As part of your course, you will receive the SHRM Learning System® for SHRM-CP/SHRM-SCP. This new and comprehensive program is filled with unique features, including innovative SmartStudy™ tools, comprehensive learning modules, and interactive online multi-media resources to help streamline your study time, expand your competencies and knowledge and build confidence for passing the certification exam. Continue reading for an outline of the five program modules.
Course materials: SHRM Learning System for SHRM-CP/SHRM-SCP

Comprehensive learning modules
The SHRM Learning System for SHRM-CP/SHRM-SCP includes five modules covering a comprehensive body of competency and knowledge so you’ll learn everything you need for the SHRM-CP or SHRM-SCP exam.

HR Competencies
Leadership & Navigation
Ethical Practice
Business Acumen
Relationship Management
Consultation
Critical Evaluation
Global & Cultural Effectiveness
Communication

People
Talent Acquisition & Retention
• Job analysis, evaluation, and design of job descriptions
• Staffing projection approaches
• External and internal recruitment approaches
• Employee lifecycle phases
• Formal assessment methods and tools

Employee Engagement
• Organizational culture influences
• Principles of effective performance appraisal techniques (e.g., goal-setting, giving feedback)
• Principles of survey creation, administration, and evaluation
• Retaliation prevention approaches
• Motivational theories

Learning & Development
• Coaching styles and approaches
• Learning evaluation approaches
• Leadership development techniques
• Organizational intervention design and implementation approaches
• Training and development techniques and solutions

Total Rewards
• Benefits (e.g., disability insurance, domestic partners, education, employee assistance programs, families, life insurance, retirement plans, unemployment insurance, wellness programs, workers’ compensation)
Course materials: SHRM Learning System for SHRM-CP/SHRM-SCP

- Metrics
- Perquisite
- Pay practices, policies, approaches, systems, and issues
- External labor markets PEST factors

**Organization**

Structure of the HR Function
- Centralization versus decentralization
- Defined approaches to roles and functions for generalists and specialists
- HR Organizational structure and design
- HR functional integration approaches
- Negotiation and influence techniques
- Strategy design and implementation

Organizational Effectiveness & Development
- Business solution and performance analysis
- Change management theories and approaches
- Organizational learning approaches
- Performance management theories, structures, and approaches
- Understanding individual differences and perceptions

Workforce Management
- Employee development techniques and approaches
- Learning theories and philosophies
- Succession planning techniques
- Workforce planning techniques and analyses

Employee Relations
- Employee engagement approaches
- Internal Labor Organization (ILO) core labor standards
- Grievance, complaint, and conflict resolution techniques
- Contract negotiation approaches

Technology & Data
- Business process integration approaches
- HR information systems and sources
- Systems integration approaches
- Technology use policies and practices

**Workplace**

HR in the Global Context
- Creating a global organizational culture
- Global trends in benefits, compensation, diversity and inclusion,
Course materials: SHRM Learning System for SHRM-CP/SHRM-SCP

employment laws, ethics and sustainability, labor markets, labor relations, safety and security, staffing management
• Visa and work permit considerations
• Global mindset techniques
• Managing international assignments

Diversity & Inclusion
• Approaches to a multi-generational workforce
• Effective approaches to building trust and relationships
• Level of global acceptance of diversity

Risk Management
• Emergency/incident response plans
• Information management theory
• Data management protection and disclosure approaches
• Continuity of operations planning

Corporate Social Responsibility
• Code of conduct development
• Corporate citizenship and governance programs and legislation
• Ethical decision-making in a global context
• Compliance program evaluation

Employment Law & Regulations (U.S. only)
• Compensation
• Employee relations
• Equal employment opportunity
• Job safety and health
• Leave and benefits
• Miscellaneous protection laws

Strategy
Business & HR Strategy
• Approaches for linking organizational and HR strategies
• Mission, vision and values creation
• Organizational growth strategies, evolution stages, and success factors
• Labor market analysis
• Effective communication techniques
• Business intelligence factors