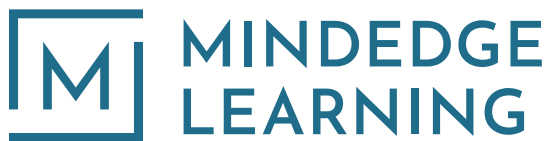


HR Skills™

Category and Courses Marketing Kit

Begin and build your career in Human Resources.



www.mindedge.com

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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.

HR Skills™ Best Practices 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: 17 hours

Access Time: 365 days

Credits: 1.7 IACET CEUs | 6 PMI PDUs | 16 HRCI Credits | 16 SHRM PDCs

HR Skills™ Fundamentals Certificate

Courses designed to provide the learner with a solid foundation in the fundamental skills needed to succeed in the field of Human Resources. With courses focused on hiring, interviewing, onboarding, HR law, and training and development, the HR Skills™ Fundamentals certificate provides training in the skills that help a business run smoothly, and is appropriate for learners that would like to explore a career in human resources and managers who supervise employees.

Estimated length: 20 hours

Access Time: 365 days

Credits: 2 IACET CEUs

HR Skills™: Coaching

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: 90 days

Credits: 0.2 IACET CEUs | 2 PMI PDUs | 2 HRCI Credits | 2 SHRM PDCs

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: 90 days

Credits: 0.2 IACET CEUs | 2 HRCI Credits | 2 SHRM PDCs

HR Skills™: Conflict Resolution

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: 90 days

Credits: 0.2 IACET CEUs | 2 HRCI Credits | 2 SHRM PDCs

HR Skills™: Effective Meetings

Meetings are an important tool for communicating in the workplace. When managed effectively, they provide opportunities for building relationships, solving problems, sharing ideas, making plans, and discussing progress.

In this course, you will learn about some common types of meetings, along with best practices for scheduling, planning, and leading them. We will describe how to create an agenda, take minutes, and use different types of materials. You will also learn how to address some of the common challenges associated with meetings. Finally, we will provide some tips for hosting virtual meetings and describe some key elements of policies related to meetings in the workplace.

Estimated length: 2 hours

Access Time: 90 days

Credits: 0.2 IACET CEUs

HR Skills™: Exit Interviews

Exit interviews are a powerful tool for organizations to reduce harmful turnover and strengthen their operations, but many organizations fail to use them to their fullest potential. The solution lies in training interviewers to ask the right questions and leaders to recognize the value of exit interview data.

In this course, you will explore the purpose and goals of an effective exit interview process, the merits of various interview formats and styles, what to ask (and what not to), and how to advocate for the proper use of exit interview feedback within your organization.

Estimated length: 2 hours

Access Time: 90 days

Credits: 0.2 IACET 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: 90 days

Credits: 0.2 IACET CEUs | 2 HRCI Credits | 2 SHRM PDCs

HR Skills™: The Hiring Process

The success of an organization is entirely dependent on its people. An organization's mission can only be achieved through the hard work of talented, dedicated employees, which is why hiring is a crucial task that organizations must get right.

The key to a good hire is a good hiring process. HR professionals play a central role in ensuring the organization acquires the right talent. In this course, you'll learn how you can help your organization succeed by determining staffing needs, recruiting qualified candidates, conducting effective interviews, and selecting the best candidate for the role. This course outlines the hiring process from beginning to end—from developing a hiring plan through the onboarding process.

Estimated length: 3 hours

Access Time: 90 days

Credits: 0.3 IACET CEUs

HR Skills™: HR Federal Law

HR professionals play a key role in ensuring that employment laws are implemented fairly and consistently across their organization, and they help the organization stay in compliance with required laws. To do this well, HR professionals must be aware of key legislation and any potential changes to legislation. They must know how employment laws affect their organization, and they must develop strategies and procedures for following those laws.

In this course, you'll learn about some important federal employment laws and examine how those laws are implemented in the workplace. You'll also learn about key resources for learning about relevant federal laws, and you'll practice employing your research skills to examine federal laws relevant to your organization.

Estimated length: 3 hours

Access Time: 90 days

Credits: 0.3 IACET CEUs

HR Skills™: Interpreting Data

Professionals in all areas of an organization turn to data to aid in their decision-making process, and human resource managers are no exception. By including data in your decision-making process, you can remove some of the guesswork that comes from relying solely on instincts and experience.

This course focuses on what happens after analyzing the data. You will learn about the methods for extracting insights from different types of data. You will also learn tips on how to use data to develop a strategic plan and present your findings to relevant stakeholders. Through practice, you will develop your data interpretation skills and become a more effective HR professional.

Estimated length: 3 hours

Access Time: 90 days

Credits: 0.3 IACET CEUs

HR Skills™: Interviewing

The job interview is one of the most popular means of distinguishing among applicants for an open position. However, research has shown interviews can lead to biased and poor hiring decisions. This course will guide you through how to construct a fair and effective interview process that will lead you to a quality hire. It will give you information on different types of interviews, practice in designing effective interview questions, and tips for how to respond to unexpected situations.

Estimated length: 3 hours

Access Time: 90 days

Credits: 0.3 IACET 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: 90 days

Credits: 0.3 IACET CEUs | 2 HRCI Credits | 2 SHRM PDCs

HR Skills™: Onboarding

Onboarding is the process of welcoming new employees into the organization and providing them with the resources necessary to be fruitful members of the organization. This process is a calculated method that lasts anywhere from a month to a whole year. Onboarding is directly connected to many key HR functions, including workplace culture and safety, professional development and training, and employee retention. When employees have a strong onboarding experience, they are more likely to stay with their organizations longer and to feel satisfied in their roles.

In this course, you'll learn what makes an onboarding plan successful, and you'll learn how orientation, onboarding, and training come together to promote long-term success for new employees.

Estimated length: 2 hours

Access Time: 90 days

Credits: 0.2 IACET 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: 90 days

Credits: 0.2 IACET CEUs | 2 HRCI Credits | 2 SHRM PDCs

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: 90 days

Credits: 0.2 IACET CEUs | 2 PMI PDUs | 2 HRCI Credits | 2 SHRM PDCs

HR Skills™: SMART Goals for Performance Evaluation

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: 90 days

Credits: 0.2 IACET CEUs | 2 PMI PDUs | 2 HRCI Credits | 2 SHRM PDCs

HR Skills™: Training and Development

The training and development of employees is one of the most important aspects of human resource management. Even if the most qualified candidate is hired for a specific role, they will eventually require training and development, due to changes in the business environment.

This course provides an overview of the process for developing and evaluating training programs. You'll learn how HR professionals identify training needs and how different types of training can be used to support employees. We also discuss the way career development helps individuals reach their full potential. The course covers the phases of a typical career life cycle and recommends tools for supporting the career development of employees.

Estimated length: 2 hours

Access Time: 90 days

Credits: 0.2 IACET CEUs