

COMPETENCY-BASED CERTIFICATES

Powered by Leading Edge LearningSM

CERTIFICATE IN HUMAN RESOURCES MANAGEMENT

Example Certificate



November 2021

Written & Delivered By:



PEREGRINE
— GLOBAL SERVICES —

Customizing Your Certificate

Peregrine provides you with a portfolio of online, self-paced courses that you can use to easily create comprehensive certificate programs to meet the needs of your industry partners and workforce. Simply identify the certificate programs that align best with your needs and the Peregrine team will help you build your custom certificate from our selection of online cross-disciplinary modules.

There is no cost for adding our customizable certificate programs to your catalog of industry and workforce education offerings. We will work with you to determine the cost and create a revenue share agreement to help you generate additional revenue for your institution.

Certificate Program Delivery

You have the option of delivering the modules you select in an asynchronous, synchronous, or blended format. The modules are set up for asynchronous; however, you may want to include additional time for in-person time focused on discussion and practical workplace application.

For-credit Certificate Programs

The certificate programs you configure with the Leading Edge LearningSM modules could be offered either for not-for-credit or for-credit. In addition, the Leading Edge LearningSM modules are identified by learner hours, which could be translated into course time-on-task. For example, when using the guidelines of the Carnegie unit for determining semester credit, a total of 45 hours is required for one semester credit. There may be institution and programmatic accreditation requirements that you will need to consider.

Prior Learning Assessment

You can also use Prior Learning Assessment (PLA) to award credit towards specific courses, just as you would for other prior learnings and other transfer credits. Not every participant will want to apply the certificates towards credit hours and degree programs, but the option exists.

EXAMPLE: CERTIFICATE IN HUMAN RESOURCES MANAGEMENT

Recommended Modules

The following Leading Edge LearningSM modules are available in any combination for a *Certificate in Human Resource Management*.

- Business Communication 3-5 learner hours
- Business Writing Fundamentals 3-5 learner hours
- Career Management 12-15 learner hours
- Employee Retention 12-15 learner hours
- Hiring: A Practical Guide for Selecting the Right People 12-15 learner hours
- Human Resources Management 3-5 learner hours
- Managing Conflict 3-5 learner hours
- Succession Planning and Talent Management 22-25 learner hours
- Supervision 55-60 learner hours

Business Communication 3-5 learner hours

Effective business communication is critical in today's workforce. Through an exchange of verbal or written statements, the ability to communicate effectively is vital to creating an understanding of strategic goals, focus, or events. In this course, you will learn the foundational principles of communication, interpersonal dynamics in organizations, the variances in communicating with internal and external audiences, crisis and risk communication, and developing impactful communication in professional presentations.

Learning Outcomes

- Identify the similarities and differences of interpersonal dynamics.
- Describe the different methods internal and external communication.
- Recognize methods for strategic communication.
- Discuss interpersonal networks and possible barriers to communication.
- Recognize interpersonal power and politics of organizations.
- Describe the various types of electronic communication tools.
- Apply critical thinking to predicament communication involving risk and crisis.
- Identify appropriate presentation strategies based on audience identification.

Business Writing Fundamentals 3-5 learner hours

In nearly any workplace situation, writing is something you will be expected to do continuously and expected to do well. Your writing style will indicate your level of professionalism and can garner respect for you and your organization. This course teaches the basics of writing a business letter, preparing a report, writing for a publication, and choosing appropriate methods or technology to send your message. These tools can increase writing effectiveness in the business world and beyond.

Learning Outcomes

- Write business correspondence in the correct format to effectively convey the intended message and purpose.
- Use proper grammar and punctuation in professional correspondence.
- Apply the best practices for using email as a means of communication, including the legal implications of emailing.
- Write concise and clear business letters and emails.
- Identify the important and required elements of a technical report.
- Write and format for different forms of publications including press releases, blogs, books, and journals.
- Describe the various types of electronic communication tools and their appropriate use.

Career Management 12-15 learner hours

Career management is a combination of structured planning and the active management choice of one's own professional career. Career management was first defined in a social work doctoral thesis by Mary Valentich as the implementation of a career strategy through the application of career tactics in relation to chosen career orientation. Career orientation referred to the overall design or pattern of one's career, shaped by goals and interests and identifiable by particular positions that embody these goals and interests. Career strategy pertains to the individual's general approach to the realization of career goals, and to the specificity of the goals themselves. The purpose of this module is to develop the learner's understanding, knowledge, actions, and skills for career management.

Learning Outcomes

- Define career management.
- Develop a personal strategy for a career management mindset.
- Evaluate personal accountability and responsibility as important skills.
- Recognize how to avoid workplace pitfalls.
- Describe the employer's perspective and expectations on career management.
- Determine how to make informed career decisions.

- Discuss succession planning from an employer's perspective.
- Explain employer branding and the employee's role in supporting that brand.

Employee Retention 12-15 learner hours

In this course, you will learn about the costs of turnover, how job descriptions need to be written from a retention perspective, and how new hires should be onboarded and trained. You will also learn how to retain high-potential employees, explore considerations for the different generations in the workplace, focus on management for retention, and develop a succession plan for strategic employee retention. Consider these lessons to help you and your organization continue to grow and retain your hired talent.

Learning Outcomes

- The strategic context for employee retention.
- Cost of turnover.
- How to write position descriptions.
- Employee onboarding, orientation, a 30-60-90-day plan, and succession planning.
- Retaining the different generations in the workplace.
- Reward and recognition programs.

Hiring: A Practical Guide for Selecting the Right People 12-15 learner hours

A great organization cannot be built without great people. How many organizations are as rigorous about hiring or as comfortable evaluating job candidates as they are deciding on an investment proposal? The all-too-common reality is that too many companies do not invest in ensuring a well-designed and implemented hiring process. This module teaches learners who may be involved in the recruiting and selection process for their organization the knowledge and skills necessary to hire the right people for their organization. The module includes access to over a hundred competency-based interview questions.

Learning Outcomes

- Develop a recruiting strategy.
- Apply the appropriate laws associated with the hiring process.
- Evaluate different tools used for candidate assessment.
- Prepare for a candidate interview.
- Incorporate the organization's mission, vision, and values into the selection process.
- Conduct a candidate interview.
- Ask the right questions of a candidate.
- Develop a hiring selection process.

Human Resources Management 3-5 learner hours

In many small to medium-sized companies and nonprofit organizations, the human resource function is an additional job responsibility, often for the business owner or other senior leader.

Linking strategy with human capital is key to organizational success. In this module, learners learn the essentials of Human Resource Management (HRM), job analysis and recruiting strategies, employee training and development, career management, compensation plans, compliance in the workplace and fair treatment.

Learning Outcomes

- Describe the critical elements of Human Resource Management (HRM) and the importance to organizational success.
- Define HRM competencies, functions, and framework, including recruitment, employee training and development, performance management, compensation management, and employee relations.
- Describe methods of job evaluation and designing pay plans that are fair and equitable.
- Explain the essential elements of open and honest communications, fair treatment, ethical workplaces, and discipline.
- Apply the appropriate laws relating to all functions of Human Resource Management and the main obligations employers and employees have for complying with them.

Managing Conflict 3-5 learner hours

No matter how much we all try to avoid it, no matter how good a communicator we are or how effective a leader, conflict is inevitable. And not all of it is bad! Conflict can push us to re-examine what we think we know and strive to be our best. Even conflict that feels less-than positive can give us the opportunity to practice conflict resolution and listening.

This module examines different kinds of conflict and how to best deal with them, including what to do when conflict happens, how to minimize or remove barriers to conflict resolution, how to handle high maintenance relationships and some tried-and-true rules for conflict resolution. Improving your conflict management skills is useful in every part of your life, with positive results for relationships at home and in the office.

Learning Outcomes

- Describe what conflict is and some of the main reasons it happens.
- Understand the potential sources of workplace conflict.
- Apply guiding principles for dealing with workplace conflict.
- Apply the CALM model in addressing workplace conflict.
- Know how to minimize the resistance to conflict resolution.

- Identify high-maintenance relationships in the workplace.
- Understand and apply the rules for conflict resolution.

Succession Planning and Talent Management 22-25 learner hours

Succession planning is a process for identifying and developing new leaders who can replace other leaders when they are promoted, leave, retire, or otherwise become unable to continue in their current role. Talent management helps retain and develop the key talents that the organization needs to be successful.

Succession planning and talent management are future-focused activities that look out many years to identify, develop, prepare, and eventually assist the right talent for the right positions. Talent management is a strategy for identifying and developing future leaders in an organization — not just at the top, but also for major roles and key positions at all organizational levels. This module aims to help learners understand talent management and build an actionable succession plan for their organization.

Learning Outcomes

- Define succession planning.
- Calculate the cost of turnover for an organization.
- Evaluate the advantages and disadvantages of promoting from within versus hiring externally.
- Define talent management.
- Conduct a skills gap analysis.
- Identify a plan for CEO succession.
- Develop strategies for effective succession planning communications.
- Identify key employee development activities and build developmental plans.
- Develop organizational coaching and mentoring programs.
- Perform career development activities.

Supervision 55-60 learner hours

Leadership is about earning trust and respect through modeled behaviors and actions. Leaders must recognize the value that employees bring to the organization, harness their potential, and guide them towards achieving a well-communicated vision. Leadership is a team effort that involves more than just faithful followers, but also includes peers and superiors within a collaborative environment of continuous improvement, growth, and change. One of the most difficult transitions in one's leadership journey is when a person becomes directly in charge of others, the supervisor or manager. This 12-unit program teaches the values, skills, and actions associated with supervision and being a leader. Each unit in the 12-unit program is about 4-5 learner hours. Units can be completed independently or in sequence.

Learning Outcomes

- Compare and contrast the applications of leadership and supervision.
- Describe methods for understanding a workplace environment.
- Apply proper communication strategies for being an effective leader.
- Implement methods for effective leadership of a team.
- Conduct performance management reviews.
- Practice the art and skills of supervision.
- Support compliance in the workplace.
- Plan and organize the work of others.
- Support both internal and external customers.
- Implement strategies for effectively leading change.
- Perform continuous improvement activities.