



## Professional in Human Resources (PHR) Exam Prep

MSB104 / 135 Hours / 12 Months / Self-Paced / Materials Included

### Course Overview:

Learn about the exciting world of today's Human Resource Management and prepare for the PHR Exam throughout this online course. This HR management course weaves together solid human resource principles, timely research and recent events, such as the latest rise in unemployment and financial problems facing the U.S. and other countries. This course highlights important challenges facing managers and employees in today's business climate. Interesting case studies explore real companies and organizations in-depth and delve into some of today's most effective, unique approaches in dealing with HR issues. In addition, this course provides study materials to help prepare for the PHR Exam. The PHR Exam Study Guide will be utilized throughout the course to supplement the Human Resource Management textbook and provide review materials for exam prep. Upon completion of this course, students will have the skills necessary to serve as Human Resource Managers, as well as the preparation needed to sit for the PHR exam.

### Course Objectives:

Students will:

- define Human Resource Management (HRM) and each of its major functions and processes.
- identify the aspects of strategic HR planning, including environmental scanning, labor market analysis and forecasting, internal analysis and forecasting, gap analysis, HR plan and strategy development, and HR strategy and implementation.
- conduct a job analysis and write a job description and specifications that are conducive to recruitment, selection, training, evaluation, and compensation.
- identify sources for attracting and recruiting talent, internal and external applicant sources, laws pertaining to recruitment, and recruitment strategies.
- Students will describe and evaluate employee selection tools, laws and regulations governing selection, and the benefits and risks of effective and ineffective selection.
- Students will define and identify the dimensions of work performance using a holistic approach, list the outcomes of effective appraisal, and describe commonly used appraisal method.
- define the terms "training" and "development", describe a systematic approach to the training and development including its features, list and describe various forms of training, and identify factors and decisions that should be considered in creating and implementing training.
- apply motivation theories, structures and types of pay, and HR laws to design a pay and reward system.
- list and describe types of benefits that organizations offer.
- Identify laws and policies that directly relate to equal opportunity, diversity, and the role of unions.

### About ProTrain:

ProTrain is committed to offering world class interactive online courses that provide training and learning support for the student in a number of ways during their experience. The ProTrain course structure has been developed to provide activities to guide students throughout the entire process of learning. Learning activities include hands-on assignments that allow students to use what they are learning to allow better transferable skills within their work environments; and collaborative assignments, like wikis and discussion groups that allow them to share what they have learned with others in the same course.

While a student learns, they are not alone. Each student will receive guidance and support from his or her assigned Training Assessment Manager (TAM) and Student Services Specialist (SSS) representative. In addition, we will offer live monthly webinars and feedback sessions for various subject categories. Throughout the entire course, students are monitored by the SSS representative using progress reporting from the ProTrain Registration System (PRS).

ProTrain will provide Students who successfully complete their online certification programs and pass their industry level certification exams the access to the new ProTrain Education-2-Employment Career Tracker system. The Career Tracker will allow our students who pass exams to load their own resumes at no additional cost, and letting industry employers find their talent through the same database.

## Curriculum Developer Biography:

Willow Nolland is an expert in education and eLearning, with more than ten years of experience in curriculum development and instructional design. She has worked in higher education for over twelve years, and has developed numerous courses and has been involved in curriculum development across disciplines. She has experience with academic program development and coordination, curriculum development, student learning outcomes, educational partnerships, and student development. In addition, she has developed and administered professional development programs for various groups, including teachers, counselors, healthcare workers and members of private industry. She is a certified Quality Matters Reviewer and has taken graduate courses in online course development. She designs and teaches online courses at the college level and is proficient in a variety of course management systems. She has helped educators redesign their courses to transition them from a face-to-face format to an online format, and has provided course editing assistance to others. As a freelance instructional designer and curriculum developer, her projects have included course editing and redesign of online continuing education courses for nurses, CEU curriculum development for healthcare workers and teachers, and course review and editing for various colleges and universities.

## Course Outline:

### Lesson 1: HR's Roles, Strategy, and Planning

This lesson will provide an introduction to Human Resource management, and the various roles of the HR professional. In addition, this lesson will explore aspects of strategic HR planning, including environmental scanning, labor market analysis and forecasting, internal analysis and forecasting, gap analysis, HR plan and strategy development, and HR strategy and implementation.

### Lesson 2: Equal Employment and Discrimination

This lesson will provide an overview of equal employment and discrimination issues. In addition to an overview of the primary issues related to equal employment and discrimination, this lesson will discuss legal considerations, health and safety, diversity, demographics, and globalization.

### Lesson 3: Workforce, Jobs, and Retention

This lesson will discuss job analysis and job design and how they are used to allow an HR Manager to design positions and tasks, recruit, compensate and evaluate, and supervise.

### Lesson 4: Staffing: Recruiting and Selection

This lesson we will explore a variety of recruitment sources, discuss the importance of effective recruitment, and link recruitment to strategic HRM. Additional topics include effective employee selection, employee selection tools and their validity and reliability, legal issues in employee selection, and trends, opportunities, and challenges in employee selection.

### Lesson 5: Training, Talent Management, and Career Development

This lesson will explore the concepts of training and development, HRM approaches to training and development, and the various forms of training and development.

### Lesson 6: Performance Management and Appraisal

This lesson will discuss the use of a holistic approach to defining and assessing work performance as well as the outcomes, trends, and methods of performance evaluations.

### Lesson 7: Total Rewards and Compensation

This lesson will discuss pay and benefits as critical factors in the attraction, motivation, and retention of talent. Specifically, this topic will discuss several psychological principles at work in the motivational role of pay and rewards, including Content Perspectives, process and equity perspectives, and behavioral perspectives. This lesson will also discuss the most frequently used types of pay, including hourly pay, piece-rate pay, competency-based pay, outcome-based incentives, salaries and exempt positions, team-based pay, independent contractors, and executive pay.

### Lesson 8: Variable Pay, Executive Compensation, and Benefits

This lesson will explore the types of benefits organizations may offer, the legal issues and policies impacting the provision of benefits, and how benefits impact the pay/benefits package.

### Lesson 9: Risk Management, Worker Protection, and Employee Relations

This lesson will provide a comprehensive overview of risk management, worker protection, and employee relations. In addition to a discussion of health, safety and security, individuals will learn about disaster preparation, recovery planning, and employee discipline.

### Lesson 10: Union/Management Relations and Grievances

In this lesson, participants will learn about union/management relations and grievances. Labor laws and the unionization process will be discussed. In addition, this lesson will provide an overview of collective bargaining issues and the collective bargaining process. Upon completion of this lesson, individuals will be prepared to perform union-related human resource functions.

**All necessary materials are included.**

### Certification(s):

This course prepares a student to take the **HR Certification Institute (HRCI) PHR** certification exam. **The price of the certification exam is included in the price of the course.**

### Student Eligibility Requirements for certification exam:

- A minimum of 1 year of experience in an exempt-level (professional) HR position with a Master's degree or higher, OR
- A minimum of 2 years of experience in an exempt-level (professional) HR position with a Bachelor's degree, OR
- A minimum of 4 years of experience in an exempt-level (professional) HR position with a high school diploma

### System Requirements:

#### Internet Connectivity Requirements:

- Cable and DSL internet connections are recommended.

#### Hardware Requirements:

- Minimum Pentium 400 Mhz CPU or G3 Macintosh. 1 GHz or greater CPU recommended.
- 256MB RAM minimum. 1 GB RAM recommended.
- 800x600 video resolution minimum. 1025x768 recommended.
- Speakers/Headphones to listen to Dialogue streaming audio sessions.
- A microphone to speak in Dialogue streaming audio sessions.

#### Operating System Requirements:

- Windows Vista, 7, 8, 8.1, 9, 10
- Mac OSX 10 or higher.
- OpenSUSE Linux 9.2 or higher.

#### Web Browser Requirements:

- Google Chrome is recommended.
- Firefox 13.x or greater.
- Internet Explorer 6.x or greater.
- Safari 3.2.2 or greater.

### Software Requirements:

- Adobe Flash Player 6 or greater.
- Oracle Java 7 or greater.
- Adobe Reader 7 or greater.

### Web Browser Settings:

- Accept Cookies
- Disable Pop-up Blocker.

**\*\*Outlines are subject to change, as courses and materials are updated.\*\***