

12. Program Title:

HUMAN RESOURCE MANAGEMENT

Program Duration:

14 Months / 900 hours

Educational Credential:

Certificate of Completion

Methods of Instruction:

One-on-one instruction, classroom lecture, hands-on computer assisted, lab

Training Overview:

Human Resource Management is responsible for the attraction, selection, training, assessment, and rewarding of employees, while also overseeing organizational leadership and culture and ensuring compliance with employment and labor laws. An HR Manager serves as the company's primary liaison between the management and employees in a company.

Training will be fourteen months, Monday-Friday, three and a half hours per day/17.5 hours per week in the Richland facility.

Training will be fourteen months, Monday – Thursday, five hours per day/20 hours per week in the Selah facility.

Program Cost:

Billing will be broken into 4 payments, billed as follows.

- Invoice/ Payment 1 – Completion of Month 3 \$4,000.00
- Invoice/ Payment 2 – Completion of Month 6 \$4,000.00
- Invoice/ Payment 3 – Completion of Month 10 \$4,000.00
- Invoice/ Payment 4 – Completion of Month 14 \$4,000.00

Total Program Cost \$16,000

Course Topics

- **Microsoft Word – Beginning** - This course is intended for individuals who want to gain basic knowledge of working in Word.
- **Microsoft Excel – Beginning** - This course is intended for an individual with little or no experience using Microsoft Excel or any other spreadsheet program.
- **Microsoft Outlook – Beginning** - Students will use Outlook to compose and send email, schedule appointments and meetings, manage contact information, schedule tasks, and create notes.
- **Microsoft PowerPoint – Beginning** – Students will learn how to create presentations, use themes and variants, add media and objects to a presentation, format text, share presentations, present a slide show online, and customize the interface.
- **Microsoft Word – Intermediate** - Students will work with styles, sections, and columns, use the Navigation pane to work with outlines, will format tables, print labels and envelopes, work with graphics, use document templates, manage document revisions, and work with web features.
- **Microsoft Excel – Intermediate** - Students will learn how to use multiple worksheets and workbooks efficiently and start working with more advanced formatting options including styles, themes, and backgrounds. In addition, training includes instruction on working with tables and adding hyperlinks.
- **Microsoft Outlook – Intermediate** – Students will customize the Outlook environment, calendar, and mail messages, and will also track, share, assign, and quickly locate various Outlook items.
- **Microsoft PowerPoint – Intermediate** – Students will learn how to use slide, handout, and note masters, working with templates, commenting and reviewing a presentation, using advanced animation techniques (such as motion paths and the Animation Painter), recording and narrating a show, using presenter view, additional presentation options, such as videos, online broadcasts, and show-only files, custom shows, optimizing and compressing media and file management techniques (such as recovering unsaved files, working with versions, and protecting a presentation with a password)
- **Microsoft Word – Advanced** – Students will learn how to create templates, use styles, comment on and review documents, work with multiple documents, perform a mail merge, create an outline and a table of contents, index, and bibliography. Additional areas of focus including adding captions, cross-references, bookmarks, citations, footnotes, and endnotes to a document and creating and using macros.
- **Microsoft Excel – Advanced** – Students will learn advanced formulas and functions, named ranges, resolving formula errors, consolidating data, removing duplicates, configuring data

validation, transposing data, using outlining, grouping, subtotal tools, working with scenarios, using data analysis tools, creating and using PivotTables and PivotCharts, using PowerPivot to integrate data from several different sources, and recording, editing, and using macros.

- **Microsoft Outlook – Advanced** – Students will learn how to use the favorites list, use search folders, managing mail with rules, creating and using categories, managing junk mail, sharing the calendar, using meeting scheduling and mailbox features on Microsoft Exchange Server, creating signatures, managing Outlook data, using data management tools like Mailbox Cleanup and AutoArchive and working with Outlook profiles.
- **Microsoft PowerPoint – Advanced** – Students will learn such topics as doing more with Shapes, Working with Action Buttons, Inserting and Editing Videos, Protecting Your Presentation, Setting up Your Show, Creating Macros.
- **Communication Strategies** – The primary aim of this course is to enable participants with an understanding of the impact that their communication skills can have on others, while exploring the different ways in which developing these skills can make it easier for them to succeed in the office and beyond.
- **Customer Service Overview** – Students will explore the background and techniques of customer interactions. This course is intended for learners with any level of experience who want to expand their knowledge, improve their skill set, and increase the understanding of customer benefits.
- **Recruiting, Hiring and Appraising Employees** – Students will learn everything they need to know about the recruitment and selection process to help with good hiring decisions. This course also includes learning the process of hiring, the legal interview questions and the importance of a good employee orientation. Students will learn strategies for creating a high-performance workplace and methods for performance appraisals.
- **Employee Compensation and Benefits** – Students will learn how to match employee compensation with organization strategies as well as both traditional and non-traditional benefit structures. Students will also learn about retention, including the cost of turnover, reasons employees leave, and succession planning.
- **Health, Safety and Legality** – Students will learn about creating a safe work environment that will meet state and federal standards as well as Equal Employment Opportunity, Affirmative Action, managing labor relations and unions, employee rights, discrimination and diversity. The course also covers prevention of accidents and illness through company wellness programs.
- **Global Human Resources** – Discover the reasons companies choose to do business globally and how you can create a workforce to support these efforts. Also, learn about staffing models, Geert Hofstede's Five Cultural Dimensions and selecting an expatriate.