

# Human Resource Assistant Certification Program

## Course Descriptions

### Unit I – Essential Human Resource Office Skills

#### Module 1: Modifying and Formatting Slides in PowerPoint 2016

In Microsoft PowerPoint 2016, you can easily add slides to a presentation, manipulate their order, and use predefined options to give the slides a particular look and feel. Then you can use a range of options to add content to slides and adjust its appearance. In this course, you'll learn how to set up a basic presentation, ordering a sequence of slides and applying a presentation theme and slide layout. You'll also learn how to add and work with slide text, including using creative text effects and converting text into SmartArt. This course is one of a series in the SkillSoft learning path that covers Microsoft PowerPoint 2016 for beginners.

#### Module 2: References, Proofing, Mail Merges, and Forms in Word 2016

Microsoft Word 2016 provides sophisticated options for adding references to documents, automatically correcting documents, performing mail merges, and constructing forms. In this course, you'll learn how to add references such as hyperlinks, citations, a table of contents, and a bibliography to a document. You'll also learn how to configure automatic text correction and formatting, how to perform a mail merge, and how to construct a basic form and add controls to it in Word 2016. This course is one of a series in the SkillSoft learning path that covers Microsoft Word 2016 for intermediate-level users.

#### Module 3: Microsoft Office 2016 Intermediate Excel: Working with Data

Microsoft Excel 2016 gives you a number of options for sorting and organizing data. In this course, you will learn about basic alphabetical and numerical sorts through color sorting and custom configured sorts. The course also covers grouping, filtering, searching, and ensuring valid data is entered.

### Unit II - Recruitment

#### Module 1: Writing Effective E-mails and Instant Messages

E-mail has become an indispensable part of the way organizations communicate, conduct business, and maintain their operations. Knowing e-mail etiquette is key to using this business tool effectively. It can help ensure you get messages across quickly, appropriately, and

concisely. This course introduces tried-and-true guidelines for e-mailing effectively, fundamental elements every e-mail should contain, and the importance of keeping e-mails concise. The course also covers the etiquette associated with using instant messaging programs as an extension of e-mail.

## Module 2: Talent Management: Acquiring Talent

Attracting and selecting talented individuals is key to the success of any organization. Once you've defined what the 'right' talent is for your particular area, you need strategies and tactics for attracting, recruiting, and selecting talented people. Talented people are drawn to an organization for numerous reasons, including the organization's image or brand, effective recruitment and selection strategies, and career advancement opportunities. This course describes two approaches to talent acquisition – hiring internally and hiring from outside – and explains the best situations in which to use each. It provides examples of how to implement an effective talent recruiting strategy and outlines how to conduct interviews that result in the selection of talented individuals who fit in the organization. Materials designed to support blended learning activities aligned with this course are available from the Resources Page.

## Module 3: Hitting the Recruitment Bull's-eye

One of the most significant challenges facing organizations is finding qualified employees. This course covers how to attract the talent needed to meet your organization's needs, and the recruiting techniques to use to make this happen. You will learn how to consider the needs of the organization as well as the needs of the potential employees. You'll also learn how to appeal to recruits by tapping into what is important to them in a job. The course also prepares you to establish and implement a recruitment strategy.

## Module 4: Social Networking Services, Strategy and Management

Familiarity with features many common social networking services provide, and how they can be leveraged is paramount to a successful Internet business presence. In this course, you will learn about popular social networking services and what they have to offer from a business context. You'll also learn about defining a social networking strategy and managing a social networking presence.

## Unit III – Interviewing and Employee Selection

### Module 1: Applicant Screening: The First Step in Hiring the Best

Finding the right person for the job takes a lot of work, and much of this work is done prior to the actual interview. This course covers how create a job description, which will help you evaluate applicants' resumé effectively. You'll learn key techniques for screening resumé based on job requirements, as well as how to identify red flag issues in resumé and how to deal with them. These techniques will take you one step closer to hiring the best people.

## Module 2: Hiring a New Employee

An effective hiring process is the key to matching employees to their jobs successfully. This Challenge Series product deals with the process, factors, and decisions associated with hiring the best candidate for an open position.

## Module 3: Essentials of Interviewing and Hiring: Preparing to Interview

Conducting effective interviews is as much an art as it is a science. You need to use your instinct and discernment, but solid preparation is equally important. Preparing properly helps you evaluate candidates accurately and fairly, helps to create a positive impression, and shows that you are professional. It can also help you avoid common errors such as talking too much, or asking close-ended questions that tell you little about the candidate. Proper preparation can help you avoid legal troubles as well.

This course covers key issues to consider when preparing to interview. It describes the importance of determining an interview structure, writing out some questions beforehand, and scheduling the interview effectively. It also identifies common interviewing errors. Finally, it describes how to avoid unfair practices when you interview candidates.

## Module 4: Essentials of Interviewing and Hiring: Behavioral Interview Techniques

Behavioral-based interviewing is becoming the norm as people realize its effectiveness in predicting what a candidate's behavior and performance are likely to be in the position for which they are interviewing. In behavioral interviews, you ask questions that get the candidates to describe how they handled real situations in the past. This enables you to find out not just what the candidates did but how they did it. Candidates can then be assessed based on actual behaviors that are related to the competencies for the job, rather than on possible or potential behaviors or performance. This course describes the characteristics of behavioral-based interviewing, how to develop behavioral-based questions, and then how to ask those questions effectively in an interview.

## Unit IV – Compensation and Benefits Fundamentals

### Module 1: Employees, Banking, and Reports

QuickBooks Pro 2017 is far more than accounts receivable and accounts payable. In fact, QuickBooks offers sophisticated tools for managing business accounting regardless of scope. In this course, you'll discover how to work with employees and payroll, banking (including online banking), and reporting.

## Module 2: Management of People: Total Rewards

Total rewards includes everything an employee perceives to be of value resulting from the employment relationship. It comprises all financial and non-financial incentives such as pay and allowances, leave, health and wellness benefits, employment insurance, retirement plans, and perquisites. Such rewards help to attract, motivate, and retain employees. HR professionals have organizational and fiduciary responsibilities in designing, administering, and maintaining total reward systems and programs aligned with organizational strategies and goals. This course presents the strategic framework for total rewards. You'll learn about compensation structure and systems, and employee benefits programs. You'll also learn about the statutory and global considerations for total rewards. The content in this course is based on the Body of Competency and Knowledge (BoCK), 2015 of Society for Human Resource Management (SHRM). While the course helps learners to prepare for the SHRM-CP/SCP certification exams, it is equally useful for HR professionals who want to develop capabilities for improving their effectiveness in the workplace and advancing their career.

## Unit V – Fundamentals of HR Risk Management

### Module 1: Risk Management: Workplace Safety, Security, and Privacy

Safeguarding employees' safety, health, workplace security, and privacy is essential for an organization's continuation and success, and is of particular concern to HR professionals. This course explains various aspects of employee safety issues, programs, health hazards, and employee assistance and wellness programs that HR professionals should be aware of. It also outlines how security risk analysis and programs can be used to avoid future emergencies. Finally, this course examines workplace privacy issues, privacy policy, and concerns of employees and employers with regard to privacy. This course helps prepare individuals for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations.

### Module 2: Workforce Planning and Employment: Employment Legislation

This course examines employment legislation and regulations regarding strategic workforce planning. It outlines how HR professionals are expected to ensure all workforce planning and employment-related activities comply with key federal laws and regulations. It discusses the development, implementation, and assessment of affirmative action plans and other equal opportunity considerations. It also provides direction on how HR professionals should approach internal staffing assessments to help ensure key skills and competencies are catalogued, reviewed for relevance, and tested on a regular basis. Additionally, this course provides instruction on how to gauge the effectiveness of past, current, and future hiring initiatives. The course covers the need for HR professionals to link workforce requirements to an organization's short-term and long-term objectives – for example, how employees contribute to these objectives.

This course also discusses the importance, and use, of workforce planning metrics such as turnover and recruitment statistics.

This course helps prepare individuals for the Human Resource Certification Institute's (HRCI) PHR and SPHR certification examinations.

## Unit VI – Coaching and Managing Conflict

### Module 1: Business Coaching: Getting Ready to Coach

Coaching offers organizations a win-win method for developing their employees. It not only helps individuals reach their potential but also helps the organization improve its productivity and competitiveness. In a rapidly changing business world, coaching can also help employees adjust and adapt their skill sets. Coaching is about encouraging, confronting, challenging, questioning as well as consistently respecting and supporting coachees in developing and achieving their goals.

This course introduces the skills that you need to be an effective coach, including listening and observing, providing feedback, questioning and setting goals. It also covers how to identify which coaching role is most appropriate for a given individual or situation. The course also details the importance of selling the idea of coaching to those you feel need it.

### Module 2: The Many Approaches to Facing Workplace Conflict

When facing conflict at work, you need to adapt to the situation. In this course, you'll learn about conflict styles, when to use them, and when to adapt your style. You'll also learn how to handle conflict with difficult individuals.

### Module 3: Facing and Resolving Conflict in the Workplace

Workplace conflict won't go away on its own; you need a plan to address it. In this course, you'll learn about sources and signs of conflict, a process for resolving it, and ways to get the process back on track if difficulties arise.

### Module 4: Audience and Purpose in Business Writing

To write effective and appropriate business messages, you need to know your audience and your purpose. In this course, you'll discover how to identify your readers and create messages that convey the appropriate tone for different reader roles. You'll also explore how to write effectively for the three most common purposes: to inform, respond, or persuade.