

**APPROVED CONTINUING EDUCATION PROGRAMS
FOR CALENDAR YEAR 2016
AS OF NOVEMBER 2, 2016**

DIDACTIC (ON-SITE) PROGRAMS AND SEMINARS

1. The New Hampshire Funeral Directors Association “Annual Meeting” (6 hours) for the following programs to be held January 9, 2016 in Meredith, NH.
 - Keys to Effectively Resolve Family Complaints – and Avoid Costly Lawsuits (1 hr)
 - Embalming Risk Management for Every Funeral Home (1hr)
 - Funeral Legal Update (1 hr)
 - Evaluating Third Party Crematory Providers (3 hrs)

2. National Funeral Directors Association program “NFDA Certified Crematory Operator Program” (7 hours) to be held as follows:
 - January 30, 2016 in San Antonio, Texas
 - March 16, 2016 in Atlanta, GA
 - March 29, 2016 in West Jordan, UT
 - April 18, 2016 in Detroit, MI
 - May 8, 2016 in Overland Park, KS
 - May 17, 2016 in Windsor, CT
 - May 23, 2016 in Welch, MN
 - June 4, 2016 in Murfreesboro, TN
 - June 9, 2016 in Centennial, CO
 - June 30, 2016 in Tinley Park, IL
 - July 13, 2016 in Cincinnati, OH
 - July 21, 2016 in Hot Springs, AR (1 hr additional credit for “Communication Skills for Connecting with Cremation Families”)
 - July 28, 2016 in Danville, VA
 - August 3, 2016 in Birmingham, AL
 - August 24, 2016 in Brookfield, WI and Austin, TX
 - September 14, 2016 in Grand Junction, CO
 - September 28, 2016 in Catonsville, MD
 - October 5, 2016 in Columbia, SC

3. Selected Independent Funeral Homes 2016 NextGen Seminar (8.5 hours) to be held January 24-28, 2016 in St. Croix.

4. Cremation Association of North America program “Crematory Operations Certification Program” (6 hours) to be held as follows:
 - January 22, 2016 in Wheeling, IL

- February 2, 2016 in Las Vegas, NV
 - February 12, 2016 in Wheeling, IL
 - March 9, 2016 in Macon, GA
 - March 2016 in Orlando, FL
 - March 25, 2016 in Edmond, OK
 - April 11, 2016 in Houston, TX
 - May 13, 2016 in Philadelphia, PA
 - May 2016 in Louisville, KY
 - June 2016 in Phoenix, AZ
 - July 11, 2016 in Kirkland, WA
 - August 10, 2016 in Chicago, IL
 - August 2016 in Richmond, VA
 - November 14, 2016 in Westminster, CA
 - November 15, 2016 in Charleston, SC
 - November 16, 2016 in Phoenix, AZ
 - December 6, 2016 in New Orleans, LA
5. National Funeral Directors Association 2016 CANA & NFDA Cremation Symposium (10.5 hours) to be held February 3-4, 2016 in Las Vegas, NV.
 6. SCI Management – Dignity University course “Managing for Excellence” (8 hours) to be held various dates and locations in 2016.
 7. National Funeral Directors & Morticians Association 40 & Under Funeral Directors 2016 Enrichment and Leadership Summit (5.5 hours) to be held January 24-26, 2016 in Atlanta, GA.
 8. National Funeral Directors Association Arranger Training (7 hours) to be held as follows:
 - February 25, 2016 in Nashville, TN
 - April 19, 2016 in Albany, NY
 - April 26, 2016 in Dallas, TX
 - May 24, 2016 in Brookfield, WI
 - June 7, 2016 in Overland Park, KS
 - July 19, 2016 in Atlanta, GA
 - August 16, 2016 in Richmond, VA
 - August 23, 2016 in Salt Lake City, UT
 - September 13, 2016 in Okemos, MI
 - December 7, 2016 in Seattle, WA
 9. MKJ Marketing program 2016 Seminar Series: Improving Your Funeral Business to be held February 29 – March 2, 2016 in Beaver Creek, CO.

10. The International Order of the Golden Rule 2016 Young Professionals Event – Fresh Approaches (6 hours) to be held March 26, 2016 in Austin, TX.
11. The International Cemetery, Cremation and Funeral Association’s 2016 ICCFA Annual Convention & Exposition (10.75 hours) to be held April 13-16, 2016 in New Orleans, LA.
12. National Funeral Directors Association “Meet the Mentors” program (7.5 hours) to be held March 14-15, 2016 in Atlanta, Georgia.
13. National Funeral Directors Association “Cremation Retreat 2016” (9 hours) to be held March 17-18, 2016 in Atlanta, GA.
14. The International Order of the Golden Rule 2016 Annual Conference and Supplier Showcase (10 hours) to be held April 28-30, 2016 in Las Vegas, NV.
15. National Funeral Directors Association Certified Preplanning Consultant program (8 hours) to be held as follows:
 - April 28-29, 2016 in Pittsburgh, PA
 - May 5-6, 2016 in Cincinnati, OH
 - July 21, 2016 in Brookfield, WI
 - July 29, 2016 in Richmond, VA
16. Selected Independent Funeral Homes 2016 Spring Management Summit (3 hours) to be held April 27-29, 2016 in Houston, TX.
17. Graystone Associates 2016 Summit Conference (10.5 hours) to be held February 8-11, 2016 in Ft. Lauderdale, FL.
18. In-Sight Institute Certified Funeral Celebrant Training (17 hours) to be held at various dates and locations throughout 2016.
19. National Funeral Directors Association “2016 Professional Women’s Conference” (7 hours) to be held April 9-10, 2016 in Cape Coral, FL.
 - Leading the Conversation: Connecting with Seniors in Arrangement (1 hr)
 - Community & Family Engagement: Filling the Void (1.5 hrs)
 - Roundtable Discussion (Denied)
 - Seeing is Believing: Facial Reconstruction Techniques (1.5 hrs)
 - Win/Win Thinking in a Win/Lose Market (1.5 hrs)
 - Peaks, Pitfalls and Parades, oh My! (1.5 hrs)
20. The New Hampshire Funeral Directors Association “Summer Meeting” (4 hours) for the following programs to be held June 21-22, 2016 in Bartlett, NH.

- Fluids – Standard Applications & Non-Traditional Applications That Surprisingly Work Amazingly Well 1 hour
 - Jaundice – Three Solutions to an Often Perceived Difficult Dilemma 1 hour
 - Shipping Remains by Air ... With Good Results vs Horrific Outcomes 1 hour
 - Caring for Infants ... One of the Toughest Parts of the Job 1 hour
21. Dodge Institute for Advanced Mortuary Studies 2016 Dodge Technical Seminar (9 hours) to be held May 12-13, 2016 in Atlantic City, NJ and November 10-11, 2016 in Las Vegas, NV.
22. National Funeral Directors Association “Business Conference” (9.25 hours) to be held May 12-13, 2016 in Brookfield, WI.
23. National Funeral Directors Association Leadership Conference (6 hours) to be held July 11-13, 2016 in Las Vegas, NV.
- Leadership Today 1 hour
 - Breakout by Office 2 hours
 - Arranger Training...like you have never experienced before 1 hour
 - Tough Talking: Initiating he Managing Difficult Discussions 2 hours
 - Road to Relevance: Five Strategies for Competitive Associations 1 hour
24. Kenmore Square Institute Fall Seminar Series (6.5 hours) to be held October 1-26, 2016 various Massachusetts locations.
- Annual OSHA Compliance Training 2.5 hours
 - The Funeral Director as a Grief Facilitator 2.5 hours
 - Return to Nature: A Collaboration Learning Experience to Deal with Evolving Funeral Customs 1.5 hours
25. Selected Independent Funeral Homes 2016 Women’s Roundtable (3 hours) to be held July 19-20, 2016 in St. Charles, MO.
26. Maine Funeral Directors Association Summer Meeting to be held June 15-16, 2016 at Kennebunkport, Maine.
- Communicating with Cremation Families 3 hours
 - Funeral Home Advertising 3 hours
27. National Funeral Directors Association 2016 International Convention & Expo (hour for hour) to be held October 23-26, 2016 in Philadelphia, PA. The following sessions were denied credit:
- NFDA International Convention Expo
 - Be the Best Crematory Operator in Your Community
 - Caring for Fluffy & Fido: How Pet Services Can Benefit Your Business

- Making Twitter Work for You
28. Cremation Association of North America 98th Annual Convention to be held August 10-12, 2016 in Chicago, IL.
- The FTC’s Funeral Rule 1 hour
 - Vital Signs: The Impact of Cremation on Your Business’s Financial Health 1 hour
 - Cremation Fundamentals 1.5 hours
 - The Answer is in the Numbers 1 hour
29. New Hampshire Funeral Directors Association program “Funeral Director’s Worst Financial Habits” (3 hours) to be held November 2, 2016 in Concord, NH.
30. Selected Independent Funeral Homes 2016 98th Annual Meeting (6.25 hours maximum) to be held September 14-17, 2016 in Orlando, FL.
- Do It Well, Make It Fun 1.75 hours
 - Defining YOUR Customer Service 1.5 hours
 - Phone Shoppers Are Awesome (concurrent sessions) 1.5 hours
 - Change is Good... You Go First! 1.5 hours
 - Spotlight on Best Practices 1.5 hours
31. The International Cemetery, Cremation and Funeral Association’s ICCFA Fall Management Conference (7 hours) to be held October 5-7, 2016 in Kiawah Island, SC.