

Human Resources Manager  
Core Competencies

Behavior	Series	Course Title	Course #	Estimated Duration
		Strategic and long range planning		
		System and program evaluation		
		Analysis and interpretation of rules and regulations		
		Creation and management of budgets		
		Systems, programs, policies, processes and procedure development		
		Organizational design and development		
		Staff selection, training, evaluation and performance management		
		Final signature authority on fiscal related items		
		<b>Advanced Management Skills</b>		
		Managing in a Global Business Environment	<a href="#">mgmt_02_a01_bs_enus</a>	<u>3</u>
		<b>Behavioral Interviewing</b>		
		Behavioral Interviewing (Simulation)	<a href="#">HR0210</a>	<u>0.5</u>
		Building a Firm Foundation	<a href="#">HR0211</a>	<u>3</u>
		Screening Applicants	<a href="#">HR0212</a>	<u>3</u>
		Preparing for the Behavioral Interview	<a href="#">HR0213</a>	<u>3</u>
		Conducting the Behavioral-based Interview	<a href="#">HR0214</a>	<u>2.5</u>
		<b>Effective Hiring and Interviewing Skills</b>		
		Effective Hiring and Interviewing Skills	<a href="#">BLTHR023</a>	<u>0</u>
		Effective Hiring and Interviewing Skills Simulation	<a href="#">HR0230</a>	<u>0.5</u>
		Hiring Considerations	<a href="#">HR0231</a>	<u>2.5</u>
		Effective Interviewing	<a href="#">HR0232</a>	<u>3.5</u>
		Selecting the Best Applicant	<a href="#">HR0233</a>	<u>2</u>
		<b>Effectively Managing Top Performers</b>		
		Managing and Rewarding Top Performers	<a href="#">mgmt_01_a01_bs_enus</a>	<u>2.5</u>
		<b>Fundamentals of Business Law</b>		
		A Manager's Introduction to Business Law	<a href="#">LAW0101</a>	<u>3</u>
		Contracts in Commercial Transactions	<a href="#">LAW0102</a>	<u>4</u>
		Employment and Labor Law	<a href="#">LAW0103</a>	<u>3.5</u>
		<b>HRCI/PHR Certification Program</b>		
		Final Exam: HRCI/PHR Certification Program	<a href="#">fe0007_eng</a>	<u>0</u>
		HRCI/PHR Certification Program	<a href="#">HR0240</a>	<u>0.5</u>
		EEO and Affirmative Action (HRCI/PHR)	<a href="#">HR0241</a>	<u>2.5</u>
		Sexual Harassment in the Workplace (HRCI/PHR)	<a href="#">HR0242</a>	<u>1.5</u>
		Managing Employment (HRCI/PHR)	<a href="#">HR0243</a>	<u>2.5</u>
		Employee Relations (HRCI/PHR)	<a href="#">HR0244</a>	<u>1.5</u>
		Non-union Work Environments (HRCI/PHR)	<a href="#">HR0245</a>	<u>1.5</u>
		Union Work Environments (HRCI/PHR)	<a href="#">HR0246</a>	<u>1.5</u>
		Employee Benefit Programs (HRCI/PHR)	<a href="#">HR0247</a>	<u>1.5</u>
		Employee Development (HRCI/PHR)	<a href="#">HR0248</a>	<u>1.5</u>
		Human Resource Development (HRCI/PHR)	<a href="#">HR0249</a>	<u>1.5</u>
		Human Resources Fundamentals Simulation	<a href="#">HR024S</a>	<u>0.5</u>
		Recruitment and Selection (HRCI/PHR)	<a href="#">HR0251</a>	<u>1.5</u>
		Occupational Health and Safety (HRCI/PHR)	<a href="#">HR0252</a>	<u>1.5</u>
		Employee Compensation (HRCI/PHR)	<a href="#">HR0253</a>	<u>1.5</u>
		Offers, Contracts, and Organizational Exit (HRCI/PHR)	<a href="#">HR0254</a>	<u>3</u>
		<b>HRCI/SPHR (Senior Professional Human Resource)</b>		
		The Strategic Role of HR in Organizations	<a href="#">hr_01_a01_bs_enus</a>	<u>3</u>

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		Workforce Planning and Employment Strategies	<a href="#">hr_01_a03_bs_enus</a>	<u>3</u>
		Strategic Human Resource Development	<a href="#">hr_01_a04_bs_enus</a>	<u>3.5</u>
		Compensation and Benefits Strategies	<a href="#">hr_01_a05_bs_enus</a>	<u>3</u>
		Employee and Labor Relations Strategies	<a href="#">hr_01_a06_bs_enus</a>	<u>4.5</u>
		Safety, Health, and Security Strategies	<a href="#">hr_01_a07_bs_enus</a>	<u>2</u>
		Managing the HR Process	<a href="#">hr_01_a08_bs_enus</a>	<u>2</u>
<b>Inbound Call Center Management</b>				
		Inbound Call Centers: People Management	<a href="#">CUST0213</a>	<u>3</u>
<b>Leading the Workforce Generations</b>				
		Attracting, Developing, and Retaining Generations	<a href="#">LEAD0232</a>	<u>3</u>
<b>Managing Contractors and Temporary Employees</b>				
		Final Exam: Managing Contractors and Temporary Employees	<a href="#">fe0009_eng</a>	<u>0</u>
		Hiring and Managing Contractors Simulation	<a href="#">MGMT0700</a>	<u>0.5</u>
		Doing Business with Independent Contractors	<a href="#">MGMT0701</a>	<u>4.5</u>
		Hiring Temporary (Contingent) Employees	<a href="#">MGMT0702</a>	<u>5</u>
		Managing Contingent Employees	<a href="#">MGMT0703</a>	<u>4.5</u>
		Legal Pitfalls Regarding Independent Contractors	<a href="#">MGMT0704</a>	<u>3</u>
		Working with Temporary Agencies	<a href="#">MGMT0705</a>	<u>5.5</u>
<b>Managing Diversity</b>				
		Managing Diversity Simulation	<a href="#">HR0020</a>	<u>0.5</u>
		Why Diversity Matters	<a href="#">HR0021</a>	<u>2</u>
		Diversity in the Future	<a href="#">HR0024</a>	<u>2</u>
<b>Managing Problem Performance</b>				
		Averting Problem Performance Simulation	<a href="#">MGMT0160</a>	<u>0.5</u>
		Preventing Problem Performance	<a href="#">MGMT0161</a>	<u>4.5</u>
<b>Managing Software Project Outsourcing</b>				
		Making the Right Outsourcing Decision	<a href="#">232192_ENG</a>	<u>2.25</u>
		Planning the Outsourcing Deal	<a href="#">232202_ENG</a>	<u>1.75</u>
		The Outsourcing Project	<a href="#">232209_ENG</a>	<u>3.25</u>
		Determining Project Quality Standards and Milestones	<a href="#">232224_ENG</a>	<u>2.75</u>
		Measuring Project Outsourcing Success	<a href="#">232292_ENG</a>	<u>3</u>
<b>Mentoring Assets</b>				
		Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Third Edition Aligned	<a href="#">mntcapm3ed</a>	<u>0</u>
		Mentoring Professional in Human Resources (PHR)	<a href="#">mntphr05ed</a>	<u>0</u>
		Mentoring Project Management Professional (PMP) PMBOK Guide Third Edition Aligned	<a href="#">mntpmp3ed</a>	<u>0</u>
<b>Moving From an Operational Manager to a Strategic Thinker</b>				
		Sustaining Competitive Advantage	<a href="#">stgy_01_a02_bs_enus</a>	<u>3</u>
<b>Program Management (PMI Standard-aligned)</b>				
		Introduction to Program Management	<a href="#">proj_02_a01_bs_enus</a>	<u>2</u>
<b>Project Human Resource Management (PMBOK® Guide - Third Edition-aligned)</b>				
		Project Human Resources Management Simulation	<a href="#">PROJ0570</a>	<u>0.5</u>

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		Elements of Project Human Resource Management	<a href="#">PROJ0571</a>	<u>1.5</u>
		Implementing Project Human Resource Management	<a href="#">PROJ0572</a>	<u>3</u>
		<b>Project Management for Non-Project Managers</b>		
		Project Management Fundamentals	<a href="#">proj_01_a01_bs_enus</a>	<u>2.5</u>
		Initiating and Planning a Project	<a href="#">proj_01_a03_bs_enus</a>	<u>2</u>
		Managing a Project	<a href="#">proj_01_a04_bs_enus</a>	<u>2.5</u>
		Troubleshooting and Closing the Project	<a href="#">proj_01_a05_bs_enus</a>	<u>2</u>
		<b>Recruiting &amp; Retention Strategies for the Tight Labor Market</b>		
		Recruiting for the 21st Century: The Market	<a href="#">HR0221</a>	<u>3</u>
		Recruiting for the 21st Century: Strategies	<a href="#">HR0222</a>	<u>4</u>
		Recruiting Successfully	<a href="#">HR0223</a>	<u>3.5</u>
		Online Recruiting	<a href="#">HR0224</a>	<u>2.5</u>
		Facilitating Effective Hiring	<a href="#">HR0225</a>	<u>2.5</u>
		Retention	<a href="#">HR0226</a>	<u>3</u>
		<b>Sales Team Management</b>		
		Building a Winning Sales Team	<a href="#">SALE0151</a>	<u>5.5</u>
		<b>Strategic IT Planning</b>		
		Strategic Decision Making	<a href="#">STGY0222</a>	<u>1.5</u>
		<b>Succession Planning for Business Environment</b>		
		Initiating a Succession Plan Simulation	<a href="#">LEAD0300</a>	<u>0.5</u>
		Succession Planning Overview	<a href="#">LEAD0301</a>	<u>2</u>
		Succession Planning Strategies	<a href="#">LEAD0302</a>	<u>4.5</u>
		Succession Planning and Human Resources	<a href="#">LEAD0303</a>	<u>5</u>
		Succession Planning Management	<a href="#">LEAD0304</a>	<u>2.5</u>
		Implementing a Succession Plan Simulation	<a href="#">LEAD030S</a>	<u>0.5</u>
		<b>Test Preps</b>		
		Professional in Human Resources (PHR) BOK 2005 Aligned	<a href="#">TPPHR05ED_ENG</a>	<u>0</u>