

American Management Association's Fundamentals of Human Resources Management

Learning Objectives

- Positively Impact the People at Your Organization Through Extensive Knowledge of and Practice on How to Be a Strategic Business Partner
- Help Your Managers and Employees Be Happier, More Productive and Engaged, and More Likely to Stay with Your Organization
- Be Respected by All Levels, Including Leadership, for the HR Expertise and Business Acumen You Possess and Demonstrate

Course Outline, AMA HR Philosophy, and Organizational Assessment

- Understand Why an Emphasis on Talent, Establishing Relationships, and Being Strategic Is So Important (While Also Making Sure That the Functional Areas Are Taken Care Of)
- Think About How Strategic or Functional Your Job Is and How HR at Your Organization Is Perceived Overall

Relationships and Gaining Trust

- Understand the Importance of Building Relationships
- Assess Your Own Relationships and Identify Areas for Improvement
- Describe the Business Impact of Improved Relationships Between HR and Non-HR

Legal Responsibilities

- Compare and Contrast Managerial and HR Legal Responsibilities
- Identify Key Federal Employment-Related Terms and Legislation
- Explain Questions and Categories to Avoid During the Employment Process
- Define and Increase Awareness of Workplace Sexual and Other Harassment
- Identify Legal Trends and Challenges

Talent Acquisition

- Identify Characteristics of Well-Written Job Descriptions and When “JDs” Should Be Written and Modified
- Understand Differences Between and Reasons for Using the Five Questioning Techniques
- Know and Apply the Steps and Best Practices for a Recruiting Process
- Distinguish Key Aspects of Orientation and Assimilation and Generate Ideas to Make These Processes Better at Your Organization

Talent Alignment

- Understand Key Concepts of Talent Alignment, Which May Be a New Term for Many
- Have an Opportunity-Focused Mindset So That You Can Help the Employees at Your Organization, Which in Turn Helps the Company
- Demonstrate Your Skills and Abilities as a Strategic Business Partner by Advising Leadership on Talent Alignment, Whether They Ask for It or Not

Talent Management

- Identify What Talent Management Is, What It Includes, and Important Aspects of It
- Create a Culture of Internal Mobility
- Understand Domestic and Global Mobility
- Put Talent Management Learnings into Practice

Total Assessment: Performance Management and Diversity

- Embody the “No Surprises” Rule for Performance Management
- Learn How to Have a Performance Management System and Process That Works Well for Your Company and Is Used as It’s Intended to Be
- Practice or Witness a Counseling Session with an Employee Who Has Performance Issues
- Learn the Key Components of Diversity and Why Having Awareness of Diversity Is Important for HR Professionals, Leadership, and Employees
- Understand the Importance of Assessing Talent with a Diversity Lens to Make Sure Your Organization Is a Fair and Inclusive Environment

Talent Development: Training, Coaching, Mentoring, and Leadership/Career Development

- Identify the Respective Responsibilities of All Concerned in the Training Process
- Know Best Practices in Mentoring and Career and Leadership Development
- Understand Coaching and Also the AMA GUIDE Coaching Model
- Practice How to Coach and How to Help Others Coach

Talent Measurement/Compensation

- Assess Your Company's Year-End Performance Review Process and Determine How It Could Be Run Better/Differently
- See the Correlation Between the Year-End Performance Review Process and Compensation
- Know the Characteristics of an Effective Compensation System
- Be a Strategic Business Partner by Helping Leadership Be Fair About How Your Employees Are Compensated
- Instill a "Total Rewards" Mindset in the Employees at Your Company

Talent Retention and Transition

- Understand the Importance of Retaining the Employees You Have
- Know All the Factors That Could Lead to Someone Leaving
- Be Fully Aware of Key Best Practices When You Have to Terminate Someone's Employment
- Be Better Prepared for Letting Someone Go by Practicing That Difficult Conversation

Functional HR Areas: Benefits, Employee Handbook, Policies and Procedures Manuals, and HRIS

- Help Your Organization Offer Better Voluntary Benefits That Are More Used and Appreciated by the Employees
- Determine Areas in the Employee Handbook and/or Policies and Procedures Manual That Need to Be Updated
- Figure Out How You Can Better Use HR Information Systems to Spend More Time as a Strategic Business Partner

Action Plan

- Create an Action Plan for Your Role and Organization