MNG centar
Learning. Competence. Performance.

Professional in Human Resources – International™ (PHRi™)				
Number of segment	**Duration of segment**	**Training content**	**After the training, the participant will be able to/ have knowledge of: (learning objectives):**	**Techniques and methods of work**
		Topics to be covered in each segment		
1.		Check-in & welcome Introducing participants & trainer Introduction to the training	• understand the goals of the training	
Talent Acquisition (19%)				
2.		Job Analysis and Methods of Job Analysis	• evaluate job candidates • make job description • implement recruitment practices and platforms • use various employee sourcing channels • observe current market situation and talent pool availability • lead hiring process and interviews • set job requirements • measure recruiting effectiveness • use general compensation and benefits administration methods	Participants and trainer input, discussion, feedback, self-reflection, exercise and simulation
3.		Job Design		
4.		Human Resource Workforce Planning		
5.		Staffing Plan and Contingent Staffing		
6.		Diversity and Inclusion in Workplace		
7.		Workforce Recruitment		

8.		Workforce Selection		
all: **HR Administration and Shared Services (19%)**				
9.		Human Resources in Organization	• respond to employee inquires and requests • administer leave management programs • coordinate new hire activities • initiate employee offboarding process • support organization-wide communication initiatives • maintain organizational charts to match organization requirements • follow organization policies and procedures • lead ongoing programs and other engagement activities • follow record keeping requirements	Participants and trainer input, discussion, feedback, self-reflection, exercise and simulation
10.		Organization vission,mission and value	• implement regulations related to handling sensitive personal data • track benefit system	
11.		Roles and responsibilities of HR		
12.		Human Resource Technology	• use HR Information Systems	

13.		Employee structure	• use talent acquisition software and media platforms • follow and manage employment lifecycle • follow legal requirements to onboard new employees	
14.		Employment lifecycle		
Talent Management and Development (19%)				
15.		Importance of Training Design & Content	• conduct needs assessment to identify performance improvement and training needs • learn how to use pre-training and post training performance analysis • maintain a process for creating new, and revising existing, job profiles and competencies • give feedback to employees • identify and develop high potential employees • support employee development • do job analysis • implement principles of employment • keep up with market trends in training	Participants and trainer input, discussion, feedback, self-reflection, exercise and simulation
16.		Training & Learning Methods for Adults		
17.		Types of Employee Training Programs		
18.		Job Performance Feedback: Methods & Examples		
19.		What Is Employee Performance?		
20.		Employee Performance Appraisal: Methods, Process & Examples		

21.		Coordinating & Evaluating Training Needs	• know learning and development tools • know coaching and mentoring methods • perform qualitative/quantitative survey and reporting with different methods • follow emerging HR trends • know Adult learning theories and best practices • know best organization's development strategy • create development plan for each employee	
22.		Documenting Employee Training & Performance		
23.		Creating Development Plans for Employees		
**Compensation, Benefits, and Work Experience (17%)**				
24.		Types of Employee Classification and understanding Employee Compensation	• provide total rewards/compensation statements • prepare compensation analysis • manage organization recognition and/or rewards program(s • ensure equality in total rewards • identify the risk of total reward compensation • develop insight into the jib evaluation concepts • implement benefits and compensation	Participants and trainer input, discussion, feedback, self-reflection, exercise and simulation
25.		Common Compensation Systems: Salary, Hourly, Contractor, Pay-For-Performance		
26.		Total Reward Approach		
27.		Job Evaluation		

28.		How HR Uses Salary Surveys	strategy and connect it to human capital strategy • align and benchmark compensations • use tools to determine the average compensation in one or more jobs • know benefits and compensation programs in extensive detail • process current market data • implement pay structure techniques • design employee benefits plan and structure • establih and maintain a positive workplace culture • create a good image of the company as employer	
29.		Incentive Programs and Plans		
30.		Individual and Group Performance Pay Plans		
31.		Employee Benefits Design		
32.		The Role of HR in Organizational Branding		
33.		Employee Engagement and Retention		
Employee Relations and Risk Management (16%)				
34.		What Is Employee Relations? - Definition & Concept	• develop and communicate safety incident investigation • educate business units on employee	Participants and trainer input, discussion,

Learning.
Competence.
Performance.

#		Topic		
35.		What Is Employee Engagement? - Definition, Strategies & Examples	handbook and organization policies • support internal and external HR compliance audit process • coordinate workplace security protocols and disaster recovery communication plans • maintain and execute employee grievance procedures • maintain process management • have knowledge about regional safety laws and guidelines • have knowledge about specific employment laws and guidelines • supervise corrective action methods • have best recordkeeping practice • make continuous development plan for business • develop process mapping and workflow process • maintain investigation practices	feedback, self-reflection, exercise and simulation
36.		New Employee Orientation: Function & Characteristics		
37.		Major Job Attitudes: Satisfaction, Commitment, Engagement & More		
38.		Employee and Workplace Grievances: Definition & Types		
39.		Conflict Resolution: Managing Conflict in Organizations		
40.		Terminating an Employee: Process & Best Practices		
41.		How Organizations Promote Work-Life Balance: Definition and Common Practices		
42.		Workplace Safety Laws & Regulations		

43.		Employee Rights: Privacy & Safety		
44.		Health & Wellness Programs in the Workplace		
HR Information Management (10%)				
45.		Human Resource Information Systems: Costs & Benefits to Employees, HR and Organizations	• identify processes to be automated in HRIS • generate reports and determine metrics • provide support for systems change management efforts • design training materials and user manuals to ensure users comprehend and utilize • systems capabilities • execute regular review and audit of HRIS data • provide support for problems reported do gap analysis • do effective data reporting • implement HRIS, reporting tools and other systems • work with change management tools and techniques • deal with trends and root cause of problems	Participants and trainer input, discussion, feedback, self-reflection, exercise and simulation
46.		Information Privacy and Security		