

Human Resource Management Series

HR Management I - Employee Relations



This program has been approved for 12.0 re-certification hours toward PHR and SPHR re-certification through the Human Resource Certification Institute (HRCI). The use of this seal is not an endorsement by HR Certification Institute of the quality of the program. It means that this program has met HR Certification Institute's criteria to be pre-approved for recertification credit. For more information about certification or re-certification please visit the HRCI homepage at www.hrci.org

Prerequisites: None

Schedule: Four Consecutive Weekly, ½ Day Sessions.

Course Objective

To provide the Human Resource professional with the skills of employee selection and interviewing, communication, effective discipline, and safety and health.

The course was designed as the first in a three-program series to provide professional skills training, group participation, and idea networking. The topics have been carefully selected to enable participants to sharpen and master many human resource and management skills.

Completion Certificate and Award Plaque – Each participant completing all four weekly sessions will receive a completion certificate issued by The Employers Association. Those who complete all three courses in the program series, having attended all classes, will be awarded a plaque evidencing completion of the Human Resource Program Series.

Course Outline:

Module I – Employee Selection and Interviewing

- Recruiting
- Successful Interviewing
- Interviewing Techniques
- EEO and the Law
- Questions to avoid
- Interviewing Questions

Module II – Communication

- Rules of Good Communications
- Clear Assignments
- Communications media
- Keeping the Lines Open

Module III – Discipline

- The Rule of Seven
- Documentation
- When Disciplinary Action Won't Stick
- Guidelines for Effective Counseling
- Conducting the Discussion
- Discipline Analyzer

Module IV – Training & Development

- Principles of Adult Learning
- Conducting a 'Training Needs Assessment'
- Costs/Benefits of Training
- Selecting Vendors
- Evaluating the Effectiveness of Training

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