

# OUTLINE

## Human Resources Training: HR for the Non-HR Manager

### Lesson 1

#### *Course Overview*

- Getting To Know
- About the Workshop
- Learning Objectives
- Personal Objectives

### Lesson 2

#### *Defining Human Resources*

- What "Human Resources" Means
- Case Study

### Lesson 3

#### *Performing a Skills Inventory*

- What Skills Inventory Is
- What are Benefits

### Lesson 4

#### *Forecasting Techniques*

- Indexing Forecasting
- Extrapolation Forecasting

## Lesson 5

### *Job Analysis*

- Understanding Job Analysis
- Formats Can Used

## Lesson 6

### *Identifying Job Competencies*

- Technical Skills
- Performance Skills Behavior

## Lesson 7

### *Position Profiles and Job Descriptions*

- What Job Description Is

## Lesson 8

### *Do You Really Need to Hire?*

- Evaluate All Options
- The Real Cost of Employee Turnover

## Lesson 9

### *Finding Candidates*

- 8 Ways to Recruit Candidates

## Lesson 10

### *Advertising Guidelines*

- Things To Consider Writing Job Advertising

## Lesson 11

### *Screening Resumes*

- Resume Screening Guide
- Developing Resume Screening Guide

## Lesson 12

### *Preparing for the Interview*

- Preparation Checklist
- Interview Role Play

## Lesson 13

### *Conducting the Interview*

- History of Interviewing
- Criteria For Objective Interviews
- Behavioral Interviewing
- Critical Incident Technique

## Lesson 14

### *After the Interview*

- Post-Interview Checklist
- Rating Techniques

## Lesson 15

### *Employee Orientation and Onboarding*

- Why Have Orientation
- How Your Orientation Rate
- Problems to Avoid
- Planning the Orientation Program

## Lesson 16

### *Follow the Leader*

- Fun Activity – Leadership Skills

## Lesson 17

### *Planning Training*

- The Training Cycle
- Performing A Training
- Internal and External Training (Advantages and Disadvantages)

## Lesson 18

### *Working with External Providers*

- Choosing Criteria's

## Lesson 19

### *Performance Reviews*

- Performance Reviews Process
- Performance Management Checklist

## Lesson 20

### *Attendance Management*

- The Cost of Absenteeism
- Common Causes and Solutions

## Lesson 21

### *Managing a Diverse Workforce*

- Dealing with Diversity

## Lesson 22

### *Privacy Issues*

- 10 Principles of Personal Information Protection

## Lesson 23

### *Compensation and Benefits*

- The Role of Compensation and Benefits
- Pre-Assignment Review

## Lesson 24

### *Managing Disciplinary Issues*

- The Four-Step Disciplinary System

## Lesson 25

### *Terminating Employees*

- Letting Staff Go
- The Termination Meeting

## Lesson 26

### *Exit Interviews*

- Types of Exit Interviews

## Lesson 27

### *Workshop Wrap-Up*

- Personal Action Plan
- Recommended Reading List
- Course Evaluation
- General Evaluation
- Final Thoughts