

# HR Skills™

## Category and Courses Marketing Kit

Begin and build your career in Human Resources.



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# I. Course Summary Descriptions

## HR Skills™

Human Resources plays a key role in developing, reinforcing, and changing the culture of an organization. Because the field of Human Resources is so vast and the role of an HR professional is so varied, training in both the foundational skills and best practices is vital to anyone interested in pursuing or further developing in their human resources career path. HR Skills™ is providing learners the knowledge and competencies needed to be successful in a positive job market with high growth potential.

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## HR Skills™: Best Practices Mini-Certificate

Courses focused on training in the behaviors, practices and approaches that enable HR professionals, organizational leaders, managers, and supervisors to foster better connections, communicate effectively, provide useful feedback, and navigate difficult situations.

**Estimated length: 16 hours**

**Access Time: 365 days**

**Credits: 0.2 CEUs**

## HR Skills™: Coaching for HR

The goal of coaching in a business environment is to help an employee to grow, develop, and succeed by removing roadblocks to performance and enhancing creativity. Coaching is a skill that can be learned with practice and one that will pay back in improved employee performance and workplace culture.

In this course, you will explore how coaching employees is a vital part of management in any organization. We'll discuss the differences between coaching and mentoring, identify common coaching challenges, review the GROW model, explain the importance of active listening and setting SMART goals, and discuss how to monitor progress and provide feedback.

**Estimated length: 2 hours**

**Access Time: 365 days**

**Credits: 0.2 CEUs**

## HR Skills™: Progressive Discipline

Progressive discipline is a best practice for handling workplace issues by providing opportunities for employees to correct problems through a series of increasingly severe sanctions. This course will provide HR professionals with the skills necessary to implement and manage an effective progressive discipline program at their organization.

**Estimated length: 2 hours**

**Access Time: 365 days**

**Credits: 0.2 CEUs**

## HR Skills™: Performance Evaluation (SMART Goals)

Using SMART goals is widely considered a best practice for setting targets and measuring employee progress. SMART goals are goals that include the valuable details that help make them attainable. They provide employees with a sense of direction, keep them motivated, and let them know how and when their progress will be evaluated.

In this course, we describe the five characteristics of SMART goals: specific, measurable, attainable, relevant, and time-bound. You will learn to recognize whether or not a goal is SMART and to outline the process for developing effective SMART goals. Finally, you'll learn how SMART goals can be evaluated and how they can be used to create an action plan that helps employees set and meet their unique targets.

**Estimated length: 2 hours**

**Access Time: 365 days**

**Credits: 0.2 CEUs**

## HR Skills™: Conflict Resolution for HR

Every organization encounters the occasional conflict. When dealt with effectively, it can make an organization stronger and more resilient. When left unchecked, it can affect the well-being of employees and the success of an organization. This course provides an overview of the benefits of conflict resolution. We discuss the role of HR in handling disputes and describe some common sources of workplace conflict. You will learn to identify different conflict styles along with strategies and best practices for responding to workplace conflict. We also discuss how to identify and respond to dangerous situations. Finally, you'll learn about organizational policies and legal considerations for handling conflict.

**Estimated length: 2 hours**

**Access Time: 365 days**

**Credits: 0.2 CEUs**

## HR Skills™: Handling Difficult Conversations

HR professionals perform a wide variety of tasks within an organization. However, regardless of their role or function area, all HR managers at some point have to engage in difficult conversations. While these conversations are not easy to have, there are ways to make them less difficult.

In this course, we will define difficult conversations as those involving sensitive or contentious matters that often trigger strong emotions that can prove challenging to handle for the participants. We'll discuss how preparing for these conversations, focusing on employee behavior, engaging in active listening, and encouraging back-and-forth discussion can make them more productive. Armed with the right tools and techniques, you can handle difficult conversations and steer them to a successful conclusion.

**Estimated length: 2 hours**

**Access Time: 365 days**

**Credits: 0.2 CEUs**

## HR Skills™: Communication and HR

In this course, you will explore the various types of HR communications and communication channels, study the elements of effective communication, and consider strategies for building your communication skills. You will also learn how to write and communicate clearly and with purpose, consider how to tailor your messages for defined audiences, and discover how to facilitate open communication. As an HR professional, your job is to develop and maintain an effective work team that upholds the company's policies and positions. Communication is essential to accomplishing your goals, preventing misunderstandings, and encouraging productivity.

**Estimated length: 2 hours**

**Access Time: 365 days**

**Credits: 0.2 CEUs**

## HR Skills™: Leadership and HR

The Human Resources department of an organization manages its people, which makes it key to organization success. This course will address the leadership aspects of HR: devising and implementing strategic planning and upholding an organization's core values, developing talent and future leaders within the organization, recruiting and maintaining a diverse workforce, creating an inclusive environment, and being ready to handle crises. The course will offer HR professionals strategies and best practices for implementing these important leadership functions.

**Estimated length: 3 hours**

**Access Time: 365 days**

**Credits: 0.3 CEUs**

# HR Skills™: Problem Solving

In this course, you will learn a number of techniques and models for problem solving. You will also learn about the types of problems HR professionals encounter. Lastly, you will apply problem-solving strategies to a number of real-world HR issues. Through practice, you will hone your problem-solving skill set and become a more effective HR professional.

**Estimated length: 2 hours**

**Access Time: 365 days**

**Credits: 0.2 CEUs**