

Division of Continuing Education

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(904) 620-4280
<http://www.ce.unf.edu>

The University of North Florida knows how to bring out the best in every student, whether you are preparing for graduate school, seeking certification, looking for advancement, changing careers or just taking courses for the pure enjoyment of learning. You will find the same individualized attention in our Division of Continuing Education that students enrolled in any of UNF's five colleges do.

At the UNF Division of Continuing Education, you can keep pace with a changing world – and transform your business, your career or yourself tomorrow.

The non-credit program provides educational services which complement the academic program of the University. A variety of non-credit educational programs (conferences, seminars, workshops, institutes and short courses) are offered throughout the year. Registration is open to all persons who have a desire for knowledge and an interest in the subject matter. Programs offered through the Division of Continuing Education do not receive state appropriations; therefore, fees to support these programs are charged to participants.

The following subject areas are offered throughout the year in a variety of formats, from one-day to semester-length courses. Please call the Division of Continuing Education at (904) 620-4200 and we will send you specific program information and course dates, or visit our web site at www.ce.unf.edu.

Center for Professional Development

Many new programs are being developed for this year. Please visit our website at www.ce.unf.edu or call a member of our Customer Care Team at (904) 620-4200 for the most up-to-date program information.

Certificate Programs

- Effective Business Writing and Grammar
- Instructional Systems Design
- Essentials of Leadership
- Leveraging Success: Harvard Law School's Seven Elements of Successful Negotiation
- Essential Supervisory and Management Skills -Introduction

- Essential Supervisory and Management Skills-Advanced
- Web-based Training Certificate - From Concept to Execution
- Basic Mediations - Workplace Dispute Resolution
- Essentials of Human Resource Management

Project Management

- Project Management Fundamentals
- PMP Exam Preparation®
- Practical Microsoft Project Foundations
- Practical Microsoft Project Advanced Applications
- PMP Boot Camp
- Advanced Project Management Techniques

Management and Communication

- Assertive Communication for Professionals
- Effective Time Management and Organizational Skills
- Finance Non-financial Managers
- Giving Effective Performance Feedback
- How to Manage Problem Employees
- How to Value a Business
- Leading with Emotional Intelligence
- Managing Within the Law
- Microsoft® Office Suite – Tips and Timesavers
- Motivating and Retaining Key Employees
- Developing Productive & Committed Teams
- Savvy Business Etiquette
- Sharpening Your Presentation and Speaking Skills
- Resolving Employee Performance and Behavior Issues
- Successful Conflict Resolution
- Supervisor Boot Camp
- Talent Management

Test Preparation

- ACT Exam Preparation
- SAT Exam Preparation
- GRE Exam Preparation
- GMAT Exam Preparation
- PHR/SPHR Exam Preparation

Online Learning

- Healthcare
- Business
- Construction/ Automotive
- Internet/Graphic/Web Design
- Networking/CompTIA
- Video Game Design
- Personal Development
- Persona Enrichment
- Basic Computer Literacy

Occupational Spanish

The Division of Continuing Education is Northeast Florida's only licensed official registered provider of Command Spanish® programs. Programs are available for almost any industry from banking and mortgages to retail sales and real estate to manufacturing to law enforcement and healthcare. A few examples are:

- Doing Business in Latin America
- Community Spanish
- Spanish for Office Personnel
- Spanish for the Physician's Office
- Spanish for the Workplace
- Supervising Spanish-speaking Employees
- Spanish for Travelers

Customized Learning Solutions

Companies and organizations have begun to realize the money spent on training and developing their employees is better seen as an investment than a cost. Perhaps more importantly, they are aligning the training and development of their work force directly with business strategy to realize an even better return on that investment.

Employees are believers in lifelong learning, considering educational benefits and opportunities for improvement in productivity to be a key reason for joining and staying with an organization.

The Customized Learning Solutions department of the UNF Division of Continuing Education brings the up-to-date knowledge and techniques right to your place of work, shaped for the objectives and culture of your organization. While all of the courses are available on the UNF campus, most can be taught at your facility to maximize time, coordinate with shifts and schedules or to dovetail with your internal training and development resources.

In addition to these existing courses, the Division of Continuing Education will work with you to create training and development programs exclusively for you, your organization and the employees charged with carrying out your strategic plan. Call (904) 620-4280 for more information.

Center for Leadership

The Division of Continuing Education has created a comprehensive program to both motivate and empower those who have responsibility for the future direction of their organizations now – and for those who have acquired or significantly expanded their general management responsibilities.

The Center for Leadership is designed for three different types of leaders:

- C-level executive leaders who currently run their companies and organizations,

- Emerging leaders who could benefit from expert instruction and coaching that will take them to the next level of leadership, and
- Managers and supervisors responsible for day-to-day operations.

Whether you are looking to build your own leadership skills or prepare the talent you have designated for the future, you can count on UNF to offer world class programs that:

- Build highly effective organizations,
- Improve marketplace performance, and
- Return bottom line results.

Conferences

The Division of Continuing Education's Department of Conference Services and Special Events provides professional management services for businesses, organizations and professional associations. Programs can be held on the UNF campus, at business sites or at appropriate hotel or resort locations. Our services include, but are not limited to:

- Pre-conference planning
- Market/promotional planning
- Web site development
- Logistics Management
- Registration, fee collection and account management
- Site negotiations and arrangements
- On-site management
- Program evaluation and follow-up
- Continuing Education Units (CEUs)

With our assistance, sponsors retain total control of program content and delivery while being relieved of the administrative details. For more information, please call (904) 620-4270. The following are examples of some of the conferences we plan, promote and manage annually:

- Annual African American Professionals Conference
- Annual Excellence in Employee Development Awards
- Annual Administrative Professionals Conference & Expo
- Southeastern WorkKeys Conference

Center for Economic & Workforce Development

Sustained economic growth is the lifeline of Jacksonville and its surrounding counties. When new workforce skills are required by a relocating company, or an existing company desires to raise the skill level of its current workforce to compete in a broader market, they turn to the Division of Continuing Education. The Center for Economic & Workforce Development has experts who can provide skills assessment, customized training development and implementation. We have a proven track record of providing effective higher-level and vocational training to our customers. Let us help you design and deliver a workforce training program to meet your business needs.

Railroad Institute

- Individualized Certification programs
- Customized Training Solutions for the Transportation Industry

Workforce Skills Assessment

- WorkKeys specializing in the Florida Ready to Work Credential

Logistics Institute

- Individualized Certification programs
- Customized Training Solutions for Companies

Environmental & Safety Institute (Program in Development)

Legal Studies Institute

Embark on a career in the exciting and rewarding legal profession. The Legal Studies Institute offers you the opportunity to expand your knowledge of legal procedures and increase your chances for a promotion. A paralegal is a person who performs specifically delegated substantive legal work for which a lawyer is responsible. The Institute offers four types of certificates: Legal Secretary, Paralegal, Paralegal/Legal Secretary Dual, and Paralegal CLA Prep.

Osher Lifelong Learning Institute

The Osher Lifelong Learning Institute (OLLI) is a program for people aged 50 and above who wish to continue to grow in areas that they may not have had an opportunity to pursue while in active employment. OLLI offers a rich array of programs and events for adult learners. You can explore the liberal arts—humanities, social sciences, and natural sciences—in an atmosphere that is intellectually challenging but without the stress of tests and grades. Examine a good book or THE Good Book; discover a new talent such as mah jong or photography; or experience fine wine or fine music. Members thoroughly enjoy interacting with outstanding faculty and fellow adult learners. OLLI: For the time of your life!

Center for Quality

The primary programs offered are Lean Enterprise, Six Sigma, Lean Six Sigma, ISO 9001 and Kepner-Tregoe. In addition to the primary programs, the Center offers an array of shorter training classes and consulting in more than 30 specific productivity and quality improvement tools. All of the Center's programs are directed to helping organizations address three key areas that directly impact profitability – productivity, customer satisfaction and quality.

Six Sigma:

- Six Sigma Executive Briefing
- Six Sigma Leadership / Deployment Training
- Six Sigma Champion Training
- Six Sigma Overview

- Six Sigma Green Belt
- Six Sigma Green Belt for Service Organizations
- Six Sigma Black Belt
- Six Sigma Black Belt for Service Organizations
- Six Sigma Green Belt to Black Belt
- Six Sigma Green Belt to Black Belt for Service Organizations
- Six Sigma Black Belt Certification Review
- Lean Six Sigma Yellow Belt for Service Organizations
- Lean Six Sigma Green Belt for Service Organizations
- Lean Six Sigma Black Belt for Service Organizations

Quality Systems:

- ISO 9001:2000: an Executive Briefing
- Understanding ISO 9001:2000
- ISO 9001:2000 Internal Auditing
- Understanding ISO/TS 16949:2002
- ISO/TS 16949:2002 Internal Quality Auditing
- ISO 14001 EMS
- Malcolm Baldrige National Quality Award

Improvement Tools and Methods:

- Advanced Quality Planning (AQP)
- Design Failure Mode & Effects Analysis (Design FMEA)
- Geometric Dimensioning and Tolerancing (GD&T)
- Mistake Proofing
- Process Failure Mode & Effects Analysis with Control Plans and Reaction Plans (Process FMEA)
- Production Part Approval Process (PPAP)
- Project Management
- Quality Function Deployment (QFD)

Lean Enterprise:

- Lean Enterprise: An Executive Briefing
- The Lean Enterprise Executive Overview
- Lean Enterprise Basics
- Lean for the Office
- Introduction to the Kaizen Methodology
- The Kaizen Tools—Enterprise Continuous Improvement
- The Kaizen Pilot—Enterprise Continuous Improvement
- 5S Enterprise Housekeeping
- The 5S Pilot
- Workplace Diversity & Management of Change

Kepner-Tregoe:

- Kepner-Tregoe: An Executive Briefing
- Kepner-Tregoe: Problem Solving and Decision Making
- Kepner-Tregoe: Analytical Troubleshooting

Statistical Methods:

- Statistical Analysis for Process Improvement (SAPI)
- Design of Experiments I (DOE I)
- Design of Experiments II (DOE II)
- Measurement System Assessment I (MSA I)
- Measurement System Assessment II (MSA II)
- Statistical Process Control I (SPC I)
- Statistical Process Control II (SPC II)
- Short Run Statistical Process Control (Short Run SPC)