

Human Resource Management

Course Outcome Summary

Course Information

Organization	Madison Area Technical College
Developers	Robert L. Priester Cindy Spankowski
Development Date	11/21/2001
Revised By	Cindy Spankowski
Revised Date	3/24/2009
Course Number	10-196-193
Instructional Level	Associate Degree
Instructional Area	Supervisory Management
Division	Business and Applied Arts
Department	Marketing
Potential Hours of Instruction	54
Total Credits	3

Description

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.

Types of Instruction

Instruction Type	Contact Hours	Credits
Standard Lecture, Distance, Accelerated (Fastrack), Online	54	3

Textbooks

Arthur Sherman, George Bohlander, and Scott Snell. *Managing Human Resources*. Southwestern. **Edition:** 14th. **ISBN:** 0-324-42238-5.

Learner Supplies

Computer. **Manufacturer:** ---.

Prerequisites

experience using a PC/MAC, MS Windows Operating Systems and software suite, browsing webpages, downloading files, using email, and exchanging files

Exit Learning Outcomes

Core Abilities

- A. Communication
- B. Ethics

Program Outcomes

- A. Implement organizational policies and procedures for recruiting, interviewing, orienting, training and assessing performance.

Competencies

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

Competence will be demonstrated:

A.1. and/or written exam, quiz, paper, project, discussion or activity

Criteria - Performance will be satisfactory when:

A.1. you identify the impact globalization is having on human resources decisions

A.2. you examine the development of the human resources function

A.3. you examine the interdependence of the human resource function and the supervisory position

A.4. you explain the internal and external environmental factors that impact human resources management today

A.5. you analyze anticipated trends that will affect the human resource function.

Learning Objectives

A.1. Identify the impact globalization is having on human resources decisions

A.2. Describe the development of the human resources function

A.3. Describe the interdependence of the human resource function and the supervisory position

A.4. Explain the internal and external environmental factors that impact human resources management today

A.5. Analyze anticipated trends that will affect the human resource function.

B. Examine the impact of employment law to the supervisory position

Competence will be demonstrated:

B.1. and/or written exam, quiz, paper, project, discussion or activity

Criteria - Performance will be satisfactory when:

B.1. you examine the intent, scope and fundamentals of State and Federal laws including Title VII, ADEA, ADA, EPA, harassment laws and the Family Leave Act

B.2. you analyze the history of employment law legislation from 1900 to the present

B.3. you explain the development of Equal Employment Opportunity (EEO) legislation

B.4. you explain the make-up and impact of Affirmative Action initiatives on the Human Resource function

B.5. you analyze the legal restrictions affecting the Human Resources function and the supervisory position

Learning Objectives

B.1. Describe the intent, scope and fundamentals of State and Federal laws including Title VII, ADEA, ADA, EPA, harassment laws and the Family Leave Act

B.2. Analyze the history of employment law legislation from 1900 to the present.

B.3. Explain the development of Equal Employment Opportunity (EEO) legislation.

B.4. Explain the make-up and impact of Affirmative Action initiatives on the Human Resource function.

B.5. Analyze the legal restrictions affecting the Human Resources function and the supervisory position.

C. Explain the interrelationship and interdependence of the Human Resource Development Model

You will demonstrate your competence:

C.1. and/or written exam, quiz, paper, project, discussion or activity

Your performance will be successful when:

C.1. you explain the elements of the "Employee Development Model" including the location, selection, orientation, training and evaluation of employees

- C.2. you demonstrate the process of doing a job analysis
- C.3. you demonstrate the process of completing a job design with respect to overspecialization and behavior considerations
- C.4. you explain the interdependence of the job analysis and generating a job description
- C.5. you explain the interdependence of the human resource function and the supervisory position in creating a job description/specification
- C.6. you explain the relationship of the Human Resources function and the supervisory position in locating qualified applicants
- C.7. you explain the relationship of the Human Resources function and the supervisory position in locating selection/screening of qualified applicants
- C.8. you explain the relationship of the Human Resources function and the supervisory position in the orientation of new employees
- C.9. you explain the relationship of the Human Resources function and the supervisory position in completing performance appraisals

Learning Objectives

- C.1. Explain the elements of the "Employee Development Model."
- C.2. Demonstrate the process of doing a job analysis.
- C.3. Describe the process of completing a job design with respect to overspecialization and behavior considerations.
- C.4. Explain the interdependence of the job analysis and generating a job description.
- C.5. Explain the interdependence of the human resource function and the supervisory position in creating a job description/specification.
- C.6. Explain the relationship of the Human Resources function and the supervisory position in locating qualified applicants.
- C.7. Explain the relationship of the Human Resources function and the supervisory position in locating selection/screening of qualified applicants.
- C.8. Explain the relationship of the Human Resources function and the supervisory position in the orientation of new employees.
- C.9. Explain the relationship of the Human Resources function and the supervisory position in completing performance appraisals.

D. Construct a job description

Competence will be demonstrated:

- D.1. and/or written exam, quiz, paper, project, discussion or activity
- D.2. by creating a job description

Criteria - Performance will be satisfactory when:

- D.1. job description includes job title
- D.2. job description includes job description
- D.3. job description includes reporting relationships
- D.4. job description includes job tasks
- D.5. job description includes KSA's
- D.6. job description includes education needed
- D.7. job description includes experience requirements
- D.8. job description includes equipment used
- D.9. job description includes physical and mental demands
- D.10. job description includes analysis method

Learning Objectives

- D.1. Demonstrate completion a job analysis.

E. Construct a job specification

You will demonstrate your competence:

- E.1. and/or quiz, written exam, project, paper, activity or discussion

E.2. by creating a job specification

Your performance will be successful when:

- E.1. job specification includes required knowledge
- E.2. job specification includes required skill
- E.3. job specification includes required education
- E.4. job specification includes required training
- E.5. job specification includes required certification (s)
- E.6. job specification includes behaviors necessary for job success

F. Analyze the process of locating qualified applicants

Competence will be demonstrated:

F.1. and/or written exam, quiz, paper, project, discussion or activity

Criteria - Performance will be satisfactory when:

- F.1. you analyze the use of promoting from within the organization to find qualified candidates
- F.2. you analyze the use of networking to find qualified candidates
- F.3. you analyze the use of trade journals to find qualified candidates
- F.4. you analyze the use of drop-off resumes to find qualified candidates
- F.5. you analyze the use of classified advertising to find qualified candidates

Learning Objectives

- F.1. Analyze the use of promoting from within the organization to find qualified candidates.
- F.2. Analyze the use of networking to find qualified candidates.
- F.3. Analyze the use of trade journals to find qualified candidates.
- F.4. Analyze the use of drop-off resumes to find qualified candidates.
- F.5. Analyze the use of classified advertising to find qualified candidates.

G. Examine the elements in the screening, selection and hiring process.

Competence will be demonstrated:

G.1. and/or written exam, quiz, paper, project, discussion or activity

Criteria - Performance will be satisfactory when:

- G.1. you explain the methods of screening a job application
- G.2. you explain the concept of reliability and validity in using testing as a method of candidate screening
- G.3. you explain the process of reference checking
- G.4. you examine the different approaches to conducting an employment interview
- G.5. you explain the importance of consistency in rating applicants based on job requirements
- G.6. you examine the interdependence of the Human Resource function and the supervisor position in making a "job off"

Learning Objectives

- G.1. Explain the methods of screening a job application.
- G.2. Explain the concept of reliability and validity in using testing as a method of candidate screening.
- G.3. Explain the process of reference checking.
- G.4. Describe the different approaches to conducting an employment interview.
- G.5. Explain the importance of consistency in rating applicants based on job requirements.
- G.6. Describe the interdependence of the Human Resource function and the supervisor position in making a "job off."

H. Examine a new employee orientation plan

Competence will be demonstrated:

H.1. and/or written exam, quiz, paper, project, discussion or activity

Criteria - Performance will be satisfactory when:

- H.1. you examine the components in a new employee orientation

- H.2. you examine what responsibilities the supervisor has in completing new employee orientation
- H.3. you examine the importance of timing for the orientation

Learning Objectives

- H.1. Describe the supervisor's role and responsibility in new employee orientation
- H.2. Describe the components to include in an orientation
- H.3. Describe the importance of timing for the orientation

I. Examine the training and development function

Competence will be demonstrated:

- I.1. and/or written exam, quiz, paper, project, discussion or activity

Criteria - Performance will be satisfactory when:

- I.1. you develop a training needs assessment
- I.2. you develop outcome-based training objectives
- I.3. you develop a comprehensive training plan
- I.4. you develop a training checklist
- I.5. you analyze the importance of learning styles
- I.6. you analyze the effectiveness of various types of training methods
- I.7. you analyze strategies to overcome barriers to learning
- I.8. you explain the value of providing feedback on trainee performance and the affect on the effectiveness of the training

Learning Objectives

- I.1. Develop a training needs assessment
- I.2. Develop outcome-based training objectives
- I.3. Develop a comprehensive training plan
- I.4. Develop a training checklist
- I.5. Analyze the importance of learning styles in training effectiveness
- I.6. Analyze the effectiveness of various types of training methods
- I.7. Analyze strategies to overcome barriers to learning
- I.8. Explain the value of providing feedback on trainee performance and the affect on the effectiveness of the training

J. Examine the performance appraisal process

Competence will be demonstrated:

- J.1. and/or written exam, quiz, paper, project, discussion or activity

Criteria - Performance will be satisfactory when:

- J.1. you analyze the purpose of performance appraisals
- J.2. you analyze the characteristics of an effective system
- J.3. you examine the methods for assessing employee performance
- J.4. you demonstrate the establishment of performance expectations
- J.5. you analyze the potential outcomes of tying pay into performance evaluations
- J.6. you describe the elements of the performance appraisal form
- J.7. you examine the elements of an effective performance evaluation meeting
- J.8. you examine the assessment of performance improvement needs versus strategies for achieving improvements
- J.9. you analyze the importance of recognition programs for rewarding and retaining employees

Learning Objectives

- J.1. Analyze the purpose of performance appraisals
- J.2. Analyze the characteristics of an effective system
- J.3. Describe the methods for assessing employee performance
- J.4. Demonstrate the establishment of performance expectations

- J.5. Analyze the potential outcomes of tying pay into performance evaluations
- J.6. Describe the elements of the performance appraisal form
- J.7. Examine the elements of an effective performance evaluation meeting
- J.8. Examine the assessment of performance improvement needs versus strategies for achieving improvements
- J.9. Analyze the importance of recognition programs for rewarding and retaining employees

K. Compare and contrast employee and employer rights

You will demonstrate your competence:

- K.1. and/or written exam, quiz, paper, project, discussion or activity

Your performance will be successful when:

- K.1. you explain the concept of "employment-at-will"
- K.2. you explain the concept of "fitness-for-duty"
- K.3. you explain the concept of "due process"
- K.4. you explain the concept of "progressive discipline"

Learning Objectives

- K.1. Explain the concept of "employment-at-will"
- K.2. Explain the concept of "fitness-for-duty"
- K.3. Explain the concept of "due process"
- K.4. Explain the concept of "progressive discipline"

L. Examine the variety of employee compensation and benefit plans

You will demonstrate your competence:

- L.1. and/or written exam, quiz, paper, project, discussion or activity

Your performance will be successful when:

- L.1. you examine the methods for employee compensation
- L.2. you explain the components of the "wage-mix"
- L.3. you analyze the job evaluation / classification system
- L.4. you analyze the "compensation structure"
- L.5. you explain government regulations pertaining to compensation
- L.6. you characterize the various types of employee benefit programs
- L.7. you examine what employee benefits are required by law
- L.8. you analyze the concept of "discretionary employee benefits"
- L.9. you examine the development and make-up of "employee services"

Learning Objectives

- L.1. Describe the methods for employee compensation
- L.2. Explain the components of the "wage-mix"
- L.3. Analyze the job evaluation / classification system
- L.4. Analyze the "compensation structure"
- L.5. Explain government regulations pertaining to compensation
- L.6. Characterize the various types of employee benefit programs
- L.7. Describe what employee benefits are required by law
- L.8. Analyze the concept of "discretionary employee benefits"
- L.9. Describe the development and make-up of "employee services"

M. Examine a comprehensive employee development plan

Competence will be demonstrated:

- M.1. and/or written exam, quiz, paper, project, discussion or activity

Criteria - Performance will be satisfactory when:

- M.1. you examine self assessment inventories and tools to use in determining current strengths and weaknesses

- M.2. you compare employee needs with the employee's job duties and skills as well as with department goals and needs to determine development needs
- M.3. you develop personal goals showing how they correspond with department goals
- M.4. you examine the elements of an action plan for achieving the goals
- M.5. you identify necessary resources that the supervisor may need to assist the employee in obtaining to reach goals
- M.6. you examine the process of mentoring to improve employee performance

Learning Objectives

- M.1. Describe self assessment inventories and tools to use in determining current strengths and weaknesses
- M.2. Compare employee needs with the employee's job duties and skills as well as with department goals and needs to determine development needs
- M.3. Develop personal goals and show how they correspond with department goals
- M.4. Describe the elements of an action plan for achieving the goals
- M.5. Identify necessary resources that the supervisor may need to assist the employee in obtaining to reach goals
- M.6. Describe the process of mentoring to improve employee performance

N. Analyze the "quality of work life" initiative

You will demonstrate your competence:

- N.1. and/or written exam, quiz, paper, project, discussion or activity

Your performance will be successful when:

- N.1. you examine methods for job enrichment and enhancement
- N.2. you analyze the importance of safety programs
- N.3. you explain the importance of "diversity" in the workplace

Learning Objectives

- N.1. Describe methods for job enrichment and enhancement
- N.2. Analyze the importance of safety programs
- N.3. Explain the importance of "diversity" in the workplace