

Human Resources II

(NOTE: The following course outline is based on previous offerings and is only intended to provide a general overview of the topics which are covered. The actual agenda used for the next offering of this course is subject to some variation.)

Course Length

6 hours

Course description

This course focuses on areas of human resource management such as performance appraisal systems; recruiting, interviewing, hiring and retaining staff; employee benefits; and employee training. The course builds on information provided in Human Resources I, but it is not a prerequisite for Human Resources II.

Learning Objectives

Participants will gain an in-depth understanding of:

- Successful Implementation of the Core Human Resources Responsibilities: Hiring, Productivity, and Retention
- Practical Skills for Hiring the Most Suitable Candidate
- Learn the essential so employment law and policy
- The Most Efficient and Effective Use of Employee Benefits
- Employee Motivation to Ensure Productivity and Retention

Agenda / Outline

8:30 – 8:45	Welcome and Overview
8:45 – 10:00	Human Resources Fundamentals <ul style="list-style-type: none">• Hiring, Productivity, and Retention• Staffing Issues<ul style="list-style-type: none">○ Recruitment, Selection, Testing, and Assessment○ Employee Culture: Gen X and Baby Boomers• Job Recruitment<ul style="list-style-type: none">○ Advertising○ Screening○ Interviewing
10:00 – 10:15	Break

- 10:15 – 11:00 Group Exercise – Hiring Suitable Employees
- Developing KSAs (Knowledge, Skills and Abilities)

 - Interview Question Topics
 - Leadership, Problem Solving, Communications
 - Making the Hiring Decision and Offer
- 11:00 – 12:00 Employment Law and Policy
- Federal Regulations
 - Policy Development
 - The Role of the Policy Manual
 - Official Policy Positions
 - Common Human Resources Policies
 - Work Standards and Discipline
 - Personnel Hearing Officer/Civil Services Appeals Board
 - Public Sector Labor Organizations
 - Constitutional Considerations
 - Georgia’s Right to Work Laws
 - Performance Evaluation
 - Planning, Review, Process, and Goals
 - Performance Appraisal Forms
 - Effective Employee Discipline
 - Management Human Resources Responsibility
 - Safety and Risk Management
- 12:00 – 1:00 Lunch
- 1:00 – 2:00 Employee Benefits
- Pension Benefits – Defined Benefit v Defined Contribution
 - Deferred Compensation Plans
 - Health Insurance
 - Flexible Spending Accounts
 - Benefits and the Family Medical Leave Act
 - Benefits and the Uniform Services Employment and Reemployment Rights Act
- 2:00 – 2:15 Break
- 2:15 – 3:15 Group Exercise – Employee Relations
- Motivating Employees
 - Successful Supervision
 - Leadership Styles
- 3:15 – 3:30 Wrap-Up and Evaluation

The Panel Interview Format

References:

http://www.doleta.gov/jobs/Federal_Application_Process/Knowledge_Skills_Abilities/

<http://www.answers.com/topic/generation-x> - definitions of Gen X and Baby Boomer Cultures

Appendix:

The below definitions, as defined by the U.S. Office of Personnel Management, are provided for your use:

- **Knowledge, Skills, and Abilities (KSA's)** - The attributes required to perform a job and are generally demonstrated through qualifying service, education, or training.
- **Knowledge** - Is a body of information applied directly to the performance of a function.
- **Skill** - Is an observable competence to perform a learned psychomotor act.

Ability - Is competence to perform an observable behavior or a behavior that results in an observable product.