Business Management & Administration Career Cluster
Human Resources Principles
Course Number: 06.41800

Course Description:
HIRED or FIRED? Students will analyze the primary functions of human resources management which include recruitment, selection, training, development, compensation, and evaluation. The course is designed to equip students with operational knowledge of hiring, managing, and firing employees. Throughout this course students will be introduced to the Human Resource Management role by following the life cycle of an employee from organizational entry to exit.

Various forms of technologies will be highlighted to expose students to the emerging technologies impacting the business world. Professional communication skills and practices, problem-solving, ethical and legal issues, and the impact of effective presentation skills are taught in this course as a foundational knowledge to prepare students to be college and career ready. Employability skills are integrated into activities, tasks, and projects throughout the course standards to demonstrate the skills required by business and industry. Competencies in the co-curricular student organization, Future Business Leaders of America (FBLA), are integral components of both the employability skills standards and content standards for this course.

Human Resources Principles is the third course for the Human Resources Management Pathway. Students who are enrolled in this course should have successfully completed the first two courses in the pathway: Introduction to Business & Technology and Legal Environment of Business. After mastery of the standards in this course, students should be prepared to take an End of Pathway assessment in this career area.

Course Standard 1

BMA-HRP-1
The following standard is included in all CTAE courses adopted for the Career Cluster/Pathways. Teachers should incorporate the elements of this standard into lesson plans during the course. The topics listed for each element of the standard may be addressed in differentiated instruction matching the content of each course. These elements may also be addressed with specific lessons from a variety of resources. This content is not to be treated as a unit or separate body of knowledge but rather integrated into class activities as applications of the concept.

Standard: Demonstrate employability skills required by business and industry.
The following elements should be integrated throughout the content of this course.
1.1   **Communicate effectively through writing, speaking, listening, reading, and interpersonal abilities**.

Person-to-Person Etiquette	Telephone and Email Etiquette	Cell Phone and Internet Etiquette	Communicating At Work	Listening
Interacting with Your Boss	Telephone Conversations	Using Blogs	Improving Communication Skills	Reasons, Benefits, and Barriers
Interacting with Subordinates	Barriers to Phone conversations	Using Social Media	Effective Oral Communication	Listening Strategies
Interacting with Co-workers	Making and Returning Calls		Effective Written Communication	Ways We Filter What We Hear
Interacting with Suppliers	Making Cold Calls		Effective Nonverbal Skills	Developing a Listening Attitude
	Handling Conference Calls		Effective Word Use	Show You Are Listening

	Handling Unsolicited Calls		Giving and Receiving Feedback	Asking Questions
				Obtaining Feedback
				Getting Others to Listen

Nonverbal Communication	Written Communication	Speaking	Applications and Effective Résumés
Communicating Nonverbally	Writing Documents	Using Language Carefully	Completing a Job Application
Reading Body Language and mixed Messages	Constructive Criticism in Writing	One-on-One Conversations	Writing a Cover Letter
Matching Verbal and Nonverbal communication		Small Group Communication	Things to Include in a Résumé
Improving Nonverbal Indicators		Large Group Communication	Selling Yourself in a Résumé
Nonverbal Feedback		Making Speeches	Terms to Use in a Résumé
Showing Confidence Nonverbally		Involving the Audience	Describing Your Job Strengths
Showing Assertiveness		Answering Questions	Organizing Your Résumé
		Visual and Media Aids	Writing an Electronic Résumé
		Errors in Presentation	Dressing Up Your Résumé

1.2 Demonstrate creativity by asking challenging questions and applying innovative procedures and methods.

Teamwork and Problem Solving	Meeting Etiquette
Thinking Creatively	Preparation and Participation in Meetings
Taking Risks	Conducting Two-Person or Large Group Meetings
Building Team Communication	Inviting and Introducing Speakers
	Facilitating Discussions and Closing
	Preparing Visual Aids
	Virtual Meetings

1.3 Exhibit critical thinking and problem solving skills to locate, analyze and apply information in career planning and employment situations.

Problem Solving	Customer Service	The Application Process	Interviewing Skills	Finding the Right Job
Transferable Job Skills	Gaining Trust and Interacting with Customers	Providing Information, Accuracy and Double Checking	Preparing for an Interview	Locating Jobs and Networking
Becoming a Problem Solver	Learning and Giving Customers What They Want	Online Application Process	Questions to Ask in an Interview	Job Shopping Online
Identifying a Problem	Keeping Customers Coming Back	Following Up After Submitting an Application	Things to Include in a Career Portfolio	Job Search Websites
Becoming a Critical Thinker	Seeing the Customer's Point	Effective Résumés:	Traits Employers are Seeking	Participation in Job Fairs
Managing	Selling Yourself and the Company	Matching Your Talents to a Job	Considerations Before Taking a Job	Searching the Classified Ads
	Handling Customer Complaints	When a Résumé Should be Used		Using Employment Agencies

	Strategies for Customer Service			Landing an Internship
				Staying Motivated to Search

1.4   Model work readiness traits required for success in the workplace including integrity, honesty, accountability, punctuality, time management, and respect for diversity.

Workplace Ethics	Personal Characteristics	Employer Expectations	Business Etiquette	Communicating at Work
Demonstrating Good Work Ethic	Demonstrating a Good Attitude	Behaviors Employers Expect	Language and Behavior	Handling Anger
Behaving Appropriately	Gaining and Showing Respect	Objectionable Behaviors	Keeping Information Confidential	Dealing with Difficult Coworkers
Maintaining Honesty	Demonstrating Responsibility	Establishing Credibility	Avoiding Gossip	Dealing with a Difficult Boss
Playing Fair	Showing Dependability	Demonstrating Your Skills	Appropriate Work Email	Dealing with Difficult Customers
Using Ethical Language	Being Courteous	Building Work Relationships	Cell Phone Etiquette	Dealing with Conflict
Showing Responsibility	Gaining Coworkers' Trust		Appropriate Work Texting	
Reducing Harassment	Persevering		Understanding Copyright	
Respecting Diversity	Handling Criticism		Social Networking	
Making Truthfulness a Habit	Showing Professionalism			
Leaving a Job Ethically				

1.5   Apply the appropriate skill sets to be productive in a changing, technological, diverse workplace to be able to work independently and apply team work skills.

Expected Work Traits	Teamwork	Time Management
Demonstrating Responsibility	Teamwork Skills	Managing Time
Dealing with Information Overload	Reasons Companies Use Teams	Putting First Things First
Transferable Job Skills	Decisions Teams Make	Juggling Many Priorities
Managing Change	Team Responsibilities	Overcoming Procrastination
Adopting a New Technology	Problems That Affect Teams	Organizing Workspace and Tasks
	Expressing Yourself on a Team	Staying Organized
	Giving and Receiving Constructive Criticism	Finding More Time
		Managing Projects
		Prioritizing Personal and Work Life

1.6   Present a professional image through appearance, behavior and language.

On-the-Job Etiquette	Person-to-Person Etiquette	Communication Etiquette	Presenting Yourself
Using Professional Manners	Meeting Business Acquaintances	Creating a Good Impression	Looking Professional
Introducing People	Meeting People for the First Time	Keeping Phone Calls Professional	Dressing for Success
Appropriate Dress	Showing Politeness	Proper Use of Work Email	Showing a Professional Attitude

Business Meal Functions		Proper Use of Cell Phone	Using Good Posture
Behavior at Work Parties		Proper Use in Texting	Presenting Yourself to Associates
Behavior at Conventions			Accepting Criticism
International Etiquette			Demonstrating Leadership
Cross-Cultural Etiquette			
Working in a Cubicle			

Support of CTAE Foundation Course Standards and Georgia Standards of Excellence L9-10RST 1-10 and L9-10WHST 1-10:
Georgia Standards of Excellence ELA/Literacy standards have been written specifically for technical subjects and have been adopted as part of the official standards for all CTAE courses.

Course Standard 2

BMA-HRP-2
Apply the basic human resources principles as they relate to managing an effective and efficient organization.
  2.1 Identify work strategies and organizational structures as they relate to the function of human resources, chain of command, and supervisor-manager partnership.
  2.2 Evaluate the human resource challenges and potential remedies facing supervisors in today's business world.
  2.3 Select human resource strategies to increase performance and return on investment.
  2.4 Analyze the impact of culture, environment, expectations, and technology on the role of the employee in an effective and efficient organization.

Course Standard 3

BMA-HRP-3
Examine employment law and ethics as they refer to contemporary issues in Human Resources Management.
  3.1 Compare employment at will versus employment contract and impact on the workplace.
  3.2 Explain the human resources role in ethics relating to harassment, workplace safety (OSHA), security of employee records, employee theft, affirmative action (EEOC), comparable work, employee privacy rights, and other forms of discrimination.
  3.3 Examine unions and collective bargaining including the negotiation process and arbitration; how they were established; and the relevance today.

Course Standard 4

BMA-HRP-4
Apply and model the concepts of recruitment, interview, and selection of employees in the current labor market.
  4.1 Evaluate sources of information concerning the labor market and unemployment.
  4.2 Compare recruitment sources and practices.
  4.3 Examine the Equal Employment Opportunity legislation.
  4.4 Examine the development and implementation of an affirmative action program.
  4.5 Develop a recruitment plan for a particular career area.
  4.6 Outline and simulate the application process, interview process, interview techniques for employees needed for a particular career area.
  4.7 Debate the selection of employees for a particular career area based on recruitment, application, and the application process.

Course Standard 5

BMA-HRP-5
Develop a training plan for employees after investigating methods of employee training and development.

  5.1   Examine the principles of learning and recognize the steps involved in needs assessment.
  5.2   Differentiate factors affecting the planning and implementation of an employee-training program.
  5.3   Define the steps for implementing initial and ongoing employee training and development.
  5.4   Develop a training model for an organization training and development for employees.
  5.5   Critique the techniques used to evaluate a training program.

Course Standard 6

BMA-HRP-6
Analyze the data and respond to results of job description analysis, development, and design.

  6.1   Examine methods of collecting job analysis information.
  6.2   Create a job description and requirements for employees and management.
  6.3   Examine the significance of job description and design.
  6.4   Research the processes and techniques of writing job descriptions and write a comprehensive job description.

Course Standard 7

BMA-HRP-7
Assess the performance evaluation process and its relationship to promotions and demotions.

  7.1   Analyze various evaluations content, format, and frequency used by existing companies for a particular career area.
  7.2   Evaluate the uses and benefits of appraisal systems from the viewpoint of the company and the employee.
  7.3   Examine how performance is measured, various measurement tools used, and the challenges to effective performance measurement.
  7.4   Assess the appraisal interview and performance improvement.
  7.5   Create an evaluation measurement that could be used for a particular career area.

Course Standard 8

BMA-HRP-8
Review, develop, and compare employee compensation and company-sponsored benefits.

  8.1   Examine workable pay plans to include hourly wage, salary, piece-work, commission, and bonuses.
  8.2   Review employee costs to the business, including any benefits.
  8.3   Demonstrate understanding of life and health insurance plans, company sponsored-retirement plans, and employee stock options.
  8.4   Differentiate between paid time off (sick leave, holidays, vacation, and compensatory time) and unpaid time off and recognize when appropriate to use.
  8.5   Investigate additional company perquisites (perks), such as fitness center, daycare, company car, company credit card, and company-sponsored discounts.

Course Standard 9

BMA-HRP-9
Investigate causes for and consequences of employee disciplinary action and relative employee rights.

- 9.1 Determine what constitutes poor performance on the job, including but not limited to attendance issues, failure to meet work quotas, and unethical behavior.
- 9.2 Examine the parameters of a legal disciplinary action.
- 9.3 Evaluate counseling methods and techniques and determine when each would be most effective.
- 9.4 Demonstrate understanding of various methods and considerations of termination, both voluntary and involuntary.
- 9.5 Construct rationale for employee dismissal.
- 9.6 Review the impact of labor unions and outsourcing on employee dismissal.

Course Standard 10

BMA-HRP-10
Explore how related student organizations are integral parts of career and technology education courses through leadership development, school and community service projects, entrepreneurship development, and competitive events.

- 10.1 Explain the goals, mission and objectives of Future Business Leaders of America.
- 10.2 Explore the impact and opportunities a student organization (FBLA) can develop to bring business and education together in a positive working relationship through innovative leadership and career development programs.
- 10.3 Explore the local, state, and national opportunities available to students through participation in related student organization (FBLA) including but not limited to conferences, competitions, community service, philanthropy, and other FBLA activities.
- 10.4 Explain how participation in career and technology education student organizations can promote lifelong responsibility for community service and professional development.
- 10.5 Explore the competitive events related to the content of this course and the required competencies, skills, and knowledge for each related event for individual, team, and chapter competitions.