

Human Resources Technician
Core Competencies

Behavior	Series	Course Title	Course #	Estimated Duration
Payroll operations				
Records audit				
Recruitment				
Test administration				
Benefits administration and orientation				
Leave administration				
		Advanced Management Skills		
		Managing in a Global Business Environment	mgmt_02_a01_bs_enus	<u>3</u>
		Behavioral Interviewing		
		Behavioral Interviewing (Simulation)	HR0210	<u>0.5</u>
		Building a Firm Foundation	HR0211	<u>3</u>
		Screening Applicants	HR0212	<u>3</u>
		Preparing for the Behavioral Interview	HR0213	<u>3</u>
		Conducting the Behavioral-based Interview	HR0214	<u>2.5</u>
		Effective Hiring and Interviewing Skills		
		Effective Hiring and Interviewing Skills	BLTHR023	<u>0</u>
		Effective Hiring and Interviewing Skills Simulation	HR0230	<u>0.5</u>
		Hiring Considerations	HR0231	<u>2.5</u>
		Effective Interviewing	HR0232	<u>3.5</u>
		Selecting the Best Applicant	HR0233	<u>2</u>
		Effectively Managing Top Performers		
		Managing and Rewarding Top Performers	mgmt_01_a01_bs_enus	<u>2.5</u>
		Fundamentals of Business Law		
		A Manager's Introduction to Business Law	LAW0101	<u>3</u>
		Contracts in Commercial Transactions	LAW0102	<u>4</u>
		Employment and Labor Law	LAW0103	<u>3.5</u>
		HRCI/PHR Certification Program		
		Final Exam: HRCI/PHR Certification Program	fe0007_eng	<u>0</u>
		HRCI/PHR Certification Program	HR0240	<u>0.5</u>
		EEO and Affirmative Action (HRCI/PHR)	HR0241	<u>2.5</u>
		Sexual Harassment in the Workplace (HRCI/PHR)	HR0242	<u>1.5</u>
		Managing Employment (HRCI/PHR)	HR0243	<u>2.5</u>
		Employee Relations (HRCI/PHR)	HR0244	<u>1.5</u>
		Non-union Work Environments (HRCI/PHR)	HR0245	<u>1.5</u>
		Union Work Environments (HRCI/PHR)	HR0246	<u>1.5</u>
		Employee Benefit Programs (HRCI/PHR)	HR0247	<u>1.5</u>
		Employee Development (HRCI/PHR)	HR0248	<u>1.5</u>
		Human Resource Development (HRCI/PHR)	HR0249	<u>1.5</u>
		Human Resources Fundamentals Simulation	HR024S	<u>0.5</u>
		Recruitment and Selection (HRCI/PHR)	HR0251	<u>1.5</u>
		Occupational Health and Safety (HRCI/PHR)	HR0252	<u>1.5</u>
		Employee Compensation (HRCI/PHR)	HR0253	<u>1.5</u>
		Offers, Contracts, and Organizational Exit (HRCI/PHR)	HR0254	<u>3</u>
		HRCI/SPHR (Senior Professional Human Resource)		
		The Strategic Role of HR in Organizations	hr_01_a01_bs_enus	<u>3</u>
		Workforce Planning and Employment Strategies	hr_01_a03_bs_enus	<u>3</u>

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

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