 & 4 (evenings)

Generational and Cultural Impact to Business**
HRT126-014 Thurs., June 18

**These courses are offered more than once. Participants need only take ONE of the offerings. These courses may also be applied to toward the Human Resources Certificate.

10 Courses required to complete 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 eight-evening, hands-on interactive program.

CREDIT

This program is preapproved by ATD CI to offer 24 APTD/CPLP recertification points, by SHRM to offer 24 PDCs for the CP/SCP and by HR Certification Institute (HRCI) to offer 24 HR (General) recertification credits for the aPHR™, PHR®, SPHR®, and GPHR®.

Fall 2019

DTI101-004

October 2 - November 20, 2019

Eight Wednesday Evenings
6:00 - 9:00 pm

Session 1 – Introduction to Design Thinking
Design Thinking Framework and Role of Empathy

Session 2 – Discovery (Part I)
Stakeholder Mapping and Ethnographic Research

Session 3 – Discover (Part II), Framing
Sense Making and Problem / Opportunity Framing

Session 4 – Ideation
Structured Ideation, Journey Mapping, Idea Filtering

Session 5 – Rapid Prototyping (Part I)
Types of Prototypes and Soliciting and Capturing Feedback

Session 6 – Rapid Prototyping (Part II)
Concept Development

Session 7 – Testing, Launching
Little Bets, The Power of Storytelling and Designing for Adoption

Session 8 – Show & Tell Presentation
Stakeholder Review Panel and Design Thinking in the Wild

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 Design Thinking can be applied in business, healthcare, government, education, and nonprofit sectors, among others.

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 (all Belts)
- Management Essentials
- Meeting and Event Planning
- MPA Public & Nonprofit Management Academy
- Procurement and Supply Management Fundamentals
- Project Management

Computer & Information Science

- Business Analysis
- Coding: Full Stack Web Development
- Cybersecurity
- Data Analytics & Visualization

Education

- Culturally Sustaining Teaching

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 PHR®/SPHR®, SHRM-CP/SCP exam prep)
- Learning and Development

Law

- Paralegal

Public Safety

- EMS Management Institute
- Fire & Rescue Management Institute

EXAM PREP

Business

- SAFe® Scrum Master Certification

Engineering (online)

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

Graduate School

- GMAT
- GRE
- LSAT
- MCAT

Human Resources

- HRCI 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 with ed2go, we have added over 300 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



DESIGN THINKING CERTIFICATE

**HR CERTIFICATION EXAM PREP: HRCI
PHR®/SPHR® AND SHRM CP/SCP**

HUMAN RESOURCES CERTIFICATE

LEARNING AND DEVELOPMENT CERTIFICATE

MANAGEMENT ESSENTIALS CERTIFICATE



Fall 2019 - Spring 2020

REGISTRATION NOW OPEN!
ContinuingEd.uncc.edu/TalentDevelopment



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