Overview
The Human Resources Management certificate is an in-depth series of related courses that will help you upgrade your skills in human resources. All areas are covered, including compensation and benefits, performance, and general human resources development.

Special Feature
The certificate is designed to be project-oriented so that you will be able to design, implement, and practice human resources management after completing this program.

Student Profile
As a Human Resources Management student, you:
- Should have prior work experience and be able to relate on-the-job experiences to the course material
- Need a basic understanding of general business practices
- Must be able to make judgments and decisions
- Must assume responsibility for your judgments and decisions
- Be able to get along well with people
- Should be able to work under pressure and handle multiple tasks
- Must be able to study on your own for at least six to eight hours per week

Preparation for Admission
The following experiences will help you prepare for this certificate:
- Communication skills
- General business concepts
- Basic problem-solving skills
- Prior work experience
- Keyboarding and basic computer skills

Outcomes
Employers will expect you, after completing this certificate, to be able to:
- Handle basic payroll and benefit functions.
- Understand and follow federal and state human resources laws and regulations.
- Handle human resources recording, filing, and documentation procedures.
- Establish an effective human resources format to support the needs of an organization.
- Support employee needs as outlined by the human resources program.

Career Outlook
After graduating from the Human Resources Management certificate, you will be ready to handle the day-to-day human resources issues in most organizations. It also prepares you to work through the human resources issues that support and promote the needs of employees.

Curriculum

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Certificate Requirements
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Course Descriptions

10196132 Compensation and Benefit Administration - Credits: 3
Compensation and Benefit Administration deals with all the different components of wage and salary administration including job analysis and design, criteria for establishing pay bookkeeping processes, benefit administration, and Human Resource Information Systems (HRIS). Focus will be on Wisconsin and Minnesota standards, procedures, and processes.

10196134 Legal Issues for Supervisors - Credits: 3
Provides an overview of the general legal responsibilities of an organization. Analyzes the current employment laws in the U.S. and their impact on employer/employees. Examines the supervisor’s role in dealing with harassment in the workplace. Compares how appeals can be addressed in both union and nonunion environments.

10196138 Conflict Resolution and Confrontation Skills - Credits: 1
In Conflict Resolution and Confrontation Skills the learner applies the skills and tools necessary to deal with conflict and confrontation in the workplace. The learner will identify the major causes of conflict, develop a working plan of action to confront difficult situations, and establish guidelines for gaining resolution to difficult situations. The learner will build greater personal skill and confidence in their ability to deal with conflict in their personal and professional life.

10196164 Personal Skills for Supervisors - Credits: 3
In Personal Skills for Supervisors, the learner applies the skills and tools necessary to deal with the time management, stress, and related challenges to a supervisor. Each learner will demonstrate the application of time management techniques, personal planning, continuous learning, valuing rights and responsibilities of others, effective communication, assertiveness, and dealing effectively with stress.

10196169 Diversity and Change Management - Credits: 3
Addresses changes taking place in the workforce and their effect on the supervisor and the organization. Explores a broadened view of diversity, including values, age, gender, disabilities, education, and culture. Provides an action framework for the supervisor to gain advantage by blending and capitalizing on the different skills and perspectives of people and creating an organization where everyone gives his or her best.

10196189 Team Building and Problem Solving - Credits: 3
In Team Building and Problem Solving, the learner applies the skills and tools necessary to facilitate problem solving in a team environment. Each learner will demonstrate the application of the benefits and challenges of group work, necessary roles in a team, stages of team development, different approaches to problem solving, consensus, systematic process of problem definition, data acquisition, analysis, developing alternative solutions, solution implementation, evaluation, and documentation.

10196193 Human Resource Management - Credits: 3
In Human Resource Management, the learner applies the skills and tools necessary to effectively value and apply employees’ abilities and needs to organization goals. Each learner will demonstrate the application of the supervisor’s role in contemporary human resources management, impacts of EEOC, 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.