

# UCI Extension

Business and Management

## Human Resources Management Certificate Program

[extension.uci.edu/hr](http://extension.uci.edu/hr)



University of California, Irvine





## University of California, Irvine Extension's professional certificate and specialized

**studies programs** help you increase or enhance your current skills or prepare for a new career. Courses are highly practical and instructors are qualified leaders in their field. Convenient online and classroom courses make it easy to learn on your own time, in your own way. A certificate bearing the UC seal signifies a well-known, uncompromising standard of excellence.

# Improve Your Career Options with a Professional Certificate

## Human Resources Management Certificate Program

UC Irvine Extension's Human Resources Management Certificate Program is highly regarded by local employers for its real-world focus, immediate applicability in the workplace and up-to-date information on domestic and international human resources practices. This program will help students develop the specific skills and knowledge required to work as a human resources professional in the private or public sector. Course work stresses practical information and techniques useful in identifying, attracting and retaining employees, and in positioning human resources as a strategic business partner in a highly competitive work environment.

## Program Benefits

- Increase your knowledge of staffing, compensation, employee relations, recruitment, organizational development, training, and benefits.
- Expand your awareness and knowledge of government regulations.
- Learn to successfully integrate new technologies in the human resources function.



## Who Should Attend

This certificate program will benefit those working in or who wish to enter the field of human resources, including human resources generalists, assistants, trainers, recruiters, staffing specialists, office managers of small to medium-sized companies, managers who will soon be supervising employees and people seeking a career change.

## Certificate Requirements

A certificate is awarded upon completion of six required courses and two electives, each with a grade of “C” or better. This program of study entails 250 hours of instruction.

Certificate candidates must apply for and receive official acceptance into the Certificate Program before completing the third class in which he/she enrolls. Candidates must submit an application for candidacy form along with the (non-refundable) candidacy fee prior to completion of the third course. After all steps of the application process have been completed, applicants will be notified by mail of their acceptance as certificate candidates.

After you have completed all requirements you must request to receive your official certificate by completing the Request for certificate form and returning it to our offices as noted on the form.

**For more information:**  
Daniel Powers  
Program Representative  
(949) 824-5592  
edu-bus@unx.uci.edu

## On-Site Training

Bring this program to your workplace. Through Corporate Training, we can deliver this program or customize one that fits your company’s specific needs. Visit [extension.uci.edu/corporate](http://extension.uci.edu/corporate) or call (949) 824-1847 for information.

## Course Discount

Members of the American Society for Training and Development (ASTD) – Orange County Chapter can receive a 10% discount on courses in the E-Learning Instructional Design certificate. To find out more, visit [extension.uci.edu/hr](http://extension.uci.edu/hr).

## Free Webinars

Free webinars are offered several times a year and are packed with information about the Human Resources Management program, courses being offered in upcoming quarters, and HR industry tips and trends. Visit [extension.uci.edu/events](http://extension.uci.edu/events) to view the webinar schedule, enroll in an upcoming free event or view previous webinar recordings.

**“Employment of human resources specialists is expected to grow 21 percent from 2010 to 2020, faster than the average for all occupations. Job opportunities should be good overall, especially in the employment services industry.”**

- Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, 2012-13 Edition, Human Resources Specialists, <http://www.bls.gov/ooh/business-and-financial/human-resources-specialists.htm>.

# Curriculum



## Required Courses

### Foundations of Human Resources Management

MGMT X450.1 (4 units)

Human resources management is vital to the financial health and productivity of all organizations. This important function provides the crucial link between management and employees in the public and private sector. In this course you will learn the fundamentals of human resources management. Begin by acquiring an in-depth understanding of the charter and mission of human resources in the industrial, service and public sectors. Then multiply your role and knowledge of the major elements of the personnel process including recruiting, interviewing, wage and labor issues, benefits, compensation, employment, regulations, documentation and termination, while gaining an insider's grasp of employee relations, work force diversity and human resources planning and research. Finally, you will address various theories regarding employee morale, organizational behavior and group dynamics. If you are interested in changing or advancing your career, this course will give you an overview of this growing field.

### Leading Successful Organizational Change

MGMT X456.8 (3 units)

Managing change in an organization is a dynamic process. Effective change maximizes the alignment between an organization's strategies, structure, systems and culture. It requires an understanding of the systemic interrelationships among these factors and how changes in one can affect another. This course focuses on planning and implementing change in organizations, with an emphasis on the role of leadership within an organization. Participants examine the role of leadership and the competencies and skills required of individuals who initiate, manage, and are affected by change.

### Talent Acquisition, Management & Retention

MGMT X450.2 (4 units)

Learn the skills you will need to recruit, hire and retain qualified individuals who can meet the growing and changing needs of your organization. Explore the hiring process including the administrative preparation, direct hiring activities, retention practices, and related employment laws. Understand the ins and outs of applicant sourcing, effective interviewing, and accurate assessment and evaluation, while gaining a clear understanding of your role as a human resources professional in interfacing with management and other staffing decision makers. Discussion topics will include importance of staffing metrics, tips and tools for recruiting on the web, and a review of creative recruiting methods.

### Compensation and Reward Systems

MGMT X450.3 (4 units)

Increase your understanding of all phases of wages, salaries, bonuses and incentives as they relate to various industries, functions and levels of your organization. Learn how to set and reach realistic compensation goals and create comprehensive job descriptions and effective job evaluations, while exploring the legal requirements of employee compensation. This course

also gives you the latest facts about wage and salary surveying practices, the most advanced techniques for relating job performance to compensation and developing individual and group incentive programs as part of employee total compensation.

### Human Resources and the Law

MGMT X452.1 (4 units)

This course covers the primary basic federal and state laws which come to bear on the practice of human resources management, and which govern employer-employee relations. The course addresses employment law topics including employment at-will, wrongful discharge, employment discrimination, harassment in the work place, employment contracts, defamation, leaves of absence, employee privacy issues, wage and hour issues, and collective bargaining agreements. The course also will help students organize and create a fair and positive working environment, and avoid costly lawsuits by learning how to design and implement employment policies and practices that are lawful and effective. Students will learn effective ways in which to conduct investigations into employee misconduct, and will be given an opportunity to apply various employment law subjects to actual and hypothetical problems discussed in class.

### Training and Human Resources Development

MGMT X450.7 (4 units)

Acquire the information and experience you need to identify your organization's training and development needs and master the processes necessary to develop, implement and evaluate effective training programs. You will gain an understanding of your role and responsibilities as a trainer, as well as the practical hands-on knowledge needed to implement a successful program through lectures, classroom discussions, and developing and presenting an actual training session in class. This course is excellent for training and human resources specialists as well as operating managers with significant human resources development responsibilities.

OR †

### Introduction to Employee Benefits

MGMT X450.12 (4 units)

Employee benefits are an increasingly important and complex segment of your organization's compensation portfolio. Now you have access to the latest information relating to employee benefits – information that will help you make better decisions and maximize your benefit choices. You will begin with a comprehensive survey of the complete range of major employee benefits. Then you'll be introduced to the skills of effective planning, implementation and communication of employee benefit programs, including funding, plan management and administration, as well as brokerage selection and coordination. You will expand your knowledge of your benefit options, such as major medical (health and dental, HMOs), disability plans and pensions, while exploring new benefit and compensation strategies. Finally, you'll learn how to monitor the effectiveness of your benefit plan through benefit plan evaluations.



## Elective Courses (Choose Two)

### Essentials of Management

MGMT X490.1 (4 units)

Are you a manager interested in increasing your effectiveness? A human resources professional? An individual looking to move into management? Now you can acquire an in-depth understanding of the basic concepts and theories of management, while exploring the manager's operational role in all types of organizations. Gain insight into the manager's responsibility in planning, organizing, leading, staffing and controlling within the workplace. Learn how the best managers manage for success!

### Modern Business Writing

MGMT X446.4 (2.5 units)

Effective writing is a powerful tool in the business environment. Learn how to articulate your thoughts in a clear and concise manner that will allow your ideas to be better understood by your readers. Improve your business writing skill by learning to select and use appropriate formats for your audience, use the correct medium and adjust your writing style accordingly, as well as identify your objective and communicate it clearly. You'll also learn to spot, correct and avoid the most common writing pitfalls, and gain valuable experience analyzing, writing and revising a wide spectrum of business documents. From a simple interoffice memo to a twenty-page business proposal, learn how to put good business writing to work for you.

### Performance Management: Leading for Greater Results

MGMT X496.01 (2.5 units)

The role of management is being significantly redefined by the accelerating rate of change impacting organizations, the escalating unpredictability of the competitive environment, and the increasing significance of the customer as a key stakeholder. Survival and success of the organization will depend much more on management's ability to inspire initiative, involvement, and commitment by people at all levels of the organization and much less on the decisions of executive management. You will establish a systematic process for planning work and setting expectations, monitoring performance, developing a capacity for performance and rating and rewarding performance. Through dialogue, assessment, hands-on and team problem solving, and feedback, you will solve the puzzles of defining the job, setting standards, giving feedback and aligning performance measurements for individuals, teams, business units and entire organizations.

### Linking HR to Business Success

MGMT X450.95 (2.5 units)

The successful HR professional is accepted by management as a partner who positively contributes to the business' success. This partnership role is dependent on HR's understanding of both the business and the linkage of human resources to business results. This course will develop the HR professional's skills to enable them to demonstrate their knowledge of basic business concepts and how effective human resource programs and program management supports the organization's goals. Through case studies, guest speakers, and practical experience, students will develop skills that can be readily transferred to their work environment.

### Communication in a Diverse and Changing Workplace

MGMT X487 (2 units)

In today's fast-paced business environment, employees at all levels find themselves being asked to handle more tasks, meet more deadlines, take on more responsibilities, and adapt to more change. Added to these challenges is the constantly shifting diversity of the workplace, where coworkers cope with generational, gender, age and cultural differences. Communication, both verbal and nonverbal, is at the foundation of everything we do and say, and is especially important in the modern workplace. The good news is that communication is a learned skill, and can be improved upon with the right training. The focus of this course is to heighten students' awareness workplace communication, and add new interpersonal skills, with the end result of becoming a more competent communicator overall. Target areas include: the process and functions of communication, behavioral patterns, perceptions as reality, verbal and nonverbal cues and behaviors, confidence, assertiveness, tact, anger management, criticism and constructive feedback, conflict resolution, team building, leadership, interviewing, and communicating with technology (email, skype, texting, etc.).

### Dealing Tactfully with Difficult People

MGMT X498.7 (1.5 units)

It has been stated that everyone is someone's difficult person. Almost daily, we come in contact with people we would characterize as difficult. They are the people we work with, sell to, depend on, and live with. There are intimidators, manipulators, analyzers, know-it-alls, overly friendly, accommodators, chronic complainers and whiners. Their actions consume time, energy and emotion at the expense of productivity and morale. This course provides fresh insights and immediately usable skills needed to quickly, confidently and assertively identify and deal with various types of people, difficult or not, in a variety of contexts while maintaining your own self confidence.



### Advisory Committee

- **Ramona Agrela**, Associate Chancellor/Chief of Staff, UC Irvine
- **Patricia C. Bravo**, Organization Development Manager, Starbucks Coffee Company
- **Mark Carneal**, President, Innovative Resources Consultant Group, Inc.
- **Tracy Dittmeier**, Talent Development Manager, Parker Aerospace
- **Kristen Flynn**, Director, Human Resources, DPI Specialty Foods
- **Denise Malone**, Senior Director of Human Resources, Allergan
- **Jennifer McCusker, Ph.D.**, Director, Global Talent Management and Retail HR, Oakley
- **Annie Pearson**, Director, Human Resources, Explore Information Services
- **Adam T. Porter, SPHR**, Senior Director, Human Resources, Edwards Lifesciences
- **Kathleen Sullivan, SPHR**, Consultant, Human Resources and Organization Development
- **Taryn Tennant, SPHR**, Senior Human Resources Manager, Kareo
- **Mark Wilson**, Vice President of Talent Development, Valley Crest Landscape Companies

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