Day & Evening Courses, Certificates & Exam Preparation Programs

For detailed information
ContinuingEd.uncc.edu
To receive a discount, registrations must be completed two weeks prior to course start date.

**DISCOUNTS**

- **5% Early Registration Discount** is available for all courses and certificates.
  OR
- **15% Professional Association** discount for ATD and SHRM Members for the Design Thinking, Human Resource, and Learning & Development Certificates, and for each individual HR and Learning & Development course.
  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/tags/bundles.
  OR
- **10% Professional Association** discount for Business Innovation and Growth Council (BIG) members for the Design Thinking Certificate.

**TIME**

- **Design Thinking Certificate**
  - 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.

- **Human Resource/Learning & Development Courses**
  - Weekday Courses: Check-in begins on-site at 8 a.m. Courses begin promptly at 8:30 a.m. and end at 4:45 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 L&D courses are recognized by SHRM to offer PDCs for the SHRM-CP℠ and SHRM-SCP℠ and by HR Certification Institute to offer HR and Business recertification credit hours 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.

**INSTRUCTORS**

Visit our website for a complete listing of instructor biographies.

**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**

Parking is included. 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 Resource/Learning & Development Courses: $275
- aPHR™ Certification Exam Preparation: $999
- PHR®/SPHR® Certification Exam Preparation: $1,100

**Maps and parking information will be provided via email prior to class start date.**
To earn a Human Resource or Learning & Development 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. Substitutions of classes in the certificate are not allowed.

**Human Resource 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.

**Learning & Development 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.

**Free Information Sessions**

All Information Sessions are held at UNC Charlotte Center City

- Wed., August 17, 2016, 6 – 7 p.m.
- Wed., January 18, 2017, 6 – 7 p.m.

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

**Fall 2016 (Last offering for core courses)/Spring 2017 (elective courses available in the Fall and Spring)**

**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>Instructional Design – HRT112-015 Wed., October 26</td>
<td>Change Management &amp; Organizational Development – HRT128-003 Tues./Thurs., December 6 &amp; 8 (evenings)</td>
</tr>
<tr>
<td>Presentation &amp; Facilitation Skills – HRT110-015 Tues./Thurs., November 8 &amp; 10 (evenings)</td>
<td>HRT128-004 Wed., June 14</td>
</tr>
<tr>
<td>Evaluating Learning Impact &amp; Data Analytics – HRT127-003 Tues./Thurs., November 15 &amp; 17 (evenings)</td>
<td>HR Certification Institute Business Credit</td>
</tr>
<tr>
<td>Managing Learning Programs – HRT130-003 Wed., November 30</td>
<td>*Generational Impact to Business – HRT126-007 Tues./Thurs., December 13 &amp; 15 (evenings)</td>
</tr>
<tr>
<td><em>Can also be applied toward the Management Essentials Certificate.</em></td>
<td>HRT126-008 Wed., June 21</td>
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<tr>
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<td>Coaching for Success – HRT129-003 Wed., December 14</td>
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<tr>
<td></td>
<td>HRT129-004 Tues./Thurs., June 6 &amp; 8 (evenings)</td>
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**HUMAN RESOURCE CERTIFICATE PROGRAM**

**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-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.

### FALL 2016

Six core courses required. Choose two elective courses.

**Core Courses**
- Labor & Employment Law – HRT115-015 Tues./Thurs., October 18 & 20 (evenings)
- *Driving Employee Engagement & Retention – HRT123-011 Tues./Thurs., October 25 & 27 (evenings)*
- *Employee Performance Management – HRT114-015 Thurs., November 3*
- Recruitment & Selection – HRT111-015 Wed., November 9
- Total Rewards – HRT107-015 Mon./Wed., November 14 & 16 (evenings)

**Elective Courses**
- Emotional Intelligence: THE Critical Skill for Leadership – PDS304-003 Thurs., December 1
- Change Management & Organizational Development – HRT128-003 Tues./Thurs., December 6 & 8 (evenings)
- Change Management Institute Business Credit
- *Generational Impact to Business – HRT126-007 Tues./Thurs., December 13 & 15 (evenings)*
- Coaching for Success – HRT129-003 Wed., December 14

### SPRING 2017

Six core courses required. Choose two elective courses.

**Core Courses**
- *Driving Employee Engagement & Retention – HRT123-012 Wed., March 29*
- Labor & Employment Law – HRT115-016 Fri., April 7
- *Employee Performance Management – HRT114-016 Tues./Thurs., April 25 & 27 (evenings)*
- Recruitment & Selection – HRT111-016 Tues./Thurs., May 16 & 18 (evenings)
- Total Rewards – HRT107-016 Thurs., May 25

**Elective Courses**
- Coaching for Success – HRT129-004 Tues./Thurs., June 6 & 8 (evenings)
- Emotional Intelligence: THE Critical Skill for Leadership – PDS304-004 Mon., June 12
- Change Management & Organizational Development – HRT128-004 Wed., June 14
- Change Management Institute Business Credit
- *Generational Impact to Business – HRT126-008 Wed., June 21*

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

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 August 2016 by the UNC Charlotte Extended Academic Programs. _____ copies of this public document were printed at a cost of $_____ or $_____ per copy.
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.

WHAT YOU’LL LEARN

- 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.

MONTHLY ONE-HOUR DESIGN THINKING LECTURES AVAILABLE

In this monthly Growth By Design breakfast series we’ll take a look at how design thinking is sparking innovation across a wide range of industries, including government and non-profits, and throughout organizations, from Sales and Marketing to Human Resources and Corporate Strategy.

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thurs., September 8</td>
<td>Art &amp; Creativity as Catalysts for Innovation</td>
</tr>
<tr>
<td>Thurs., October 13</td>
<td>Education by Design: Equipping Tomorrow’s Innovators</td>
</tr>
<tr>
<td>Thurs., November 10</td>
<td>The Best Story Wins: Storytelling as a Design Tool</td>
</tr>
<tr>
<td>Thurs., December 8</td>
<td>Overcoming the Curse of Knowledge: Diversity &amp; Innovation</td>
</tr>
</tbody>
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An online Information Session is available. To register and for more information: ContinuingEd.uncc.edu/infosessions

FALL 2016 - DTI101-001 Four core courses in certificate program are required.

Learning How To See Differently
Mon., September 19
- Introduction to Human-Centered Design
- Overcoming Organizational Barriers to Innovation
- Ethnographic Research 101

Change The Frame, Change The Game
Tues., September 20
- Sense Making
- (Re)Framing the Problem / Opportunity
- Structured Ideation

Thinking With Your Hands:
Design’s Secret Sauce
Wed., September 21
- Rapid Prototyping
- Soliciting and Capturing Feedback
- Concept Development

Lights, Camera, Action!
Thurs., September 22
- The Power of Storytelling
- Designing for Implementation & Adoption
- Real-World Application of Human-Centered Design
aPHR™ Certification Exam Preparation Program
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
- College students seeking a degree in HR
- 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.

SPRING 2017 – AHR101-001
Wednesday evenings; February 22 - April 26

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.

Eligibility Requirements
The eligibility requirements for the aPHR™ exam is a high school diploma or global equivalent and must be located in the United States.

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

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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.
There are more than 145,000 HR professionals in more than 100 countries that maintain the HR Certification Institute’s credentials as a mark of high professional distinction. 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 Human Resource Certification Institute’s (HRCI) 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 recertification credit hours when attending this program for professional development.

2016/2017 ELIGIBILITY
HRCI REQUIREMENTS

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

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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/