

Human Resources

Human Resource Management Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: A History of Human Resources

- A Brief History
- What is Human Resources Today?

Module Three: The Interview Process

- The General Format
- Types of Questions
- Do's and Don'ts

Module Four: Employee Orientation

- The Orientation Process
- The Role of Management and the Role of Human Resources
- Tips and Tricks

Module Five: Following Up with New Employees

- Daily Checklist for the First Week
- Following Up at the End of the Week
- Weeks and Months Later

Module Six: Workplace Safety

- Understanding Your Role and Responsibilities
- Understanding Local Rules
- Understanding Industry-Specific Rules

Module Seven: Dealing with Harassment And Discrimination

- Defining Harassment
- Types of Workplace Discrimination
- A Manager's Responsibility
- An Employer's Responsibility

Module Eight: Workplace Violence

- Defining Violence
- A Manager's Responsibility
- An Employer's Responsibility

Module Nine: Managing Employee Performance

- Choosing the Time and Place For Feedback
- Types of Employee Appraisals
- Using the Feedback Sandwich
- Encouraging Growth and Development

Module Ten: Disciplining Employees

- Understanding Your Role
- Understanding Your Choices
- Having the Meeting
- Following Up

Module Eleven: Terminating Employees

- Documenting Events
- Preparing for the Decision
- Making the Decision
- Communicating the Decision



Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations