

Human Resource Certificate (HRC) **Course Descriptions**

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.

HRC participants may check the HRC Training Calendar for schedules of course offerings by logging in on the HRC participant's web site:

<http://www.delawarepersonnel.com/training/special/hrc/index.asp>

HRC participants should check website listings often for regular updates throughout the year.

Please note: Except where indicated, courses are one-day and have no fee. Online courses are self-paced and can be started and stopped at the participant's convenience.

When you are accepted into a course that requires a fee, Human Resource Management will send an intergovernmental voucher to your supervisor for approval and forwarding to your fiscal office.

HRC Courses:

An Overview of Labor & Employee Relations

This course covers the history and legal framework of public sector labor and employee relations in Delaware, and includes specific presentations on grievance and discipline handling, and an examination of some of the most challenging laws and regulations facing human resource professionals – the Family and Medical Leave Act (FMLA) and the Americans with Disabilities Act (ADA).

Classification 101

This course provides a basic overview of the State's classification process. Participants will learn how classifications decisions are made, gain a basic understanding of the legal background and state policies and procedures as they relate to Merit agencies. The course covers critical reclassifications, positions establishment, maintenance reviews, job requirements, promotional standards and career ladders.

Compensation Basics

This course covers the State's compensation policies and procedures as they relate to Merit organizations. The agenda includes both historical and current perspectives. Participants will learn how compensation decisions are made, what the selective market variation program is, the flexibility provided by the Merit Rules to organizations and to State employees, the structure of our current Merit system pay plan, and get a brief overview of the Fair Labor Standards Act Exemptions. *Participants are encouraged to bring a calculator to the class.*

DEL Online Tutorial (Online) (Self-paced)

The DEL On-line Tutorial will give participants an overview of the DEL (Delaware Employment Link) system from creating hiring requisitions to tracking and processing the referral lists. This tutorial gives step-by-step instructions on the system and shows participants how to use the system to be more efficient and successful in the hiring process.

Diversity, Profiting from Our Differences (½ day)

Our dramatically changing workforce requires that supervisors and managers understand and value diversity. This session will focus on creating management excitement around diversity in the workplace in order to guide a spirit of cooperation and commitment. It will include discussion of the difference between EEO/AA and diversity in the workplace, and the benefits of diversity. Other issues, such as communication, training, employee involvement and advancement, team

building, mutual respect, assessing the organization and recruitment will be discussed. *This course is also a required course for the Management Development Certificate.*

Ethics in Government (½ day)

The State Code of Conduct sets forth specific ethical standards to guide the conduct of State employees, officers, and officials. This seminar provides information on prohibited behaviors. It also discusses the role of the State Public Integrity Commission in issuing advisory opinions on whether certain conduct is prohibited, granting waivers to specific prohibitions where permitted, and investigating complaints of unethical conduct. *This is also a required course for the Management Development Certificate.*

HR Basics

This course provides an overview of human resource policies and procedures, the Merit Rules, and the Delaware Code. Topics include: government structure, human resource practices, the hiring process--from start to finish, employee orientation, fiscal issues, where to go for help, ethics in government, workplace expectations and issues, performance plan and review, the employee assistance program, the discipline process, and leave administration. *This is also a required course for the Management Development Certificate and the Supervisory Development Certificate.*

Know Your State Government (Online) (Self-paced)

This course outlines the organization and functions of Delaware's State Government. This course presents an overview of the three branches of government and how they are interrelated, with a primary focus on the Executive Branch of Delaware government. The budget process is outlined and discussed. *This is also an elective course for the Management Development Certificate.*

PHRST Inquiry

This course will help you understand the various components of the Payroll/Human Resource Statewide Technology (PHRST) system. Topics covered include: Navigation within PHRST, understanding FTE Appropriations, position management, primary and multiple job management, and effective-dated information, viewing workforce administration, employee data and benefit information, payroll and tax information, and paycheck summary information, and instructions for producing various system reports.

Principles of Quality (2 days) (Fee \$75.00)

This is a two-day basic introduction to core concepts and principles of performance improvement using a systems approach to continuous quality improvement, intended for professionals and managers. The course is designed to familiarize participants with the core principles required to build and sustain a quality public sector organization. The course is team-taught using instructors from several different State agencies who are experienced and knowledgeable in working with organizations implementing quality processes. The approach is interactive and non-technical, and seeks to provide background and basic knowledge about the leading edge concepts in creating a quality culture in an organization. *This course is also a required course for the Management Development Certificate.*

Put It in Writing (3 days) (Fee \$150)

This course is designed to improve writing skills for people whose job responsibilities include written communication and reports. Topics include: improving clarity, grammar and punctuation, organization, meeting deadlines, and making edits to improve written communications. *This course is also a required course for the Supervisory Development Certificate.*

Quality Service in the Public Sector

Customer service is expected as much from public organizations as it is from private organizations. This course is designed to communicate the importance of customer service in public sector organizations and gives participants the tools necessary to provide quality customer service. *This course is also a required course for the Supervisory Development Certificate.*

Safety/Security/Workers' Compensation & Return to Work (2 days)

This course is designed to provide an overview and understanding of Security, Safety, Workers' Compensation and Return to Work Programs within the State of Delaware. The training will concentrate on workplace security and safety programs, and review methods to reduce incident frequency and costs of on the job injuries.

Selection Interviewing Online Tutorial (Online) (Self-paced)

Participants taking this course will learn the purpose of interviewing, how to develop interview questions, what questions to avoid, how to determine the best candidate, and more.

Sexual Harassment Prevention (½ day)

What is Sexual harassment? How do you recognize it and how to you prevent it from occurring? Where is the line drawn between acceptable social behavior and sexual harassment? This program is designed to answer these questions and more. Besides providing an awareness of the legal definition and different types of sexual harassment, the program will cover legal background, federal guidelines, and the State of Delaware's policy on sexual harassment.

Statewide Benefits (2 days)

This two-day course is designed to develop the knowledge of HR Technicians, Specialists and other State employees with major emphasis on the structure and function of Statewide Benefits. Included in the course is an overview of the process by which State benefit programs are established and administered. Topics include: Understanding the process by which State benefits programs are established, understanding the role of the Statewide Employee Benefits Committee (SEBC) and the Statewide Employee Benefits Advisory Council (SEBAC), using the "Eligibility Rules and Guidelines" to determine employees' eligibility for benefits, and understanding the State's "self-insured" status. An overview of the different benefit programs available to State employees is provided.

Understanding Deferred Compensation

What does a State of Delaware HR professional need to know about the State Employees' Deferred Compensation Program? What is the scope of the HR professional's responsibility with regard to the program and their staff? Participants in the class will be able to explain the benefits of the program, discuss the features of the plans and the differences between Deferred Compensation and other retirement plans, and explain the various distribution options available under the plan. They will also take away a variety of resources to support and encourage their employees' ability to take advantage of participation in the program.

Understanding the State Employees' Pension Plan

Participants in this class will learn about various aspects of state employee' retirement benefits, including understanding the annual comprehensive statement, service and compensation calculations, health insurance benefits for retirees, how the pension plan is funded, and current legislative issues. The class includes a question and answer session.

Workforce Planning

Effective workforce planning is a continuous process that ensures an agency has the right number of people in the right jobs at the right time. With almost 30% of state employees eligible to retire in the next few years, agencies must think strategically about how to prepare for the potential retirement exodus. This course describes the workforce planning process and its objectives, and is designed for those who may be called on to participate in the workforce and succession planning process as well as Human Resource staff that will support it. A detailed description of the workforce planning model, tools, and techniques will be presented. Examples of specific agency workforce planning strategies, factoids, state demographics, and discussion of issues surrounding our multigenerational workforce will also be discussed.

Workplace Communication & Active Listening

Good communication skills are essential to improve productivity and build positive relationships that will create a more efficient work environment. This course will give you the skills and knowledge to help you improve your communication skills by focusing on verbal and non-verbal communication skills, communication styles, and active listening. *This is an elective course for the Supervisory Development Certificate.*

Elective courses: *(HRC participants enrolled prior to the Fall of 2008 were required to complete 3 electives/Participants enrolled after the Fall of 2008 have additional required courses and no elective requirements)*

Conflict Resolution

Focusing on effective communication and collaborative problem solving skills, the conflict resolution workshop provides participants with a basic understanding of conflict management styles and techniques to achieve “win/win” solutions, communication techniques, and a problem solving process for resolving conflicts. Participants can use these techniques for themselves or assisting others to resolve differences. This interactive training will include lecture, discussion, and large/small group activities. The skills acquired are applicable in the workplace as well as the home and community settings. *This course is also an elective for both the Supervisory and Management Development Certificates.*

Effective Presentation Skills

This course teaches the skills needed to overcome the anxiety of public speaking and develop a winning presentation. Topics include dealing with anxiety, steps to developing a winning presentation, using visual aids effectively, and factors involved in the actual presentation. *This course is also an elective course for the Supervisory Development Certificate.*

Performance Planning & Review (½ day)

Performance planning and review is the ongoing process of identifying, measuring and developing employee performance. When used effectively, it can be an indispensable communication tool for clarifying expectations, for recognizing successful performance, and for bringing about improvement or change in performance. Every new supervisor or manager should take this course to learn the basics of the Performance Planning and Review process and how to maximize its effectiveness. *This is also an elective course for the Management Development Certificate.*

PHRST Additional Courses

- **PHRST HR/BA Training**

This course covers the use of various components of the Payroll/Human Resource Statewide Technology (PHRST) system. Learn position management, hiring an employee on the system, maintaining and changing employee data, enrolling employees into benefits, managing benefits changes and producing related reports.

- **PHRST Payroll Training**

This course provides a thorough understanding of State of Delaware payroll processes from the input of payroll related Human Resource and Benefits data to entering transactions affecting payroll, calculating and confirming payroll information, producing and understanding related reports, and troubleshooting payroll problems within the Payroll/Human Resource Statewide Technology (PHRST) system.

Know Your State Government

This course outlines the organization and functions of Delaware’s State Government. This course presents an overview of the three branches of government and how they are interrelated, with a primary focus on the Executive Branch of Delaware government. The budget process is outlined and discussed. *This is also an elective course for the Management Development Certificate.*

State Budget & Accounting Course (3 days)

This three-day program is designed as an orientation for anyone who works with the State budget and accounting process. The course will guide you through the Budget and Accounting Manual to help you understand the entire budget and accounting processes. *This is an elective course for the Management Development Certificate.*

Using EAP as a Performance Improvement Resource (½ day)

Do you have problems with your employees with lateness, absenteeism, poor attitudes, friction with other employees, difficulty concentrating, or following directions?

Do you have difficulty confronting employees about personal problems?

Do you feel yourself becoming involved in your employees' personal problems?

If you answered "yes" to any of the above, then this training is for you! This seminar is designed to show managers and supervisors how to improve their employees' performance by using EAP as an early intervention tool and preventive resource. *This is also an elective course for the Management Development Certificate.*