

Human Resource Management

Free Program Overview

Human Resource Management

Join the program coordinator, instructors and students for a lively program presentation and discussion of the trends and options available for entering Human Resources from a variety of other professions.

Course 6941

Human Resource Management Advisory Board

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BUSINESS AND MANAGEMENT



Silicon Valley's Leading Career Preparation in Human Resources

Our Human Resource Management (HRM) Program provides the knowledge, resources, tools, and ideas you need to sustain a successful career as a human resources professional. We aim to produce Silicon Valley's most skilled HR professionals—multifaceted generalists as well as sharp specialists.

Since 2000, our HRM Program has served more than 3,000 professionals in, or seeking to enter, the profession—with nearly 10,000 alumni since 1990.

Because this program's reputation is so highly regarded in Silicon Valley, our HRM Certificate carries clout that can open doors, help secure jobs, and positively impact the course of your career.

New Challenges and Accountability for HR Professionals

Human resource (HR) managers play a leading role in increasing employee productivity while lowering the cost of doing business. They create value by focusing on strategy execution, promoting administrative efficiency, amplifying employee contributions, and developing the organizational capacity for change.

As a result, HR roles continue to grow in complexity and stature. Much has changed in the past decade and more of the same is ahead. Today, HR is expected to solve problems by:

- Hiring, motivating and retaining the right people with the right skills
- Developing leaders who can deliver results in new work environments
- Creating environments people want to be in and grow in
- Developing global systems and processes that support business objectives
- Providing managers with the tools they need to manage.

Diverse HR Career Opportunities in Silicon Valley

The scope and diversity of HR challenges demand specialist skills, generalist skills, and, increasingly, global perspectives—which translates to:

- More jobs, but not necessarily in traditional roles
- Higher paying jobs requiring more knowledge and technical expertise
- A need for constant updating of knowledge. With the right training, HR opens myriad career options.
- Professionals from high-tech, biotech, pharmaceuticals, financial services, higher education, aerospace, government, and consumer products attend our classes. About half of them are HR professionals and the other half are new to the profession.
- They come from or move into job titles such as vice president, director, manager, associate—and serve in the full spectrum of HR functions within Silicon Valley enterprises.

Whether you want to move into HR or change your profession, organization, or industry; cross-train in other HR functions; enrich your current role; or move up into management—UCSC Extension's HR program is an excellent step.

In-depth Training at Affordable Rates

We are the only higher education institution in Silicon Valley offering in-depth training in HRM—at a cost per credit significantly lower than degree options.



About UCSC Extension Silicon Valley

The vital learning community at UCSC Extension Silicon Valley is well known for its collegial atmosphere and rigorous preparation. Our faculty of expert practitioners teaches state-of-the-art solutions to the everyday problems confronting technology professionals working in Silicon Valley. The professional education programs we offer build expertise, open doors to new opportunity, and deliver tangible value. Our broad portfolio of open-enrollment courses and certificates, affordable pricing, experience-based instruction, and central location in Silicon Valley help turn jobs into careers.

Human Resource Management Certificate

Educational Objectives

The HRM Program at UCSC Extension Silicon Valley is devoted to providing working HR professionals with in-depth training to make them more effective on the job. To accomplish this, we offer three state-of-the-art curricula that place instruction into real-world contexts to maximize relevance and learning impact:

- Certificate in HR Management: Our highly regarded generalist training for HR professionals
- Recruiting and Staffing Specialty: The latest in theory, practice and tools
- Instructional Design and Delivery Specialty: Training development via our renowned Education program.

Who Should Enroll and Why

- HR representatives, analysts, managers, directors, division VPs, corporate VPs, and HR consultants
- Professionals and managers in accounting, finance, marketing and operations who need HR expertise
- Recent college graduates and career-changers from nearly any profession or discipline

Curriculum

Take individual courses to expand or update specific skills, or pursue a certificate for comprehensive training from professionals who have helped shape this important profession here in Silicon Valley.

11 courses (8 required course and 3 electives) are required to earn the certificate, accomplishable in 12 months.

Prerequisites

There are no prerequisites for the program. However, because of its rigor, we recommend that you start with "Human Resource Management, Introduction." After that, courses may be taken in any order. Please refer to our Web site or catalog for candidacy requirements.

HRM Recommended Sequence

Core Courses

- Introduction to HRM
- Law and HRM
- Compensation Management
- Benefits Management
- Organizational Development
- Managing the Staffing Function
- Effective Employee Relations
- Finance for the Non-Financial Manager

Elective Topics

- Recruiting and Staffing
- Leadership Development
- Employee Relations
- HRBP (Generalist)

HRCI Approved Provider

We are a Human Resource Certification Institute Approved Provider—and our HR Management curriculum is approved for Continuing Education Units (CEUs) to help you gain—and retain—the profession's key credentials. Because our course content is comprehensive and current, HRCI awards CEUs on an hour-for-hour basis. Taking just three courses over two years can fulfill recertification requirements. Some also fulfill MCLE credit requirements.

The use of this seal is not an endorsement by HRCI of the quality of the program. It means that this program has met HRCI's criteria to be pre-approved for recertification credit.



Where to Begin

Enroll today by visiting our Web site at ucsc-extension.edu/hr. There, you will find detailed course descriptions and online registration. Or call (408) 861-3700 to register or get more information.

Program Contact

Business and Management Department,
(408) 861-3860 or e-mail
program@ucsc-extension.edu

Curriculum

Required Courses (not unit-specific)	Units	Course
Benefits Management: A Comprehensive Study of Employee Benefit Programs	2.0	4506
Compensation Management	2.0	4506
Effective Employee Relations	1.5	4698
Finance for the Non-Financial Manager	1.0	4247
Human Resource Management, Introduction	0.5	5580
Law and Human Resource Management	2.0	5283
Managing the Staffing Function	1.5	5019
Organizational Development and Change: Introduction	2.0	2719

Elective Courses (Choose three)	Units	Course
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For details, see: ucsc-extension.edu/hr.

Recruiting and Staffing

Accelerating Your Career in Human Resources ..	1.0	3842
Employment of Foreign Nationals	0.5	3130
Internet Recruiting	0.7 CEUs	5691
Interviewing for success	0.5	6254
Talent Acquisition 101	1.5	1600

Leadership Development

Business Communication Across Cultures	1.5	6475
Designing Training Programs	2.0	3132
Facilitation Skills	2.0	0426
Instructional Needs Assessment and Evaluation ..	1.5	1659
Leading People Through Change	0.5	4689
Leading and Facilitating Productive Meetings ..	0.5	2573
Learning Theories and Styles	1.0	3967
Presentation Skills for HR Professionals and Trainers	2.0	0913

Employee Relations

Terminating Problem Employees	0.5	3656
Using Positive Political Skills	0.7 CEUs	6558
Workplace Investigations	0.5	5512
Workplace Violence Preparedness	0.5	0564

HR Business Partners/Generalist

Building HR Business Partnerships	0.5	5652
Strategic HR Business Partnerships	1.5	21945
Management and Organization Principles	2.0	0692
Measuring HR Effectiveness	1.0	22629
Role of the Project Manager	1.5	0306

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Course Descriptions



Program Coordinator

NANCY NELSON, SPHR-CA, is principal of HRProse, LLC, and has more than 20 years of experience managing a variety

of corporate HR functions in the telecommunications and high-tech sectors in Silicon Valley. She most recently served as HR director for Ultra Clean Technology. Ms. Nelson previously taught Human Resource Management in the M.B.A. program at CSU Hayward School of Business. In addition, she has facilitated the Northern California Human Resource Association SHRM certification prep course, is a certified mediator, and is active in HR organizations. She served two terms as president of the SHRM Silicon Valley chapter and on numerous national committees. Ms. Nelson is a member of the Bay Area Human Resource Executives Council, which is composed solely of senior human resource directors and vice presidents of firms in the San Francisco Bay Area. She is certified as a Global Professional in Human Resources by the Human Resources Certification Institute.

UC-Quality Instruction from Highly Experienced Practitioners

When you study in our HR Management Program, you receive University of California-quality instruction. Our program is reviewed and vetted by the chair of the UCSC Department of Economics. The coursework is rigorous and comprehensive—and the classroom experience is highly interactive.

Our faculty is entirely composed of HR industry veterans who teach from their decades of experience—after meeting UCSC's rigorous standards and vetting by the chair of the Economics Department.

They teach HRCI-approved courses that fulfill all SHRM recertification requirements.

Required Courses

Benefits Management: A Comprehensive Study of Employee Benefit Programs

The course presents a comprehensive view of benefits, including the latest approaches for analyzing and selecting programs and funding options; developing strategies and negotiating techniques for reduction of health care costs; and evaluating employees' needs and helping them better understand their coverage. Focus is on health and welfare plans, including cafeteria plans; qualified retirement plans such as 401(k) plans; vacation and sick leave programs, incidental benefits; and overall benefit cost management.

Course 6251

Compensation Management

This course presents wage theories and practices and their application to problems in business and industry. A workshop approach will be applied to the study of wage survey techniques; job analysis, classification and evaluation; methods of individual wage determination; and incentive plans.

Course 4506

Effective Employee Relations

This course presents legal and practical methods for handling employee-relations issues. Special emphasis is given to the 80 percent of job terminations that are on-the-job behavior related. Topics include employee communications; handling employee complaints, resolving employee conflicts and harassment; coaching managers through employee issues; performance management; voluntary and involuntary terminations; and impact of mergers and acquisitions.

Course 4698

Finance for the Non-Financial Manager

This hands-on seminar focuses on learning to read, analyze and evaluate "the numbers" behind a "good" financial statement and their relevant data. Materials include the tools used to improve an organization's financial performance and to assess its competitive strength. Topics include key accounting concepts, financial statements, cash budgets, strategic plans and detailed budgets, and financial ratios.

Course 4247

Human Resource Management, Introduction

This seminar presents an overview of the major responsibilities in human resource management. Topics include manpower planning, compensation and benefits, training, employment and interviewing, employee relations, and current information and theories in human resources.

Course 5580

Law and Human Resource Management

This course outlines laws and agencies that regulate employment relationships in California. Topics include wrongful termination; employment discrimination; harassment; workplace privacy; wage and hour regulations; immigration; labor unions; collective bargaining; strikes and picketing; leaves of absence; noncompetition and trade secrets; alternative dispute resolution; substance use and abuse in the workplace; affirmative action plans; COBRA; independent contractor vs. employee; workers' compensation; reductions in force.

Course 5283

Managing the Staffing Function

This workshop explores these critical issues related to managing the staffing function: understanding staffing models and organizational costs, workforce planning, budgeting and managing staffing costs, marketing the staffing function, developing effective hiring processes, selecting and evaluating resources, maximizing the recruiting Web site, college-recruitment and employee-referral programs, managing global requirements, and measuring performance.

Course 5019

Organizational Development and Change, Introduction

Organizational development (OD) aims to improve organizational effectiveness by means of planned, systematic change interventions. As change agents, participants may be managers, human resource professionals, consultants, as well as those interested in pursuing a career in this field. The course is delivered in a workshop style, and includes group work outside of class. Topics include the 21st century organization, organizational structure, design, culture, systems and rewards, management and leadership, and diagnostic models and systematic change intervention.

Course 2719

What is Human Resources and what do HR professionals do?

HR is a diverse profession including functions such as recruiting and staffing, employee relations, training and development, compensation, benefits, HR information systems, and organizational development. Generalists have broad responsibilities in HR for an entire organization, business unit, or division. Specialists are more narrowly focused in a particular discipline. Still other professionals, particularly those in smaller organizations, have responsibilities in addition to HR such as payroll, office management, environmental health and safety, accounting and finance, and general management.

Do I need a degree to work in HR?

A degree is not mandatory for most HR jobs, but is typically required for professional and managerial positions. Senior management and very specialized roles may also require an advanced degree. Many degrees are applicable, including business administration, marketing, engineering, law, liberal arts, and psychology. In addition, HR professionals pursue degrees in organizational development (OD), HR management (HRM), HR development (HRD), or industrial relations.

What are the critical skills and knowledge needed for a career in HR?

HR professionals must have a clear, comprehensive understanding of the HR body of knowledge and how it can be used to help an organization meet its goals. Beyond HR knowledge, HR professionals must possess detailed knowledge of their organization's business.

Do I need a license or a certification to work in HR?

A license is not required to work in HR. However, professional certification in HR is steadily becoming an important distinction among HR candidates.

What types of organizations employ HR professionals?

Virtually every type of organization with employees—for profit, not-for-profit, private, and public sector—employs HR professionals or has some sort of HR function.

Is there a typical career path for HR? Where does it start, and how long does it take?

Many HR professionals start their careers in the recruiting and staffing roles. As a rule of thumb, an HR manager should have five years of broad HR experience; for senior manager and director-level positions, 10 years. At the vice president level, 15 years or more is typical.

What are typical HR job titles?

HR job titles vary widely. It is important to look at the job description and scope of responsibilities, not just the job title, when evaluating an HR opportunity. Typical job titles include HR representative, generalist, specialist, associate, and consultant. HR manager, director, and vice president are typical titles for managers. Recently, HR business partners have become more common.

In some organizations, HR may also be known as personnel, industrial relations, human capital management, talent management, or the people department.

Are internship opportunities available in HR and how do you get them?

Yes, internship opportunities are available. Instructors at UCSC Extension Silicon Valley often know of internships, and regularly let their students know about openings. Fellow students and professional associations are also good sources of leads.

What is the best way to get an entry-level HR position?

Networking is a great way to land a position. Temporary assignments and volunteer work are also good ways to gain valuable experience and exposure.

How easy it is to transfer into HR from another profession?

Many professions offer skills that are transferable into HR, including legal, marketing and public relations, business administration, accounting and finance, teaching, operations, general management, administration, and office management. There is also increasing interest in HR among IT professionals.

Are part-time jobs in HR available?

Yes, although they are more difficult to find than full-time positions. Part-time positions may be project-based with a defined end date, or may involve generalist support on an ongoing, part-time basis.

Which professional associations should I join?

The Society for Human Resource Management (SHRM) is a national association. Visit www.shrm.org.

The Northern California Human Resource Association (NCHRA) has an SHRM-affiliated chapter in Silicon Valley. Visit www.nchra.org.

Does Extension's HR Certificate Program give the student the information they need to take the PHR exam for the first time?

In a nutshell, our program does not "teach to the test" although there is content in almost all of the HRCI content areas. It is fundamentally different from exam prep.

What Our Program Graduates Say:

For Neil Fulton, a tech support manager turned HR professional, last year was an ideal time to pursue Extension's HR certificate. Drawing on 15 years of experience in tech support at companies such as 3Com, ADP and Tropos Networks, Fulton brought a frontline perspective to HR.

"Traditional HR people have grown up in this atmosphere of being autonomous islands," he says. "HR can't do that anymore. [HR staff] must be out there with their clients and understand the business they are supporting."

Why did he choose the UCSC Extension program? Fulton benefited from instructors and interactive course work that foster this sort of leading-edge thinking about the role of HR. "I had the opportunity to challenge the faculty and they were very open to that," he recalls. "I can't stand sitting in a class where the information is outdated. The industry experience is what you want to have [in an instructor]. I had heard more about the professors at the UCSC Extension program than at other schools. A lot of these instructors are still working at companies. It's a great atmosphere."

Enrollment Information

Visit ucsc-extension.edu/hr, for the most up-to-date information about all our courses and programs, including textbooks, instructors, schedules and locations.

Enroll online at ucsc-extension.edu.