

Human Resource Certificate (HRC) Competencies & Courses

Not all courses listed below are required. Required courses vary between different HRC Enrollment periods. HRC participants should refer to their HRC training portfolio summary to determine their required courses.

Courses are listed below each competency they develop. When registering for a class, HRC participants should review this list to determine the competency (ies) developed by each course. This document should also be used when addressing competencies in course summary notes.

1. TECHNICAL COMPETENCIES

Human Resource Knowledge – Demonstrates an understanding of the various HR disciplines applied in the State merit system. (Workforce Planning, Human Resource Development, Employment Services, Compensation, Classification, Benefits, Pensions, Employee and Labor Relations, and Safety and Security).

Technology Management/PHRST – Keeps up-to-date in technical & program skills and integrates technology into the workplace.

Courses that develop Technical Competencies:

- An Overview of Labor & Employee Relations
- Classification 101
- Compensation Basics
- DEL Online Tutorial
- Diversity, Profiting from Our Differences
- HR Basics
- HR Development
- PHRST Inquiry
- PHRST (Additional courses beyond PHRST Inquiry)
- Safety/Security/Workers' Compensation & Return to Work
- Selection Interviewing Online Tutorial
- Sexual Harassment Prevention
- Statewide Benefits
- Understanding Deferred Compensation
- Understanding the State Employees' Pension Plan
- Workforce Planning
- Using EAP as a Performance Improvement Resource

2. INTERPERSONAL COMPETENCIES

Interpersonal Communication – Uses active listening techniques such as paraphrasing, open and probing questions, etc. to understand ideas, concepts, and feelings of another. Uses a variety of communication tools to ensure understanding.

Interpersonal Responsiveness – Adapts approaches to suit different people and situations. Shows sensitivity to diversity of culture, race, gender, and other individual differences.

Group/Team Dynamics – Encourages and facilitates cooperation.

Courses that develop Interpersonal Competencies:

- Conflict Resolution
- Diversity—Profiting From Our Differences
- Effective Presentation Skills
- Ethics in Government
- HR Basics
- Put It in Writing
- Sexual Harassment Prevention
- Using EAP as a Performance Improvement Resource
- Workplace Communication/Active Listening

3. CRITICAL THINKING COMPETENCIES

Data Gathering – Gathers information from a variety of sources for decision making and involves others in problem solving.

Analysis – Uses appropriate analytical tools to understand data. Monitors environment, goals, outcomes, etc. for problems and opportunities for improvement. Uses systematic approach to solving problems and involves others in problem solving.

Courses that develop Critical Thinking Competencies:

- Conflict Resolution
- DEL Online Tutorial
- Diversity, Profiting from Our Differences
- PHRST Inquiry
- PHRST (PHRST Course in addition to Inquiry)
- HR Basics
- HRM Conference
- Performance Planning & Review
- Principles of Quality
- Selection Interviewing Online Tutorial
- Workplace Communication/Active Listening
- Workforce Planning

4. ORGANIZATIONAL COMPETENCIES

Planning – Uses larger organizational plan as basis for local planning; and coordinates with other parts of the organization to accomplish goals.

Goal Setting & Implementation – Understands and communicates goals, outcomes, standards, and performance measurement criteria.

Policy/Procedure Implementation – Understands basic policies and procedures in state system, i.e. Merit Rules, Sexual Harassment Prevention. Consults with others to ensure appropriate implementation of policies, etc.

Innovation – Seeks to improve effectiveness of internal processes and of service delivery to clients. Applies creative solutions in dealing with problems and organizational issues.

Government Infrastructure – Understands the roles, dynamics, and division of power between the executive, legislative, elected officials, and judicial branches. Understands where they and their organizations fit into the organizational structure of the state government.

Courses that develop Organizational Competencies:

- DEL Online Tutorial
- Ethics in Government
- HR Basics
- Human Resource Development
- Know Your State Government
- Performance Planning & Review
- Principles of Quality
- Quality Service in the Public Sector
- Safety/Security/Workers' Compensation & Return to Work
- Selection Interviewing Online Tutorial
- Sexual Harassment Prevention
- State Budget & Accounting
- Using EAP as a Performance Improvement Resource
- Workforce Planning

5. CUSTOMER-FOCUS COMPETENCY

Monitors customer needs and seeks to improve effectiveness and quality of internal processes and of service delivery to clients.

Courses that develop Customer Focus Competency:

- Conflict Resolution
- DEL Online Tutorial
- Diversity, Profiting from Our Differences
- HR Basics
- Human Resource Development
- Principles of Quality
- Put It in Writing
- Quality Service in the Public Sector
- Sexual Harassment Prevention
- Workforce Planning
- Using EAP as a Performance Improvement Resource