



Western Technical College

10196193 Human Resource Management

Course Outcome Summary

Course Information

Description	Learners apply the skills necessary to value and apply employees' abilities and needs to organization goals. Learners apply the supervisor's role in human resource management, impacts of EEOC (Equal Employment Opportunity Commission), writing job descriptions, recruitment, selection, conducting job interviews, orientation, developing policies and procedures, training, performance management, employee counseling and development, and effective use of compensation and benefit strategies.
Career Cluster	Business Management and Administration
Instructional Level	Associate Degree Courses
Total Credits	3
Total Hours	54

Textbooks

Job Description Handbook. 3rd Edition. Copyright 2013. Clark, Margie. Publisher: Ingram Publisher Services. **ISBN-13:** 978-1-4133-1855-5. Required.

Recruiting, Interviewing, Selecting, and Orienting New Employees. 6th Edition. Copyright 2019. Arthur, Diane. Publisher: HarperCollins Publishers. **ISBN-13:** 978-0-8144-3992-0. Required.

Success Abilities

1. Cultivate Passion: Enhance Personal Connections
2. Live Responsibly: Embrace Sustainability
3. Live Responsibly: Foster Accountability
4. Refine Professionalism: Act Ethically
5. Refine Professionalism: Improve Critical Thinking
6. Refine Professionalism: Practice Effective Communication

Program Outcomes

1. Apply effective leadership skills.
2. Apply Human Resource policies and procedures.
3. Perform supervisory management functions to achieve organizational objectives.

Course Competencies

1. Examine the supervisor's role in contemporary human resources management.

Assessment Strategies

- 1.1. Written Product

Criteria

You will know you are successful when

- 1.1. you describe the role the EEOC plays in HR.
- 1.2. you use technology for on-line resources to keep current on laws, for recruiting and testing, and for developing policies and job descriptions
- 1.3. you describe the impact technology is having on changes in human resource needs
- 1.4. you identify internal and external environmental factors that impact human resources management today

Learning Objectives

- 1.a. Research the role the EEOC plays in HR practices.
- 1.b. Describe the impact that technology is having on human resources functions
- 1.c. Identify the internal environmental changes that are influencing human resources systems
- 1.d. Explain how demographic changes impact the supervisor's human resources planning

2. Write a job description.

Assessment Strategies

- 2.1. Written Product

Criteria

You will know you are successful when

- 2.1. you observe and document tasks performed for a specific job.
- 2.2. you create a document for a specific job that includes job title, description, reporting relationships, tasks, KSAs, education needed, experience requirements, equipment used, physical and mental demands, and analysis method.
- 2.3. you use the Dictionary of Occupational Titles or on-line resources to access information on a specific job.

Learning Objectives

- 2.a. Complete a job analysis using a variety of methods to collect data
- 2.b. Identify the sections to include in a job description
- 2.c. Use the Dictionary of Occupational Titles or on-line resources to find knowledge, tasks, and abilities for a specific job
- 2.d. Organize and document data into a form which includes job title, description, reporting relationships, tasks, KSAs, education needed, work experience requirements, physical and mental demands, and methods used to collect data

3. Design a recruitment ad.

Assessment Strategies

- 3.1. Written Product

Criteria

You will know you are successful when

- 3.1. you identify advantages and disadvantages of several recruiting resources.
- 3.2. you write an ad for a specific job.
- 3.3. you identify recruitment sources to attract a diverse group of applicants.

- 3.4. you identify characteristics of well written ad.
- 3.5. you identify the relationship between recruitment and retention.
- 3.6. you calculate employee turnover rate.

Learning Objectives

- 3.a. Describe how diversity and equal employment opportunity guidelines impact recruitment efforts.
- 3.b. Define employee turnover and employee retention.
- 3.c. Identify strengths and weaknesses from recruitment ads.
- 3.d. Explore the essential information that should be included in a recruitment ad.
- 3.e. Use a job description to create recruitment ad.
- 3.f. Identify recruitment sources and advantages and disadvantages of each source.

4. Select appropriate job applicant screening techniques.

Assessment Strategies

- 4.1. Written Product

Criteria

You will know you are successful when

- 4.1. you select appropriate questions to ask on applicant forms.
- 4.2. you identify reliable and valid tests to perform during the screening process.
- 4.3. you recommend job screening techniques for a variety of jobs.
- 4.4. you identify legal process for completing reference checks.
- 4.5. you describe how to conduct structured, non-directive, situational, and behavioral interviews.
- 4.6. you demonstrate data-based decision making for making employment decisions.

Learning Objectives

- 4.a. Determine legal and job related appropriate questions to ask on a job application form
- 4.b. Identify testing that should be conducted for jobs to screen candidates
- 4.c. Determine when specific job screening tests should be given either pre or post employment offer
- 4.d. Recommend job applicant screening techniques for specific jobs
- 4.e. Perform reference checks
- 4.f. Describe the different approaches to conducting an employment interview
- 4.g. Make decisions as to the selection of candidates based on data received from screening

5. Conduct an effective job interview.

Assessment Strategies

- 5.1. Written Product
- 5.2. Demonstration - interview

Criteria

You will know you are successful when

- 5.1. you list several questions that are job related and legal.
- 5.2. you conduct an interview from a plan which includes an opening to relax the candidate, a list of questions, and a closing giving the candidate an opportunity to ask questions.
- 5.3. you ask open-ended, probing, rephrasing and follow-up questions.
- 5.4. you document job related comments made by candidate during the interview.

Learning Objectives

- 5.a. Develop interview questions that are legal and job-related
- 5.b. Describe steps to prepare for an interview
- 5.c. Identify ways to put applicants at ease at the start of an interview
- 5.d. Identify when to use close-ended, open-ended, probing, rephrasing and follow-up questions
- 5.e. Create a form for documenting information gathered from an interview
- 5.f. Identify steps to take after completing an interview

6. Examine policies and procedures.

Assessment Strategies

- 6.1. Critique

Criteria

You will know you are successful when

- 6.1. you review policies and procedures that are compliant with State and Federal laws.
- 6.2. you evaluate policies and procedures to ensure that they are specific, clear, and consistent with the company philosophy.
- 6.3. you evaluate policies and procedures on subjects related to employment, wage and salaries, harassment, safety and health, employee relations, and company standards and rules.
- 6.4. you identify the need for various policies and procedures in the workplace.
- 6.5. you discuss the importance of enforcing policies and procedures.

Learning Objectives

- 6.a. Identify policies and procedures that need to be covered with employees by the supervisor
- 6.b. Compare human resource manuals from various organizations
- 6.c. Evaluate department policies and procedures to ensure that they are specific, clear and consistent with the company philosophy
- 6.d. Discuss legal importance of having policies and procedures

7. Explore employee development plans.

Criteria

You will know you are successful when

- 7.1. you describe when to use an employee orientation plan, employee evaluation plan, and an employee development plan.
- 7.2. you determine the appropriate use of each plan.

Learning Objectives

- 7.a. Identify the supervisor's role and responsibility in new employee orientation.
- 7.b. Identify components of an employee development plan.
- 7.c. Identify components of an employee performance evaluation plan.
- 7.d. Identify components of an employee performance improvement (coaching) plan.

8. Conduct employee coaching session.

Assessment Strategies

- 8.1. Written Product
- 8.2. Demonstration - Coaching session

Criteria

You will know you are successful when

- 8.1. you include the employee to identify and document performance.
- 8.2. you explain benefits of coaching sessions.
- 8.3. you discuss the difference between expected and current behavior.
- 8.4. you develop a plan with the employee to address future action (good or bad).
- 8.5. you develop goals that align with organization and/or department goals.

Learning Objectives

- 8.a. Identify opportunities for coaching (good and bad).
- 8.b. Describe counseling techniques
- 8.c. Conduct counseling meeting addressing the behavior affecting performance
- 8.d. Identify resources available to the leader to assist the employee such as EAP or professional development opportunities, etc.
- 8.e. Identify employee rights regarding employment and opportunity to correct problem behavior
- 8.f. Develop personal goals and show how they correspond with department goals.