Online Professional in Human Resources (PHR)® Dual Certification Course

120 Hours / 6 Months

Course Description

Towson University's Professional in Human Resources Dual Certification course is an interactive, engaging course that prepares HR professionals for a more senior HR position. Our course is industry neutral, comprehensive, and covers employee and labor relations, business management, talent planning and acquisitions, total rewards, and learning and development. Completion of this course prepares students to take the aPHR®, PHR®, SPHR®, or SHRM-CP certification exams.

This course will focus on the five Functional Areas that are the focus of the PHR/SPHR exam

- **Business Management**
  Using information about the organization and business environment to reinforce expectations, influence decision making, and avoid risk.
- **Talent Planning and Acquisition**
  Identifying, attracting, and employing talent while following all federal laws related to the hiring process.
- **Learning and Development**
  Contributing to the organization's learning and development activities by implementing and evaluating programs, providing internal consultation, and providing data.
- **Total Rewards**
  Implementing, promoting, and managing compensation and benefit programs in compliance with federal laws.
- **Employee and Labor Relations**
  Manage, monitor, and/or promote legally compliant programs and policies that affect the employee experience throughout the employee lifecycle.

Certification

Upon successful completion of this Human Resources Exam Prep (PHR/SPHR) course and the required professional HR experience, students will be prepared to sit for the HRCI certification exam to become a Professional in Human Resources (PHR®), a Senior Professional in Human Resources (SPHR®), or a Senior Professional in Human Resources Certified Professional (SHRM-CP).

Course Outline

FUNCTIONAL AREAS	TOPICS COVERED	
Business Management	• Interpret and apply information related to general business environment and industry best practices. • Reinforce the organization's core values, ethical and behavioral expectations through modeling, communication, and coaching. • Understand the role of cross-functional stakeholders in the organization and establish relationships to influence decision-making. • Recommend and implement best practices to mitigate risk (for example: lawsuits, internal/ external threats).	• Determine the significance of data for recommending organizational strategies (for example: attrition rates, diversity in hiring, time to hire, time to fill, ROI, success of training). • Change management theory, methods, and application Risk Management. • Qualitative and quantitative methods and tools for analytics. • Dealing with situations that are uncertain, unclear, or chaotic.
Talent Planning and Acquisition	• Understand federal laws and organizational policies to adhere to legal and ethical requirements in hiring (for example: Title VII, nepotism, disparate impact, FLSA, independent contractors). • Develop and implement sourcing methods and techniques (for example: employee referrals, diversity groups, and social media). • Execute the talent acquisition lifecycle including interviews, extending offers, background checks, salary negotiation, etc. • Applicable federal laws and regulations related to talent planning and acquisition activities. • Planning concepts and terms (for example: succession planning, forecasting). • Current market situation and talent pool availability. • Staffing alternatives (for example: outsourcing, temporary employment).	• Interviewing and selection techniques, concepts, and terms. • Applicant tracking systems and/or methods. • Impact of total rewards on recruitment and retention. • Candidate/employee testing processes and procedures. • Verbal and written offers/contract techniques. • New hire employee orientation processes and procedures. • Internal workforce assessments such as: skills testing, workforce demographics, analysis. • Transition techniques for corporate restructuring, mergers and acquisitions, due diligence processes, offshoring, and divestitures. • Metrics to assess past and future staffing effectiveness including cost per hire, selection ratios, adverse impact, etc.
Learning and Development	• Provide consultation to managers and employees on professional growth and development opportunities. • Implement and evaluate career development and training programs such as career pathing, management training, mentorship, etc. • Contribute to succession planning discussions with management by providing relevant data.	• Instructional design principles and processes (for example: needs analysis, process flow mapping). • Techniques to assess training program effectiveness, including use of applicable metrics. • Organizational development (OD) methods, motivation methods, and problem-solving techniques. • Task/process analysis. • Coaching and mentoring techniques.

	• Applicable federal laws and regulations related to learning and development activities. • Learning and development theories and applications. • Training program facilitation, techniques, and delivery. • Adult learning processes.	• Employee retention concepts and applications. • Techniques to encourage creativity and innovation.
Total Rewards	• Manage compensation-related information and support payroll issue resolution. • Implement and promote awareness of non-cash rewards, for example: paid volunteer time, tuition assistance, workplace amenities, and employee recognition programs to name a few. • Implement benefit programs such as: health plan, retirement plan, employee assistance plan, other insurance, etc. • Administer federally compliant compensation and benefit programs. • Applicable federal laws and regulations related to total rewards.	• Compensation policies, processes, and analysis. • Budgeting, payroll, and accounting practices related to compensation and benefits. • Job analysis and evaluation concepts and methods. • Job pricing and pay structures. • Non-cash compensation. • Methods to align and benchmark compensation and benefits. • Benefits programs policies, processes, and analysis.
Employee and Labor Relations	• Analyze functional effectiveness at each stage of the employee lifecycle (for example: hiring, onboarding, development, retention, exit process, alumni program) and identify alternate approaches as needed. • Collect, analyze, summarize, and communicate employee engagement data. • Understand organizational culture, theories, and practices; identify opportunities and make recommendations. • Understand and apply knowledge of programs, federal laws, and regulations to promote outreach, diversity and inclusion. • Implement and support workplace programs relative to health, safety, security, and privacy following federal laws and regulations such as: OSHA, workers' compensation, emergency response, workplace violence, substance abuse, and legal postings. • Support performance activities such as coaching, performance improvement plans, and involuntary separations).	• Promote organizational policies and procedures, for example: employee handbook, SOPs, time and attendance, expenses, etc. • Manage complaints or concerns involving employment practices, behavior, or working conditions, and escalate by providing information to appropriate stakeholders. • Promote techniques and tools for facilitating positive employee and labor relations with knowledge of applicable federal laws affecting union and nonunion workplaces. • Support and consult with management in performance management process including employee reviews, promotions, recognition programs, etc. • Support employment activities such as: job eliminations or reductions in force by managing corresponding legal risks.