



Human Resources Training HR for the NON-HR Manager

Description: In today's fast-moving world, many managers and supervisors are expected to deal with some human resource issues. They may be asked to take part in developing job descriptions, sit in on interviews, or take responsibility for discipline. This course will introduce those managers to human resource concepts. We will walk you through the hiring process, from performing a skills inventory to conducting the interview; discuss orientation; and cover some issues that arise after the hiring (such as diversity issues, compensation, and discipline).

Session One: Course Overview.

Session Two: Defining Human Resources

- The Basics of HR Management
- Case Study: Expansion Staffing
- Group Discussion

Session Three: Skills Inventory

Session Four: Forecasting

Session Five: Job Analysis

- Understanding Job Analysis
- Performing an Analysis
- Job Analysis Formats

Session Six: Job Competencies

Session Seven: Position Profiles/Job Descriptions

- Preparing a Profile
- My Job Description

Session Eight: Do You Really Need to Hire?

- Evaluate All Options
- The Real Cost of Employee Turnover

Session Nine: Finding Candidates

Session Ten: Advertising Guidelines

Session Eleven: Screening Resumes

- Using a Resume Screening Guide
- Developing a Resume Screening Guide

Session Twelve: Preparing for the Interview

- Preparation Checklist
- Interview Exercise

Session Thirteen: Conducting the Interview

- History of the Interviewing Process
- An Objective Interview
- Basics of Behavioral Interviewing
- Purpose of Behavioral Interviewing
- Asking Questions
- Provocative Statements
- Understanding BDI Questions
- Developing BDI Questions
- The Critical Incident Technique
- Creating a Critical Incident

Session Fourteen: After the Interview

Session Fifteen: Employee Orientation

- Why Have Orientation?
- How Did Your Orientation Rate?
- Problems to Avoid
- Planning the Orientation Program.





Session Sixteen: Follow the Leader

Session Seventeen: Planning Training
The Training Cycle

- Internal vs. External Training

Session Eighteen: Working With External Providers

Session Nineteen: Performance Reviews

- Performance Review Problems
- Case Study: Who Will be the Best?
- Dissecting a Performance Review
- Identifying Behaviors

Session Twenty: Absenteeism.

- The Cost of Absenteeism.
- The Case of Gretchen Washington
- Dealing with Absenteeism.

Session Twenty-One: Diversity

- Dealing with Diversity
- Your Experience with Pigeon Holes

Session Twenty-Two: Privacy Issues

Session Twenty-Three: Compensation and Benefits

- The Role of Compensation and Benefits
- Pre-Assignment Review
- Case Study: It's Not You, It's Me

Session Twenty-Four: Discipline

Session Twenty-Five: Termination

- Letting Staff Go
- Case Study: How to Fire an Employee?

Session Twenty-Six: Exit Interviews

- Workshop Wrap-Up

