

Human Resource Certification Competencies & Courses

Courses are listed below each competency they are intended to develop. When registering for a class, HRC participants should review this document to determine the competency (ies) developed by the course attending. This document should also be used when responding to the competency questions for the course summary and assessments.

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 integrate technology into the workplace.

Courses that develop Technical Competencies:

- AA/EEO (Online)
- Classification 101
- Compensation Basics
- DEL Online Tutorial (Online)
- Diversity—Food for Thought
- Ethical Conduct in Government
- Family and Medical Leave Act
- Fundamentals of Employment and Labor Relations Practices
- HR Basics (Online)
- Merit Rules
- PHRST Inquiry (PHRST HR/Benefits Administration or PHRST Payroll)
- Safety/Security/Workers' Compensation & Return to Work
- Selection Interviewing Online Tutorial (Online)
- Sexual Harassment Prevention (Online)
- Statewide Benefits
- Understanding Deferred Compensation
- Understanding the State Employees' Pension Plan
- Using EAP as a Performance Improvement Resource
- Workforce Planning

2. Personal Competencies

Self-awareness—Recognizes own strengths and weakness. Seeks opportunities for personal learning and development.

Ethics and Values—Follows laws, regulations, policies, etc. related to job. Models high standards of honesty, integrity, trust, creditability, openness and respect.

Courses that develop Personal Competencies:

- Conflict Resolution
- Diversity—Food for Thought
- Ethical Conduct in Government

- Personal Profile/Behavioral Styles (DiSC)
- Principles of Quality: An Introduction
- Sexual Harassment Prevention (Online)
- Merit Rules
- Using the EAP as a Performance Improvement Resource

3. 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—Food for Thought
- Ethical Conduct in Government
- Fundamentals of Employment and Labor Relations Practices
- HR Basics
- Put It in Writing
- Selection Interviewing (Online)
- Sexual Harassment Prevention
- Using EAP as a Performance Improvement Resource
- Workplace Communication/Active Listening

4. 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:

- AA/EEO
- Conflict Resolution
- DEL Online Tutorial
- Diversity—Food for Thought
- PHRST Inquiry
- Put It In Writing
- HR Basics
- Principles of Quality: An Introduction
- Selection Interviewing Online Tutorial
- Using the EAP as a Performance Improvement Resource
- Workplace Communication/Active Listening
- Workforce Planning

5. 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:

- AA/EEO
- DEL Online Tutorial
- Ethical Conduct in Government
- Family Medical Leave Act
- HR Basics
- Know Your State Government
- Merit Rules
- Principles of Quality: An Introduction
- 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

6. CUSTOMER-FOCUS COMPETENCY

Considers both short and long-term interest of the customer in making service decisions. Creates strategies to help the organization serve customers more effectively. Establishes and maintains effective relationships with customers and gains their trust and respect.

Courses that develop Customer Focus Competency:

- Conflict Resolution
- DEL Online Tutorial
- Diversity—Food for Thought
- HR Basics
- Principles of Quality: An Introduction
- Put It in Writing
- Quality Service in the Public Sector
- Sexual Harassment Prevention
- Workforce Planning
- Using EAP as a Performance Improvement Resource