



UNF

Division of Continuing Education

2014 – 2015
TRAINING AND
DEVELOPMENT
CATALOG

Your professional development resource
from instruction to certification.

@UNFCE



THE MORE YOU KNOW, THE MORE YOU GROW.

LEARNING DOESN'T END IN THE CLASSROOM.
IN FACT, IT'S JUST THE BEGINNING.

When you become a member of the University of North Florida Continuing Education social networking community, you find out first about business trends and opportunities as well as connect with like minded individuals and organizations.

Connect with us on social media and gain an information advantage in topics that interest you most. Search "UNF Continuing Education" to connect.



Timothy Giles
Director

Twitter:
@timmygjax



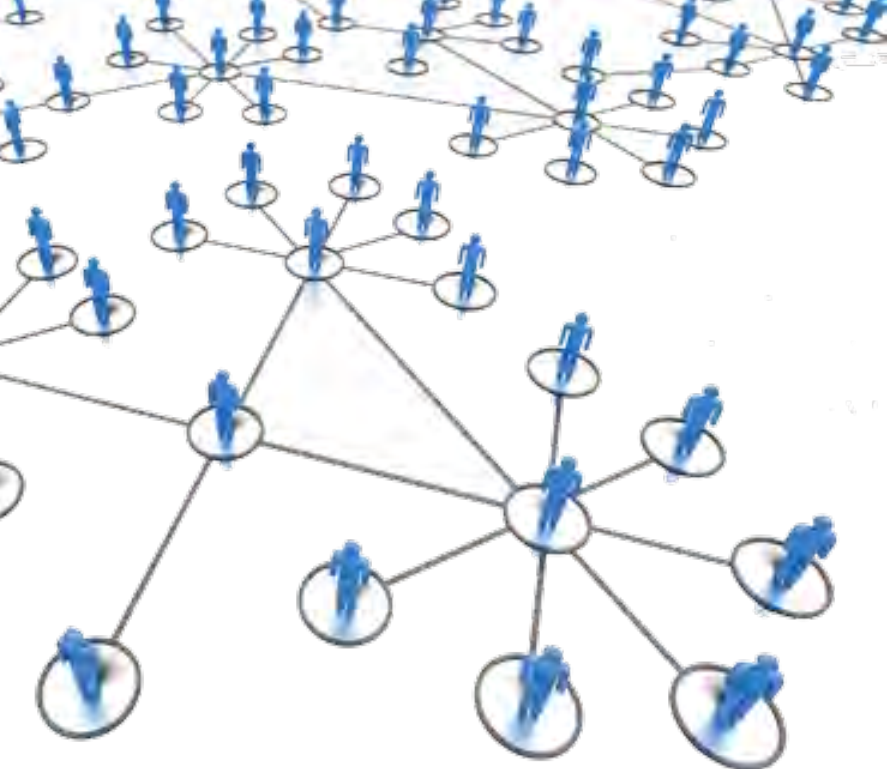
Lori Frederick
Program Director

Twitter:
@unlori



IT'S NEVER BEEN MORE TRUE:
LEARNING NEVER ENDS.





REGISTRATION

ONLINE:

www.unf.edu/ce

PHONE:

(904) 620-4200

E-MAIL:

unfce@unf.edu

TWITTER:

#unfceCustomerCare

If you have a question about any of the programs you see here or online, call us at the number above during regular business hours and we are happy to help!

CONTENTS

- 4 Project Management
- 5 Logistics and Supply Chain Management
- 6 Human Resources
- 8 Health Care (Non-Medical)
- 10 Finance and Accounting
- 12 Quality / Process Improvement
- 14 Leadership Development
- 16 Business and Communication
- 18 Legal Studies – Paralegal Program
- 19 Teacher Development
- 20 Office of Academic Testing
- 21 Test Preparation
- 22 Career Development
- 26 Information Technology
- 27 Media and Design
- 28 Personal Enrichment
- 30 Customized Training and Development
- 31 Registration/Contact Us

CONVENIENT FORMATS

Classroom instruction at Adam W. Herbert University Center

12000 Alumni Dr., Jacksonville, FL 32224

Free parking (Lot 16) with your registration.

OR Online

Computer and Internet access required.

Software requirements depend on course selection. Both instructor-led and self-paced online programs available.

OR On Demand

Not every course is offered every term. If you are interested in an on-demand program, let us know. We will contact you when your program is scheduled.



PROJECT MANAGEMENT

Microsoft Project: Empowering the Project Manager to Predict the Future

Microsoft Project, the industry-standard project management tool, can be daunting if not used the way it is meant to. If you are unable to quickly understand project progress and provide accurate forecasts to your sponsors, you may as well manage your project on pen and paper with checklists. Basic knowledge and experience with Microsoft Project is required. This is not a beginner's class. Learn:

- ▲ Guidelines to building dynamic, predictive work plans in MS Project 2010
- ▲ How to build predictive, dynamically scheduled work plans to model the project
- ▲ How to update the schedule based on actual time submitted against scheduled work and adjustments for scope changes; work plans should accurately forecast remaining work and deliverable finish dates

Once you have completed the program, you will be able to construct the big picture of the project model, its schedule and resources, in the tool correctly. Maximum of 15 attendees per course. Computer lab with Microsoft Project 2010 provided.

- » 9 a.m. to 5 p.m. Aug. 12 – 13
- » 9 a.m. to 5 p.m. Nov. 18 – 19
- » 9 a.m. to 5 p.m. Apr. 17 – 18, 2015
- Tues. – Wed. (16 hours, 1.6 CEUs) \$499



Project Management Fundamentals: All You Need to Just Do It!

Learn the proven project management foundation, through common business language and simple examples and exercises suitable for any employee, at any level, who is or will become a functional project manager.

- ▲ Understand the management challenges the discipline of project management addresses
- ▲ Receive simple, generic samples of basic tools and documents of project management so participants have a starting PM toolkit
- ▲ Experience hands-on critical content

This course is an excellent start toward the PMP certification process.

- » Mon. – Tues. Sept. 15 – 16
- » Thurs. – Fri. Nov. 6 – 7
- 8:30 a.m. to 5:30 p.m. (16 hours, 1.6 CEUs) \$599
- » 6 to 9 p.m. Feb. 10 – Mar. 3, 2015
- » 6 to 9 p.m. Apr. 28 – May 19, 2015
- Tues. (16 hours, 1.6 CEUs) \$599

Project Management Professional Certification Preparation (PMP)

Learn testing techniques and complete sample test questions that will help enable you to pass the test and obtain your PMP® designation. The course also meets the 35-hour certification education requirement specified by PMI.

You are required to purchase a copy of "A Guide to the Project Management Body of Knowledge" (PMBOK Guide), 5th Edition. All other materials will be provided for you.

- » 8 a.m. to 6 p.m. Sept. 12 – 13, 19 – 20
- » 8 a.m. to 6 p.m. Dec. 5 – 6, 12 – 13
- » 8 a.m. to 6 p.m. Mar. 6 – 7, 13 – 14, 2015
- » 8 a.m. to 6 p.m. Jun. 19 – 20, 26 – 27, 2015
- Fri. – Sat. (35 hours, 3.5 CEUs) \$1,295

FREE EVENT

Project Management Information Session

Project management skills are in demand by organizations around the world. SHRM identifies a shortage of skilled practitioners causing a major strategic impact for 64 percent of organizations worldwide. Attend this free event to learn how you can obtain the PMI credential and fill the demand for project managers.

- » 6 to 7:30 p.m. Tues. Aug. 26
- » 6 to 7:30 p.m. Tues. Jan. 27, 2015

Advanced registration required.

LOGISTICS AND SUPPLY CHAIN MANAGEMENT



The Global Logistics Training Resource Network provides the highest quality education for students by delivering essential training for today's industry needs. The supply chain industry, including logistics, distribution and transportation, is one of the fastest-growing industries in Florida.

Freight Agent/Broker Training

Freight brokering is considered the largest sector of the Logistics industry. The Freight Agent Broker program provides an overview of supply chain management and what it takes to be a successful freight sales agent or freight broker. Learn:

- ▲ The how-to's of building a freight brokerage or agency
- ▲ An in-depth view of the operations process
- ▲ Broker laws
- ▲ How to market yourself to companies, prospecting, sales and establishing your rates
- ▲ Negotiating shipper, carrier and consignee challenges

The course consists of 40 classroom hours of instruction and 100 hours of self-learning, including transportation terminology, research on the transportation industry and developing a marketing plan that includes a list of potential customers.

» 9 to 5 p.m. **Oct. 4 – Nov. 1**
 » 9 to 5 p.m. **Jan. 24 – Feb. 28, 2015**
 » 9 to 5 p.m. **Apr. 25 – May 23, 2015**
Sat. **(40 hours, 4.0 CEUs)** **\$1,995**

Certification in Transportation and Logistics (CTL) Cohort Program

This advanced-level certification program consists of five training modules, designed for leaders and supervisors in the logistics and supply chain industry or individuals wanting to pursue or advance their career in transportation and logistics. A special focus is on leaders from the first level through mid-level in an organization.

The UNF Certification in Transportation and Logistics (CTL) Cohort Program is a jointly sponsored program by the American Society of Transportation and Logistics, Inc., UNF Coggin College of Business, Transportation and Logistics Flagship Program and the Division of Continuing Education.

- ▲ Understanding Business
- ▲ Transportation
- ▲ Supply Chain Management
- ▲ International Logistics
- ▲ Logistics and Supply Chain Management Strategy

» 9 a.m. to 5 p.m. **Oct. 16, 2014 – Feb. 19, 2015**
 » 9 a.m. to 5 p.m. **Jan. 15 – May 22, 2015**
(120 hours, 12.0 CEUs)
\$4,995/\$4,895 Early registration price
*** Books not included**



Brett Harper, CTL has nearly 30 years of business experience in logistics, finance, operations and sales. He worked at APL/GATX Logistics, Smith Barney and Frito-Lay.



Ron Shamlaty, CTL has more than 40 years of logistics, sales, marketing and training experience. He spent 21 years with Xerox and six years as president and COO of Jim Walters Papers.

SPECIAL EVENT – FREE

Logistics and Supply Chain Management Information Briefing

Join us for a complimentary information session hosted by the Global Logistics Training Resource Network and UNF Continuing Education. Learn to build on your current experience to become CTL certified, the premiere credential recognized worldwide for Logistics and Supply Chain Management excellence.

Sept. 4, 5:30 to 7 p.m. Advance registration required.



#unfceCTL



HUMAN RESOURCES



PHR/SPHR Certification Preparation

The SHRM Learning System provides instruction on the most up-to-date version of the HRCI Body of Knowledge and information relevant to the HR industry. This program will equip you for the PHR or SPHR exam through practice questions, interactive case studies, online resources and expert instruction.

Prepare for your respective exam by studying the six learning modules and take a final review just as the national exam period opens, so knowledge gained will be more easily retained and recalled. Upon achievement of course requirements, you will be eligible for 4.2 CEUs and a certificate of completion.

Learning modules:

- ▲ Strategic Management
- ▲ Workforce Planning and Employment
- ▲ Human Resource Development
- ▲ Total Rewards
- ▲ Employee and Labor Relations
- ▲ Risk Management

» 6 to 9 p.m. Aug. 28 – Dec. 11 (no class 11/27)

» 6 to 9 p.m. Jan. 28 – May 14, 2015

Thurs. (42 hours, 4.2 CEUs) \$1,075

Instructional Systems Design Certificate

Instructional Systems Design (ISD) is a method of developing, implementing and evaluating training materials to assure they are meeting the needs of the learners. Regardless of the subject matter, instructional design produces consistently positive results in learners. This course uses a hands-on approach to completing all aspects of an ISD project.

Program includes:

- ▲ ISD models
- ▲ Conducting a needs analysis
- ▲ Identifying instructional goals
- ▲ Conducting a job task analysis
- ▲ Identifying entry behaviors and characteristics
- ▲ Writing performance objectives
- ▲ Developing tests
- ▲ Developing an instructional strategy
- ▲ Selecting instructional media
- ▲ Designing formative and summative evaluations

» **Tues. Sept. 9 – Nov. 18** (no class 11/11)

» **Mon. Jan. 26 – Mar. 30, 2015**

6 to 9 p.m. (30 hours, 3.0 CEUs) \$995

#unfceSPHR

Special notice:

SHRM recently announced the launch of new certification requirements based on the competencies required to be an effective HR professional. You can still prepare to receive a PHR/SPHR certification before the new requirements take effect by enrolling in the Aug. 29 preparation course.

Understanding the Human Resources Function (Online)

Learn to manage basic human resource functions to ensure the best possible results. This course is a good choice for those looking for project management experience and those aspiring to obtain a PMI credential. This program is approved for 24 (General) recertification credit hours toward PHR, SPHR and GPHR recertification through the HR Certification Institute.

Online Course, 24 Hours \$99

NEW Lighting the Spark

What makes people tick? Do we really know what motivates people at work? This half-day workshop explores time-tested and contemporary models and approaches to motivating others. Through assessment and discussion, the participants will identify challenges to fully engaging employees and maximizing individual performance and begin the process of developing their own individual plan for engaging and inspiring others. Learn:

- ▲ Motivating factors in people and organizations
- ▲ The 12 best indicators of engaged employees
- ▲ What makes a *best place to work*
- ▲ Emerging approaches to *lighting the spark*

» 8:30 a.m. to 12:30 p.m. **Sept. 25**
 » 8:30 a.m. to 12:30 p.m. **Nov. 20**
 » 8:30 a.m. to 12:30 p.m. **Jan. 29, 2015**
 » 8:30 a.m. to 12:30 p.m. **Mar. 26, 2015**

Thurs. (4 hours, 0.4 CEUs) \$159

Building Teams That Work (Online)

What are the secrets to managing successful teams in the workplace? Explore communication techniques and problem-solving skills that will help you get your team on track in no time.

24 Hours \$99

NEW Demystifying HR: Human Resources Management for Non-HR Managers

Mystified by the jargon, acronyms and requirements of human resources management? This full-day session is designed for professional/technical managers with little or no background in managing human resources. It explores the roles and responsibilities of managers in managing other people. Through discussion, the participants identify their most pressing human resource management challenges; formulate a plan for addressing them and for partnering with HR professionals in the process. Learn:

- ▲ Best practices in hiring and orienting employees
- ▲ How to develop job descriptions and performance evaluations
- ▲ Approaches to employee development and coaching
- ▲ Dealing with marginal and unsatisfactory performance

» 9 a.m. to 4:30 p.m. **Oct. 2**
 » 9 a.m. to 4:30 p.m. **Dec. 4**
 » 9 a.m. to 4:30 p.m. **Feb. 5, 2015**
 » 9 a.m. to 4:30 p.m. **Apr. 9, 2015**
Thurs. (7.5 hours, 0.75 CEUs) \$899

Certified Mediator (Online)

This comprehensive online training program will provide you with the core skills necessary for the practice of mediation. Upon successful completion of this program, you will be able to:

- Apply advanced dispute-resolution skills to conflict situations
- Understand the significance of gender and culture in mediation
- Understand and apply skills for working through impasse in mediation
- Demonstrate the ability to identify hidden interests in conflict

Career Training, 120 Hours \$1,795

TOP HR TRENDS

Using social networking sites for recruiting, employer branding and other purposes

Expanding the use of e-learning

Emphasis on succession planning and people readiness

Expanding the use of technology-based employee and management self-service application

Linking employee performance and its impact on the organization's business goals

HEALTH CARE

NEW Health and Wellness Coach Training

Learn the power of science-based coaching competencies to help people make lasting improvements to their health and well-being. Help remedy some of the toughest challenges of our times: the epidemics of obesity, sedentary lifestyles, stress, depression, poor nutrition and rising health care costs.

Health and wellness coaches facilitate a partnership and change process that enables clients to change their mindsets to develop and sustain behaviors proven to improve health and well-being. Health professionals who become Certified Health and Wellness Coaches have increased job opportunities and greater probability of making a positive impact on the lives of their clients and patients.

Program Schedule:

The coach training program runs for 18 consecutive weeks, with cohorts beginning in Jan., Mar., May, July, Sept. and Nov. Classes are teleclasses that run 90 minutes each week, except for the first, which is two hours. Coach trainees select one weekly date/time and participate in the same class each week.

Classes begin the week of July 21.

(27.5 hours*)

\$1,245

* CEUs vary by credential

#unfhealthcoach

Medical Coding ICD-10 (Online)

Effective October 2015, the U.S. Department of Health and Human Services (HHS) will require standard ICD-9 code sets, used in medical billing and coding to report health care diagnoses and procedures, be replaced by ICD-10. This move from ICD-9 to ICD-10 will have a significant impact on health care providers and the process by which they receive reimbursement. The adoption of ICD-10 will create enormous challenges for the U.S. health care system and the requirements of medical coding.

Program includes:

- ▲ Detailed reviews of both ICD-10 (diagnostic coding) and ICD-10-PCS (inpatient procedural coding system)
- ▲ Differences between ICD-9 and ICD-10
- ▲ Issues relating to federal regulation and compliance
- ▲ Reimbursement process
- ▲ Federal regulation and compliance
- ▲ Transition process
- ▲ Diagnosis coding in the ICD-10
- ▲ ICD-10 in day-to-day operations
- ▲ Coding from chart notes
- ▲ Coding from operative reports
- ▲ Procedural coding
- ▲ Analysis of electronic coding tools

Be in demand. Prepare now.

(80 hours, 8.0 CEUs)

\$999



Big changes in health care are creating new opportunities for those with the right skills to fill the growing demand.



Health care careers continue to look promising with the number of jobs in the field projected to increase 29% by 2022. — Bureau of Labor Statistics

Administrative Medical Specialist with Medical Billing and Coding (Online)

Get the training required to become an Administrative Medical Specialist (AMS), a medical receptionist, a scheduler, an insurance specialist or a diagnostic or procedural coder.

Career Training, 300 hours **\$1,995**

Certified National Pharmaceutical Representative (Online)

Learn the skills necessary to become a certified pharmaceutical sales representative. The program covers pharmacology, medical terminology, physiology and regulations for selling pharmaceuticals.

Career Training, 90 hours **\$1,795**

Medical Transcription (Online)

Learn to transcribe medical reports in hospitals, offices or from home with the most popular transcription program in the country for entry-level training.

Career Training, 240 Hours **\$1,795**

Medical Transcription + Medical Terminology (Online)

Start a new career as a medical transcriptionist with the training provided in this program, which also includes medical terminology training.

Career Training, 300 hours **\$1,995**

Clinical Dental Assistant (Online)

Upon completion of this program, you will be ready to pursue certification as a dental assistant by passing the radiology and infection control portions of the Dental Assisting National Board examination.

Career Training, 240 hours **\$1,995**

Advanced Personal Fitness Trainer (Online)

This advanced certificate program will further your personal training education by teaching you to incorporate specialized resistance training, functional movements and nutritional programs for your clients.

Career Training, 400 hours **\$2,795**

Administrative Dental Assistant (Online)

Learn how to perform the administrative tasks essential for managing the business aspects of a dental practice.

Career Training, 150 hours **\$1,795**

Fitness Business Management (Online)

Learn how to manage a personal training program, department or facility as a strategic business with this innovative program.

Career Training, 200 hours **\$2,595**

Nutrition for Optimal Health, Wellness, and Sports (Online)

Learn to develop individual nutrition programs for clients, patients or personal use.

Career Training, 200 hours **\$2,595**

Medical Terminology (Online)

Get the education you need to get started in the medical field. Learn proper medical terminology and spelling.

Career Training, 60 hours **\$795**

Personal Training and Group Exercise Training for Older Adults (Online)

Gain the knowledge you need to develop safe and effective exercise programs.

Career Training, 200 hours **\$2,595**

By 2030, it is estimated by the Administration on Aging, 19 percent of the U.S. population will be 65 or older. That is almost two out of every 10 people. The aging population is creating the need for diet, medical and exercise experts to assist individuals pursue health and longevity.

Pharmacy Technician (Online)

Overview

Learn the skills you need to become a pharmacy tech in a hospital or retail setting with the Pharmacy Technician certification program. Gain the skills and knowledge to qualify for entry-level positions in pharmacies and prepare for national certification. This program pairs students with an instructor for one-on-one assistance and may include a 40 –100 hour externship. Details are available online.

Objectives

Upon completion of this program:

- ▲ Understand the laws that govern pharmacy, whether federal or state-mandated
- ▲ Discuss the HIPAA requirements and their application to the pharmacy
- ▲ Interpret physician orders and prescriptions
- ▲ Perform pharmaceutical calculations
- ▲ Prepare and distribute medications
- ▲ Define medical and pharmaceutical terms and common abbreviations
- ▲ Pass the National Certification Exam

Career Training, 330 Hours **\$1,995**



FINANCE AND ACCOUNTING

CERTIFIED FINANCIAL PLANNER™ (CFP)

The U.S. Bureau of Labor Statistics continues to predict faster-than-average growth for financial planners through 2014. The most recent Jobs Rated Almanac ranked financial planning as one of the top-rated jobs in America.

The CFP certification has become the most widely recognized financial planning certification. This financial planning certificate program is registered with the Certified Financial Planner Board of Standards, Inc. (CFP Board). Students who successfully complete this 10 month program are eligible to sit for the national CFP Certification Examination and meet the CFP Boards educational requirement.

Achieving CFP® certification can help you:

- Build your future by helping others build theirs
- Make an impact
- Stand out

This certificate program has been established to meet the need for professionals who are able to plan, assess and evaluate a client's financial future through the development of a comprehensive financial plan. The program's courses are taught by financial services professionals who will provide the latest information in a variety of financial planning areas, including:

- ▲ General Principles
- ▲ Insurance Planning
- ▲ Investment Planning
- ▲ Income Tax Planning
- ▲ Retirement Planning
- ▲ Estate Planning
- ▲ Capstone

(38 hours, 3.8 CEUs per module)

\$5,943/\$5,593 Early registration price

\$4,995 Prepayment for all seven modules

\$849 Individual module

Call for program schedule.

#unfceCFP

Not sure which path to take?

Plan to attend a free information session. Meet the instructors, ask questions and get on the financial career path that is right for you.

FREE EVENT

Certified Financial Planner (CFP®) Information Briefing

CFP® skills are in demand now. Attend the information briefing to meet our CFP instructors and learn more about the program. Take this opportunity to have your questions answered by experts in the field. Learn about growing job opportunities and potential income advances.

» 5:30 to 7 p.m. **Nov. 5**

» 5:30 to 7 p.m. **Jan. 7, 2015**

Wed.

FREE – Advance registration required.

Life, Health and Variable Annuity Insurance Prelicensing Course (2-15)

UNF and the National Association of Insurance and Financial Advisers-Jacksonville unite to create a 40-hour, instructor-led 2-15 Life, Health and Variable Annuity Prelicensing Course. The Department of Financial Services approved prelicensing course is designed to prepare professionals to take the state exam to earn the 2-15 license.

8 a.m. to 6 p.m.

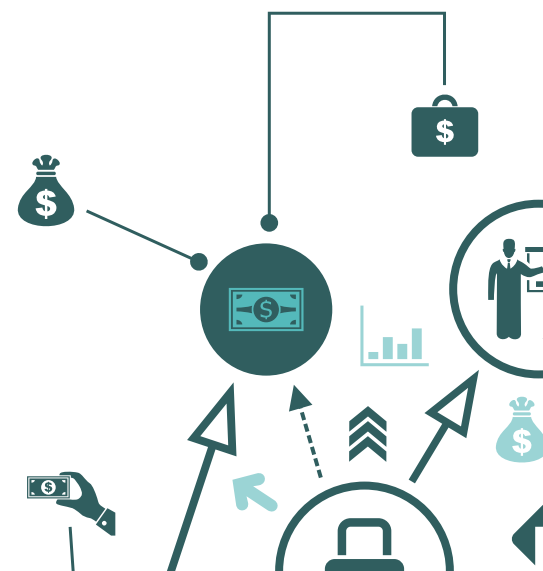
Offered monthly

Fri. – Mon.

(40 hours, 4.0 CEUs)

\$149

Call for program schedule.



Business Finance for Non-Finance Personnel (Online)

Understand business environments, financial statements and strategy so you can make more profitable business and personal financial decisions.

Skill training, 24 hours **\$99**

Introduction to Business Analysis (Online)

Learn powerful techniques to improve your decision-making skills at work. No matter your position, business analysis is key to your career success.

Skill training, 24 hours **\$99**

Introduction to QuickBooks (Online)

Learn how to quickly and efficiently gain control of the financial aspects of your business with this powerful accounting software program.

Skill training, 24 hours **\$99**

Certified Bookkeeper (Online)

The Certified Bookkeeper Online Training Program helps professional bookkeepers earn prestigious American Institute of Professional Bookkeepers (AIPB) certification.

Career Training, 140 Hours **\$1,995**

Accounting Fundamentals (Online)

Gain a marketable new skill by learning the basics of double-entry bookkeeping, financial reporting and more.

Skill training, 24 hours **\$99**

Accounting Fundamentals II (Online)

Give yourself skills that are in high demand by exploring corporate accounting with a veteran instructor.

Skill training, 24 hours **\$99**

Introduction to Crystal Reports (Online)

Learn how to use Crystal Reports to create attractive business documents that are easy to read and understand.

Skill training, 24 hours **\$99**

Introduction to Crystal Reports 10 (Online)

Make the points you want to make by converting raw database information into impressive and meaningful reports.

Skill training, 24 hours **\$99**

Introduction to Peachtree Accounting (Online)

Learn how to perform everyday accounting tasks quickly and easily using Peachtree Accounting.

Skill training, 24 hours **\$99**

Chartered Tax Professional (Online)

Learn to prepare individual tax returns for almost every U.S. taxpayer. After successfully finishing just the first two modules in the Chartered Tax Professional Certificate Program, you can start working and earning money immediately.

Internship opportunity

The Chartered Tax Professional Certificate Program offers a unique opportunity for students to participate in an internship program. Through this program, selected students may work on a trial basis for tax preparation firms or for CPA and law firms that provide tax services.

Objectives

Upon successful completion of this program, you will be able to:

- ▲ Practice as a qualified tax professional
- ▲ Prepare tax returns for all individual U.S. taxpayers
- ▲ Prepare small businesses corporate, partnership and sole-proprietor tax returns
- ▲ Conduct a professional tax preparation client interview
- ▲ Provide tax planning for individuals and small business owners
- ▲ Meet the IRS e-File and due diligence requirements for tax practitioners
- ▲ Understand the ethical responsibilities of tax professionals
- ▲ Prepare for the IRS Enrolled Agent (EA) examination

Career Training, 180 Hours **\$1,895**



View full course descriptions and start dates for online courses at www.unf.edu/ce/online.



QUALITY / PROCESS IMPROVEMENT

FEATURED INSTRUCTOR



Keith Gardner is a 10-year consulting and training veteran in the area of quality and productivity improvement. Currently he serves as the president of eMRI, a full service training and consulting firm serving clients in 24 countries. Keith has an MS in business administration and also holds a BS in chemical engineering from Carnegie-Mellon University. He is certified by the American Society for Quality as a Six Sigma Black Belt.

Continuous improvement is the ongoing effort to improve products, services or processes. These efforts can seek incremental improvement over time or breakthrough improvement all at once. Processes are constantly evaluated and improved in light of their efficiency, effectiveness and flexibility as it relates to the bottom line of any service or manufacturing company.

NEW Certified Quality Engineer Exam Prep

A Certified Quality Engineer is a professional who can execute generally accepted procedures and analytical techniques recognized by the American Society for Quality (ASQ). Review key elements of the "CQE Body of Knowledge" (BOK) in a structured format to prepare you for the certification examination. This course is designed to give students the information, skills, strategies and techniques to pass the CQE exam, offered by ASQ each June and December.

Course Requirements:

- ▲ There will be 36 hours of classroom instruction using the "CQE Primer" published by the Quality Council of Indiana.
- ▲ Students should expect to spend approximately 4 to 8 hours per week outside of class reviewing the lecture material, reading the CQE Primer and working practice questions.
- ▲ A solid understanding of basic algebra and the ability to work with algebraic formulas. Introduction to statistics experience is a plus.
- ▲ Experience in at least one area of the BOK is required to qualify to sit for the exam.

6 to 9 p.m. Sept. 2 – Nov. 18
Tues. (36 hours, 3.6 CEUs) \$1,895

Construction Quality Management for Contractors (CQM-C)

This course describes QC/QA system successfully used by Corps of Engineers and NAVFAC. Concepts are increasingly being adopted by state agencies, public authorities and other local public sector owners. It details planning concepts, which are prevention-oriented to reduce tear-out, improve quality and improve schedule.

The course uses DVD, class instruction, workbook exercises with discussion and case-study exercises. Students will be provided with a student study guide and No. 2 pencils. To successfully complete the course, the student must be present for all sessions and achieve a passing grade of 70 on the final exam. Upon satisfactory completion, a five-year certificate will be issued to students.

This course is approved by the Florida Construction Industry Licensing Board for 10 continuing education hours.

Fee includes: student study guide, breakfast pastries and coffee, lunch buffet and afternoon beverages.

One-day program \$150
Two-day program \$200
Call for upcoming dates.

START-TO-FINISH SOLUTIONS

Our professional experts handle projects ranging from a single day of training/facilitation to multi-year, international engagements in more than 30 topics and 34 countries.

For your convenience, training relating to quality and process improvement can be offered at your location or we can host your training event. Our professional experts can provide any level of assistance desired in all subject matter areas relating to quality and process improvement.

Let us help you:

- ▲ Define difficult problems
- ▲ Make changes to increase your productivity and bottom line
- ▲ Align your suppliers to meet your needs and initiatives
- ▲ Initiate/deploy a quality system or program
- ▲ Create a new culture to have a successful program implementation

Each client is unique. Let us customize our training using your organization's examples and data, create a customized certificate program or craft specific training to fit your unique needs and requirements.

Need a customized solution for your organization?
Call Lori Frederick at (904) 620-5801 or e-mail her at lori.frederick@unf.edu

Lean Six Sigma Green Belt

Learn how to contribute to and lead Lean Six Sigma improvement teams. Gain a strong knowledge of how to apply the Lean Six Sigma methodology to the improvement of service-based processes, enabling cost reductions and improvements in productivity, quality and customer satisfaction. Receive 10 days of intensive, workshop-focused instruction. Those achieving Green Belt status often progress to Black Belt status by taking the Lean Six Sigma Green Belt to Black Belt transition course.

» 8 a.m. to 4 p.m. **Sept. 15 – 19, Oct. 20 – 24**
 » 8 a.m. to 4 p.m. **Jan. 26 – 30, Mar. 9 – 13, 2015**
 » 8 a.m. to 4 p.m. **June 15 – 19, July 20 – 24, 2015**
Mon. – Fri. (80 hours, 8.0 CEUs)
\$3,995/\$3,895 Early registration price

Lean Six Sigma Green Belt to Black Belt

Gain an enhanced understanding of the Lean organization and how to more effectively implement Lean tools and techniques to improve organizational performance. Learn about applying internal customer and supplier principles, understanding internal supplier responsibility, prevention vs. correction and responsibility for quality. This Lean Six Sigma Green Belt to Black Belt class assumes all participants recently completed LSS GB training and no remedial training is required.

» 8 a.m. to 4 p.m. **Oct. 27 – 31, Dec. 8 – 12**
 » 8 a.m. to 4 p.m. **Apr. 27 – May 1, June 1 – 5, 2015**
Mon. – Fri. (80 hours, 8.0 CEUs)
\$3,995/\$3,895 Early registration price

Lean Six Sigma is a managerial concept combining Lean and Six Sigma that results in the elimination of the eight kinds of wastes:

- » Defects
- » Overproduction
- » Waiting
- » Non-utilized talent
- » Transportation
- » Inventory
- » Motion
- » Extra processing

SPECIAL EVENT - FREE

Lean Six Sigma Executive Briefing

Learn how to combine the waste-reducing power of Lean with the problem-solving power of Six Sigma to revolutionize your business. Service- and manufacturing-based organizations will benefit from this event. Find out what steps to take to put this productivity system to work for you.

5:30 to 7 p.m. Dec. 9 Advance registration required.

LEADERSHIP DEVELOPMENT

The leaders of an organization should create its greatest strength and competitive advantage. Yet the development of leadership talent, both individually and collectively as a team, may be one of the greatest challenges facing organizations.

MEET THE INSTRUCTOR



During his 35 years in organizational development, Dr. Harold S. Resnick has earned international recognition as a leading authority and innovator in organizational transformation and leadership development. Global clients have included

CH2MHILL, EMC Corporation, Novell, IKON, Raytheon, ABB Lummus, Volvo GM Heavy Truck, Philips Electronics, Lockheed Martin and Shell Oil. Dr. Resnick's most recent book, "Energizing Workplace Performance," was published in 2007.

Complimentary Executive Breakfast: Invitational Leadership Development Program

Attend this free briefing for an overview of the Leadership Development Program and the opportunity to meet the instructor, Dr. Harold S. Resnick.

» 8:30 to 10 a.m. Tues. Sept. 16
» 8:30 to 10 a.m. Tues. Oct. 21

Advanced registration required.

Leadership Development Program

This program is designed for individuals who have significant management or leadership responsibilities in their respective organizations. This may include functional (departmental) management responsibilities, cross-functional team responsibilities or other similar leadership roles. This is not a program for beginning managers or supervisors.

This invitational program enables participating companies to send as few as one and as many as five managers from their organizations to participate in this program. Enrollment is capped to provide an extraordinary learning experience for each participant.

Key program benefits:

- ▲ Increase the sponsoring organization's leadership bench strength, as well as prepare the next generation of leaders needed to sustain organizational success.
- ▲ Develop leadership and management skills to complement the technical competence of your organization.
- ▲ Availability of one-on-one coaching or personal development for participants desiring extra support or specific work-related applications.
- ▲ Real-time application to address some of your company's challenges and/or opportunities through the small team work in which real-time company situations are analyzed and addressed under Dr. Resnick's personal guidance.
- ▲ Develop strong learning teams (functional or cross-functional team building) for companies that choose to send a learning team.

» 8:30 a.m. to 5 p.m. Jan. 22 – July 23
Thurs. (49 hours, 4.9 CEUs) \$4,495

#unfceLeadershipDev

COMPLIMENTARY LEADERSHIP E-NEWSLETTER

Receive insightful and in-depth information featuring articles from the executive solutions master himself, Dr. Harold S. Resnick. Visit www.unf.edu/ce and sign up for the e-newsletter and select "executive leadership" as your subject matter preference.

NEW

Convenient half-day format maximizes retention while minimizing time away from the office.

How to Create a Culture of Innovation

Why is culture so powerful? A culture defines the rules and behaviors individuals must share to be accepted by and engaged in any meaningful group – whether it is a family, religion, community or the company where we work. The degree to which leaders pay attention to and artfully influence the culture of their organization will be the most dominant influence in the behavior and success of that organization.

DAY 1 – UNF Continuing Education

- ▲ What is innovation?
- ▲ Innovation case studies
- ▲ Innovation process overview
- ▲ Setting objectives
- ▲ Stakeholder interviews
- ▲ Identifying customer needs
- ▲ Competitive opportunities
- ▲ Themes for ideation
- ▲ Brainstorming methods
- ▲ Creativity exercises
- ▲ Facilitating a session
- ▲ Non-profit organization stakeholder introduction

DAY 2 – JACKSONVILLE ZOO

- ▲ Non-profit organization customer focus group
- ▲ Synthesize focus group data
- ▲ In-class brainstorming session

DAY 3 – UNF Continuing Education

- ▲ Idea cleaning
- ▲ Idea dispositioning
- ▲ Initial internal evaluation
- ▲ Idea screening
- ▲ IP issues
- ▲ Concept writing
- ▲ Concept clarification
- ▲ Consumer concept review
- ▲ Concept prioritization
- ▲ Product development
- ▲ Creating a culture of innovation

» 8:30 a.m. to 12:30 p.m. **Sept. 10, 17, 24**
Wed. (12 hours, 1.2 CEUs) \$399

Leadership (Online)

Gain the respect and admiration of others, exert more control over your destiny and enjoy success in your professional and personal life.

Skill training, 24 hours \$99

Effective Selling (Online)

Easily convert a potential customer into a long-term asset. Effective Selling will help you lay the groundwork for repeat business and your future success.

Skill training, 24 hours \$99

Management Training (Online)

If considering starting a business or pursuing an MBA, learn the essentials here! The Management Training Online Program is perfect for business owners, entrepreneurs and anyone who wants to learn the basics of business and management.

Career Training, 360 Hours \$2,295

Management for IT Professionals (Online)

Learn leadership skills to help you succeed as a manager in the IT field.

Career Training, 390 hours \$2,295

Nonprofit Management (Online)

Examine the fundamental principles of nonprofit management, explore the roles and responsibilities of a nonprofit board of directors and the management team, discover the essential aspects of fundraising and understand the fundamentals of the budgeting process.

Career Training, 300 Hours \$2,295

Certified Mediator (Online)

This comprehensive online training program will provide you with the core skills necessary for the practice of mediation. Upon successful completion of this program, you will be able to:

- ▲ Apply advanced dispute-resolution skills to conflict situations
- ▲ Understand the significance of gender and culture in mediation
- ▲ Understand and apply skills for working through impasse in mediation
- ▲ Demonstrate the ability to identify hidden interests in conflict

Career Training, 120 Hours \$1,795

BUSINESS AND COMMUNICATION

For more than 30 years, businesses and organizations have relied on UNF Division of Continuing Education to provide solutions to the big challenges they face every day. Through better communication and rapport, work team morale increases leading to work place productivity and talent retention. Business communication training is a win-win for everyone.

NEW
Convenient
half-day
format
maximizes
retention while
minimizing time
away from the
office.

FEATURED INSTRUCTOR



Michael R. Clark has provided more than one thousand seminars, workshops and presentations covering a diverse set of topics with a focus toward developing leadership skills for managers and supervisors. He worked as training and performance improvement director for various State of Florida government agencies and has been the owner/president of MRC Consulting for 13 years.

Supervisor Training Series: Leadership

Leading high-performance teams requires an understanding of group dynamics, change management strategies, communication and utilizing individual skills within the context of organizational goals. Every leader must implement management tools and techniques for a team to be successful. This series will help you develop those tools to become a successful leader.

▲ **Effective Leadership**

- » 1 to 5 p.m., Sept. 9
 - » 1 to 5 p.m., Jan. 27, 2015
- Develop a plan to effectively lead both situationally and strategically.

▲ **Negotiation Skills**

- » 1 to 5 p.m., Sept. 13
 - » 1 to 5 p.m., Feb. 3, 2015
- Become better prepared to problem solve and negotiate solutions that spell success.

▲ **Effective Problem Solving**

- » 1 to 5 p.m., Sept. 16
 - » 1 to 5 p.m., Mar. 3, 2015
- Learn to solve problems more effectively and make better decisions as a leader.

▲ **How To Apply Emotional Intelligence (EI) at Work**

- » 1 to 5 p.m., Nov. 13
 - » 1 to 5 p.m., Apr. 7, 2015
- Apply knowledge from understanding emotions to be more successful as a leader.

▲ **How To Manage Change Effectively at Work**

- » 1 to 5 p.m., Dec. 10
 - » 1 to 5 p.m., May 5, 2015
- Develop a change management action plan to effectively navigate change in the workplace.

Price per class **\$159**
Leadership (all five) **\$636**
Purchase all five and save \$159.

Supervisor Training Series: Team Building

Building high-performance teams requires an understanding of group dynamics, change management strategies, communication and application of each within the context of organizational goals. Every leader must implement management tools and techniques for a team to be successful. This series will help you develop the tools to lead successful teams.

▲ **Strategies for Team Building**

- » 1 to 5 p.m., Oct. 7
 - » 1 to 5 p.m., Feb. 10, 2015
- Learn to build teams that foster morale, trust, cohesiveness, communication and productivity.

▲ **Mastering Conflict-Resolution Skills at Work**

- » 1 to 5 p.m., Oct. 14
 - » 1 to 5 p.m., Feb. 24, 2015
- Identify conflict triggers, avoid them and use techniques to alleviate workplace conflicts.

▲ **Stress-Time Management**

- » 1 to 5 p.m., Nov. 4
 - » 1 to 5 p.m., Mar. 17, 2015
- Apply proven stress management tools to get more of what's important done in less time.

▲ **Improving Performance Through Increasing Accountability**

- » 1 to 5 p.m., Dec. 9
 - » 1 to 5 p.m., Apr. 21, 2015
- Learn exactly what needs to be in place for accountability to exist in your business unit.

▲ **Communication for Supervisors**

- » 1 to 5 p.m., Sept. 11
 - » 1 to 5 p.m., May 19, 2015
- Discover communication techniques that foster accountability, productivity and efficiency.

Price per class **\$159**
Team Building (all five) **\$636**
Purchase all five and save \$159.



The Write Business ABCs: Enhance Your Communication, Advance Your Career

Two classes and a consult, one low price for a complete professional writing program.

Adjust Your Skills: WRITING REFRESHER

» Grammar, Punctuation, Mechanics

Have you ever been embarrassed when someone pointed out an error you made in grammar, spelling or punctuation? This session is invaluable for your business writing, whether it's an e-mail, report or proposal. Learn how to prevent mistakes that cost you and your company time and energy, as well as sabotage your image. This intensive session refreshes your skills with a thorough review of grammar, usage and punctuation.

Learn:

- ▲ Ten tips for effective communication
- ▲ Punctuation do's and don'ts
- ▲ Commonly misspelled words
- ▲ Usage problems and answers

Break Down the Task: WRITING REGIMEN

» Prepare, Compose, Repair

Executives rate the ability to write as one of the top characteristics of promotable employees. Yet otherwise highly-skilled workers report that writing effectively and efficiently often eludes them. This session presents a process of breaking down your writing task into three phases: preparing, composing, repairing. Following these simple guidelines will not only result in improved final documents, but will ease your writing experience.

Learn:

- ▲ How to apply the Four Cs criteria for writing success
- ▲ How to customize your message
- ▲ How to make a positive impression
- ▲ How to organize your thoughts into writing
- ▲ How to edit and proofread

Consult a Pro: WRITING REVIEW

» Individual, Coaching, Edits

This is an optional, customized and highly recommended opportunity to expand on what you've gleaned from previous sessions. Or, you can take advantage of this one-on-one coaching by itself. Submit up to two pages of your writing either in class or e-mail it when you register. Your coach will edit it, then review it with you individually during your specially scheduled time the third day. Your current writing samples will be relevant and instructional in revealing patterns and refining challenging areas.

Why you'll benefit:

- ▲ One-on-one time
- ▲ Customized sessions
- ▲ Focus on your own writing
- ▲ Identify patterns and problems
- ▲ Edit and refine documents with a coach

» 9 a.m. to 4:30 p.m. **Sept. 17 – 19**
 » 9 a.m. to 4:30 p.m. **Feb. 10 – 12, 2015**
Wed. – Fri. (21 hours, 2.1 CEUs) \$395

#unfceLSI



LEGAL STUDIES – PARALEGAL PROGRAM



Courses are offered as part of the Paralegal Certification, but can be taken individually for specialized knowledge in a specific area of law.

**Courses offered online in partnership with ed2go.*



UNF's Legal Studies Institute offers superior paralegal training through a combination of classroom and online instruction. Curriculum focus is on law theory and skill training, for legal careers in action. For those seeking credentials, the Legal Studies Institute also offers a preparation course to sit for the Certified Legal Assistant (CLA) exam offered by the National Association of Legal Assistants (NALA).

Why Choose the UNF Legal Studies Institute?

- ▲ Our program is designed for the convenience of working adults.
- ▲ Pay as you go, one term at a time.
- ▲ UNF has a reputation of excellence.
- ▲ Instructors are working professionals.

Program Goals and Objectives

The UNF Legal Studies Institute upholds the highest quality educational standards to provide you with an in-depth perspective into the legal field, as well as the essential skills required for success in the workplace.

Program Structure

Paralegal

Seven core courses, six electives and a 120-hour internship. Additional electives may be taken as desired.

Paralegal CLA Prep

The UNF Legal Studies Institute holds one of the best pass rates on the CLA exam. Nine out of 11 students who have taken the intensive six-week course have passed on the first try. Requirements to sit for the CLA exam vary according to your degree and experience.

For complete paralegal program costs, start dates and requirements, visit www.unflsi.com.

Courses

Course schedules are created with the working student in mind. Courses are held on weekdays from 6 to 9 p.m. at the UNF University Center, Terms are 14 weeks, three terms per year beginning in September, January and May. Not all courses are offered each term.

Core Courses

- ▲ Introduction to Paralegalism
- ▲ Legal Interviewing and Investigation
- ▲ Legal Case Analysis
- ▲ Legal Research and Writing
- ▲ Professionalism and Ethics
- ▲ The Professional Paralegal
- ▲ Legal Technology

Elective Courses

- ▲ Bankruptcy/Creditors' Rights
- ▲ Business Organizations
- ▲ Civil Procedures and Litigation
- ▲ Computer 1*
- ▲ Computer 2*
- ▲ Contract Law
- ▲ Criminal Law and Procedures
- ▲ Family Law
- ▲ Intellectual Property
- ▲ Law Office Management
- ▲ Labor Law
- ▲ Real Estate Law
- ▲ Torts
- Wills, Trusts and Estates

TEACHER DEVELOPMENT

Highly effective teacher development for new subject assignments

Every teacher will have a new assignment at some point. In most states you need the equivalent of six credit hours to be recertified. Why not take a course to match your daily teaching responsibilities AND award the equivalent of three CEU credits toward recertification? This is a practical, economic and convenient, just-in-time solution to prepare for a new assignment.

Each course offers subject-specific instructional support, subject-specific mentoring teacher access, plus CEU equivalent of three credits upon passing end-of-course content mastery assessment.

The result: better prepared teachers.

PROGRAM INCLUDES

Included is everything a teacher new to a course would typically need to prepare themselves for the school year:

- ▲ Teacher manual with instructional support material that includes syllabus, pacing guide, detailed daily lesson plans and class notes (editable PowerPoint presentations for lecture support)
- ▲ Complete student activity book or lab manual, editable assessments and keys, subject-specific mentoring teacher access
- ▲ State/local professional development budgets
- ▲ Facilitator and mentoring teacher access

DEVELOP TEACHERS NOW FOR NEW ASSIGNMENTS. CHOOSE FROM 100 ONLINE SUBJECT SPECIFIC COURSES:

- ▲ Advanced Placement (AP)
- ▲ Art
- ▲ Business
- ▲ Computer Science
- ▲ Cambridge International Curriculum
- ▲ Communications
- ▲ Family and Consumer Science
- ▲ International Baccalaureate (IB)
- ▲ Language Arts (English)
- ▲ Languages
- ▲ Mathematics
- ▲ Music
- ▲ Physical Education
- ▲ Science
- ▲ Social Studies
- ▲ Technology
- ▲ Vocational

Research studies conclude a better prepared teacher leads to improved student achievement and can be the single most important element for student success. To assist in efforts to better prepare teachers, the University of North Florida now offers online continuing education courses that satisfy recertification credits and more.

View all 100 subject-specific programs and a detail course description of each program at:

www.unfteacherpd.com

Cost of each full school year program is \$1,449.

See below for funding availability.

Funding available through Federal NCLB Title 2a (Improving Teacher Quality State Grants, 100 percent for professional development of teachers), Title 1 (five to 10 percent for professional development of teachers) and/or state/local professional development budgets.



NEW: OFFICE OF ACADEMIC TESTING

We are excited to announce the addition of UNF Office of Academic Testing to our variety of offered services. UNF Division of Continuing Education is here to help you reach all of your educational goals: from instruction through certification.

The mission of the Office of Academic Testing is to assist University of North Florida students and the local community by providing entrance, institutional, statewide and national testing opportunities while adhering to State of Florida regulations and National College Testing Association standards and guidelines.

Need testing?

Contact Jamie Spruell at the UNF Office of Academic Testing at (904) 620-2927 or acatest@unf.edu.

www.unf.edu/testing

- ▲ College Level Examination Program (CLEP)
- ▲ Accuplacer College Placement Test (CPT)
- ▲ Florida Teacher Certification Examinations (FTCE)
- ▲ Florida Educational Leadership Examination (FELE)
- ▲ Georgia Assessments for the Certification of Educators (GACE)
- ▲ Graduate Record Exam (GRE)
- ▲ Praxis Series Tests
- ▲ Postsecondary Education Readiness Test (PERT)
- ▲ Test of English as a Foreign Language (TOEFL)
- ▲ Test of Essential Academic Skills (TEAS)
- ▲ **PLUS** Individualized Testing

Located on the UNF Campus

*Office of Academic Testing
Founder's Hall (Building 2) Room 2200
University of North Florida
1 UNF Drive, 2/2200
Jacksonville, FL 32224-7699*



TEST PREPARATION

Research indicates the right preparation positively affects test scores. Based on years of experience, we can help you achieve your goals. Expert instructors at the University of North Florida will help you identify trouble spots, increase reading speeds and master tricky questions. If you know what to expect — and you will — your anxiety will be reduced and your concentration will increase.

For more information and to register, visit www.unftestprep.com.

- ▲ ACT Preparation
- ▲ SAT Preparation
- ▲ GMAT Preparation
- ▲ GRE Preparation
- ▲ MCAT Preparation
- ▲ PCAT Preparation



“ It was great having actual instructors. They answered all of my questions. They even explained concepts I previously couldn't get. I know I'll do great on my test. ”

#unfceTestPrep



CAREER DEVELOPMENT

The world continues to evolve, so must your career. Whether you need to update your skills, or you want to pursue the career of your dreams, it has never been easier. Checkout even more programs available at www.unf.edu/ce/online

Terry Patrick Walton has offered career consulting and coaching to recent college graduates and experienced professionals for more than eight years. Through self-assessment, interview and presentation skills training and job search strategy, Walton has helped clients plan targeted, strategic – and successful – job searches. Her previous experience includes more than 15 years in executive search, as a partner and consultant with Heidrick & Struggles, an international search firm, and with Nordeman Grimm in New York. She graduated with a degree in psychology from the University of North Carolina - Chapel Hill.

NEW Charting Your Future

Do you wish you had a clearer picture of your career future? Not really sure what you want to do and how to get there? This course consists of three half-day sessions. Through assessment, discussion and individual reflection, the participants will begin the process of charting their future and developing blueprints to pursue it.

You will learn:

- ▲ An understanding of your career strengths and interests
- ▲ Your professional and personal goals
- ▲ A clear understanding of what is necessary to achieve those goals
- ▲ A blueprint for their professional and personal development.

» 8:30 a.m. to 12:30 p.m. **Sept. 23, 30, Oct. 7**
 » 8:30 a.m. to 12:30 p.m. **Dec. 2, 9, 16**
 » 8:30 a.m. to 12:30 p.m. **Jan. 27, Feb. 3, 10, 2015**
 » 8:30 a.m. to 12:30 p.m. **April. 7, 14, 21, 2015**
Tues. (13.5 hours, 1.35 CEUs) \$399

NEW 14 Best Strategies for Being a Standout

Ever wonder why some people seem to get ahead, and others, even people who are highly competent, don't? This half-day workshop combines conventional wisdom with the advice of seasoned and emerging leaders and challenges the participants to develop plans and take steps to become a standout.

- ▲ The factors in being stuck
- ▲ What employers are looking for
- ▲ Strategies for being recognized as a standout
- ▲ How to develop your own plan of action to get ahead

» 8:30 a.m. to 12:30 p.m. **Thurs. Sept. 18**
 » 8:30 a.m. to 12:30 p.m. **Tues. Nov. 18**
 » 8:30 a.m. to 12:30 p.m. **Thurs. Jan. 22, 2015**
 » 8:30 a.m. to 12:30 p.m. **Sat. March 14, 2015**
(4 hours, 0.4 CEUs) \$159

NEW

All About You and Targeting the Market

- Learn your strengths, values and interests – and how they help determine what YOU bring to the job market
- Analyze the jobs, companies and industries that you should target
- Learn how to use targeting more successfully than a broad search

» 6 to 7:30 p.m. Tues. Sept. 9
 » 6 to 7:30 p.m. Thurs. Jan. 22, 2015
 (1.5 hours, 0.15 CEUs) \$99

NEW

Sales Pitch, Resumes, Cover Letters

- Craft your sales pitch and learn to use it
- Get real world resume and cover letter advice that will make your job search much more productive

» 6 to 7:30 p.m. Thurs. Oct. 2
 » 6 to 7:30 p.m. Thurs. Feb. 19, 2015
 (1.5 hours, 0.15 CEUs) \$99

NEW

Interviewing

- Strategies, tips, skills and the best answers for all of the toughest interview questions!
- Understand your goals and the benefits of the informational interview and the quick cup of coffee interview.

» 6 to 7:30 p.m. Thurs. Nov. 6
 » 6 to 7:30 p.m. Thurs. March 26, 2015
 (1.5 hours, 0.15 CEUs) \$99

NEW

Job Search Action Plan

- Understand the multi-pronged job search approach, how to use LinkedIn for research, and other tools that will help you be productive and successful.
- Embrace your own networking strategy by developing a personalized job search action plan.

» 6 to 7:30 p.m. Thurs. Dec. 4
 » 6 to 7:30 p.m. Thurs. April 23, 2015
 (1.5 hours, 0.15 CEUs) \$99

\$99

PER COURSE

ONLINE SKILL BUILDERS

- Monthly start dates
- Instructor led
- 24 hours of practical instruction
- Visit www.unf.edu/ce/online for complete list of available programs



Introduction to Windows 8

Learn how get the most from the Microsoft Windows 8 operating system, including managing apps, programs, photos, files and folders.

Microsoft Excel

Become proficient in using Microsoft Excel and discover dozens of shortcuts and tricks for setting up fully formatted worksheets quickly and efficiently. Microsoft Excel is the most used spreadsheet software.

Microsoft Word

Learn how to create and modify documents using Microsoft Word, the world's most popular word processing program.

Microsoft Office Certification Training available! See page 25.



Adobe Acrobat

Learn how to use Adobe Acrobat to create PDF files and take advantage of its many time-saving features, communication options and forms.

Dreamweaver

Learn to create Web pages using CSS formatting options and other tools with Adobe's industry-standard Web design application.

Microsoft PowerPoint

Learn how to use Microsoft PowerPoint to create exciting slide presentations that include SmartArt, multimedia, animation, sound, charts, clip art and hyperlinks.

Microsoft Access

Learn to build, edit and maintain a database in Access 2010, using tables, reports, forms and queries to give you fast access to all your important information.

Microsoft Outlook

Take control over your meetings, e-mails and to-do lists by mastering the essentials of Microsoft Outlook.

Photoshop

Learn how to use Photoshop, the world's best graphics program to edit photos and create original images.

InDesign

Learn how to design and produce professional-quality letterhead, brochures, business cards, interactive forms, complex documents and more using the software most professional graphic artists use.

\$99

PER COURSE

ONLINE SKILL BUILDERS

- ▲ Monthly start dates
- ▲ Instructor led
- ▲ 24 hours of practical instruction
- ▲ Visit www.unf.edu/ce/online for complete list of available programs

Achieving Success with Difficult People

Learn how to have more successful relationships with difficult bosses, co-workers, students, neighbors or relatives.

Administrative Assistant Applications

Gain the skills and knowledge you'll need to prepare for the Certified Administrative Professional exam and begin a rewarding career as an administrative assistant.

Administrative Assistant Fundamentals

Prepare to take advantage of the many new job opportunities in health care, legal services and other industries.

Effective Selling

Easily convert a potential customer into a long-term asset. Effective Selling will help you lay the groundwork for repeat business and your future success.

Interpersonal Communication

Become aware of the conscious and unconscious codes of meaning we send when communicating with others.

Individual Excellence

Master 12 career-enhancing skills including goal setting, time management, personal organization and creativity.

Keys to Effective Communication

Lost for words? Don't be! Learn to build rapport, trust, warmth and respect through conversation.

LinkedIn

Learn how to use LinkedIn, a free and popular job search and career development tool, and gain the power of the Internet to expand your professional network.

Mastery of Business Fundamentals

Acquire practical experience in strategic planning, management and finance without enrolling in an MBA program.

Mastering Public Speaking

Learn the secrets of effective public speaking and small group communication.

Microsoft Project

Discover how to effectively plan, implement, manage and control projects using the world's most popular project management software.

Technical Writing

Learn the skills you need to succeed in the well-paying field of technical writing.

Statistics

Improve your understanding of data and learn how to develop graphs and charts so you can use this information to make better decisions.

Introduction to Windows 8 (Online)

Take the leap! We make it easy! Update to the most advanced operating system in the world. This class provides 24 hours of insightful tips and tricks to make your transition a snap! Learn how to get the most from the Microsoft Windows 8 operating system, including managing apps, programs, photos, files and folders. \$99



ONLINE CAREER CHANGERS

Microsoft Office Master Certification Training

Learn basic-to-advanced skills in Microsoft Word, Excel, PowerPoint and Outlook while you prepare for Microsoft Office Specialist (MOS) certification. Prepare now for your next job opportunity.

Career Training, 300 Hours **\$2,295**

Microsoft Office Specialist (MOS) Certification Training

Participate in the Microsoft Office Specialist (MOS) Certification Training program to improve your level of knowledge with Microsoft Office functions in preparation for taking the Microsoft Certification Exam.

Career Training, 380 hours **\$1,995**

Microsoft Access Certification Training

The Microsoft Access course will prepare you to take your Microsoft Certification Exam and familiarize you with various tasks within Microsoft Access.

Career Training, 120 hours **\$595**

Microsoft Word Certification Training

Prepare for certification in Microsoft Word as you learn how to create, format and secure professional and creative documents.

Career Training, 95 hours **\$595**

Event Management and Design

From planning to pyrotechnics, the event management and design online training program will teach you everything you need to know to create truly special events.

Career Training, 300 hours **\$1,995**

According to the Labor Department most change jobs every five to nine years. If you are ready for a change or just want to increase your knowledge for your current position, these intense, online training opportunities provide affordable options while most award credentials for studies completed.

Certified Global Business Professional

This certification is a prestigious acknowledgment of international business expertise, including management, marketing, supply-chain management and trade finance. The Certified Global Business Professional online program will prepare you for the certification exam. This online certificate program is offered in partnership with major colleges, universities and other accredited education providers.

Objectives

Upon completion of this program, you will be familiar with material included in the Certified Global Business Professional examination, including:

- ▲ Evaluating the internal and external environment to identify potential marketing threats and opportunities
- ▲ Developing and implementing a global marketing plan
- ▲ Optimizing supply-chain solutions to meet the requirements of the international business plan
- ▲ Evaluating and selecting potential intermediaries to support the international business plan
- ▲ Completing documents required for the international movement of product and services
- ▲ Assessing political and economic risks and cultural issues of the target country to establish financial costs and viability
- ▲ Selecting appropriate methods, terms and currency of payment to agents, sales representatives, distributors, suppliers and international joint ventures

Career Training, 160 Hours **\$2,495**

Certified Residential Interior Designer

Prepare for a career as a residential interior designer by learning the basics of good design, getting familiar with design styles and movements, exploring the materials that interior designers use and putting your knowledge to work as you create your own design concept for a family room.

Career Training, 120 hours **\$1,995**

Travel Agent Training

Learn the basic skills needed to operate a computer reservation system for airlines, travel agencies, cruise lines, hotels or as a home-based agent, and get started in a career in the travel industry!

Career Training, 250 hours **\$1,795**

DID YOU KNOW?

79% of organizations have reported hiring an applicant with online education within the last 12 months.

INFORMATION TECHNOLOGY AND PROGRAMMING

Hack Your Way to Security (Online)

Use ethical hacking techniques to locate and close security holes in your own network.

24 Hours **\$99**

CompTIA® Security+ Certification Prep (Online)

Master the terms and concepts you need to pass the CompTIA® Security+ exam and earn your Security+ certificate.

24 Hours **\$99**

Creating Mobile Apps with HTML5 (Online)

Learn to use HTML5, CSS3, JavaScript, jQuery and Web APIs to create cross-platform mobile apps and mashups.

24 Hours **\$99**

Intermediate C# Programming (Online)

Learn to write Graphical User Interface programs in the C# Programming Language.

24 Hours **\$99**

Intermediate Java Programming (Online)

Deepen your understanding of the Java programming language and start writing programs that are more sophisticated and professional.

24 Hours **\$99**

Networking (Online)

Learn the fundamentals of networking and prepare for a career in a new and fast-growing field.

24 Hours **\$99**

Oracle (Online)

Learn how to use the Oracle database management system to plan, organize and manage your data.

24 Hours **\$99**

PHP and MySQL (Online)

Learn how to create dynamic, interactive websites using PHP and a MySQL database server.

24 Hours **\$99**

Introduction to Database Development (Online)

An experienced professional guides you through a structured approach to database design and development.

24 Hours **\$99**

Introduction to Java Programming (Online)

An experienced Java programmer introduces important Java topics with clear, step-by-step instructions.

24 Hours **\$99**

Introduction to PC Troubleshooting (Online)

Learn to decipher and solve almost any problem with your PC.

24 Hours **\$99**

Mac, iPhone and iPad Programming (Online)

Learn to create Mac, iPhone and iPad apps and programs using Objective-C and the Xcode compiler.

24 Hours **\$99**

Wireless Networking (Online)

Industry expert shows you how wireless networking works, as well as how to plan, deploy and connect to wireless networks.

24 Hours **\$99**

AutoCAD 3D, Software Included (Online)

Explore AutoCAD's advanced 3D modeling workspace, receive a student AutoCAD software license and AutoCAD Course Notes and prepare for a portion of the Autodesk AutoCAD Certified Associate exam.

Career Training, 80 hours **\$3,295**

CompTIA™ A+ Certification Training (Online)

CompTIA A+ certification is the industry standard for validating the skills of entry-level computer technicians. It opens the door to an exciting career in computer technology, and ed2go's online program makes training convenient and interactive.

Career Training, 230 hours **\$1,695**

MEDIA AND DESIGN

New Media Marketing Certificate

Get the certification to distinguish yourself as a leader in the emerging new media industry.

This cutting-edge program is designed to help marketers learn, create and sustain their high quality efforts.

Marketers with these highly coveted and valuable creative technological skill sets can be immediate assets to any organization.

How it Works:

This innovative New Media Marketing Certification program is like no other.

Designed so you can build your own certificate in a personalized, fast-paced, short-term environment, work directly with subject matter experts, participate self-paced online courses with a large variety of specialized trainee-centric focused programs from which to choose. Earn your certification in six to 12 months with 175 to 300 hours* of training.

*Total hours may vary depending on the course selections.

Visit www.unf.edu/ce/online for more details.

Graphic Design with Photoshop CS5 (Online)

Prepare for a career in graphic design by mastering Photoshop, the world's most popular application for creating and editing graphic images.

Career Training, 200 hours \$1,995

Video Game Design and Development (Online)

Using a comprehensive and analytical approach to game engine architectures, this program teaches you how to effectively design and develop games.

Career Training, 500 hours \$1,995

Advanced Web Pages (Online)

Take your Web development skills to the next level as you learn how to create advanced websites using CSS, HTML5, media queries for mobile devices, interactive forms and embedded video.

24 hours \$99

Creating jQuery Mobile Websites with Dreamweaver (Online)

Learn how to build mobile-friendly websites for devices such as smartphones and tablets using Dreamweaver and jQuery Mobile.

24 Hours \$99



Adobe software training is available!

Visit www.unf.edu/ce/online for a complete list of programs, start dates and descriptions.

Creating Web Pages (Online)

Learn the basics of HTML so you can design, create and post your very own site on the World Wide Web.

24 Hours \$99

Digital Arts Certificate (Online)

The Digital Arts online training program will help you develop technical skills and creative artistry in digital photography, imaging and illustration. This program covers Adobe Photoshop and Illustrator and more.

Career Training, 360 hours \$5,995

Marketing Design Certificate (Online)

Focus on design for marketing and business — creating logos, advertisements, communications and more. Learn Photoshop, Illustrator and Microsoft PowerPoint while gaining fundamental technical and aesthetic skills.

Career Training, 360 hours \$5,995

Multimedia Arts Certificate (Online)

The Multimedia Arts online training program gives you the conceptual, technical and visual design skills required to create multimedia applications and environments. Explore Adobe Photoshop, Flash and After Effects as well as digital video editing.

Career Training, 360 hours \$5,995



PERSONAL ENRICHMENT

You never outgrow having fun or learning something new. That's why the University of North Florida Continuing Education offers personal enrichment courses. Discover a new hobby or sharpen an old skill. Learning — just for the fun of it!

LEARN Jacksonville

LEARN Jacksonville is a non-credit personal enrichment program featuring courses designed to appeal to cultural, intellectual and recreational interests. With a wide range of course topics, which expand based on the needs and interests of the Jacksonville community, LEARN Jacksonville allows you to discover and enjoy the world around you. Courses are offered in the evenings and on weekends and include topics spanning from fitness, recreation, home and garden, to writing, crafts and much more. The course catalog is updated frequently so there is always something new to explore. To view the current list of courses and schedules, visit www.learnjacksonville.com.



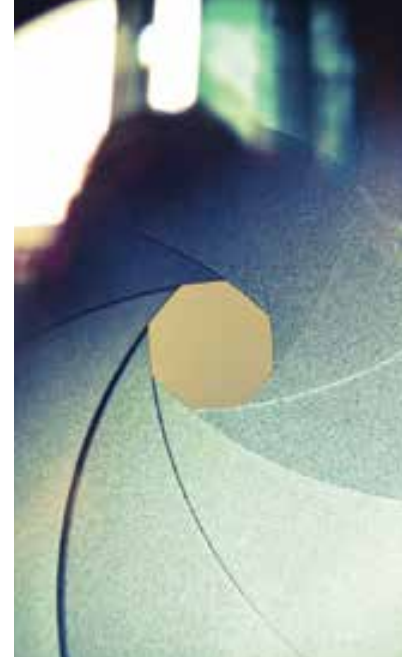
View the LEARN JAX
course catalog at
www.learnjacksonville.com

#LearnJax

More than 65 LEARN Jacksonville classes are available each term in the following areas of interest:

- ▲ Arts, crafts and hobbies
- ▲ Health and wellness
- ▲ Money matters
- ▲ Language
- ▲ Home and garden
- ▲ Screenwriting and film
- ▲ Photography
- ▲ Technology
- ▲ Wine tasting and beer crafting
- ▲ Writing





Osher Lifelong Learning Institute

For those 50 or better!

Originating from the 2006 establishment of the Lifelong Learning Institute in Retirement, this program was designed to provide high-quality, non-credit, affordable programs for adults 50 years and better in Northeast Florida. In 2007, it was recognized as a successful, exemplary lifelong learning program by The Bernard Osher Foundation. It later transformed into the Osher Lifelong Learning Institute (OLLI). The heartbeat of this institute is the numerous members who volunteer and invest their time and many talents to ensure its success. Membership, renewed annually, allows access to an array of courses in a fun environment with social events and out-of-classroom ED-ventures year round, but with no tests or grades. Additionally, members have access to UNF's Thomas G. Carpenter Library and receive campus discounts. To learn more, visit www.unfolli.com.




View the OLLI
course catalog at
www.unfolli.com

[#unfceOLLI](https://twitter.com/unfceOLLI)

OLLI offers:

- ▲ Free lecture series
- ▲ Club activities
- ▲ ED-ventures to local areas of interest
- ▲ Low course prices
- ▲ Computer help
- ▲ Current events
- ... and much more!





Our experts. Your facilities.

CUSTOMIZED TRAINING AND DEVELOPMENT

For a free consultation about customizing a training program for your business or organization, please contact Lori Frederick at lori.frederick@unf.edu or (904) 620-5801.

Customized Training meets the individual education demands of businesses and organizations. While most courses are available at the UNF campus for general studies, many can be molded to the specific objectives and culture of your organization.

The Division of Continuing Education will work with you to create effective and efficient training and development programs exclusively for you, your organization and the employees charged with carrying out your strategic plan. Once streamlined, we bring these programs directly to your facility, maximizing your company time by coordinating with different shifts and schedules or dovetailing with your internal training and development resources.

Consulting Services

Achieve superior levels of performance.

Building and sustaining a competitive advantage in today's business environment requires aggressive pursuit of innovation to improve individual and organizational performance on an ongoing basis. Our consulting professionals bring real-world expertise to help you identify, facilitate, plan and implement changes to improve your bottom line.

- ▲ Leadership Development
- ▲ Lean Six Sigma Deployment
- ▲ Global Logistics and Supply Chain Management
- ▲ Process Improvement Programs
- ▲ Performance Management
- ▲ Customer Service Strategies
- ▲ Talent Development
- ▲ Customized Programs

#unfceCustomLearning

REGISTRATION INFORMATION

Courses are limited in size. Act now to reserve your seat. We guarantee your registration when we receive your completed registration with payment. Early registration will be confirmed by e-mail. A course confirmation, including location, will be e-mailed to you prior to the course start date. Please arrive at least 15 minutes before the program begins. If course enrollment is low, we may cancel, postpone or combine courses. If you are unable to attend, a substitute may attend the course. We may substitute qualified instructors when necessary.

Six easy ways to register

1. ONLINE

For a list of all courses with dates and times, please visit www.unf.edu/ce.
Available 24/7.

2. CALL

CALL us at (904) 620-4200.
Please have your credit card number, expiration date and security code ready.

3. MAIL

MAIL the completed registration form from www.unf.edu/ce/registration and payment to:
Division of Continuing Education
University of North Florida
12000 Alumni Drive
Jacksonville, FL 32224-2678

4. FAX

FAX your completed registration form along with the completed Visa, MasterCard, American Express or Discover Card portion to (904) 620-4244.

5. E-MAIL

E-MAIL your registration information to unfce@unf.edu. Upon successful registration, you will receive a confirmation e-mail.

6. HAND DELIVER

HAND DELIVER your registration form to a staff member in our office at the Herbert University Center, Mon. through Fri. from 8 a.m. to 5 p.m.

#unfceCustomerCare



Adam W. Herbert University Center
12000 Alumni Drive, Jacksonville, FL 32224
(904) 620-4200 | www.unf.edu/ce



Division of Continuing Education

Download a registration form at www.unf.edu/ce/registration.

THE MORE YOU LEARN, THE MORE YOU EARN.

2014 – 2015 TRAINING AND DEVELOPMENT CATALOG

Earn a certification, a bigger paycheck, a deeper understanding of business or the respect of your coworkers and yourself. It's easy to get started. What will spark your interest?

Look inside now!