



Clemson University - Center for Corporate Learning
1 North Main Street, 7th Floor,
Greenville, SC 29601
<http://www.clemson.edu/online/>
Contact: Juanita Durham | 864.656.3984 | jdrhm@clemson.edu

Human Resource Professional

Format: Self-Pace Online / eLearning
Program Duration: 6 Months
Course Contact Hours: 375

Program Description

The Human Resources Professional Program introduces human resources (HR) functions and related elements and activities to students wishing to enter a career in this field or anyone who runs or may start a business of their own. This program will outline for students the roles and responsibilities of members of a typical HR department, educating the staff that make up a particular firm in various corporate policies, rules and/or procedures as well as how their individual role will include HR-related activities, whether officially part of an HR department or not. Students will move through the evolution of HR management through to the modern functions of most HR divisions from the perspective of both management and subordinate employees. Further, students will explore various compensation structures and gain an understanding of the importance of maintaining fair and equitable compensation and benefit programs.

This course provides a comprehensive preparation for the Professional in Human Resources (PHR®) certification exam. The course includes exam-taking tips, a detailed diagnostic test, practice questions at the end of each module, and a full-length, 175-question practice exam. A total of 365 practice questions address the six knowledge areas covered in the PHR® exam.

Education and National Certifications

- Students should have or be pursuing a high school diploma or GED.
- There are no state approval and/or state requirements associated with this program.
- There is a National Certification exam available to students who successfully complete this program:
 - **Human Resource Certification Institute (HRCI) Professional in Human Resources (PHR)**

Program Objectives

At the conclusion of this program, students will be able to:

- Analyze the role of HR as a strategic partner to manage the organization
- Develop a strategic HR plan for an organization
- Develop a personnel planning, recruiting and selection plan for an organization

- Identify key deficits and performance appraisal processes in employee development
- Outline the process to create a 'job ladder' for employees for career development
- Make pay plan and benefits mix suitability determinations in line with strategic plans
- Apply employment discrimination and labor laws to deal with employment issues
- Identify legal, ethical, health, and safety issues in the workplace
- Business Management and Strategy
- Workforce Planning and Employment
- Human Resource Development
- Compensation and Benefits
- Employee and Labor Relations
- Risk Management
- Use Microsoft Office

Human Resources Professional Program Detailed Student Objectives:

OVERVIEW OF HUMAN RESOURCE MANAGEMENT

- Explain what HRM is and how it relates to the management process
- Propose appropriate HRM-related steps required to set up an HR department
- Recommend HRM functions for HR managers to manage their teams
- Analyze how the HR functions contribute to the success and failure of the working of an organization
- Explain the importance of a strategy-oriented HR system
- Outline the steps in the strategic management process
- Explain the steps in the HR Scorecard approach to creating HR systems

EMPLOYEE RECRUITMENT AND PLACEMENT

- Identify the key jobs for each unit within the organization
- Use methods, such as interviews, questionnaires, and observation, to collect job analysis information
- Write job descriptions, including summaries and job functions, using the Internet and traditional methods
- Explain the techniques used in employment planning and forecasting
- List the internal and external sources of candidates
- Identify the steps to recruit job candidates effectively
- Develop a strategy to advertise the available positions
- Identify screening methods for hiring
- Explain the key points in conducting background investigations
- Develop criteria for evaluating each candidate's scores, responses, and credentials
- Create and implement interview questions for candidates

TRAINING AND DEVELOPMENT

- Identify the role of new employee orientation
- Describe the basic training and development process
- Identify opportunities to use employee development to retain employees
- Describe the importance and use of the performance appraisal process
- Identify the problems that should be avoided in appraising performance of employees in an organization

- Identify the advantages and disadvantages of using the various appraisal methods
- Describe the guidelines to conduct an effective performance appraisal interview
- Compare employers' traditional and career planning-oriented HR focuses
- Explain the employee's, manager's, and employer's career development roles
- Identify the issues to consider when making promotion decisions
- Describe methods for enhancing diversity through career management

EMPLOYEE COMPENSATION AND BENEFITS

- Explain the process of establishing pay rates
- Evaluate the differences in compensating managerial and professional jobs
- Outline the steps involved in developing effective financial incentive plans for different types of employees in an organization
- Describe the role of employee benefit plans and services in employee retention and increased productivity

EMPLOYEE RELATIONS

- Describe the main features of employment discrimination laws
- Describe the main features of the collective bargaining process
- Describe the key components of the grievance procedure
- Describe the basic facts about OSHA
- Identify the role of a manager in minimizing unsafe acts by employees
- Describe the importance of ethical behavior at work
- Analyze the role of HRM in improving workplace ethics, employee discipline and privacy, and managing dismissals
- List the important factors in managing employee dismissals effectively

GLOBAL HR MANAGEMENT

- List the HR challenges of international business
- Illustrate how inter-country differences affect HR management
- Describe ways to improve international assignments through effective HR practices
- Describe how to staff, train, and manage international employees
- Use an integrated software package, specifically the applications included in the Microsoft Office suite
- Demonstrate marketable skills for enhanced employment opportunities