



---

## Small Business Human Resources (SBHR) Certificate Program

(Courtesy of the E-Business Coalition, a group of organizations pooling their resources to offer important information to the small business community)

### About the Program

This unique Human Resources Certificate program offers around 25 hours of online learning, addressing key topics such as recruitment, staff compensation and benefits, leadership, performance development and team building to name a few.

Access is good for 120 days from date of purchase.

The training is described below. It is comprised of individual learning modules and programs (a program is a bundle of modules).

- 1) There are many individual modules. Each contains an assessment or "test" on the last page. You must pass each test in order to be eligible to receive the overall SBHR Certificate. Note when you pass each test, you can also access a "Certificate of Completion" which can be saved and/or printed.
- 2) There are two programs (made up of 3 modules). Each offers an examination which is accessed via a separate "examination" link found at the end of the program listing. You must pass these two examinations to be eligible to receive the overall SBHR Certificate.

You have three attempts to pass the tests and examinations with an 80% or higher pass mark. Once they are all passed, you can access your **Small Business Human Resources Certificate** by clicking on the "SBHR Certificate" link.

If you miss any tests or examinations, you will not receive the main SBHR Certificate.

## **About the Training**

Following are the four areas of training. You have three attempts to achieve the passing grade of 80% for each module test and program examination.

### **Area 1: Recruitment**

These three modules cover the basics for attracting, screening, and selecting qualified people for your organization as well as managing and terminating employees. Each module has a test.

Estimated program length: 2.5 Hours

Job Candidate Interviewing  
Selecting Top Talent  
Hiring, Managing and Terminating

### **Area 2: Compensation and Benefits**

In this module, we will review four key aspects of an effective compensation plan: salary administration, pay equity, compensation strategies and benefits. The module contains a test.

Estimated program length: 1 Hour

Compensation and Benefits Planning for Small Business

### **Area 3: Training and Development**

These modules cover the fundamentals for professional and personal development. They will help you recognize and nurture the skills you need to lead, train and manage your team. In this area, the first twelve modules include an in-module test. The final three modules are a series for which an overall assessment is accessed from the Examination link.

Estimated program length: 12 Hours

Introduction to Leadership  
Personal Leadership  
The Vision of Leadership  
Leading Your Resources  
Empowering Your People  
Effective Performance Feedback  
Delivering Effective Feedback  
Doing Performance Reviews  
Delegation  
Establishing Performance Goals and Expectations  
Mentoring for Improved Performance  
Delegating I

Introduction to Training  
How Adults Learn  
Training Tips & Techniques  
Examination

#### **Area 4: Employee Relations**

These concise, learner-friendly modules will help you develop a positive work environment, improve your productivity, and enhance your communication and business relationships as a leader and manager. Entrepreneurs and business owners will also appreciate the last three modules which cover invaluable knowledge on business succession. In this area, the first five modules include an in-module test. The final three modules are a series for which an overall assessment is accessed from the Examination link.

Estimated program length: 9 Hours

Conflict Management  
Running Effective Teams  
Problem Solving: The 5 Steps  
Communicating as a Team  
Harassment Prevention Training for Managers and Supervisors

Your Exit Strategy  
Valuing Your Business  
Getting the Most for Your Business  
Examination