

**NH FUNERAL DIRECTORS AND EMBALMERS
CONTINUING EDUCATION PROGRAMS
APPROVAL LISTING AS OF JANUARY 17, 2012
FOR CURRENT YEAR 2012**

HOME STUDY / ON-LINE PROGRAMS (Maximum of 5 Hours per year)

1. National Funeral Directors Association teleconference “30+ Innovative Price List Offerings” (1 Hour) to be held February 23, 2012.
2. National Funeral Directors Association web-based seminar “Smart Phones...Smarter Business” (1 Hour) to be held February 2, 2012.
3. National Funeral Directors Association web-based seminar “Upping Your Game: What to Do When the Competition Levels the Playing Field” (2 Hours) to be held January 12, 2012.
4. National Funeral Directors Association Certified Preplanning Consultant correspondence course (16 Hours).
5. APEX continuing education solutions home study courses:
 - a. OSHA Essentials (3 Hours)
 - b. Infant Embalming Techniques (3 Hours)
 - c. Creating Marketing Ideas for Funeral Homes (1 Hour)
 - d. Telephone Inquiry Manual for Funeral Homes (2 Hours)
 - e. Funeral Rituals and Mental Health (3 Hours)
 - f. Working With Difficult People in Conflict (2 Hours)
 - g. Funeral Service Ethics (2 Hours)
 - h. The FTC Funeral Rule (3 Hours)
6. The National Funeral Directors Association Online Learning Center courses:
 - a. ADA Employer Compliance: Title I of the Americans with Disabilities Act (3 Hours)
 - b. Communicable Diseases: Safeguarding the Funeral Professional (2 Hours)
 - c. Communicable Diseases: What Every Funeral Home Must Know (3 Hours)
 - d. Conflict Management for Funeral Directors – Successful Interpersonal Communications (4 Hours)
 - e. Deathcare marketing – 25 FAQs (6 Hours)
 - f. Demystifying Succession Planning for the Small Business Owner (2 Hours)
 - g. Embalming Perspectives and Paradigms Challenged (6 Hours)
 - h. Embalming the Obese Case (3 Hours)

- i. Five Ways to Improve Prep Room Ventilation & Protect Your Health (2 Hours)
- j. Funeral Service Ethics (3 Hours)
- k. Grief Management – The Role of the Funeral Service Practitioner (6 Hours)
- l. Guaranteed Funerals: Is Preneed Right for You? (2 Hours)
- m. Hazard Communication in Funeral Service (1 Hour)
- n. Proven Green Funeral Home Practices (4 Hours)
- o. Learning to be a Leader (3 Hours)
- p. Marketing a Funeral Home for Long-Term Profitability (3 Hours)
- q. Offering Funeral Packages in Compliance with the FTC Funeral Rule (2 Hours)
- r. Personnel Management in Funeral Service (4 Hours)
- s. Professional Ethics in Funeral Service: NFDA’s Code of Conduct (1 Hour)
- t. Profits by Pleasure: Practical Marketing for Funeral Homes (4 Hours)
- u. Public Speaking – Comfortably (2 Hours)
- v. Risk Management: controlling Liability Risk for the Small Business Owner (2 Hours)
- w. Serving Hispanic Families (4 Hours)
- x. Simple and Practical Best-Practice Ideas of Leading Funeral Homes (2 Hours)
- y. The Funeral – A Chance to Touch, A chance to Serve, A Chance to Heal (4 Hours)
- z. Understanding a Child’s Grief (3 Hours)
- aa. Understanding & Creating Exceptional Funeral Experiences (3 Hours)
- bb. Understanding Adult Grief: Developing Effective Ways to Help Adults on Their Grief Journey (4 Hours)
- cc. Understanding & Managing Grief (6 Hours)
- dd. Understanding Preneed (4 Hours)
- ee. Understanding the Practice of the FTC Funeral Rule (3 Hours)
- ff. Wage and Hour Laws for Funeral Home Employers (3 Hours)
- gg. What to Do When Families Say “No Religion, Please” (2 Hours)
- hh. What Matters Most: Heart’s Desires in Life and Death (2 Hours)

7. FuneralCE web-based programs:

- a. Basic Funeral Customs for 21st Century Funeral Directors (1 Hour)
- b. Bloodborne Pathogens (2 Hours)
- c. Ethics in Making Funeral Arrangements (3 Hours)
- d. Funeral customs with Military Honors (3 Hours)
- e. Funeral Rule (2 Hours)
- f. Green Funerals: What Every Funeral Director Needs to Know (5 Hours)
- g. History of Preserving Human Remains (1 Hour)
- h. HIV/ADS (1 Hour)
- i. Intercultural Burials (5 Hours)
- j. Managing Grief: A guide for the Funeral Professional (5 Hours)

- k. OSHA Practical Standards for the Funeral Professionals (4 Hours)
 - l. OSHA Workplace Rights (2 Hours)
 - m. Personalization in the Funeral Industry (4 Hours)
 - n. Pre-Need Planning (5 Hours)
 - o. Public Speaking for Funeral Directors (5 Hours)
 - p. Stillborn Support (1 Hour)
 - q. Targeting Your Primary Markets in the Funeral Industry (2 Hours)
 - r. The Funeral Director as an Event Planner (5 Hours)
 - s. Understanding the At-Need consumer's Buying Motivations (1 Hour)
 - t. Working with Difficult People in the Funeral Industry (1 Hour)
 - u. Basic Embalming Practices (5 Hours)
8. National Funeral Directors Association web-based seminar "Advertising Strategy in a Challenging Economy" (1 Hour) to be held March 15, 2012.
9. Education Workers Group (funeralcontinuingeducation.com) web-based courses:
- a. Upselling Without Upsetting the Client (1 Hour)
 - b. Modern Funeral Customs (1 Hour)
 - c. Limiting Exposure to HIV/AIDS (2 Hours)
 - d. Funeral Products and the Environment (2 Hours)
 - e. OSHA Compliance for Funeral Homes (2 Hours)
 - f. Ethics, Attitude and Customer Service (3 Hours)
 - g. When Children Die: Guidance for the Final Arrangements (1 Hour)
 - h. Burial with Military Honors – Best Practices (3 Hours)