

# ADDENDUM C

Board of Funeral, Cemetery and Consumer Services, meeting date: January 6, 2011

Continuing Education -- Applications for Course Approval

Pursuant to s. 497.147 Fla. Statutes, and Board Rule 69K-17.0041, the CE courses listed below have been submitted for Board approval. The courses have been reviewed by the Board's CE Committee. **Recommendation:** The Committee and the FCCS Division recommend that these courses be approved for CE credit.

Provider #	Provider Name	Course #	Course Name	Hours
86	Batesville Management Services:	57433	Acting On Cremation Challenges Together	2
135	Independent Funeral Directors Of Florida Inc:	56634	We're From The Government And We're Here To Help	1
		56633	Update On Laws, Rules & Pending Legislation	1
41	Matthews Cremation Division:	57034	Transformations	7
136	National Funeral Directors Association:	58041	Statistics Pricing And 20 Things You Should Know About The Cremation Business	1
		58039	Cremation Supplier Panel The Cremation Outlook As Seen By Cremation Equipment Manufactures	1
		58038	Interactive Workshops	1
		58037	Building The Perfect Tribute	1
		58036	Telephone Protocol Managing The First Contact	1
		58035	Liability And Legal Issues In Advertising	1
		58034	Personalizing The Funeral Service Remembering A Life Lived	1
		58033	Who Killed The Funeral	1
		57637	Simple And Practical Best Practice Ideas Of Leading Funeral Homes	2
		57636	How To Adopt Environmentally Friendly Funeral Business Practices	4
		57635	FTC Funeral Rule Coordinator Speaks Out On How To Avoid Findings And Fines	4
		57634	Risk Management Controlling Risk For Small Businesses	2
		57633	Guaranteed Funerals Is Preneed Right For You	2
		57246	What To Do When Families Say No Religion Please	2
		57245	Wage And Hour Laws For Funeral Home Employers	3
		57244	Understanding The Practice Of The FTC Funeral Rule	3
		57243	Understanding Adult Grief Developing Effective Ways To Help Adults On Their Grief Journey	4
		57242	Understanding A Childs Grief	3
		57241	Time For Your Annual Checkup Financial Statements And Preneed Analysis	3
		57240	Serving Hispanic Families	4
		57239	Professional Ethics In Funeral Service NFDA Code Of Professional Conduct	1
		57238	Offering Funeral Packages In Compliance With The FTC Funeral Rule	2
		57237	Embalming The Obese Case	3
		57236	Controlling Your Accounts Receivable	3
		57235	Conflict Management For Funeral Directors Successful Interpersonal Communication Practices	4
		57234	Communicable Diseases What Every Funeral Home Must Know	3
		57233	ADA Employer Compliance Title I Of The American With Disabilities Act	3
		56876	Strategic Business Planning Is Easier Than You Think	1
		56875	Your Professional Image	4
		56874	Restorative Arts An Artists Perspective	4

136 National Funeral Directors Association contd.:	56873	FTC Compliance Handling The General Price List	4
	56872	Embalming Difficult Cases Donor Cases	10
	56871	The Art Of Facial Reconstruction	4
	56870	With The Push To Cremate 5 Reasons To Encourage Viewing And Ritual	2
	56869	Understanding Personalities Working And Coping Styles For Effective Business Relationships	2
	56868	Tips For Marketing A Pet Death Care Business	4
	56867	Preneed Ethics In Demanding Times	4
	56866	Legendary Service At The Ritz Carlton A Great Fit For Funeral Service	2
	56865	It Is Easy Being Green	4
	56864	Internet Age Vs Your Funeral Home Legal Issues Created By Technology	2
	56863	Hispanic Funerals Need To Know Insights	4
	56862	GPL Funeral Packages Doing Them Right	2
	56861	FTC Funeral Coordinator Speaks Out On How To Avoid Findings And Fines	4
	56860	Ethical Thinking In Today's World	2
	56859	Cancer And NFDAs Formaldehyde Best Management Practices	2
	56858	Advanced Cremation Arranging	4
	56856	Willies Way 6 Secrets For Wooing Wowing And Winning Customers	8
	56855	The Widowers Toolbox	8
	56854	Traversing The Minefield Best Practice Reducing Risk In Funeral Cremation Service	10
	56853	Lessons From The Mouse A Guide For Applying Disney Worlds Secrets Of Success To Your Organization, Career & Life	6
	56852	Healing Your Holiday Grief	6
	56851	Healing Your Grieving Heart	6
	56850	Healing The Adult Childs Grieving Heart	6
	56849	Healing A Teens Grieving Heart	6
	56848	Healing A Friends Grieving Heart	6
	56847	Healing A Childs Grieving Heart	6
	56846	Hands Off Manager How To Mentor People And Allow Them To Be Successful	8
	56845	Handbook For Companioning The Mourner	6
	56844	Grievors Ask Answers To Questions About Death And Loss	8
	56843	Great Answers To Difficult Questions About Death What Children Need To Know	6
	56841	Good Words Memorializing Through A Eulogy	8
	56840	Funeral Home Customer Service A To Z	6
	56839	Finding Your Way After Your Parent Dies	6
	56838	Customer Service In An Instant 60 Ways To Win Customers And Keep Them Coming Back	8
	56837	Creating Meaningful Funeral Experiences	6
	56835	Capitalizing On Kindness Why 21 Century Professionals Need To Be Nice	8
	56834	Building Customer Loyalty From The Inside Out	8
	56833	NFDA Home Study-100 Ways To Motivate Others	8
99 SCI Management - Dignity University:	57844	Supervision In Action	21
	57843	Performance Management	1
	57841	Managing Change	1
	57840	Hiring, Training & Retaining High Performing Associates	1
	57839	Effective Supervision	1
	57838	Effective Employee Counseling	1

99 SCI Management - Dignity University contd.:	57837	The Cremation Consumer	1
	57836	Securing Payments	1
	57835	Managing For Excellence	25
	57834	Effective Telephone Communication	1
	57833	Formaldehyde Awareness Training	1

Initials of FCCS staffer who prepared this document:	<i>JSP</i>
Approved for presentation to the Board (Director or Assistant Director):	<i>DAS</i> <i>Jan 20X</i>