

Certified Human Resources Manager (CHRM)®

Course Outline & Module Information



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What Modules are covered?

Module 1 – HR Training for the Non HR Managers

- 1) Defining Human Resources
- 2) Skills Inventory
- 3) Forecasting
- 4) Job Analysis
- 5) Job Competencies
- 6) Position Profiles and Job Descriptions
- 7) Do You Really Need to Hire?
- 8) Finding Candidates
- 9) Advertising Guidelines
- 10) Screening Resumes
- 11) Preparing for the Interview
- 12) Conducting the Interview
- 13) After the Interview
- 14) Employee Orientation
- 15) Planning Training
- 16) Working with External Providers
- 17) Performance Reviews
- 18) Absenteeism
- 19) Diversity
- 20) Privacy Issues
- 21) Compensation and Benefits
- 22) Discipline
- 23) Termination
- 24) Exit Interviews

Module 2 – Employee Dispute Resolution

- 1) What is Peer Review?
- 2) Initiating the Process
- 3) The Peer Review Panel
- 4) Asking Questions
- 5) The Peer Review Process

Module 3 – Talent Management

- 1) Talent management
- 2) Creating a talent management plan
- 3) Competency-based programs
- 4) Identifying talent
- 5) Conducting talent assessments
- 6) Keeping people interested
- 7) Talent review meetings
- 8) Compensation and benefits
- 9) Communicating with high potentials
- 10) Development strategies
- 11) Fostering engagement
- 12) Evaluating the plan

Module 4 – Performance Reviews

- 1) Common errors and solutions
- 2) Types of performance reviews
- 3) The performance management process
- 4) Setting standards and goals
- 5) Creating a performance development plan
- 6) Feedback and communication skills
- 7) Accepting criticism
- 8) Appraisal preparation
- 9) Planning and conducting the interview
- 10) Coaching and maintaining performance
- 11) Terminating an employee
- 12) Performance management checklists

Module 5 – Conflict Resolution

- 1) Defining conflict and types of conflict
- 2) Spontaneous and reflective action
- 3) The Johari window
- 4) Stages of conflict
- 5) Conflict resolution style questionnaire
- 6) The role of communication in conflict resolution
- 7) The conflict/opportunity test
- 8) Conflict and its resolution
- 9) Helping others through conflict

Module 6– Anger Management

- 1) What is anger?
- 2) Costs and pay-offs
- 3) Using an anger log
- 4) The anger process
- 5) How does anger affect our thinking?
- 6) Understanding behavior types
- 7) Managing anger
- 8) Communication tips and tricks

What Modules covered in this E-Course?

- 1) The latest trends in the human resource field and the changing role of the human resource professional.
- 2) How to write job specifications and identify core competencies.
- 3) Methods of finding, selecting, and keeping the best people using behavioral description interviewing techniques.
- 4) How to get employees off to a good start.
- 5) How to deal with compensation and benefits.
- 6) How to maintain healthy employee relations.
- 7) How to make performance appraisals a cooperative process.
- 8) What the peer review process is
- 9) A process for employees to file grievances and for management to respond
- 10) How to choose a facilitator and panel

- 11) What is involved in the hearing process, from preliminary meetings to the hearing, and the decision process
- 12) What responsibilities and powers a panel should have
- 13) How to apply professional questioning and probing techniques
- 14) Why peer review panels fail and how to avoid those pitfalls
- 15) Apply the multifaceted aspects of talent management in their own organization
- 16) Describe the skills required to manage high potential candidates
- 17) Recognize and foster talent within an organization
- 18) Explain the principles of competency-based management
- 19) Use the language for talent management
- 20) The importance of having a performance review process for employees.
- 21) How to work with employees to set performance standards and goals.
- 22) Skills in observing, giving feedback, listening, and asking questions.
- 23) An effective interview process and have the opportunity to practice the process in a supportive atmosphere.
- 24) How to make the performance review legally defensible.
- 25) What conflict is and how it can escalate.
- 26) The types of conflict and the stages of conflict.
- 27) The five most common conflict resolution styles and when to use them.
- 28) How to increase positive information flow through non-verbal and verbal communication skills.
- 29) Effective techniques for intervention strategies.
- 30) Ways to manage conflicts to enhance productivity and performance.
- 31) Recognize how anger affects your body, your mind, and your behavior.
- 32) Use the five-step method to break old patterns and replace them with a model for assertive anger.
- 33) Use an anger log to identify your hot buttons and triggers.
- 34) Control your own emotions when faced with other peoples. anger.
- 35) Identify ways to help other people safely manage some of their repressed or expressed anger.
- 36) Communicate with others in a constructive, assertive manner.

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