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Products and prices are subject to change.
**New Items for 2018**

**2017 General Price List Survey**
*By NFDA*
Presents 2016 General Price List cost of an adult casketed funeral and how these costs have changed over time. Detailed costs are also listed for other funeral service products and services, such as cremations, funeral packages, types of caskets and vaults. Results are presented at the national level as well as broken out by census district, case load and size of city.

Product Code: SR116
Member Price: $75
Nonmember Price: $175

**Ask Me... 30 Things I Want You to Know – How to be a Friend to a Survivor of Suicide**
*By Nan Zastrow*
Guide for those who have experienced the death of a loved one to suicide. 39 pages.

Product Code: BK576
Price: $5.95

**Bereavement Groups and the Role of Social Support**
*By William G. Hoy*
Practical techniques for organizing a grassroots bereavement group in your community, backed by solid, contemporary empirical studies. Learn best practices that are supported by experienced grief support leaders. 238 pages. (Also available for CE; see page 28.)

Product Code: BK582
Price: $44.95

**Your Memories: Bringing Color Back Into Your Life**
*By NFDA*
A little grief therapy for adults. 36 pages.

Product Code: BK580
Price: $7

**Built to Sell: Creating a Business That Can Thrive Without You**
*By John Warrillow*
How to plan for stepping out of your business and create a valuable, sellable company. 153 pages.

Product Code: BK567
Price: $15

**A Career in Funeral Service**
*By NFDA*
The perfect brochure for anyone considering a career in funeral service. The brochure covers what to expect working in funeral service, education required and rewards of working in the profession. Use on its own or as a companion to the “A Career in Funeral Service” DVD. Perfect as a leave-behind when speaking at a school or community organization.

Product Code: BR308
Member Price: $50/100
Under 100/$55 each
Nonmember Price: $60/100
Under 100/$65 each

**Discovering Permission to Grieve – Special Care Series**
*By Doug Manning*
A series of four booklets designed to be read during the first year of grief.

Product Code: BK571
Price: $11.95
New Items for 2018

Draw It Out
By Art With Heart
A strength-based, therapeutic activity book created for elementary-age children experiencing grief and loss. Helps children process loss, increase coping skills and ask questions they may be afraid to ask. Booklet.
Product Code: M500
Member Price: $13

Draw It Out: Caregiver’s Companion
By Art With Heart
To assist children facing loss through the arts. Booklet.
Product Code: M501
Member Price: $8

Draw It Out: Memory Bank
By Art With Heart
Memory Bank helps children gather the pieces of memories that occur at random intervals in a safe and age-appropriate manner, encouraging them to express feelings and retain memories — little bits at a time.
Product Code: M502
Member Price: $4.50

Embalming – Answers to Your Questions
By NFDA
Explains the basics of the embalming process, why it is important and when it is required or recommended. Written in easy-to-understand language, the brochure is appropriate for families choosing either burial or cremation.
Product Code: BR307
Member Price: $65/100
Under 100/70¢ each
Nonmember Price: $75/100
Under 100/80¢ each

“The Funeral” Poster
By NFDA
An affirmation of the value of the funeral, this beautiful printed piece with gold-leaf accents is ready to frame in two sizes – 8-by-10 and 24-by-36 – and serves as a beautiful conversation starter to engage families in a discussion about the importance of a funeral.
8x10 Product Code: M200
Member Price: $19.99
Nonmember Price: $29.99
24x36 Product Code: M201
Member Price: $34.99
Nonmember Price: $44.99

The Gift of Second: Healing From the Impact of Suicide
By Brandy Lidbeck
Offers hope and encouragement to guide survivors through this desperate time. 103 pages.
Product Code: BK578
Price: $13.99

Grief Recovery for Teens: Letting Go of the Painful Emotions With Body-Based Practices
By Coral Popowitz
Discover body-oriented skills to help your body heal and relieve feelings of anxiety and confusion. 198 pages.
Product Code: BK577
Price: $16.95

Grief’s Second Mile: Beyond the First Year of Grief
By Doug Manning
Insights and suggestions to help develop ways to express feelings and cope with the loss when your grief journey is longer. 48 pages.
Product Code: BK572
Price: $4
How to Protect (or Destroy) Your Reputation Online
By John David
Provides ways to protect your online presence. 223 pages.
Product Code: BK568
Price: $16.99

No Time for Tears: Coping With Grief in a Busy World
By Judy Heath
Practical and useful ways to traverse the pitfalls that may lead to unresolved and lasting grief. 269 pages.
Product Code: BK574
Price: $16.95

Rest in Peace: A Planning Guide for the Inevitable
By Charles Walts and Tommey White
Put your personal affairs in order and assist your survivors with your wishes and information. 156 pages.
Product Code: BK570
Price: $17.95

Turning Art Into Science: Applying Chemistry to Funeral Service
By Damon de la Cruz and Robert Holmes
Explore the fun side of chemistry in a text that puts chemical applications into the language of funeral service and embalming. 354 pages. (Also available for CE; see page 32.)
Product Code: BK581
Price: $65

We Get It: Voices of Grieving College Students and Young Adults
By Heather L. Servaty-Seib and David C. Fajgenbaum
Guidance and support for bereaved students, as well as tips for those who seek to help them. 207 pages.
Product Code: BK575
Price: $24.95

What Do We Tell the Children? Talking to Kids About Death and Dying
By Joseph Primo
Support kids with intentional, open communication and patience. 129 pages.
Product Code: BK565
Price: $15.99

What to Know Before You Go
By Scott Mueller
Answers to the most commonly asked questions about death, grief and funerals to be better informed about what you want from the ceremonies and celebrations that surround death. 96 pages.
Product Code: BK579
Price: $12.95

What Will They Say About You When You are Gone?
Creating a Life Legacy
By Rabbi Daniel Cohen
A unique blend of storytelling, practical exercises and profound wisdom to transform your life. 245 pages.
Product Code: BK566
Price: $15.95

When Someone Dies: A Child-Caregiver Activity Book
By National Alliance for Grieving Children
Activity book helps parents and caregivers work with children to help them better express, understand and cope with grief. 78 pages.
Product Code: BK569
Price: $14.99

Yoga for Grief and Loss
By Antonio Sausys
Learn to transform the effects of loss through yoga: poses, breathing and relaxation tips. 318 pages.
Product Code: BK573
Price: $21.95
Enhance your skills!

**Embalming and Restorative Arts Seminar**
May 17-18, 2018
Pittsburgh Institute of Mortuary Science
Pittsburgh, PA

Whether you’re a novice embalmer or seasoned expert, you’re sure to leave this engaging new seminar with advanced skills, ideas and knowledge that can be applied as soon as you return to your funeral home!

Engaging topics from the experts include:
- Live demonstration of embalming techniques
- Advanced restorative art techniques
- Embalming risk management and standards of care

Registration, full schedule and more, including special introductory pricing, coming soon!

nfda.org/embalmingseminar

Informative, easy-to-understand explanation of embalming and the value of the viewing. Includes answers to a variety of frequently asked questions.

Call Member Services at 800.228.6332 to order yours today!
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<th>Since My Brother Died</th>
<th>We Will No Longer Have a New Baby: For Children Whose Sibling Dies Before Birth</th>
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<td>Afterwords... Helping Yourself Heal B &lt;br&gt; By Alan D. Wolfelt, Ph.D. &lt;br&gt; Available in Spanish only. Offers compassionate and empowering messages about grief and healing to the newly bereaved. 7 pages.</td>
<td>B&lt;br&gt; By Joy Johnson and Dr. Marvin Johnson &lt;br&gt; Available in Spanish only. Covers feelings, issues, other people, rituals and caring for yourself. 24 pages.</td>
<td>B F&lt;br&gt; By Billie Staton Humphrey &lt;br&gt; A bilingual (English/Spanish) simple story though which children learn about death, grief, cremation and the funeral service as a celebration of life. 18 pages.</td>
<td>B F&lt;br&gt; By Alesia K. Alexander &lt;br&gt; A bilingual (English/Spanish) book about a grandmother, “Mamita,” who dies of cancer. Her granddaughter inspires the family to create a special mural to keep her memory alive. 40 pages.</td>
<td>B F&lt;br&gt; By Marisol Muñoz-Kiehne &lt;br&gt; A bilingual (English/Spanish) children’s story that helps parents, grandparents, teachers and counselors help a child whose sibling has died. 16 pages.</td>
<td>B F&lt;br&gt; By Marilyn Gryte &lt;br&gt; Available in Spanish only. A storybook explanation for children about the sadness and loss of miscarriage. Assures children they are not to blame and that it’s okay to ask questions and have mixed feelings. 12 pages.</td>
</tr>
</tbody>
</table>

Bilingual Resources

800.228.6332 • nfda.org/store
**Business Management and Operations**

**A Cemetery Should Be Forever: The Challenge to Managers and Directors**  
By John F. Llewellyn  
Explores the unique challenges of operating a cemetery and provides a comprehensive guide to all aspects of management.  
299 pages. (Also available for CE; see page 24.)  
Product Code: BK503  
Price: $19.95

**Affordable Care Act**  
By SESCO Management Consultants  
Product Code: SR501  
Member Price: $45

**COBRA Administrative Manual**  
By SESCO Management Consultants  
Product Code: SR503  
Member Price: $20

**Employee Discipline and Discharge**  
By SESCO Management Consultants  
Product Code: SR514  
Member Price: $35

**Fair Credit Reporting Act (FCRA)**  
By SESCO Management Consultants  
Product Code: SR512  
Member Price: $35

**Family Business Succession Planning**  
By SESCO Management Consultants  
Product Code: SR505  
Member Price: $75

**Family and Medical Leave Act (FMLA) Administrative Manual**  
By SESCO Management Consultants  
Product Code: SR506  
Member Price: $75

**How to Comply With Equal Employment Regulations**  
By SESCO Management Consultants  
Product Code: SR513  
Member Price: $35

**How to Comply With Federal Wage-Hour Regulations**  
By SESCO Management Consultants  
Product Code: SR507  
Member Price: $75

**How to Maintain a Drug-free Workplace**  
By SESCO Management Consultants  
Product Code: SR504  
Member Price: $20

**How to Meet ADAAA Requirements in Your Business**  
By SESCO Management Consultants  
Product Code: SR502  
Member Price: $45

**How to Prevent and Combat Unionization Successfully**  
By SESCO Management Consultants  
Product Code: SR508  
Member Price: $45

**Human Resources Guide**  
By SESCO Management Consultants  
Product Code: SR515  
Member Price: $145

**Immigration Reform and Control Act (IRCA)**  
By SESCO Management Consultants  
Product Code: SR509  
Member Price: $15

**New Hire Reporting Act**  
By SESCO Management Consultants  
Product Code: SR511  
Member Price: $15

**Ready-to-use Employee Handbook**  
By SESCO Management Consultants  
The cornerstone of the employer-employee relationship is an effective employee handbook. It must be legally sound, clearly written and comprehensive. To successfully defend unemployment claims, EEOC charges or address other legal issues, the employee handbook is an absolute necessity.  
Product Code: SR500  
Member Price: $149

**SESCO Screening and Hiring Code**  
By SESCO Management Consultants  
Product Code: SR510  
Member Price: $55

**New 2017 General Price List Survey**  
By NFDA  
Presents 2016 General Price List cost of an adult casketed funeral and how these costs have changed over time. Detailed costs are also listed for other funeral service products and services such as cremations, funeral packages, types of caskets and vaults. Results are presented at the national level as well as broken out by census district, case load and size of city.  
Product Code: SR116  
Member Price: $75  
Nonmember Price: $175

**What Clients Love: A Field Guide to Growing Your Business**  
By Harry Beckwith  
Filled with insightful tales of success and failure, this guide will help improve your marketing strategies, client relationships and bottom line. 208 pages.  
Product Code: BK529  
Price: $14.99
Compliance and Ethics

Ethics in Funeral Service
By Ralph L. Klicker, Ph.D.
Explores ethical decision-making for funeral service professionals with regard to the treatment of the deceased and business operations/practices. 75 pages.
Product Code: BK436
Price: $21.95

Funeral Home Waste Stream Audit Report
By NFDA
General waste minimization practices recommended for use when embalming, applicable whether the embalming wastewater is discharged to community treatment works or a septic system. June 1995.
Product Code: SR2433
Member Price: $35
Nonmember Price: $70

Guide to 2010 NFDA Ventilation Study and Formaldehyde Vapor Reduction in the Funeral Home Preparation Room: Recommendations for Effective Preparation Room Ventilation
By NFDA
NFDA report conducted by leading HVAC consultant includes key criteria for removing formaldehyde from embalmer’s breathing zone. Includes the 5-Step Guide for Effective Ventilation and a ventilation assessment form to help funeral homes achieve peak ventilation performance.
Product Code: SR2439
Member Price: $0
Nonmember Price: $70

Investigation of the Removal of Formaldehyde and Phenol by Funeral Home Septic Systems
By NFDA
NFDA report conducted by two leading environmental scientists confirms viability of on-site wastewater system for funeral homes when system is properly designed, installed, operated and maintained. June 2003.
Product Code: SR2437
Member Price: $35
Nonmember Price: $70

Reverence for the Dead: The Unavoidable Link
By Todd Van Beck
Defines and explores the ethic of reverence for the dead, assessing the consequences of this ethic on everyday life and in funeral service. 131 pages.
Product Code: BK545
Price: $19.95

Septic System Treatment of Funeral Home Wastewater
By NFDA
NFDA report based on comprehensive analysis of embalming wastewater concludes that preservative chemicals found in funeral home discharge are expected to be almost completely destroyed by biodegradation in septic systems. March 1998.
Product Code: SR2435
Member Price: $35
Nonmember Price: $70

Wastewater Facts – Sanitary Sewer Worker Exposure to Bloodborne Pathogens
By NFDA
NFDA report conducted by leading microbiologist concludes that body fluid wastes discharged by funeral homes into wastewater are not likely to present additional public health risk to sanitation workers or the general public. June 1995.
Product Code: SR2434
Member Price: $35
Nonmember Price: $70

NFDA Music and Webcasting Licenses
Peace of mind at the lowest prices
nfda.org/musiclicense
Grieving the Loss of a Pet

Offers support for those grieving the loss of a pet and examines the many options a family has to create a meaningful memorial for a beloved pet. (Available in Spanish)

Product Code: BR305
Spanish Product Code: BR405
Member Price: $65/100
Under 100/70¢ each
Nonmember Price: $75/100
Under 100/80¢ each

New A Career in Funeral Service

By NFDA

The perfect brochure for anyone considering a career in funeral service. Covers what to expect when working in funeral service, the education required and the rewards of working in the profession. Use on its own or as a companion to the "A Career in Funeral Service" DVD. Perfect as a leave-behind when speaking at a school or community organization.

Product Code: BR308
Member Price: $50/100
Under 100/55¢ each
Nonmember Price: $60/100
Under 100/65¢ each

Embalmers: Answers to Your Questions

By NFDA

Explains the basics of the embalming process, why it’s important and when it is required or recommended. Written in easy-to-understand language, the brochure is appropriate for families choosing either burial or cremation.

Product Code: BR307
Member Price: $65/100
Under 100/70¢ each
Nonmember Price: $75/100
Under 100/80¢ each

Have the Talk of a Lifetime

By FAMIC

An introductory guide to help families have meaningful conversations with their loved ones about life and the things that matter most. (Available in Spanish)

Product Code: BR1201
Spanish Product Code: BR1203
Member Price: $45/100
Under 100/50¢ each
Nonmember Price: $55/100
Under 100/60¢ each

Having the Talk of a Lifetime

By FAMIC

A workbook guide to help you capture meaningful conversations with your loved ones about life and the things that matter most. (Available in Spanish)

Product Code: BR1200
Spanish Product Code: BR1202
Member Price: $90/100
Under 100/95¢ each
Nonmember Price: $100/100
Under 100/$1.05 each

Healing After the Loss of a Loved One

By FAMIC

Addresses specific signs of grief – physical and emotional – and ways individuals can help themselves, such as contacting support groups and taking care of their health. (Available in Spanish)

Product Code: BR302
Spanish Product Code: BR402
Member Price: $60/100
Under 100/65¢ each
Nonmember Price: $70/100
Under 100/75¢ each

Helping Children Through Their Grief

Helps adults identify and understand the different signs of a child’s grief so they can help children through this time. (Available in Spanish)

Product Code: BR303
Spanish Product Code: BR403
Member Price: $60/100
Under 100/65¢ each
Nonmember Price: $70/100
Under 100/75¢ each
Focusing on personalization

10. How can we celebrate the life of our loved one? What are some ideas for memorializing him or her?

6. What is the cremation process? How is the body prepared and disposed of?

5. What are the qualifications of the crematory operator? Is there a licensing or certification required?

2. Who owns the crematory and where is it located? Can I visit the facility?

1. What arrangements do I have to make prior to the cremation? Do I need to provide any information or documentation?

There are a number of questions you can and should ask your funeral director to make sure you understand cremation.

There are a number of questions you can and should ask your funeral director to make sure you understand cremation.

Questions to ask

- 800.228.6332
- nfda.org/store

Customer Service

The Customer Rules: The 39 Essential Rules for Delivering Sensational Service

By Lee Cockerell

Essential rules for serving customers with efficiency and excellence – because success in any business depends on winning and keeping customers. 208 pages.

Product Code: BK526
Price: $21.99

The Essential Executor’s Handbook: A Quick and Handy Resource for Dealing With Wills, Trusts, Benefits and Probate

By Attorney David G. Hoffman

Clear guidelines and advice everyone should know about the process of settling an estate. Addresses basic laws and procedures to help families understand their responsibilities and the steps involved in the process. 223 pages (Also available for CE; see page 28.)

Product Code: BK558
Price: $16.99

The Speed of Trust: The One Thing That Changes Everything

By Stephen M.R. Covey

A practical look at how trust functions in every transaction and relationship and how to build credibility and trust immediately. 322 pages.

Product Code: BK528
Price: $15.95

Understanding Cremation

Focuses on important questions families have, including the role cremation plays in the context of a funeral, its religious acceptance and personalization. (Available in Spanish)

Product Code: BR304
Spanish Product Code: BR404

Under 100/70¢ each
Nonmember Price: $70/100
Under 100/75¢ each

About Death: A Message From Fred Rogers

(Mr. Rogers’ Neighborhood)

Helps parents understand a child’s reactions to death, with insights and suggestions for adults to help young children cope with their grief and loss.

Product Code: BR107
Member Price: $55/100
Under 100/60¢ each
Nonmember Price: $70/100
Under 100/75¢ each

Planning Your Funeral in Advance

Leads readers through the process of planning their own or a loved one’s funeral, including personalizing the service and prefunding options. Comes with a detailed planning worksheet to complete before meeting with the funeral director. (Available in Spanish)

Product Code: BR301
Spanish Product Code: BR401

Member Price: $75/100
Under 100/80¢ each
Nonmember Price: $85/100
Under 100/90¢ each

Planning a Meaningful Funeral

Examines the many options a family has during this difficult time and includes a worksheet to help create a meaningful funeral. (Available in Spanish)

Product Code: BR300
Spanish Product Code: BR400

Member Price: $65/100
Under 100/70¢ each
Nonmember Price: $75/100
Under 100/80¢ each

Consumer Brochures

Customer Service

Talking With Young Children About Death: A Message From Fred Rogers

Helps parents understand a child’s reactions to death, with insights and suggestions for adults to help young children cope with their grief and loss.

Product Code: BR107
Member Price: $55/100
Under 100/60¢ each
Nonmember Price: $70/100
Under 100/75¢ each

Understanding Cremation

Focuses on important questions families have, including the role cremation plays in the context of a funeral, its religious acceptance and personalization. (Available in Spanish)

Product Code: BR304
Spanish Product Code: BR404

Member Price: $60/100
Under 100/65¢ each
Nonmember Price: $70/100
Under 100/75¢ each
Funeral Service History

Cemeteries
By Keith Eggener
A visual journey of cemeteries that spotlights the great diversity of burial structures and traditions. 320 pages.
Product Code: BK478
Price: $75

Do Funerals Matter? The Purposes and Practices of Death Rituals in Global Perspective
By William G. Hoy
Explores the value of the ritual anchors of death-related memorialization practices and creates a picture of where death rituals are going, especially in the Western world. Offers practical applications for serving the bereaved. 172 pages. (Also available for CE; see page 29.)
Product Code: BK550
Price: $37.95

FRONTLINE: The Undertaking
This PBS FRONTLINE documentary presents an intimate, deeply moving view of funeral service and the work of the funeral director. 60 minutes.
Product Code: V326D
Price: $24.99

The Undertaking: Life Studies From the Dismal Trade
By Thomas Lynch
A chronicle of small-town life and death told through the eyes of a funeral director achieves an extraordinary range of tones united by the author’s good humor. It’s a personal look at life as a funeral director and an homage to all who have lost a loved one. 224 pages.
Product Code: BK273
Price: $14.95

Walking Papers
By Thomas Lynch
Praised for its elegiac elements and striking public poems. “Powerful medicine, tonics for the long haul and homegoing.” 88 pages.
Product Code: BK417
Price: $24.95

The History of American Funeral Directing (9th Edition)
By Robert Habenstein and William Lamers
Comprehensive, richly illustrated occupational history of funeral service in the United States that documents the rise of American funeral directing. 395 pages.
Product Code: BK505
Price: $70

Horse-Drawn Funeral Vehicles: 19th Century Funerals
Carriage Museum of America
A compilation of materials found in many libraries and private collections. 414 pages.
Product Code: BK312
Price: $35

The NFDA Green Funeral Practices Certificate is the national hallmark of distinction for member firms offering environmentally friendly funeral options to families.
Demonstrate your commitment to providing personalized service that is ethical, caring, creative… and green.

nfda.org/greencertificate
Grief and Bereavement

**Adults Helping Children**

- **A Teacher’s Guide to the Grieving Student**
  By Hospice of Lancaster County
  A useful pamphlet for teachers or anyone working with schools. Includes common reactions to grief, types of loss and guidelines and suggestions of books and articles about grief for children and adults. 33 pages.
  
  Product Code: BK460
  Price: $5

- **Bereavement Counseling in the School Setting**
  By Luciano Sabatini
  Guidance for school-based professionals on how to assist bereaved students and best practices for a school grieving the death of a student. 114 pages.
  
  Product Code: BK533
  Price: $9.95

- **Grief Comes to Class: An Educator’s Guide**
  By Majel Glido-Braden
  Assists school personnel with how to be caregivers for bereaved students. 48 pages.
  
  Product Code: BK490
  Price: $5.50

**Dealing With Bereavement**

- **The Art of Helping Others: Being Around, Being There, Being Wise**
  By Heather Smith and Mark K. Smith
  Provides guidance in developing the capacity and the process for helping others; written especially for those committed to youth work, community education, ministry and counseling. 173 pages.
  
  Product Code: BK473
  Price: $29.95

- **Building Memories: Planning a Meaningful Funeral**
  By Doug Manning
  Answers consumer questions about funerals – from “Why have a funeral?” to “What choices do we need to make?” 47 pages.
  
  Product Code: BK462
  Price: $5

- **Creating Meaningful Funeral Experiences: A Guide for Caregivers**
  By Alan D. Wolfelt, Ph.D.
  Insights and information about planning meaningful funeral ceremonies; explores reasons consumer attitudes toward funerals have changed. 80 pages.
  
  Product Code: BK288
  Price: $12.95

- **Creating Meaningful Funeral Ceremonies: A Guide for Families**
  By Alan D. Wolfelt, Ph.D.
  An inspiring guide that helps families make decisions about the funeral they want and work with the funeral director to plan it. 80 pages.
  
  Product Code: BK209
  Price: $12.95
The Good Funeral: Death, Grief and the Community of Care  
By Thomas G. Long and Thomas Lynch  
Two of the most authoritative voices in the funeral industry, a preacher and a funeral director, discuss the current state of the funeral and the challenges facing “the good funeral,” including exclusion of the body and the growth of cremation. 237 pages. (Also available for CE; see page 28.)  
Product Code: BK487  
Price: $25

Grievers Ask: Answers to Questions About Death and Loss  
By Harold Ivan Smith, Ph.D.  
Presents clear responses to more than 150 common questions asked by grievers and examines the emotions behind questions about death and loss. 200 pages.  
Product Code: BK423  
Price: $14.99

Healing a Friend’s Grieving Heart: 100 Practical Ideas  
By Alan D. Wolfelt, Ph.D.  
Creative suggestions to help individuals reach out to help a grieving friend. 104 pages.  
Product Code: BK305  
Price: $11.95

Healing Your Grieving Heart: 100 Practical Ideas  
By Alan D. Wolfelt, Ph.D.  
Help for anyone going through a healthy process of grieving. 105 pages.  
Product Code: BK307  
Price: $11.95

Peaceful Journey: A Hospice Chaplain’s Guide to End of Life  
By Matthew P. Binkewicz  
A collection of novellas from terminally ill patients and their families describing the work of a hospice chaplain and exploring the challenges these men and women face and how pastoral care can aide patients through their end-of-life journey.  
Product Code: BK552  
Price: $19.95

Sacred Moments: A Minister Speaks About Funerals  
By Doug Manning  
Shares some of the profound lessons the author has learned while walking with people on their grief journeys. 31 pages.  
Product Code: BK431  
Price: $3

When Your People Are Grieving  
By Harold Ivan Smith  
Help for pastors in assisting grievers during trying times. 176 pages.  
Product Code: BK509  
Price: $9.99

Grief and Bereavement NFDA PAC’s ability to pool member resources means that your donation of any amount enables all NFDA members to achieve more! Help us ensure that you are properly represented in Washington, D.C. Contribute today! nfda.org/pac

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**Grief and Bereavement**

**For Children**

- **Everything Changes, But Love Endures: Explaining Hospice to Children**
  - By Karen L. Carney
  - Children’s (ages 3+) series of coloring books that offers information, education and support for end-of-life challenges.
  - Product Code: BK500
  - Price: $7.95

- **Healing a Child’s Grieving Heart: 100 Practical Ideas**
  - By Alan D. Wolfelt, Ph.D.
  - Product Code: BK254
  - Price: $11.95

- **Honoring Our Loved Ones: Going to a Funeral**
  - By Karen L. Carney
  - Children’s (ages 3+) series of coloring books that offers information, education and support for end-of-life challenges.
  - Product Code: BK495
  - Price: $7.95

  - By Daniel Schaefer, Ph.D., and Christine Lyons
  - Guidance for helping children cope with grief and trauma – from serious family illness to school violence or the death of a parent. 202 pages.
  - Product Code: BK433
  - Price: $16.95

- **Kate, the Ghost Dog: Coping With the Death of a Pet**
  - By Wayne L. Wilson
  - A story about learning to deal with the loss of a pet for children 8-13. 48 pages.
  - Product Code: BK408
  - Price: $14.95

- **Kirby’s Ocean Friend: A Grief Therapy Tool for Young Children Who Have Lost a Parent**
  - By Diane L.M. Cook
  - A touching story about the loss of a mother and growing up without her. 20 pages.
  - Product Code: BK520
  - Price: $9.95

- **Kolie and the Funeral**
  - By Ralph L. Klicker, Ph.D.
  - A children’s coloring book that explains death and the funeral through simple pictures and terms that children can understand. 10 pages.
  - Product Code: BK244
  - Price: $2.50

- **Our Special Garden: Understanding Cremation**
  - By Karen L. Carney
  - Children’s (ages 3+) series of coloring books that offers information, education and support for end-of-life challenges.
  - Product Code: BK496
  - Price: $7.95

- **Precious Gifts: Organ and Tissue Donation**
  - By Karen L. Carney
  - Children’s (ages 3+) series of coloring books that offers information, education and support for end-of-life challenges.
  - Product Code: BK499
  - Price: $7.95
Ride to the Stars: A Story for Children About Life, Loss and Love

By Suzanne Gene Courtney

The loss of a loved one is tragic, but with hope, healing and love comes an understanding of how a life is truly infinite as well. 32 pages.

Product Code: BK519
Price: $16.50

So Much to Think About When Someone You Care About Has Died

By Fred Rogers

Meaningful activities for bereaved children to help them think about and express their feelings. Includes photo story, ready-to-design greeting cards, memory pages, games, activities and more. 25 pages.

Product Code: BK265
Price: $6.95

They’re Part of the Family: Talk to Children About Pet Loss

By Karen L. Carney

Children’s (ages 3+) series of coloring books that offers information, education and support for end-of-life challenges.

Product Code: BK498
Price: $7.95

Together, We'll Get Through This!

By Karen L. Carney

Children’s (ages 3+) series of coloring books that offers information, education and support for end-of-life challenges.

Product Code: BK502
Price: $7.95

What is the Meaning of Shiva?

Jewish Mourning Rituals

By Karen L. Carney

Children’s (ages 3+) series of coloring books that offers information, education and support for end-of-life challenges.

Product Code: BK497
Price: $7.95

When Death Walks In

By Mark Scrivan

A gentle, thorough book for teens that looks at ways of facing grief, how grief affects us and what we can do. Speaks to teens in a language they will understand. 23 pages.

Product Code: BK279
Price: $3.99

Zayde Comes to Live

By Sheri Sinykin

Story of a young girl and her dying grandfather that sensitively explores death from a Jewish perspective. 29 pages.

Product Code: BK494
Price: $16.95

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Family Satisfaction Survey Program

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The online survey system is better than ever!

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- Unlimited surveys
- Detailed report package

nfda.org/familysatisfaction
Grief and Bereavement

For Teens

Common Threads of Teenage Grief: A Handbook for Healing
By Janet N. Tyson and Teens Who Know
Information on teen grief and personal stories about loss; provides guidance for teens and people involved in helping them with their grief. 112 pages.
Product Code: BK491
Price: $12.95

Healing a Teen's Grieving Heart: 100 Practical Ideas for Families, Friends and Caregivers
By Alan D. Wolfelt, Ph.D.
Offers ideas to help teens heal in a simple, easy-to-use format. 109 pages.
Product Code: BK255
Price: $11.95

Teen Grief Relief: Parenting With Understanding, Support and Guidance
By Dr. Heidi Horsley and Dr. Gloria Horsley
Provides parents with the assistance they need to help a teen grieve; with stories, techniques and resources to survive and thrive after a painful loss.
Product Code: BK535
Price: $12.95

Holidays and Special Events

Healing Your Holiday Grief: 100 Practical Ideas
By Alan D. Wolfelt, Ph.D.
Ideas to help the bereaved mourn, celebrate and heal as they keep treasured holiday traditions and create meaningful new ones. 110 pages.
Product Code: BK364
Price: $11.95

By Erica Goldblatt Hyatt, DSW
A guide for teens to help them understand their grief, deal with their emotions and find constructive ways to manage loss. 176 pages.
Product Code: BK548
Price: $16.95

Healing a Grandparent's Grieving Heart: 100 Practical Ideas After Your Grandchild Dies
By Alan D. Wolfelt, Ph.D.
A simple, easy-to-use format to help grandparents heal. 109 pages.
Product Code: BK506
Price: $11.95

Holiday Blues: A Self-help Manual on Grief Through the Holidays
By Dr. Clarence Tucker
Easy-to-read booklet to help grievers manage their grief during the holidays and on other special occasions. 31 pages.
Product Code: BK426
Price: $4

Thoughts for the Holidays: Finding Permission to Grieve
By Doug Manning
Shares special ways to cope, to remember and to survive the hurdles that the holiday season can present. 22 pages.
Product Code: BK429
Price: $3.25

Loss of Immediate Family

For Better or Worse: A Handbook for Couples Whose Child Has Died
By Maribeth Wilder Doerr
Help for couples who often have very different paths in the grief process. 22 pages.
Product Code: BK525
Price: $4

For Teens

Holiday Blues: A Self-help Manual on Grief Through the Holidays
By Dr. Clarence Tucker
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Product Code: BK506
Price: $11.95
Healing a Parent’s Grieving Heart: 100 Practical Ideas After Your Child Dies
By Alan D. Wolfelt, Ph.D.
A simple, easy-to-use format to help grieving parents. 109 pages.
Product Code: BK507
Price: $11.95

Healing the Adult Child’s Grieving Heart: 100 Practical Ideas
By Alan D. Wolfelt, Ph.D.
Creative ideas to help adults begin the healing process. 105 pages.
Product Code: BK306
Price: $11.95

Healing Your Grieving Heart After a Military Death: 100 Practical Ideas for Families and Friends
By Alan D. Wolfelt, Ph.D.
Practical ideas to help those whose life has been touched by a military death. 128 pages.
Product Code: BK547
Price: $11.95

Healing Your Grieving Heart After a Miscarriage: 100 Practical Ideas for Parents and Families
By Alan D. Wolfelt, Ph.D.
Compassionate guide offering ideas to help those grieving a miscarriage or any form of early pregnancy loss. 112 pages.
Product Code: BK532
Price: $11.95

Memories Too Few: A Letter to Parents About Pregnancy Loss
By Kathy Manning Burns
A personal message to parents who have experienced the death of a child during pregnancy. Few people understand the true depths of grief following miscarriage, stillbirth or newborn death. 31 pages.
Product Code: BK430
Price: $3

Partnered Grief
By Harold Ivan Smith and Joy Johnson
Compassionate resource for lesbian and gay individuals and their families who have lost a loved one examines healthy attitudes, grieving and moving forward. 21 pages.
Product Code: BK407
Price: $3.50

Surviving the Folded Flag
By Deborah H. Tainsh
Parents who have lost a son or daughter in battle share stories of coping, courage and faith.
Product Code: BK531
Price: $14.95

Swallowed by a Snake: The Gift of the Masculine Side of Healing
By Thomas R. Golden
A grief therapist’s map through the experience of loss that honors the uniqueness of a man’s path toward healing. A guideline for everyone about the strengths and needs of the masculine and feminine sides of healing. 166 pages.
Product Code: BK562
Price: $13.95

When a Man Faces Grief: 12 Practical Ideas to Help You Heal From Loss
By Thomas R. Golden and James E. Miller
A two-part exploration of male grief, with tips to help men find their path through grief. 32 pages.
Product Code: BK489
Price: $13.95
Coffee Mug
(12 oz.)
Color: White with NFDA logo
Product Code: L100
Price: $12

Membership Pin
(members only)
NFDA logo in white with blue background and silver trim
Product Code: L105
Price: $8.95
Product Code: L106
Price: $8.95

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This specially crafted recognition plaque identifies you as a member of the National Funeral Directors Association. Three lines of personalization are available and can include your name, firm and/or city and state.
Product Code: MB2106
Member Price: $70

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NFDA logo (90X90 cm; silk)
Product Code: L111
Price: $30

NFDA Logo Shirts – Men
Cutter & Buck Chelan Colors: Orange, Cilantro, Digital, Charcoal
Size: S – 3XL
Price: $21.50

Stainless Tumbler
NFDA Logo
Product Code: L502
Price: $7

Tie
NFDA logo (silk)
Product Code: L110
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Inspire your community to Have the Talk of a Lifetime…

… to share stories about life, the things that matter most and how they want to be remembered. Help them get started by sharing this deck of 50 conversation-starter cards!

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Another opportunity to earn CE on your own schedule from your home or work. Course packages offer from 2 to 10 CE hours and include one home study test, plus either a book, DVD video or DVD with PowerPoint presentation. Additional licensees can earn CE for the same home study course by purchasing individual tests. Members: $60 per test; nonmembers: $105. Order at nfda.org/homestudy.

All NFDA courses are approved for CE by the Academy of Professional Funeral Service Practice (APFSP) and by most state licensing boards. Courses are approved through December 31 of the year purchased. 1 NFDA CE hour = .1 APFSP hour. For more information, call 800.228.6332 or +1.262.789.1880.

Because CE approval varies by state/province, it is the individual’s responsibility — before purchasing an NFDA distance learning course — to verify that the course is currently approved for CE in the state/province(s) in which the individual is licensed. All courses and events are subject to change.

2018 Home Study Courses

Business Management and Operations

Are You in the 40 Percent? Planning for Succession
By Jay Freireich
Explore the basics of succession planning under different scenarios and discover the unique challenges of each, including how to avoid common missteps.
Course Package Code: 16NFDA-29QS
Member Price: $75
Nonmember Price: $125

A Cemetery Should Be Forever
By John F. Llewellyn
Explores the unique challenges of operating cemeteries and provides a comprehensive guide to all aspects of cemetery management. 299 pages
Course Package Code: BK503QS
Member Price: $79.95
Nonmember Price: $124.95

The Continuum of Care: Is Your Funeral Home Inside the Circle of Trust?
By Justin Baxley and Kitty Alexander
Presents an insider’s view of the “continuum of care” and insights into how your funeral home can become preferable to those who are closest to the bedside at the time of need.
Course Package Code: 16NFDA-37QS
Member Price: $75
Nonmember Price: $125

New Create Experience, Gain Market Share
By Justin Baxley and Erin Whitaker
What’s your strategy for competing with value brands? Consumers want the best experience at the greatest value, and some providers are taking advantage of the opportunity. Learn the principles that work for the value-brand pioneers and discover practical insights applicable to your existing business or startup.
Course Package Code: 17NFDA-4QS
Member Price: $75
Nonmember Price: $125
New 50 Shades of Green

By Jim Olson
Be prepared to offer the green product and service options that today’s consumers want, while also making meaningful modifications to your business to save money and conserve resources. Eco-friendly alternatives aren’t just a trend – they are a business opportunity!

Course Package Code: 17NFDAWB02QS
Member Price: $75
Nonmember Price: $125

New Reinventing Your Funeral Home: Five Keys to Sustained Profitability

By Ron Rosenberg
Marketing and customer service expert Ron Rosenberg shares his proven strategies for how to dominate a market niche, develop multiple streams of revenue and target new and more effective ways to connect with prospects and families.

Course Package Code: 17NFDAWB03QS
Member Price: $75
Nonmember Price: $125

Give and Take: Why Helping Others Drives Our Success

By Adam Grant
Wharton’s highest rated professor turns old-school thinking about achieving success on its head. Today, success is increasingly dependent on how we interact with others. Insightful guide to how “giver values” drive business achievement. 272 pages.

Course Package Code: BK559QS
Member Price: $76
Nonmember Price: $121

New Should I Buy or Should I Sell?

By Jake Johnson
With rising cremation rates, decreasing profit margins and changing consumer preferences, it’s easy to ask yourself, “Should I stay in the business or get out?” The only fair way to determine this is to conduct a strategic business review. Take a smart look at your business and learn what courses of action you can take whether the answer is buy or sell.

Course Package Code: 17NFDAWB04QS
Member Price: $75
Nonmember Price: $125

Hospice From the Inside Out

By Lacy Robinson
Gain direct insight into what hospice providers really need from funeral homes and learn the dialogue and turnkey solutions that will help your team create mutually beneficial partnerships with hospice.

Course Package Code: 16NFDAWS-1QS
Member Price: $75
Nonmember Price: $125

New Successful Family Succession: Transfer Power, Not Assets

By William Ford
Do you need a roadmap to prepare for and implement a successful family succession? Explore your options and learn practical solutions to issues such as succession, leadership, resolving conflict and establishing accountability, all while maintaining strong family relationships.

Course Package Code: 17NFDAWB05QS
Member Price: $75
Nonmember Price: $125

How Green Practices Benefit Your Business

By Carol Green and Robert Prout
Learn how to integrate green practices into your funeral home, profitably market them to your community and implement cost-saving green work practices.

Course Package Code: 14NFDA-17QS
Member Price: $75
Nonmember Price: $125
2018 Home Study Courses

Compliance and Ethics

**New 2017 Annual All-Staff Training With the FTC Funeral Rule Coordinator**  
**P**  
**CE** 4 hours  
*By T. Scott Gilligan and Craig Tregillus*  
This annual review to help your firm remain in compliance with the FTC Funeral Rule offers a wealth of information on enforcement actions, undercover shopping tests and ways to train your staff to avoid violations.  
Course Package Code: 17NFDAWB01QS  
Member Price: $75  
Nonmember Price: $125

**FTC Compliance: Handling the General Price List**  
**P**  
**CE** 4 hours  
*By NFDA*  
Provides the information necessary to ensure that your funeral home and staff are in compliance with the FTC Funeral Rule; with study guide. 30 minutes.  
Course Package Code: CS200QS  
Member Price: $94.95  
Nonmember Price: $164.95

**New FTC Funeral Rule: Reducing Your Risk**  
**P**  
**CE** 2 hours  
*By T. Scott Gilligan and Craig Tregillus*  
What issues with your funeral home will an undercover FTC shopper notice that you may not? Discover the most common violations to the FTC Funeral Rule are and learn common-sense steps funeral homes can take to reduce the risk.  
Course Package Code: 17NFDA-24QS  
Member Price: $75  
Nonmember Price: $125

**New Understanding Legal Issues in the Arrangement Conference**  
**P**  
**CE** 2 hours  
*By T. Scott Gilligan*  
Discover methods to greatly reduce legal liability for funeral homes, including presenting price lists in a timely manner and completing the appropriate forms during the arrangement conference. Gilligan will emphasize the importance of using forms as checklists, advisories and documentation for the protection of your funeral home.  
Course Package Code: 17NFDA-16QS  
Member Price: $75  
Nonmember Price: $125

Cremation

**Be the Best Crematory Operator in Your Community**  
**P**  
**CE** 4 hours  
*By Carol Green and Mike Nicodemus*  
Learn how to differentiate and promote your crematory in your community and identify everyday practices to be the best.  
Course Package Code: 16NFDA-9QS  
Member Price: $75  
Nonmember Price: $125

**New Beyond Price: Your Guide to Mastering Cremation Phone Inquiries**  
**P**  
**CE** 2 hours  
*By Lacy Robinson*  
Provides a simple, four-step process and the discovery questions you need to turn a basic cremation phone inquiry into a valuable cremation phone discussion.  
Course Package Code: 17NFDA-39QS  
Member Price: $75  
Nonmember Price: $125

**New Bringing Ritual to Cremation Arranging**  
**P**  
**CE** 2 hours  
*By Mike Nicodemus*  
Provide the families you serve with practical tips to increase arrangement satisfaction. Learn how to differentiate your quality firm from the discount direct-disposal and cremation providers and bring the value and ritual back into cremation arrangements.  
Course Package Code: 17NFDA-25QS  
Member Price: $75  
Nonmember Price: $125

**New Five Keys to Cremation Success**  
**P**  
**CE** 2 hours  
*By Mike Nicodemus*  
Families frequently don’t know their options with cremation. We can guide them by showing that there are several ways to make cremation a ceremonial act instead of just an industrial act. Learn how a well-trained staff, a great website and a beautiful facility can have a big impact on your bottom line.  
Course Package Code: 17NFDAWB06QS  
Member Price: $75  
Nonmember Price: $125

**Making Cremation Profitable**  
**P**  
**CE** 2 hours  
*By John T. McQueen*  
Proven strategies to help you become the cremation expert, shift your cremation paradigm from price to value and increase consumer satisfaction and profits.  
Course Package Code: 15NFDA-24QS  
Member Price: $75  
Nonmember Price: $125
Live CE Distance Learning

January 11
Do-It-Yourself Memorials (With a Little Help From the Funeral Director)
Lacy Robinson

January 25
Post It, Pause and Prevail: Self-care for the Funeral Professional
Coral Popowitz

February 8
DNA Preservation for Funeral Professionals
Ryan Lehto, Beth Kelln and Scott Misick

February 22
VA Update: Preneed, Benefits and Memorialization
Larry Provost

March 8
Pursuit of Excellence: Best Practices Panel
Kenneth Howe, Dana Jones Wynn and Jessica Koth

March 22
Awareness and Response for the Opioid Crisis
Dr. Stephen Bentsen

April 5
The Importance of Youth at Funerals
Carrie Bauer

April 19
Green Perspectives From Two Generations
Bob Prout and Julia Prout

May 3
All-Staff Annual FTC Funeral Rule
T. Scott Gilligan and Craig Tregillus

May 17
Why Families Should Witness the Cremation
Jay Kleczka

June 7
Serving Suicide Loss Survivors
Ronnie Walker and Heather Shadur

June 14
Digital Marketing to Grow, Educate and Inspire
Ashley Montroy

July 12
OSHA Compliance Tips
Curtis Rostad

July 26
Cremation Success: Maximize Your Profits
Mike Nicodemus

Schedule is subject to change. Visit nfda.org/webinars for the most current schedule and additional offerings.
nfda.org/webinars
2018 Home Study Courses

Customer Service

Connecting With Women: The World’s Most Powerful Consumer  
**P CE** 2 hours  
By Lacy Robinson  
Understand why empathy is the key to providing exceptional customer service and learn communication techniques to achieve mutually beneficial relationships with women consumers.  
Course Package Code: 16NFDA-35QS  
Member Price: $75  
Nonmember Price: $125

Creating Loyalty and Lifelong Memories Through Creative Customer Engagement  
**P CE** 4 hours  
By Valerie J. Wages  
Provides strategies to help your staff consistently provide service that will delight the families you serve from initial call through aftercare.  
Course Package Code: 15NFDA-26QS  
Member Price: $75  
Nonmember Price: $125

The Essential Executor’s Handbook: A Quick and Handy Resource for Dealing with Wills, Trusts, Benefits and Probate  
**B CE** 8 hours  
By David G. Hoffman, Attorney at Law  
Clear guidelines and advice about the process of settling an estate that everyone should know. Addresses basic laws and procedures to help families understand their responsibilities and the steps involved in the process. 223 pages.  
Course Package Code: BK558QS  
Member Price: $76.99  
Nonmember Price: $121.99

Switch: How to Change Things When Change Is Hard  
**B CE** 8 hours  
By Chip Heath and Dan Heath  
Achieve dramatic results in your life and career with a three-part framework for any situation where you need to change behavior/ find solutions. A story-driven narrative covering 12 common problems everyone encounters when fighting for change. 264 pages.  
Course Package Code: BK563QS  
Member Price: $86  
Nonmember Price: $131

Grief and Bereavement

New Aftercare: Strengthen Your Families and Business  
**P CE** 2 hours  
By Nancy Weil and Charles Castiglia  
Learn from the founder of one of the most comprehensive grief support programs about addressing aftercare content, looking at financial considerations and business benefits, building community partnerships and getting positive publicity.  
Course Package Code: 17NFDA-3QS  
Member Price: $75  
Nonmember Price: $125

New Bereavement Groups and The Role of Social Support  
**B CE** 8 hours  
By William G. Hoy  
Practical techniques for organizing a grassroots bereavement group in your community backed by solid, contemporary, empirical studies. Learn best practices that are supported by experienced grief support leaders. 238 pages.  
Course Package Code: BK582  
Member Price: $104.95  
Nonmember Price: $149.95

The Good Funeral: Death, Grief and the Community of Care  
**B CE** 8 hours  
By Thomas G. Long and Thomas Lynch  
Two of the most authoritative voices in the funeral industry, a preacher and a funeral director, discuss the current state of the funeral and the challenges facing “the good funeral,” including exclusion of the body and the growth of cremation. 237 pages.  
Course Package Code: BK487QS  
Member Price: $85  
Nonmember Price: $130

Helping Families After Suicide Loss  
**P CE** 2 hours  
By Marianne Schrom  
Gain an understanding of the impact a suicide death has on family and community, and learn which resources are available to funeral directors and to survivors of suicide loss.  
Course Package Code: 16NFDA-30QS  
Member Price: $75  
Nonmember Price: $125
New The New American Way of Death Starts With Promoting Resilient Kids  P CE 2 hours
By Joe Primo
There is no prescribed path to doing grief “right,” yet there are key components that every child needs in order to adapt and form a healthy identity after losing someone they love. Children’s grief expert Joe Primo will provide new resources, including videos and toolkits, for your everyday needs.
Course Package Code: 17NFDA-31QS
Member Price: $75
Nonmember Price: $125

New Providing Care Through the Grief Journey  P CE 2 hours
By Jason Troyer, Ph.D.
How can funeral directors aid grieving families as they navigate the transitions between funeral rituals? You don’t have to be a mental health professional to benefit the families you serve. Troyer will review contemporary grief models and provide practical advice that will help you support families at every step of service.
Course Package Code: 17NFDA-6QS
Member Price: $75
Nonmember Price: $125

New What Happens to the Families You Serve Following the Funeral?  P CE 2 hours
By Brenda Atkinson
Establish your firm as the go-to grief resource in your community by performing a bereavement needs assessment, addressing how your business can provide an effective aftercare program for the families you serve, as well as offer educational events and aftercare outreach to the greater caregiving community.
Course Package Code: 17NFDAWB07QS
Member Price: $75
Nonmember Price: $125

Preneed

Focus on Preneed: Spend-Downs, Contracts and Consumer Protection  P CE 2 hours
By T. Scott Gilligan
Ensure that every preplanner at your firm understands the funeral options available for Medicaid applicants looking to spend down cash and insurance; includes information every preneed contract must have to protect consumers – and your firm.
Course Package Code: 14NFDAW07QS
Member Price: $75
Nonmember Price: $125

Professional Skills

Do Funerals Matter? The Purposes and Practices of Death Rituals in Global Perspective  B CE 8 hours
By William G. Hoy
Explores the value of the ritual anchors of death-related memorialization practices and creates a picture of where death rituals are going, especially in the Western world. Offers practical applications for serving the bereaved. 172 pages.
Course Package Code: BK550QS
Member Price: $9795
Nonmember Price: $142.95

Do-It-Yourself Memorials (With a Little Help From the Funeral Director)  P CE 2 hours
By Lacy Robinson
Reposition your role and partner with DIY family members that want to bring additional value to their loved one’s life tribute event. Learn how to open the discussion about unique ideas and meaningful participation. Discover new ideas and great resources, and gain confidence to embrace the growing DIY culture.
Course Package Code: 18NFDAWB01QS
Member Price: $75
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Educating the Families You Serve About the WHY of Funerals: A Guide for Funeral Home Staff  B CE 6 hours
By Alan D. Wolfelt, Ph.D.
Safeguard the future of funeral service with this practical guide that will help funeral home staff educate today’s families about the value of a funeral. 74 pages.
Course Package Code: BK488QS
Member Price: $89.95
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Grit: The Power of Passion and Perseverance  B CE 8 hours
By Angela Duckworth
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New Overcoming Objections During the Arrangement Conference  
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New Post It, Pause and Prevail: Self-Care for the Funeral Professional  
By Coral Popowitz
If you dread going to work and can’t wait for the weekend, you may be at risk for compassion fatigue. Funeral service is stressful yet necessary work. Learn how to manage the stresses of everyday life and the trauma of providing professional caregiving to grieving people.

Course Package Code: 17NFDA-29QS  
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Art of Facial Reconstruction  
By Gary Sokoll
Provides detailed, step-by-step directions showing how to reconstruct the nose, mouth, chin, eyes and ears. 39 minutes.

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Embalming Difficult Cases: Donor Cases  
By Jack Adams, David Brown, David Green, Joe Main, Ed Robb, Mark Sommerville, Jonathan Stuchell and David Tackett
Techniques for the embalming and restoration of a long bone donor, as well as inner ear retrieval and restoration; emphasizes the importance of cooperation with tissue banks. Includes study guide. 180 minutes.

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The technical skills involved in funeral service apply chemical science to the art of embalming. This unit is an easy-to-approach refresh on the fundamentals of chemistry – from the study of matter to the postmortem pH shift. 97 pages.
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New Turning Art Into Science, Unit Two: The Composition of Embalming Chemicals
By Damon de la Cruz and Robert Holmes
Funeral professionals need to be cognizant of the foundational elements of chemistry, but to take their art to the next level, a firm grasp of organic chemistry and chemical applications is key. This unit will enhance your understanding of the structure and properties of organic chemicals in funeral service. 81 pages.
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Technology

New 10 Technologies That Will Transform Your Business
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