OKLAHOMA CITY UNIVERSITY
MEINDERS SCHOOL OF BUSINESS

SYLLABUS FOR THE PREPARATION COURSE FOR THE PHR/SPHR and/or SHRM-CP/SHRM-SCP CERTIFICATION EXAMINATIONS
Fall 2016

1. **YOUR INSTRUCTORS**
   Jill Hudson JD, SPHR
   Jacque Pearsall, JD, SPHR

2. **CONGRATULATIONS ON YOUR CERTIFICATION DECISION.**
   You have enrolled in an exciting and challenging course. Human Resources Certification is a significant symbol of your professional achievement. Beyond experience and education, the HRCI - PHR/SPHR or SHRM-CP/SHRM-SCP designates that you have mastered the HR body of knowledge. Certification provides:
   - National Recognition of your professional achievement.
   - An aid to career advancement
   - A reminder to peers and coworkers of your professional achievement through the use of your certification designation on business correspondence and by display of your certificate.

3. **COURSE SCHEDULE**   **MSB ROOM _____**

Date/Class	Subject	Instructors
August 30	Orientation Overview	Jacque Pearsall, JD, SPHR Jill Hudson, JD, SPHR
September 6 Module One	Sections 1-1 thru 1-5 Business Mgmt. & Strategy Sections 1-5 thru 1-8	Jill Hudson, JD, SPHR
September 13 Module One	Business Mgmt. & Strategy Sections 1-5 – End	Jill Hudson, JD, SPHR
September 20 Module Two	Workforce Planning Sections 2-1 thru 2-6	Jacque Pearsall, SPHR

September 27 Module Two	Workforce Planning Sections 2-7 thru end	Jacque Pearsall, SPHR
October 4 Module Three	HR Development All Sections	Jacque Pearsall, SPHR
October 11 Module Four	Comp & Benefits Sections 4-1 thru 4-6	Jill Hudson, JD, SPHR
October 18 Module Four	Comp & Benefits Sections 4-1 thru end	Jill Hudson, JD, SPHR
October 25 Module Five	Employee & Labor Relations Chapters 5-1 thru 5-7	Jacque Pearsall, SPHR
November 1 Module Five	Employee & Labor Relations Chapters 5-8 thru end	Jacque Pearsall, SPHR
November 8 Module Six	Risk Management All Sections	Jacque Pearsall, SPHR
November 15	Review	Jill Hudson, JD, SPHR Jacque Pearsall, JD, SPHR

4. **PREPARING TO TAKE THE EXAM**

Study Requirements. Before embarking on certification, candidates should understand that on average, candidates invest about 40-60 hours preparing for the examination. This is time spent away from recreational activities, family and friends. Before applying for the examinations, candidates should understand their obligations to ensure a satisfying experience – pass or fail.

Because the examinations measure mastery in the application of the HR body of knowledge, it is impossible to teach or train to the test. Instead, knowing the HR body of knowledge requirements and how to apply them are the best preparation. HRCI also recommends that no matter what the study method, candidates should use multiple sources from which to study.

HRCI Certification Information Handbook. All candidates should read the HRCI Certification Information Handbook before submitting an application. Candidates should review and understand eligibility requirements, examination fees and test center locations and the refund policy and know that once an

application has been submitted, they are obligated to abide by the information contained in the handbook.

1. DECIDING WHICH EXAM TO TAKE.

The Ideal PHR Candidate.

- Focuses on program implementation.
- Has tactical/logistical orientation.
- Has accountability to another HR professional within the organization.
- Has not had progressive HR work experience by virtue of career length.
- Has an impact within the HR department, rather than organization-wide?
- Commands respect through the credibility of knowledge and the use of policies and guidelines to make decisions.
- Has one year of demonstrated professional HR experience with a Master's Degree, OR has 2 years of demonstrated professional HR experience with a Bachelor's Degree, OR has 4 years of demonstrated HR experience with less than a Bachelor's Degree.

The Ideal SPHR Candidate

- Designs and plans rather than implements.
- Focuses on the "big picture."
- Has ultimate accountability in the HR department.
- Has breadth and depth of HR generalist knowledge.
- Uses judgment obtained with time and application of knowledge.
- Is not specialized; rather, the SPHR candidate typically has generalist role within organization.
- Understands the level of impact one's decisions make within and outside of the organization.
- Understands the business, not just the HR function.
- Manages relationships; has influence within overall organization.
- Commands credibility within organization, community and field by experience.
- Possesses excellent negotiation skills.
- Has 4 years of demonstrated professional HR experience with a Master's Degree, OR has 5 years of demonstrated HR experience with a Bachelor's Degree, OR has 7 years of demonstrated HR experience with less than a Bachelor's Degree.

Taking the Examination as a Student/Recent Graduate. HRCI has long supported students interested in a career in human resource management. As such,

HRCI allows students and recent graduates within one year of matriculation to take the PHR examination at a reduced student fee. Upon passing the examination, student candidates are not considered PHR-certified until they obtain two years of exempt-level HR work experience. Students and recent graduates who already have two years of exempt-level HR work experience may not take the examination as a student/recent graduate.

6. COURSE OUTLINE

The 2016 Learning System includes six content modules:

MODULE ONE: Business Management and Strategy
- **Preparation for the PHR/SPHR:** registration for the exam, study preparation, test-taking tips
- **The Role of Human Resources in Organizations**: discusses the emerging role of HR professionals as strategic business partners as well as their relationship to other functions within the organization.
- **The Strategic Planning Process**: considers the short and long-term goals of the organization when forecasting and budgeting for human resources and the benefits of this process.
- **Scanning the External Environment**: explains the purpose of environmental scanning while providing factors to consider and exploring future developments.
- **Organizational Structure and Internal HR Partners**: describes the key functions of a business and how HR can contribute to a successful organizational system.
- **Measuring Human Resources Effectiveness**: identifies a variety of methods for researching and analyzing the effectiveness of the HR function.
- **Ethical Issues Affecting Human Resources**: discusses the role and impact of ethics in the HR function and introduces the organization's role in social responsibility.
- **Human Resources and the Legislative Environment**: covers how laws are introduced and passed, their impact on the profession and how practitioners should influence the legislative environment.

MODULE TWO: Workforce Planning and Employment
- **Key Legislation Affecting Employee Rights**: addresses concepts such as employment-at-will, common law tort theories, job-as-property and non-compete agreements.
- **Key Legislation Affecting Privacy and Consumer Protection**: discusses how this legislation impacts the HR function.

- **Equal Employment Opportunity/ Affirmative Action**: identifies the anti-discrimination requirements for implementing EEO and affirmative action plans as well as how to reduce discrimination vulnerabilities.
- **Gender Discrimination and Harassment in the Workplace**: describes various types of harassment, background on related legislation and appropriate employer responses.
- **Organizational Staffing Requirements**: provides techniques for anticipating skills and labor needs.
- **Job Analysis and Documentation**: identifies methods and uses for job analysis, discusses the writing of job descriptions and specifications and addresses job competencies.
- **Recruitment**: explains how to determine an organization's recruitment strategy and select appropriate internal and external sources that match it.
- **Flexible Staffing**: explores alternative staffing methods to meet the needs of today's workforce.
- **Selection**: explains how to design appropriate selection strategies including the use and analysis of application forms, interviews, pre-employment testing, drug screening and medical examinations. Includes E-Verify and I-9 updates. Introduces realistic job previewing and job orientation.
- **Employment Practices**: describes common practices such as medical examinations, relocations practices, employment offers and employment contracts.
- **Organizational Exit**: discusses key factors to consider when an employee leaves an organization including downsizing, exit interviews, outplacement, wrongful termination and employer defenses against litigation.
- **Employee Records Management**: explains which records must be kept and describes methods for managing them.

MODULE THREE: Human Resource Development
- **Key Legislation**: describes the impact of federal laws and regulations affecting HRD.
- **Human Resource Development and the Organization**: defines the functions of HRD and the importance of strategically aligning with the organization and introduces the learning organization.
- **Adult Learning and Motivation**: introduces how to incorporate adult learning principles into HRD programs and how to apply various motivational theories.
- **Assessment of HRD Needs**: explains the ADDIE model for designing instruction and determining and discusses needs assessments.

- **HRD Program Design and Development**: discusses how to design and develop various performance improvement interventions.
- **HRD Program Implementation**: defines the steps required to implement HRD programs including pilot programs, content revision, scheduling, marketing, and launching the final program.
- **Evaluating HRD Effectiveness**: covers various models and methods for evaluating the bottom line impact of HRD initiatives.
- **Career Development**: explains how to accommodate both organizational and individual needs when designing career paths for employees and explores common challenges in career development.
- **Developing Leaders**: identifies successful leadership styles within an organization and discusses issues affecting leadership.
- **Organizational Development Initiatives**: explores organizational development as a function of HRD while discussing intervention strategies and examples.
- **Performance Management**: defines performance management and methods; addresses criterion problems in performance appraisals, performance appraisal methods and rating errors, and legal constraints and documentation issues.

MODULE FOUR: Compensation and Benefits
- **Key Legislation**: describes the impact of federal laws and regulations as well as tax and accounting treatment of compensation and benefit programs.
- **Total Compensation and the Strategic Focus of the Organization**: explains how an organization's total compensation system promotes external competitiveness and internal effectiveness.
- **Pay Administration**: discusses methods for analyzing and determining a job's worth as well as the payroll function.
- **Compensation Systems**: explores various methods of pay including base-pay systems, pay variations, pay adjustments, variable or differential pay, incentive pay, pay plans for select employees, and controlling costs.
- **Introduction to Benefit Programs**: describes assessing benefit needs and defines indirect compensation programs.
- **Government-Mandated Benefits**: covers benefits the organization is required to provide such as Social Security and Medicare, Unemployment Insurance, Workers' Compensation, COBRA coverage expansion, and FMLA and their impact on the organization. Includes new requirements of ARRA, Mental Health Parity and Addiction Equity Act, and GINA.
- **Voluntary Benefits**: considers non-required benefits such as deferred compensation plans, health-care benefits, disability benefits, flex plans, and other voluntary benefits as well we tax treatment of benefits.

- **Compensation and Benefit Programs for International Employees**: discusses issues of comparability of compensation and benefits for expatriate employees.
- **Evaluating the Total Compensation System and Communicating It to Employees**: explains the benefits of evaluating compensations systems, determining their effectiveness and communicating it to employees.

MODULE FIVE: Employee and Labor Relations
- **Key Legislation Affecting Employee and Labor Relations**: lists federal laws and regulations and their impact on the organization.
- **Employee Relations and Organizational Culture**: discusses the influence of a positive organizational culture on the effectiveness of the organization.
- **Employee Involvement Strategies**: defines characteristics of employee involvement and provides strategies to support HR's role in immersing employees to contribute to the organization's long-term success.
- **Positive Employee Relations**: describes measurement, results analysis, interpretation, feedback, and intervention issues related to employee satisfaction.
- **Work Rules**: explains HR's responsibilities in coordinating workplace policies, procedures and work rules whether in a union or non-union environment.
- **Effective Communication of Laws, Regulations and Organizational Policies**: considers the employee handbook as a legally binding vehicle for communicating laws, regulations and organizational policies to employees.
- **Discipline and Formal Complaint Resolution**: describes workplace behavior problems and addresses the importance of their documentation; identifies union-management grievance process and procedures; illustrates the normal procedure for alternative dispute resolution.
- **Union Organizing**: describes the unionization process and how union contracts are negotiated as well as union decertification and deauthorization.
- **Unfair Labor Practices**: identifies both employer and union unfair labor practices and remedies for each.
- **Collective Bargaining**: explains collective bargaining, types of contract negotiation, elements of labor contracts, National Labor Relations Board administration and enforcement provisions, and collective bargaining trends.
- **Strikes and Secondary Boycotts**: identifies strikes and secondary boycotts and when they are likely to occur.

- **Public-Sector Labor Relations**: discusses labor relations within the public sector and the differences between collective bargaining in the public and private sector.
- **International Employee and Labor Relations**: explains special employee and labor relations considerations for local nationals.

MODULE SIX: Risk Management
- **Key Legislation**: describes the impact of key federal laws and regulations on occupational health, safety, and security. Includes GINA.
- **Safety**: identifies practices that can maintain and/or improve workplace safety and keep employees and employers free from danger, risk, or injury.
- **Health**: focuses on the overall well-being of employees, both on and off their jobs by explaining health hazards, health-related programs, policies, employer liabilities, and cost-effectiveness of health programs.
- **Security**: discusses how to reduce or eliminate the risk of loss of an organizations' assets through various organizational security techniques; addresses workplace violence and workplace privacy issues.

7. CONTACT INFORMATION

HRCI – PHR/SPHR

On the general certification process: www.hrci.org

Questions on your application: hrciapp@proexam.org

Questions about supporting documentation (e.g., work experience, student verification form, special accommodation): hrciinf@proexam.org

Questions about test centers: prometric.com/hrci

By mail to:

Professional Examination Service HRCI Testing Office (470)
475 Riverside Drive, 6th Floor
New York, N.Y. 10115-0089
Phone: (866) 477-HRCI or (212) 367-4200
Fax: (212) 367-4318

Applying for the exam is a simple process taking you from initial selection all the way to scheduling your exam with Prometric.

SHRM – SHRM-CP/SHRMSCP

1 Visit portal.shrm.org.

2 Create a user account. Enter your name as it appears on your government-issued identification.

3 During an open registration window, select SHRM-CP or SHRM-SCP certification exam.

4 Complete the application form with your eligibility, job and demographic information.

Sign the affirmation statement agreeing to abide by:
5 *SHRM Code of Ethics*
   SHRM Privacy Policy
   Policies and procedures outlined in the SHRM Certification Handbook

6 Submit payment for your exam.

7 Upon verification and/or audit, you will receive an Authorization to Test (ATT) letter via e-mail within 10 business days.

8 After receiving your ATT letter, schedule your exam with SHRM's test delivery vendor at prometric.com/shrm or call 888.736.0134.

WE LOOK FORWARD TO A TERRIFFIC EXPERIENCE!