



International Federation of Professional Managers



# Certified Human Resource Professional™ Program

Live Online Training

## Learning Objectives

- **Define** the main functions of HR management
- **Establish** effective recruitment and selection techniques
- **Develop** basic compensation and benefits packages
- **Use appropriate tools and checklist** for human resource management
- **Develop** different strategies for a human resource policy
- **Create** a human resources strategy and plan
- **Define** criteria for promotions and outline staff training programs
- **Deal** with intercultural and gender issues
- **Learn** how to deal with stress and conflict
- **Communicate** HR issues effectively



**CHRP**®  
Certified Human Resource Professional



International Federation of Professional Managers

## Who Should Attend

This basic HR training course is designed for those who already have some responsibility for HR or who may be taking on such responsibility. It is intended in particular for:

- HR managers and practitioners
- Administrators
- Experienced managers who are new to HR or pursuing a career change
- Project managers
- Heads of mission
- Executive Directors of smaller NGOs.



## Overview

People are an organization's most important resource and asset. Good management of individuals and the workforce is crucial to attain the organizational goals and objectives.

This intensive course for practitioners provides a comprehensive and solid foundation in human resource management.

During the three session training, participants will learn how to carry out hiring processes and how to develop adequate compensation with the development of a salary policy, social benefits and contracts. Participants will learn and practice how to develop a HR strategy and guidelines, how to develop procedures for job evaluations, promotions and training

programmes for the workforce. Particular emphasis is placed on managing intercultural and gender issues.

Participants will learn how to develop a plan for HR development, how to communicate HR strategies with employees effectively and how to manage stress and conflict.

During the course, real-life HR issues and experiences are discussed and shared to develop the participant's knowledge, skills and mindsets on HR Management. Participants will gain a hands-on experience in the actual preparation, building and implementation of a HR policy.

## How to Become CHRP®

- Complete the CHRP® Certification Program
- Pass the CHRP® Examination \*
- Satisfy the minimum 2-year work experience requirement
- Agree to follow the CHRP® Professional Code of Ethics

\*Candidates with at least 3 years managerial experience in human resource can apply for an exemption.

## Why Become CHRP®

CHRP® is globally recognized designation for HR Professionals awarded by the Institute of Human Resource of the International Federation of Professional Managers (IFPM) based in the UK. Members of CHRP® are eligible to apply and be recognized for the following AHRI Institute:

- ◆ Canada
- ◆ Singapore
- ◆ Australia
- ◆ New Zealand
- ◆ Hong Kong







## **Module 1: Human Resource Management: Gaining a Competitive Advantage**

- Discuss the roles and activities of a company's activities of a company's human resource function.
- Discuss how human resource practices affect a company's balanced scorecard.
- Discuss what companies should do to be competitive in the global marketplace
- Discuss human resource practices that support high-performance work systems.

## **Module 2: Strategic Human Resource Management**

- Discuss the role of the HR function in strategy formulation.
- Describe the linkages between HR and strategy formulation
- Describe the different HR issues and practices associated with various directional strategies.
- List the competencies the HR executive needs to become a strategic partner in the company.

## **Module 3: The Analysis and Design of Work**

- Choose the right job analysis technique for a variety of human resources activities.
- Identify the tasks performed and the skills required in a given job.
- Understand the different ap-

proaches to job design.

- Comprehend the trade-offs among the various approaches to designing jobs.

## **Module 4: Human Resource Planning and Recruitment**

- Discuss how to align a company's strategic direction with its human resource planning.
- Describe the various recruitment policies organizations adopt to make the job vacancies more attractive,
- List the various sources from which job applicants can be drawn, their relative advantages and disadvantages, and methods for evaluating them.
- Explain the recruiter's role in the recruitment process, the limits the recruiter faces, and the opportunities available.

## **Module 5: Training**

- Explain the role of the manager in identifying training and supporting the use of training on-the-job.
- Discuss the strengths and weaknesses of presentation, hands-on, and group training methods.
- Choose an appropriate evaluation design based objectives and analysis of constraints.
- Design a cross-cultural preparation program



# Program Agenda

## Module 6: Performance Management

- Identify the five criteria for effective performance management.
- Discuss the advantages and disadvantages of the different sources of performance information.
- Distinguish types of rating errors and explain how to minimize each in a performance evaluation.
- Conduct an effective performance feedback session.

## Module 7: Employee Development

- Relate how assessment of personality type, work behaviors, and job performance can be used for employee development.
- Develop successful mentoring programs and explain how job experience can be used for employee development.
- Tell how to train managers to coach employees.
- Discuss the steps in the development process.

## Module 8: Pay Structure Decisions

- Explain the importance of competitive labor-market and product-market forces in compensation decisions.
- Discuss the significance of

process issues such as communication in compensation management.

- Describe new developments in the design of pay structure and explain the reasons for the controversy over executive pay.

## Module 9: Recognizing Employee Contributions with Pay

- Describe the fundamental pay programs for recognizing employees' contributions to the organization's success.
- List the major factors to consider in matching the pay strategy to the organization's strategy.
- Explain the importance of process issues such as communication in compensation management.

## Module 10: Managing Human Resources Globally

- Identify the recent changes that have caused companies to expand into international markets.
- Discuss the four factors that most strongly influence HRM in international markets.
- Identify the four levels of global participation and the HRM issues faced within each level.
- Discuss the ways companies attempt to select, train, compensate, and reintegrate expatriate managers.

## Module 11: Strategically Managing the HR Function

- Describe the roles that HR plays in firms today and the categories of HR activities.
- Discuss how the HR function can define its mission and market.
- Explain the approaches to evaluating the effectiveness of HR practices.
- Relate how process reengineering is used to review and redesign HR practices.

