



## Human Resources Professional Certificate

Clients are demanding personal service and our "Human Resources Professional Certificate" will teach your employees how to enhance the critical conversation skills of personal bankers-Presence, Relating, Listening, Questioning, Positioning and Checking.

**Original Price: \$699**

### Course Details

- **Skills for Interviewing**

**Duration: 30 Min**

**Code: 50186**

Job candidates will find that this course gives them the A-to-Z of interviewing for a new job. The strategies and tips provide specific recommendations for valuable preliminary work, and tools to prepare for the interviewer's questions. Key points will help you promote your best image and create a positive impression. You will learn how to follow up with the interviewer and how to negotiate the best offer if you are selected. This course will take approximately 30 minutes to complete.

- **Doing Performance Reviews**

**Duration: 60 Min**

**Code: 50187**

Everyone benefits when you take a collaborative, positive approach to performance reviews. Whether you do them once a year or once a week, you will know how to do them effectively. This course will take approximately 60 minutes to complete.

- **Establishing Performance Goals and Expectations**

**Duration: 60 Min**

**Code: 50188**

Productive and motivated employees are those who clearly understand what is expected of them in terms of performance and behavior. This course has tools and methods for collaboratively establishing goals and specific performance criteria for all employees. There are tips to help you obtain commitment to your goals and methods to help you review performance goals regularly. It also includes documentation guidelines

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and techniques to help you get results through effective feedback and positive reinforcement. This course will take approximately 60 minutes to complete.

- **Employee Motivation**

**Duration: 60 Min**

**Code: 50189**

The difference between a business just surviving and a thriving one is the energy and commitment of its people. A motivated and dedicated workforce is the formula for long term success. This course gives practical suggestions for identifying group and individual motivating factors and mobilizing them to energize employees. There are tools, techniques, and methods for revitalizing the workplace and encouraging initiative in each person in order to move everyone forward. This course will take approximately 60 minutes to complete.

- **Overview of 360 Degree Feedback**

**Duration: 45 Min**

**Code: 50190**

This course is designed to present a broad overview of 360 degree feedback, also called multi-rater or multi-source feedback. This type of feedback system is becoming more popular in organizations, including many of the Fortune 50 Companies, and the Federal Government. Given its popularity and widespread use, many organizations are wondering whether such a system will benefit them. This course will acquaint participants with the nature of such systems, how they are used, who is involved, current thinking about concerns and benefits, and what to look for when considering the adoption of such a system. This course will take approximately 45 minutes to complete.

- **Mentoring for Improved Performance**

**Duration: 30 Min**

**Code: 50191**

This course teaches effective coaching techniques, and enables you to help employees improve their work performance through a clearer sense of performance objectives and renewed motivation. You will learn specific and practical suggestions for diagnosing performance problems, understand appropriate actions based on the diagnosis, and be able to implement the coaching process in an effective manner. This course will take approximately 30 minutes to complete.

- **Developing Brand You**

**Duration: 30 Min**

**Code: 50192**

This course provides ideas and exercises designed to help you formulate clear ideas about creating Brand You and about managing your career. It will help you focus on what you like about your current position, what you would like in your next position, and what actions you need to take to gain control over your career. You will assess your strengths and devise a plan to work on your weaknesses. This course will take approximately 30 minutes to complete.

- **Job Candidate Interviewing**

**Duration: 60 Min**

**Code: 50193**

This is a practical course with tools and methods to help you prepare to get the results you want. You will learn how to define exactly what you are looking for in a job candidate, and be given checklists and discussion guides to ask the right questions and get relevant answers. The course addresses the most common legal pitfalls and how to avoid them, as well as issues you should consider when evaluating a candidate. This course will take approximately 60 minutes to complete.

- **Employee Performance Recognition**

**Duration: 60 Min**

**Code: 50194**

Recognizing employee performance and giving positive reinforcement is a key element of motivation. Master this ability and reap the benefits of a motivated, high performing individual or team. This course will take approximately 60 minutes to complete.

- **Effective Performance Feedback**

**Duration: 45 Min**

**Code: 50195**

Providing effective performance feedback is an important part of your role as a manager. This course will give you an understanding of the importance of performance feedback. Informal performance feedback is provided on an ongoing basis. A more formal process is the annual performance review. We will outline the stages of a performance review, and show you video clips of performance reviews in action. Finally, we will provide you with strategies for ensuring that your feedback is constructive and effective. This course will take approximately 45 minutes to complete.

- **Selecting Top Talent**

**Duration: 30 Min**

**Code: 50196**

Selecting top talent is an important part of your role as a manager. This course will give you an understanding of the four steps of effective interviewing and selection, and

explore the key interviewing skills that will assist you in conducting an efficient and effective interview. This course will take approximately 30 minutes to complete.

- **Implementation of 360 Degree Feedback**

**Duration: 45 Min**

**Code: 50197**

This course is designed to help participants understand how to implement a 360-degree feedback system. There are many details that make such a system operate effectively. This course discusses the issues that must be considered well before any assessments are conducted, along with the best practices that make implementation successful. The course is designed to help users become more knowledgeable about this method, whether they plan to implement in-house or seek external assistance. This course will take approximately 45 minutes to complete.

- **Performance Appraisal Basics**

**Duration: 45 Min**

**Code: 50198**

The core element of every manager's job is performance management. Effectiveness in this area is directly determined by how well the manager plans and conducts the year round and year-end elements of the appraisal process. This course is designed to educate you about the critical elements of the performance appraisal process. This course will take approximately 45 minutes to complete.

- **Negotiating and Starting Right**

**Duration: 45 Min**

**Code: 50199**

This course explains how to proceed once an offer for employment has been made. You will learn what to do when you receive an offer, and how to act during the negotiation and acceptance phases of the interviewing process. This course will take approximately 45 minutes to complete.

- **Employee Time Management**

**Duration: 60 Min**

**Code: 50200**

This course is designed to assist individuals in diverse occupations to understand time management and to practice specific techniques to improve their efficiency. The specific techniques presented include making lists, using a personal organizer, handling interruptions and delegating work tasks. The course discusses how time management

skills will help you overcome the effects of stress. This course will take approximately 60 minutes to complete.

- **Employment Ethics and Compliance Topics**

**Duration: N/A**

**Code: N/A**

This self-paced program is designed to help students understand ADR, employee ethics, and employee discipline. A student will have access to all 18 courses included within the program and can complete all or select those best aligned with their learning objectives. The Employment Ethics and Compliance Topics program includes Courses 50205 through 50256.

- **Effective Approaches to Employee Discipline**

**Duration: 60 Min**

**Code: 50210**

It is often difficult for managers and supervisors to make valid employment decisions. Employees may believe that a decision was unfair or biased. By implementing an effective workplace discipline policy, employees will know what is expected of them and what penalties may be imposed for certain offenses. This course provides practical advice on implementing or improving your discipline policy. You will learn to establish a policy and document all incidents, keeping workforce dissatisfaction to a minimum, increase productivity, and boost morale. This course will take approximately 60 minutes to complete.

- **Litigation and Dispute Resolution**

**Duration: 45 Min**

**Code: 50211**

Litigation and dispute resolution are hot topics in today's business world. A variety of processes exist to resolve disputes arising in the course of commerce. Most business people are familiar with litigation but perhaps not as familiar with ADR – alternative dispute resolution. The course discusses the major civil litigation systems of the world, stages of the lawsuit in the United States, ways in which these lawsuits affect business, and suggestions for reforming the system to reduce its adverse impact, including ADR. This course will take approximately 45 minutes to complete.

- **Employee Discipline**

**Duration: 45 Min**

**Code: 50212**

When a situation exists where employee discipline is required, it can be difficult for a supervisor or manager to be sure they are acting appropriately. This course provides

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information on conducting an effective workplace investigation and discusses the common methods of discipline that exist in the workplace today. The information presented will help you to treat your employees fairly and avoid possible charges of discrimination relating to disciplinary actions. You will learn how to conduct an investigation and apply an appropriate method of discipline. This course will take approximately 45 minutes to complete.

- **Ethics for Managers**

**Duration: 45 Min**

**Code: 50215**

Understanding business ethics is different from learning other subjects, where there is usually one correct answer to a question. In business ethics, there is rarely a correct answer and usually the process of decision making is as important as the conclusion. Managers need to know how ethical business practices can prevent wrongdoing in their organizations and how ethics can help employees make right choices. This course explains what is meant by the concept business ethics and why initiatives to develop and maintain ethical cultures in organizations are more important than ever. This course will take approximately 45 minutes to complete.

- **Employee Ethics**

**Duration: 30 Min**

**Code: 50216**

Business ethics is no longer a subject reserved for executives and managers. Employees on the front line who deal with customers, suppliers, competitors and their peers are expected to make good decisions everyday based on the organization's values and contemporary standards in business ethics. If they do not, the cost to their organization impacts both their financials and their reputation. This course helps you understand the importance of recognizing an ethical dilemma and then acting accordingly. It helps you make ethical decisions in your daily work life. This course will take approximately 30 minutes to complete.

- **Discharging an Employee**

**Duration: 60 Min**

**Code: 50217**

Discharging an employee can be uncomfortable because it's not something anyone really wants to do. There are also serious implications for the organization. Understand more about the process of discharging an employee and learn about the details that you don't want to overlook. This course will take approximately 60 minutes to complete.

- **Employee Disciplining**

**Duration: 60 Min**

**Code: 50218**

The Strategies and Tips in this course will help a manager to improve overall performance by knowing when and how to take corrective action with problem employees. You are given specific disciplinary methods in this course, and techniques to ensure compliance. There are also tools and techniques for developing workable solutions with the individual involved and direction on what can be done if efforts are not successful. This course will take approximately 60 minutes to complete.

- **Ergonomics Overview for the Office**

**Duration: 45 Min**

**Code: 50219**

Focusing on work performed in an office environment, this course describes ergonomic work design, the effects of poor ergonomic design, ergonomic risk factors, and the basic principles of effective ergonomic risk management. This course will take approximately 45 minutes to complete.

- **Ergonomics for the Office**

**Duration: 30 Min**

**Code: 50220**

Even the most safety conscious employee may not be aware of the demands that are placed on the body by a job, the work area, or by the equipment and tools they use. This course helps to remind employees of ergonomic problems that can occur in the office, and offers solutions to these problems. This course presents the fundamentals of good ergonomic practices. This course will take approximately 30 minutes to complete.

- **Understanding Contracts and Their Use**

**Duration: 60 Min**

**Code: 50223**

In almost every business transaction a contract is made. This course will tell you how to know when a true contract has been made, identify when it is binding, and determine the limitations and scope of the agreements. It will also give you information and guidelines on how and when to sever the contract, how to modify it, and how to circumvent potential problems. This course will take approximately 60 minutes to complete.

- **Handling Violence in the Workplace**

**Duration: 60 Min**

**Code: 50228**

One out of every four full time worker is harassed, threatened, or attacked on the job each year. That is a shocking statistic, yet most companies do not have a written policy on workplace violence, have not taken preventative measures, and probably do not understand the causes or warning signs of such behavior. While you hope a violent situation never occurs in your company, this course will help prepare you and your company to effectively manage violent situations should they occur. This course will take approximately 60 minutes to complete.

- **Reaching Personal Goals**

**Duration: 60 Min**

**Code: 50233**

You know your life could be better. You're not fulfilling your potential. Or maybe you've been wondering when your dreams will come true. Achieving Personal Goals will get you headed in the right direction and give you some tips for making it all happen! This course will take approximately 60 minutes to complete.

- **Time Management**

**Duration: 60 Min**

**Code: 50234**

This course addresses the nuts and bolts of time management and includes tools for setting goals, keeping logs, and planning your time. It includes methods for identifying low pay-off activities and time-wasters, along with suggestions for getting rid of them. It provides tips for organizing your materials and your surroundings for more efficiency, and has other practical suggestions for taking control of your time and your life with simple, tried-and-true tools and techniques. This course will take approximately 60 minutes to complete.

- **Individual Goals and Challenges**

**Duration: 45 Min**

**Code: 50235**

Setting goals is one thing and realizing them is something else entirely. This course provides you with tools to set and remain committed to your goals. You will learn how to commit your goals to paper, set timelines, and track your progress. This course will take approximately 45 minutes to complete.

- **Individual Goal Contract**

**Duration: 30 Min**

**Code: 50236**

Goal setting is not always easy, as unexpected events can get in the way of even the most dedicated efforts. This course will teach you how to achieve goals by developing a



self-initiated contract that formalizes your commitment to your goals. These contracts can be simple or complex, and can be revised and clarified to meet the obstacles you encounter in the pursuit of your goals. You will also learn to use these contracts to set and meet deadlines. This course will take approximately 30 minutes to complete.

- **Individual Goal Setting**

**Duration: 45 Min**

**Code: 50237**

This course will teach you how to properly understand, effectively set and achieve your goals. You will learn to avoid setting goals that are either unrealistically high or too easily reached. The course also teaches you to understand the difference between goals and dreams. This course will take approximately 45 minutes to complete.

- **Individual Listening Skills**

**Duration: 45 Min**

**Code: 50238**

This course is designed to help participants improve their listening skills through practical exercises and increased awareness of their personal listening styles. This course will take approximately 45 minutes to complete.

- **Individual Priority Management**

**Duration: 30 Min**

**Code: 50239**

People in every walk of life face recurring demands, information overload, increased workloads, and have family and/or community responsibilities and their own personal expectations of what they want for their job, career or family. Busy people need to prioritize. Prioritizing can help in every facet of life. This course will teach you how to use a priority process to achieve meaningful personal and career goals. It also provides numerous techniques and tips that will make priority management a key to successful accomplishments. This course will take approximately 30 minutes to complete.

- **Individual Anger Management**

**Duration: 45 Min**

**Code: 50240**

This course is designed to describe the essentials of managing anger in an appropriate and constructive manner. While designed specifically for the work environment, the core elements of this training can be applied when you are at home or on the road. The constant pressures and stresses of modern life have resulted in a growing realization that anger control methods should be taught. Rage and violence in the workplace are

no longer rare occurrences. While anger is a normal human emotion, the prevalence of toxic anger is dangerous to us all. This course teaches us how to effectively manage anger in all its forms. This course will take approximately 45 minutes to complete.

- **Individual Goal Personalization**

**Duration: 45 Min**

**Code: 50241**

The only way to accomplish a goal is to take total ownership of it. This course will teach you different methods of turning a goal into your own, ranging from understanding the nature of doubt, preventing sabotage by the subconscious, to adopting new types of positive behaviors such as role playing. Using these techniques, you will learn how to become a successful goal setter and achiever. This course will take approximately 45 minutes to complete.

- **Individual Productivity Enhancement**

**Duration: 45 Min**

**Code: 50246**

Productivity is the key to career success. In challenging and competitive times, companies look to their employees to accomplish needed tasks and assure the organization's viability. If companies downsize, the jobs of the most productive employees are secure. When companies decide to promote employees, those with a track record for accomplishing the important work of the organization are often considered for advancement. This course teaches time and task management skills that will make you more valuable to your company and more productive in your personal life. This course will take approximately 45 minutes to complete.

- **Managing Work and Family**

**Duration: 60 Min**

**Code: 50247**

Balancing the demands of work and family can be a challenging task. For most of our lives, we juggle a number of important roles that require our attention and energy. Your roles might include employee, manager, business owner, spouse, parent, community member, or student. Woven amidst those roles and associations are significant rewards and responsibilities that make our lives challenging, interesting, and satisfying. However, if we aren't careful, the demands and pressures can overwhelm and exhaust us and prevent us from achieving what we really want. This course will take approximately 60 minutes to complete.

- **Developing Your Career Path**

**Duration: 45 Min**

**Code: 50248**

Resumes are invaluable tools in the job search process. One extremely important purpose lies in the preparation process itself. You learn about yourself, your accomplishments and your goals. You also learn how to package and present yourself to fit the employer's needs. This course will take approximately 45 minutes to complete.

- **Individual Leadership Power**

**Duration: 45 Min**

**Code: 50251**

This course is designed to help you unleash your leadership potential. You will learn how to take a stand, achieve a goal, and motivate others. The course explains how most leaders are made rather than born and teaches you to develop your personal leadership power (PLP). This includes using the five principles to increase and effectively use PLP. This course will take approximately 45 minutes to complete.

- **Identifying and Avoiding Burnout**

**Duration: 60 Min**

**Code: 50253**

Burnout, Exhaustion, Fatigue, Apathy, it doesn't matter what word you use. You just can't seem to get the energy to perform at your 'normal' level. Find out how you can recognize and avoid burnout so you can achieve a balance and stay on track! This course will take approximately 60 minutes to complete.

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