



Certificate in Human Resource Management Course Descriptions/Dates

To qualify for the certificate of completion, individuals must take one required course and four other elective courses.

REQUIRED COURSES:

Human Resources 101

ELECTIVE COURSES:

Human Resource Laws: A Positive Approach to Employee Absences – Complying with FMLA, ADA, and Other Obligations

Executive Search for Nonprofits

Recruiting and Retaining High Performing Employees

Managing and Leading Today's Employees

Bridging the Gap between Generations at Work

REQUIRED COURSE:

Human Resources 101

Date: April 7, 2010

Time: 8:30 a.m. – 3:30 p.m.

Facilitator: Tiffany Chisnall, Director of Employee Services and Development for the Memphis Area Teacher's Credit Union

Location: Alliance Office, 5100 Poplar Ave., Suite 502

Core Area: Fund Development

Certificate Program: Core requirement for Frameworks of Nonprofit Excellence
Core requirement for Certificate in Human Resources

Most nonprofits don't have formal departments and staff for managing Human Resource (HR) functions. So what do all nonprofit leaders need to know about managing their most important asset? This course provides an overview of the major administrative, legal, and cultural aspects of HR, including:

- HR administration
- Policies and procedures
- Recruitment and retention
- Employee management and supervision
- Leadership and mentorship
- Staff training and professional development

- Compensation and benefits
- Employment laws and regulation
- Volunteer management

Training level: Basic

Participants: Executive Directors, nonprofit HR staff, program managers with supervisory responsibility, and volunteer managers

Objective: Participants will gain a broad knowledge of HR systems, functions, and issues in nonprofit organizations.

ELECTIVE COURSES:

Human Resources Laws: A Positive Approach to Employee Absences - Complying with FMLA, ADA, and Other Obligations

Date: **October 6, 2009**

Time: 8:30 a.m. – 12:00 p.m.

Facilitator: Frank S. Cantrell, General Counsel at Memphis Area Legal Services and Timothy S. Bland, Partner at Ford & Harrison

Location: Alliance Office, 5100 Poplar Ave., Suite 502

Core Area: Human Resources

Certificate Program: May be applied toward Certificate in Human Resources

Illness and injury, leading to employee absences, is an unavoidable part of operating any organization. Reacting in a positive way, while maintaining maximum efficiency and legal compliance, requires planning, teamwork, and a working knowledge of the legal implications of absenteeism. The Family and Medical Leave Act, Americans with Disabilities Act, and other legal requirements provide even the most sophisticated employers with challenges. This program will feature an opportunity for participants to actually work through some of those challenging, yet common, scenarios that employers face in the real world.

Training Level: Basic and Intermediate

Participants: Executive Directors and any staff with HR or supervisory responsibility

Objectives: To provide participants with a working knowledge to handle routine situations arising under the FMLA, ADA, and other legal requirements and an appreciation for when legal or other expert consultation is in order.

Executive Search for Nonprofits

Date: **November 12, 2009**

Time: 8:30 a.m. – 12 p.m.

Facilitator: Donna Pope, Business Consultant & Certified Professional Career Coach at Your Resume Suite, LLC.

Location: Alliance Office, 5100 Poplar Ave., Suite 502

Core Area: Human Resources

Certificate: May be applied toward Certificate in Human Resources

Participants will leave equipped to immediately launch a successful search for key positions within their organization. You will learn to identify and assess the skill, experience, education, motivation, drive, philosophies and values to ensure a best fit with the mission, vision, and values of your

nonprofit's culture. You will understand the dynamics of the economy today and the recruitment methods that will attract successful candidates.

- Learn how to create a Position profile in order to recognize and target the right candidates
- Define the process including search timeframe and the participants who should be involved
- Learn to create effective tools including questions to ask to make the best hires--combining behavioral and situational assessments to assess past performance, proficiency, and style
- Creation of a multifaceted Sourcing Plan – networking, social networking site, and websites
- In-house vs. Search Firm – which is best for your organization and what is the true cost?
- Understand the business impact of having the right people in the right roles

Training Level: Intermediate

Participants: Executive Director, HR Professionals and anyone with Executive hiring responsibility

Objectives: Participants will gain a better understanding of the executive search process and take-away knowledge and tools to launch a successful executive search.

Recruiting and Retaining High Performing Employees

Date: January 20, 2010

Time: 8:30 a.m. – 12 p.m.

Facilitator: Donna Pope, Business Consultant & Certified Professional Career Coach at Your Resume Suite, LLC.

Location: Alliance Office, 5100 Poplar Ave., Suite 502

Core Area: Human Resources

Certificate Program: May be applied toward Certificate in Human Resources

How do nonprofits find and keep talented staff, given the realities of smaller salaries and fewer perks? Learn the nuts and bolts of successful recruiting and retention, including how to:

- Save time and money during recruitment
- Carefully craft and market job listings that attract top applicants
- Screen resumes to select the best candidates
- Maximize meaningful information through effective interviews
- Use exercises and assignments to test skills and competencies of prospective hires
- Conduct background checks and ask critical questions from job references
- Provide thorough, high-quality training and orientation for new employees
- Make staff aware of their value with a good review and feedback system
- Develop meaningful employee benefits, including alternative work arrangements
- Provide real opportunities for career advancement and professional development

Training Level: Basic, Intermediate, and Advanced

Participants: Chief Executive Officers, Executive Directors, nonprofit HR staff, and program managers with hiring/supervisory responsibility

Objectives: Participants will acquire the skills to attract and retain the best employees for their organizations.

Managing and Leading Today's Employees

- Date:** May 18, 2010
Time: 8:30 a.m. – 12 p.m.
Facilitator: Tiffany Chisnall, Director of Employee Services and Development for the Memphis Area Teacher's Credit Union
Location: Alliance Office, 5100 Poplar Ave., Suite 502
Core Area: Human Resources
Certificate Program: May be applied toward Certificate in Human Resources
- Being an effective manager and leader requires you to meet the big picture needs of your organization while simultaneously handling the “little details” that come from human interaction. Nonprofits need managers at every level -- staff and board -- who are dedicated to the mission, focused on the business, and able to get results, build partnerships, and mobilize their own teams. Oftentimes, staff moves into supervisory-level positions without formal training around the finer points of management and leadership. The Alliance invites managers at all levels, as well as employees wishing to someday become managers, to attend this workshop and learn the management techniques that will help you guide and inspire staff in accomplishing your organizational mission.
- Training Level:** Basic and Intermediate
Participants: Executive Directors, nonprofit HR staff, and program managers, other staff with supervisory responsibility, emerging leaders
Objectives: Participants will learn management tools and techniques for successful supervision, mentorship, and leadership in nonprofit organizations.
-

Bridging the Gap between Generations at Work

- Date:** June 8, 2010
Time: 8:30 a.m. – 12 p.m.
Facilitator: Tiffany Chisnall, Director of Employee Services and Development for the Memphis Area Teacher's Credit Union
Location: Alliance Office, 5100 Poplar Ave., Suite 502
Core Area: Human Resources
Certificate Program: May be applied toward Certificate in Human Resources
- What a difference a generation makes! Generational differences can have a profound affect on a nonprofit's organizational capacity. This workshop is designed to address staff and volunteer recruitment and retention across the generations. Attendees will gain a better understanding of the impact of generational differences on the work they do, and learn practical approaches to problem solve these challenges. The significant changes due to the economic downturn will bring an influx of new workers and volunteers to the nonprofit sector, which makes the knowledge and understanding gained from this workshop very timely.
- Training Level:** Basic and Intermediate
Participants: Executive Directors, nonprofit HR staff, and nonprofit managers, other staff with supervisory responsibility, including team leaders
Objectives: Participants will walk away with practical approaches to problem solve generational differences.
-