

# TVPPA Education & Training

**Utility Human Resource Certificate:** (UHR) is made up of 9 core classes. Participants are given 4 years to complete all the requirements for their certificate program.

Core:

**Introduction to Human Resource Management** - This 2 day course will cover an overview of the definition and roles of strategic partner, administrative expert, employee champion and change agent in the utility industry. The class will explore how to prepare for and perform the functions of the day to day operations that you might encounter as a while exploring a Human Resource occupation. Each participant will complete an assessment and gap analysis to develop a curriculum plan based on his/her current needs.

**Personnel Law** - This 2 day course addresses significant employment law issues including such vital areas as policies, procedures, principles, and management practices. You will learn a step-by-step approach on how to prevent costly work disruptions, employee unrest, and government inquiries. Topics covered include record keeping requirements, discrimination law, and a 1-2-3 approach to understanding lawful practices under state and federal requirements. You will also receive legal information regarding age, race, gender, pregnancy, equal pay, drugs in the workplace, workers` compensation, employee privacy, performance appraisals, discipline, and equity in employee recognition systems, diversity and overtime rules.

**Organizational Liability: Risk Management** - During this 2 day course you will discuss how responsibilities of human resources professional cross into many very important areas of the organization. One of the areas in which human resources staff must be prepared is risk management and how it will play a role in your personal utility. Topics such as safety, OSHA compliance requirements and record keeping, liabilities, security, drug testing, workplace violence and terrorism, as well as issues such as worker`s compensation will be covered. Real world examples and strategies for risk management will be reviewed for you to gain insight on how others have handled various situations.

**Compensation and Benefits** - During this 2 day class you will receive the opportunity to examine key strategies for negotiating cost effective benefit packages for employees. Best practices in controlling health care costs as well as administration of benefits programs will be covered. Strategies for keeping employees informed about their benefits will be discussed as well as techniques for enhancing participation and compliance.

# **TVPPA** Education & Training

**Building and Retaining a High Performance Workforce** - This 2 day workshop will help build your skills in the areas of employee recruitment, hiring, staffing and retention, including entrance and exit interview techniques. Strategies for developing job descriptions and analyzing candidate skills against job requirements will be reviewed for all major job categories. Strategies on developing a work environment conducive to retaining top performers will be discussed.

**Human Resource Development** - During this 2 day class you will receive the opportunity to complete a training calendar for one year while learning to identify training needs through the assessment of current employee skills against those skills needed now and in the future, including strategic succession planning. Techniques for measuring the results of workforce training will be demonstrated. In addition, strategies for using performance evaluations to develop workforce skills and drive training will be reviewed.

**Strategic Planning and Organizational Development** - Changing management, leadership development and ensuring that you are aligning the HR department with the overall goals of the organization will be outlined. During this 2 day class you will learn how to examine and apply strategies for measuring the outcomes of the organization at four levels. The HR professional will determine an individualized approach for their organization for tracking results and the ROI (Return on Investment).

**Personnel Issues Update** - This 1 day workshop is designed to familiarize you with the changes in employment law, which will impact HR operations and will include strategies to address current issues including new rulings and implementation of changes to existing policies and procedures.

**Employee Relations and Communication** - This 1 day workshop will involve the strategies for managing diversity as well as techniques for building high performance teams. Best practices for involving employees in the decisions that affect their jobs will be discussed and applied in project management assignments. In addition, successful communication with union representatives and their members will be reviewed through a series of real life case studies