

**Soft-Train**



*At Soft-Train  
Technology Works*

# Human Resource Management (3 Days)

**COURSE GOAL:** To ensure effective recruitment, selection, training, performance appraisal, recognition, and corrective/ disciplinary action.

**PREREQUISITES:** None.

**LEARNING OBJECTIVES:**

Upon completion of this course, the student will be able to:

- Reconcile the company needs with a specific job.
- Recruit and hire the best possible employees.
- Assess the current Employees.
- Separate employees when necessary.
- Develop a competitive compensation package.

**KEY TOPICS:**

**I. Changing and Strategic Nature of Human Resource Management**

- A. Nature of HR Management
- B. HR Management Roles
- C. HR Management Competencies and Careers
- D. Current HR Management Challenges
- E. Nature of Strategic HR Management
- F. Human Resource Planning
- G. Measuring Effectiveness Using HR Metrics

**II. Organization/Individual Relations and Employee Retention**

- A. Individual/Organizational Relationships
- B. Individual Employee Performance
- C. Retention of Human Resources
- D. Jobs and Retention
- E. Working Schedules and Retention
- F. Managing Retention
- G. Employee Absenteeism
- H. Employee Turnover
- I. HR Metrics: Measuring Absenteeism and Turnover

**III. Equal Employment and Diversity**

- A. Nature of Equal Employment Opportunity

- B. Major Equal Employment Laws
- C. Other Types of Discrimination
- D. EEO Compliance
- E. Diversity Management
- F. Affirmative Action

**IV. Staffing**

- A. Nature of Job Analysis
- B. Recruiting
- C. Internal Recruiting Methods
- D. External Recruiting Sources
- E. Internet Recruiting
- F. Increasing Recruiting Effectiveness
- G. Selection and Placement
- H. The Selection Process

**V. Training and Talent Management**

- A. Nature of Training
- B. Training Needs Assessment
- C. Training Design
- D. Training Delivery
- E. Training Evaluation
- F. Talent Management
- G. Careers and Career Planning
- H. Special Individual Career Issues
- I. Developing Human Resources
- J. Succession Planning

**VI. Performance Management and Appraisal**

- A. The Nature of Performance Management
- B. Identifying and Measuring Employee Performance
- C. Types of Performance Information
- D. Performance Appraisals

- E. Who Conducts Appraisals?
- F. Methods for Appraising Performance
- G. Performance Appraisal Training for Managers and Employees
- H. Appraisal Feedback

**VII. Compensation Strategies and Practices**

- A. The Nature of Total Rewards and Compensation
- B. Compensation System Design Issues
- C. Legal Constraints on Pay Systems
- D. Developing a Base Pay System
- E. Pay Structures
- F. Determining Pay Increases
- G. Executive Compensation

**VIII. Variable Pay and Benefits**

- A. Variable Pay: Incentives for Performance
- B. Sales Compensation
- C. Types of Benefits
- D. Security Benefits
- E. Health-Care Benefits
- F. Retirement Benefits
- G. Financial and Family Oriented Benefits
- H. Time-off Benefits

**IX. Risk Management and Employee Relations**

- A. Risk Management
- B. Legal Requirements for Safety and Health
- C. Occupational Safety and Health Act
- D. Safety Management
- E. Employee Health
- F. Security Concerns at Work

- G.** Disaster Preparation and Recovering Planning
- H.** Employee Relations
- I.** Balancing Employee and Employer Rights

**X. Labor Relations**

- A.** Union-Management Labor Relations
- B.** Union Membership in the United States
- C.** Basic Labor Laws: “National Labor Code”
- D.** Unionization Process
- E.** Collective Bargaining and Contract Negotiation
- F.** Grievance Management