PROFESSIONAL DEVELOPMENT
Convenient Center City Campus

Fall 2019 - Spring 2020

For detailed information
ContinuingEd.uncc.edu/TalentDevelopment
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
“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

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**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-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.

**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 & Employment Law
  HRT115-021 Tues./Thurs., December 3 & 5 (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
  PDS304-009 Fri., December 6
- 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)

- 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)

*Can also be applied toward the Management Essentials Certificate
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.

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

**SCHEDULE**

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

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**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 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
    - **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)
  - **Coaching for Success**
    - HRT129-010 Tues., May 28
  - **Change Management & Organization Development**
    - HRT128-010 Tues./Thurs., June 9 & 11 (evenings)
  - **Generational and Cultural Impact to Business**
    - HRT126-014 Thurs., June 18

**SCHEDULE**

**2019 HRE102-003**

- Mon. evenings; September 16 - November 25

**SPRING 2020 HRE102-004**

- Mon. evenings; February 17 - April 27

**GPHRs may earn up to 30 HR (General) recertification credits when attending this program for professional development.**
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 Tues./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
- PDS307-002 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

**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.

**CREDIT**

This program is preapproved by ATD CI to offer 24 APTD/CPLP recertification points, by SHRM to offer 24 PDUs 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 – Discovery (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
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)**
- PE (Electrical, Civil, Chemical, Mechanical, Other Disciplines)
- PE (Chemical, Civil, Electrical, Environmental, Mechanical)

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

**Human Resources**
- HRCPHR®/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

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/

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REGISTRATION NOW OPEN!
ContinuingEd.uncc.edu/TalentDevelopment