



PROJECT MANAGEMENT

BUSINESS PROCESS MANAGEMENT

BUSINESS ANALYSIS

LEAN SIX SIGMA

SAFe® SCRUM MASTER

PROFESSIONAL DEVELOPMENT

Convenient Center City Campus

**Fall 2019 -
Spring 2020**

For detailed information
ContinuingEd.uncc.edu/Management



UNC CHARLOTTE
Continuing Education

As Program Director of our Management Development Programs, I'd like to take this opportunity to encourage you to join the many local, regional, and national professionals who have come through our courses, either on their own or sponsored by their employers.

You may choose to earn a Project Management Certificate, Business Process Management Certificate, or Business Analysis Certificate – or take any of the two-day courses within the certificate programs without working toward a certificate.

Our programs are specifically designed for professionals who are looking to increase their work credentials or accelerate their careers. Earn a certificate at your own pace – in as little as 3 months, or within a year. And take the courses in any order you wish.


Our incredible instructors help to set our programs apart. They are all seasoned experts in their fields and outstanding presenters of their knowledge.

To learn more about our Management Development Programs, I encourage you to participate in a Free Online Information Session. Details about these Free Information Sessions are located within this brochure or on our website.

Should you have any questions, please do not hesitate to contact me directly. My email address is sabtbum@uncc.edu and my phone number is 704-687-8605.

I hope to see you in the classroom!

Warm regards,


Samantha Abt-Bumgarner, Program Director
704-687-8605 • sabtbum@uncc.edu



For detailed course descriptions, instructor bios, credit information and registration, please visit our website at ContinuingEd.uncc.edu/Management or call our Registration Center at 704-687-8900.

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 October 2019 by the UNC Charlotte Extended Academic Programs. 16,500 copies of this public document were printed at a cost of \$5,368.66 or \$0.32537 per copy.

TWO EASY WAYS TO REGISTER



Online with MasterCard, Visa or American Express at ContinuingEd.uncc.edu



Telephone our Registration Center at 704-687-8900

REGISTRATION FEE

The current full price per course for the Business Analysis Certificate and the Business Process Management Certificate is \$1,295. The current full price per course for the Project Management Certificate is \$1,095.

Course Materials

All course materials will be provided electronically. Registered students will receive access instructions in their enrollment reminder emails prior to class.

DISCOUNTS

- 5% Early Registration Discount is available for all courses and certificates
- OR
- 15% Professional Association discount for IIBA® members for each Business Analysis course in which they enroll, for PMI® members for each Project Management course in which they enroll, or for ASQ members for each Business Process Management course in which they enroll.
- OR
- 15% Bundle Discount. It pays to plan ahead with our new bundle pricing program that saves you time and money. Conveniently enroll in all of the required courses in a Certificate in one click. For more details, visit ContinuingEd.uncc.edu/faqs/bundles.

To receive a discount, registrations must be completed two weeks prior to course start date.

INSTRUCTORS

Visit our website for a complete listing of instructor bios.

TIME

All courses within the Business Analysis Certificate and the Business Process Management Certificate begin at 9 a.m. and conclude at 4:30 p.m. All courses within the Project Management Certificate begin at 9 a.m., conclude at 4:30 p.m. on the first day, and conclude at noon on the second day.

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 call our Registration Center at 704-687-8900 or visit ContinuingEd.uncc.edu/registration.

LOCATION

All classroom-based courses are held at:

- UNC Charlotte Center City: 320 E. 9th Street

Maps and parking information will be provided via email prior to the class start date.

CREDIT

Participants who are PMPs will receive 13 PDUs for each course within the Business Analysis and the Business Process Management certificates. Participants who are PMPs will receive 9.5 PDUs for each course within the Project Management Certificate. For accountants, all courses also carry CPE credit hours. Specific credit can be found on the webpage of the course for which you are interested or by calling our Registration Center.

ACHIEVING MULTIPLE CERTIFICATES

To achieve more than one management certificate, participants may take one less course than the stated requirement for the second or third certificate.

PROJECT MANAGEMENT



PROGRAM SCHEDULE

“From ease of registration to convenient and well-outfitted training facilities, from the highly-experienced and qualified instructors to the available and professional coordinators and support staff, this program is the complete package.”

— Vic Morrison, Project Manager at Trutegra

Project management has become one of the world’s most in-demand skill sets. The certificate program is designed to provide you with a firm base of the Project Management Institute’s (PMI®) *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*. Whether you are currently a project manager looking to improve your skills or a professional in another field who wishes to transition into project management, these courses will provide you with the skills you need to accelerate your career. The certificate meets the project management education requirements to qualify to take the PMP® Exam.

All courses are based on the Project Management Institute’s (PMI®) *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*. The curriculum will empower you with the skills necessary to tackle the challenges facing your projects.

Take any of the courses without working toward the certificate. Take courses in the order you wish and complete the certificate at your own pace (as little as three months... or within a year).

All PMI® members will receive a 15% discount for each Project Management course if they enroll at least two weeks prior to course start date.

It Pays to Plan Ahead. Our new Bundle Pricing program saves you time and money. Conveniently enroll in all of the required courses in a Certificate in one click and receive a 15% discount off the full price.

FREE ONLINE INFORMATION SESSION

Online Information Sessions are available anytime. Please visit our website or call our Registration Center at 704-687-8900 for more information.



The PMI R.E.P. logo is a mark of the Project Management Institute, Inc. UNC Charlotte is a Registered Education Provider (R.E.P.) with PMI®, the Project Management Institute. PDU credits are awarded directly by UNC Charlotte and the University maintains, in perpetuity, the records of credits awarded.

For detailed course descriptions, instructor bios, credit information and registration, please visit our website at ContinuingEd.uncc.edu/Management or call our Registration Center at 704-687-8900.

PROJECT MANAGEMENT CERTIFICATE

Six courses required. Each 1.5-day course offers 9.5 PDU credits.

FALL 2019

PJM111-004 – Principles of Project Management*
Thurs./Fri., September 19 & 20

PJM113-003 – Leadership & Communication Skills for Project Managers
Thurs./Fri., October 3 & 4

PJM112-003 – Project Schedule Development and Control
Thurs./Fri., October 17 & 18

PJM114-003 – Cost Estimating and Cost Management
Thurs./Fri., November 7 & 8

PJM115-003 Project Quality Management
Thurs./Fri., November 21 & 22

PJM116-003 – Project Risk Management
Thurs./Fri., December 12 & 13

SPRING 2020

PJM111-005 – Principles of Project Management*
Thurs./Fri., February 6 & 7

PJM112-004 – Project Schedule Development and Control
Thurs./Fri., February 27 & 28

PJM113-004 – Leadership & Communication Skills for Project Managers
Thurs./Fri., March 19 & 20

PJM114-004 – Cost Estimating and Cost Management
Thurs./Fri., April 2 & 3

PJM115-004 Project Quality Management
Thurs./Fri., April 23 & 24

PJM116-006 – Project Risk Management
Thurs./Fri., May 14 & 15

PJM111-006 – Principles of Project Management*
Thurs./Fri., June 4 & 5

**It is highly recommended that this course be taken as the first course in the series.*

See Page 11 for other project management-related courses (all offering PDU credit) that may be taken in addition to the courses within the Project Management Certificate.



BUSINESS PROCESS MANAGEMENT

Business Process Management is reshaping the ways successful organizations are developing competitive strategies and achieving operational excellence. Gain the skills you need in this new management era with our comprehensive set of courses that will help you and your company succeed. The Business Process Management Certificate Program is your first step toward developing these competencies that are so critical to the success of your organization and your career.

Take any of the courses without working toward the certificate. Take courses in the order you wish and complete the certificate at your own pace.

All ASQ members will receive a 15% discount for each Business Process Management course if they enroll at least two weeks prior to course start date.

It Pays to Plan Ahead. Our new Bundle Pricing program saves you time and money. Conveniently enroll in all of the required courses in a Certificate in one click and receive a 15% discount off the full price.

FREE ONLINE INFORMATION SESSIONS

Online Information Sessions are available anytime. Please visit our website or call our Registration Center at 704-687-8900 for more information.

PROGRAM SCHEDULE

"I loved being able to interact with different people from different companies and industries. We were able to learn from each other and take away good ideas that we can apply in our own work environments."

— **Jim Small, Systems and Process Manager - Supply Chain, Coca-Cola Bottling Co. Consolidated**

BUSINESS PROCESS MANAGEMENT CERTIFICATE

Five courses required. Each two-day course offers 13 PDU credits.

FALL 2019

PCM103-019 – Measuring and Improving Processes
Thurs./Fri., November 14 & 15

Spring 2020

PCM101-018 – Business Process Management and the Balanced Scorecard
Thurs./Fri., January 23 & 24

SPRING 2020

PCM104-013 – Process Innovation
Thurs./Fri., February 20 & 21

PCM107-012 – Implementing Process Change
Thurs./Fri., March 26 & 27

PCM105-021 – Process Mapping and Analysis
Thurs./Fri., May 7 & 8

*For detailed course descriptions, instructor bios, credit information and registration, please visit our website at **ContinuingEd.uncc.edu/Management** or call our Registration Center at **704-687-8900**.*

See Page 11 for other process management-related courses that may be taken in addition to the courses within the Business Process Management Certificate.

BUSINESS ANALYSIS



The Business Analysis Certificate Program was developed to align with the IIBA® (International Institute of Business Analysis) Business Analysis Body of Knowledge (BABOK™).

The Business Analyst (BA) works as a liaison among stakeholders in order to elicit, analyze, communicate, and validate requirements for changes to business processes, policies, and information systems. The BA bridges the gap – translating between business needs and IT – and understands the organization, the users and IT. To succeed in this role, an individual must have a broad range of business, technical, and interpersonal skills.

Take any of the courses without working toward the certificate. Take courses in the order you wish and complete the certificate at your own pace.

All IIBA® members will receive a 15% discount for each Business Analysis course if they enroll at least two weeks prior to course start date.

It Pays to Plan Ahead. Our new Bundle Pricing program saves you time and money. Conveniently enroll in all of the required courses in a Certificate in one click and receive a 15% discount off the full price.

FREE ONLINE INFORMATION SESSIONS

Online Information Sessions are available anytime. Please visit our website or call our Registration Center at 704-687-8900 for more information.

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PROGRAM SCHEDULE

“UNC Charlotte Business Analysis Certificate provides an excellent foundation for understanding the role of a BA and why businesses need BAs. And the instructors are the best in the business!”

— Joseph Frazzitta, Business Analyst and UAT Manager, Ally Financial

BUSINESS ANALYSIS CERTIFICATE

Five courses required. Each two-day course offers 13 PDU credits.

FALL 2019

BZA108-015 – Foundations of Business Analysis*
Thurs./Fri., October 24 & 25

BZA104-019 – Eliciting and Documenting Requirements
Thurs./Fri., December 5 & 6

SPRING 2020

BZA109-010 – Developing Agile Requirements
Thurs./Fri., January 30 & 31

BZA101-020 – Requirements Analysis and Design Definition
Thurs./Fri., March 5 & 6

BZA110-007 – Solution Deployment and Evaluation
Thurs./Fri., April 30 & May 1

**It is highly recommended that this course be taken as the first course in the series.*

See Page 11 for other business analysis-related courses that may be taken in addition to the courses within the Business Analysis Certificate.



LEAN SIX SIGMA CERTIFICATIONS



CONTINUING EDUCATION PROGRAMS

Six Sigma got its start in the U.S. during the 1980s at companies like Motorola and General Electric. Since then, the implementation of Six Sigma has continually improved processes for industries throughout the United States as well as internationally. Today the concepts are keeping up with modern business: incorporating Lean methodologies into the process has streamlined production and added the next level of value and efficiency.

Registration for our online Lean Six Sigma Certificates is continuous. Enroll anytime. To learn more about which belt is right for you, visit continuinged.uncc.edu/certificates.

ONLINE COURSES

- **SIG 101 – Lean Six Sigma White Belt Certification**, \$125, 2 PDUs
- **SIG 103 – Lean Six Sigma Yellow Belt Certification**, \$250, 7 PDUs
- **SIG 104 – Lean Six Sigma Orange Belt Certification**, \$250, 7 PDUs
- **SIG 105 – Lean Six Sigma Green Belt Certification**, \$1,400, 35 PDUs
- **SIG 108 – Lean Six Sigma Black Belt Certification**, \$2,950, 80 CPEs, 70 CPUs, prerequisite: Green Belt Certification
- **SIG 109 – Lean Six Sigma Master Black Belt Certification**, Coming Soon Online, 40 CPEs, 35 CPUs, prerequisite: Black Belt Certification

SAFe® SCRUM MASTER CERTIFICATION EXAM PREP

Did you know that over 70% of Fortune 100 enterprises in the US have hired Certified SAFe® professionals to make them more Agile and competitive in their industry? Learn how you can take advantage of this opportunity to lead high-performing teams as a SAFe® Scrum Master with UNC Charlotte's new 2-day exam prep course.

This training, led by experienced and certified instructors, will cover the entire syllabus for the SAFe® Scrum Master Exam and will explore the implementation of Scrum across the enterprise.

To learn more and to register for upcoming courses, visit continuinged.uncc.edu/scrum.

KEY TOPICS

- Introducing Scrum in SAFe®
- Characterizing the Role of the Scrum Master
- Experience PI Planning
- Facilitating Iteration Execution
- Finishing the PI
- Coaching the Agile Team

TAKEAWAYS

- Facilitate Scrum events
- Facilitate iteration execution
- Support effective Program Increment execution
- Support relentless improvement
- Coach Agile teams for maximum business results
- Support DevOps implementation

CERTIFICATES

Business

- Business Analysis
- Business Process Management
- Craft Beer Business Essentials
- Design Thinking
- Lean Six Sigma (all Belts)
- Management Essentials
- MPA Public & Nonprofit Management Academy
- Procurement and Supply Management Fundamentals
- Project Management

Computer & Information Science

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

Education

- Culturally Sustaining Teaching

Financial Forensics & Fraud Investigation

- Forensic Accounting

Healthcare

- Medical Coding Specialist
- EMS Management Institute

Hospitality & Tourism

- Meeting and Event Planning

Human Resources

- Human Resources (see also PHR®/SPHR®, SHRM-CP/SCP exam prep)
- Learning and Development

Law

- Paralegal

Public Safety

- EMS Management Institute
- Fire & Rescue Management Institute

WIOA ADULTS AND DISLOCATED WORKERS PROGRAM

UNC Charlotte Continuing Education is a qualified training provider listed with NCworks.gov. Charlotte Works is the workforce development agency for Mecklenburg County and can work with you to determine your eligibility for job seeker training funds. Visit their website at NCWorks.gov to learn more.

EXAM PREP

Business

- SAFe® Scrum Master Certification

Engineering (online)

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

Graduate School

- GMAT
- GRE
- LSAT
- MCAT

Human Resources

- HRCI PHR®/SPHR®
- SHRM-CP/SCP

Teaching

- NC General Curriculum Math Subtest Preparation

Undergraduate

- ACT
- SAT

CORPORATE AND CUSTOM TRAINING

Need a custom program for your organization? UNC Charlotte will work individually with your company to understand your vision and identify your learning needs and objectives. We specialize in designing programs to meet the specific content, location and scheduling requirements of your organization.

For more information, contact:

Amy Wartham,
Director of Corporate Training
awartham@uncc.edu
704-687-8723
ContinuingEd.uncc.edu/corporate

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BUSINESS ANALYSIS

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**REGISTRATION
NOW OPEN!**

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UNC CHARLOTTE
Continuing Education

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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/***