

Human Resources Professional  
Core Competencies

Behavior	Series	Course Title	Course #	Estimated Duration
Labor and employee relations				
Negotiations and mediation				
Classification and compensation				
Organizational design and development				
Staffing, recruitment and retention				
Benefits and leave administration				
Training and career development				
Disability accommodation				
		<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>		

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		The Strategic Role of HR in Organizations	<a href="#">hr_01_a01_bs_enus</a>	3
		Workforce Planning and Employment Strategies	<a href="#">hr_01_a03_bs_enus</a>	3
		Strategic Human Resource Development	<a href="#">hr_01_a04_bs_enus</a>	3.5
		Compensation and Benefits Strategies	<a href="#">hr_01_a05_bs_enus</a>	3
		Employee and Labor Relations Strategies	<a href="#">hr_01_a06_bs_enus</a>	4.5
		Safety, Health, and Security Strategies	<a href="#">hr_01_a07_bs_enus</a>	2
		Managing the HR Process	<a href="#">hr_01_a08_bs_enus</a>	2
		<b>Inbound Call Center Management</b>		
		Inbound Call Centers: People Management	<a href="#">CUST0213</a>	3
		<b>Leading the Workforce Generations</b>		
		Attracting, Developing, and Retaining Generations	<a href="#">LEAD0232</a>	3
		<b>Managing Contractors and Temporary Employees</b>		
		Final Exam: Managing Contractors and Temporary Employees	<a href="#">fe0009_eng</a>	0
		Hiring and Managing Contractors Simulation	<a href="#">MGMT0700</a>	0.5
		Doing Business with Independent Contractors	<a href="#">MGMT0701</a>	4.5
		Hiring Temporary (Contingent) Employees	<a href="#">MGMT0702</a>	5
		Managing Contingent Employees	<a href="#">MGMT0703</a>	4.5
		Legal Pitfalls Regarding Independent Contractors	<a href="#">MGMT0704</a>	3
		Working with Temporary Agencies	<a href="#">MGMT0705</a>	5.5
		<b>Managing Diversity</b>		
		Managing Diversity Simulation	<a href="#">HR0020</a>	0.5
		Why Diversity Matters	<a href="#">HR0021</a>	2
		Diversity in the Future	<a href="#">HR0024</a>	2
		<b>Managing Problem Performance</b>		
		Averting Problem Performance Simulation	<a href="#">MGMT0160</a>	0.5
		Preventing Problem Performance	<a href="#">MGMT0161</a>	4.5
		<b>Managing Software Project Outsourcing</b>		
		Making the Right Outsourcing Decision	<a href="#">232192_ENG</a>	2.25
		Planning the Outsourcing Deal	<a href="#">232202_ENG</a>	1.75
		The Outsourcing Project	<a href="#">232209_ENG</a>	3.25
		Determining Project Quality Standards and Milestones	<a href="#">232224_ENG</a>	2.75
		Measuring Project Outsourcing Success	<a href="#">232292_ENG</a>	3
		<b>Mentoring Assets</b>		
		Mentoring Certified Associate in Project Management (CAPM) PMBOK Guide Third Edition Aligned	<a href="#">mntcapm3ed</a>	0
		Mentoring Professional in Human Resources (PHR)	<a href="#">mntphr05ed</a>	0
		Mentoring Project Management Professional (PMP) PMBOK Guide Third Edition Aligned	<a href="#">mntpmp3ed</a>	0
		<b>Moving From an Operational Manager to a Strategic Thinker</b>		
		Sustaining Competitive Advantage	<a href="#">stgy_01_a02_bs_enus</a>	3
		<b>Program Management (PMI Standard-aligned)</b>		
		Introduction to Program Management	<a href="#">proj_02_a01_bs_enus</a>	2
		<b>Project Human Resource Management (PMBOK® Guide - Third Edition-aligned)</b>		

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		Project Human Resources Management Simulation	<a href="#">PROJ0570</a>	<u>0.5</u>
		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>