



About CHRMP

- Globally Recognized Certification
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Our alumni work at















































































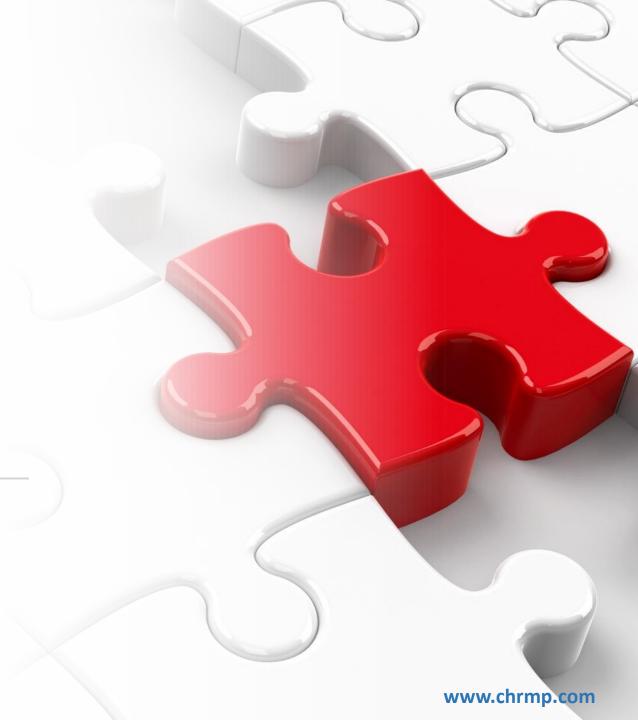








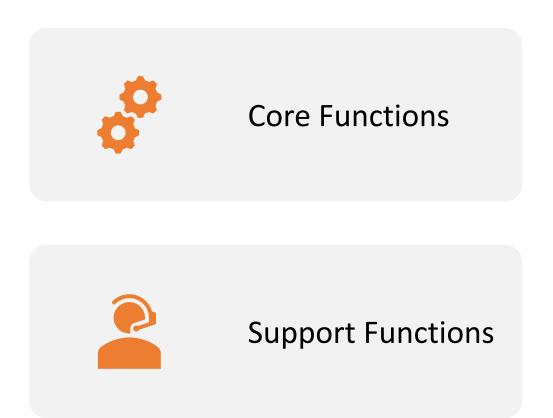
The Functional Perspective







TYPES OF FUNCTIONS:



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HR is a Support Function







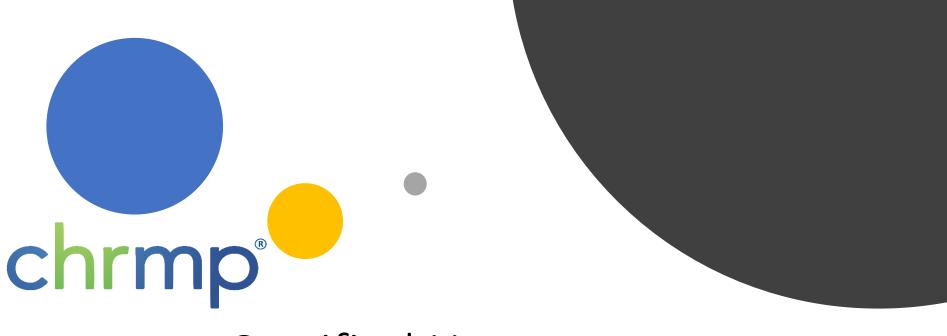
The Process Perspective





Process Evolution of HR Practices

- Task Based
- Skill Based
- Competency Based



Certified Human Resource Management Professional

Advance Certification

Human Resource Business Partner (HRBP)

CHRMP Advanced Modules



Talent Acquisition



Learning & Development



Compensation, Benefit & Payroll



Performance Management



Employee/
Industrial Relations



HR Operations



CHRMP Advanced Modules



Job Analysis



Competency Mapping



HR Policies



Behavioral Event Interviewing



Talent Acquisition

Learning Objectives

- Perform HR planning for a specific department or the organisation as a whole.
- Apply the latest industry trends in recruitment and selection to organisational needs.
- Construct different selection tests to assess competencies and skills of candidates.
- Negotiate effectively with candidates to arrive at win-win scenarios.
- Innovate and influence to bring about positive change in recruitment.
- Devise good behavioural questions on required criteria.
- Defend selection choices and provide data for these.

Focus Areas

- Organisational planning for recruitment.
- Staffing workforce planning.
- Case study manpower planning.
- Recruitment concepts and strategies.
- Trends in recruitment
- Selection process
- Selection test design
- Standards and objectives
- Reliability and validity





Talent Acquisition (Recruitment & Selection) KEY LEARNING OUTCOMES

You Learn how Budgeting in recruitment is done?

Use effective planning to optimize requirements & reduce manpower cost ?

You will be able to design industry-specific talent acquisition strategies

You will be able to create Selection Test specific to Job Roles

You learn how job sites, LinkedIn etc work and how profiles get shortlisted

How Selection Process are created, how they are designed and Implemented.





Talent Acquisition: Learn Workforce Planning

CASE STUDY

Manpower Plan For Corporation Bank

The Branch manager of Corporation Bank, Azadpur branch, reported the following data on 5.1.2018. Current employee strength revealed the following information.

Designation	No. of Employees			
Branch Manager	1			
Officers				
General	6			
Agriculture	3			
Head cashiers	1			
Cashiers	3			
Clerks	10			
Typists	2			
Sub staff	2			



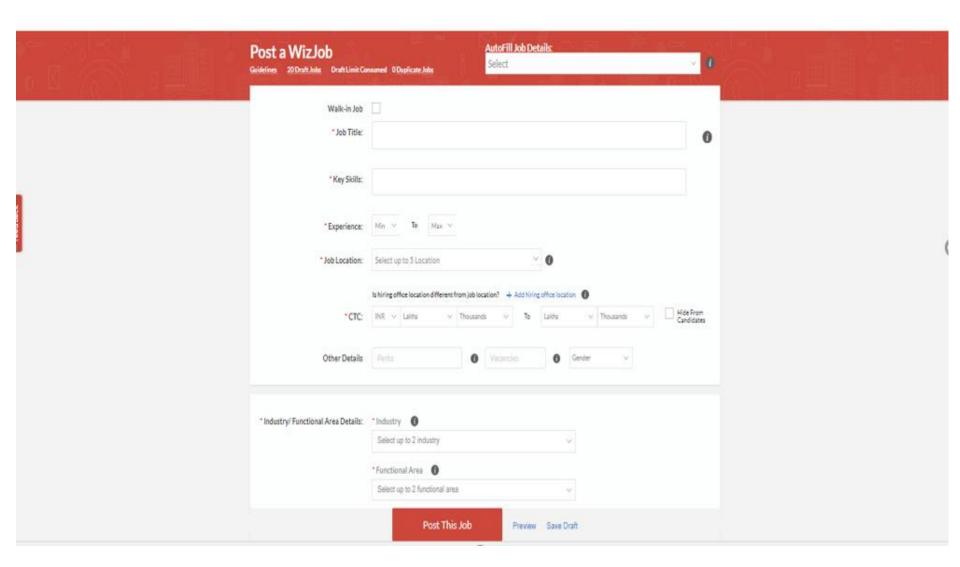
You learn to Solve Case Studies like this:

Two clerks will be promoted and transferred to Ranibagh branch in July 2018 and 3 clerks will be shifted to Saket branch in Oct 2018 on mutual transfer basis. One Agriculture officer will be promoted and transferred to Hyderabad Regional office in March 2018. Two officers who have passed the CFA examination recently are planning to leave the Bank and Join IDBI Bank in Nov 2018. In Dec 17 the field officer who went to Ramapark village met with an accident and may not resume his duties before Feb 2018.

- One cashier and two clerks will be promoted as head cashiers and officers respectively in 2019. Head cashier is due to retire in 2019.
- The branch manager would go to the next cadre in Aug2018. The branch will be fully computerized in 2019 which would mean reduction in the staff strength to the tone of three clerks and two officers.
- The branch wants to launch new financial products in the areas such as: educational loans, consumer loans, auto loans, housing loans etc in Oct 2018. These operations would require additional hands in the form of four officers and three clerks and four sub staff.
- About three persons are likely to go to Bank Staff Training College during summer 2018 for about 25 days.
- Prepare a comprehensive human resource plan for Corporation Bank, Azadpur for two years. i.e., 2018 and 2019 based on the above information.

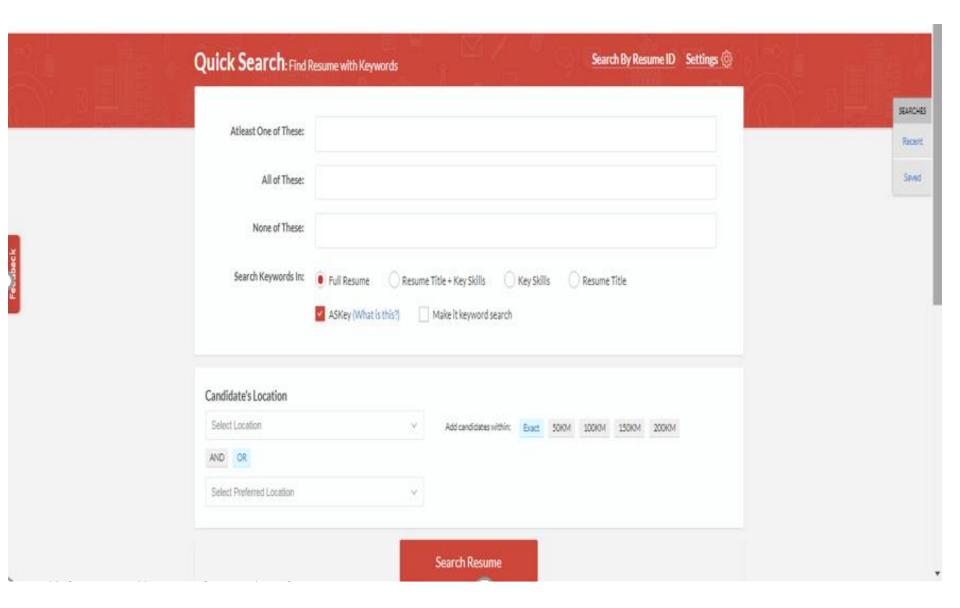


Talent Acquisition: Job Postings





Talent Acquisition: Exposure to Job Sites



Learning & Development

Learning Objectives

- Manage the L&D function for an organisation using the ADDIE Model.
- Conduct needs analyses for relevant positions within an organisation.
- Implement experiential learning techniques to bring about positive change.
- Apply adult learning principles in designing training programmes.
 - Create L1 feedback forms and L2 pre-/ post-training self-evaluation forms for participants.
 - Evaluate the effectiveness of training programmes based on Kirkpatrick's evaluation model.

Focus Areas

- Introduction to Learning and Development.
- DNA of training KSA.
 Four levels of skill development.
- Types of learning programmes.
 Approaches to training.
- ADDIE Model an introduction to the phases.
- Analysis:
 - Methods;
 - Triangulation;
 - Report;
 - Design;
 - Learning models;
 - Kolb's experiential learning cycle;
 - Bloom's taxonomy;
 - Designing training plans;
 - Development;
 - Implementation;
 - Evaluation (criteria of evaluation, meth ods and Kirkpatrick's Model).





You will learn the different stages in Skill Development for finding the right training programs

Talent Development
Learning
Outcomes

Understand entire cycle of L&D from Analysis to Evaluation

You will know how to Conduct training needs analysis & deliver reports

Develop ability to select the right Vendor for your Organizational Training

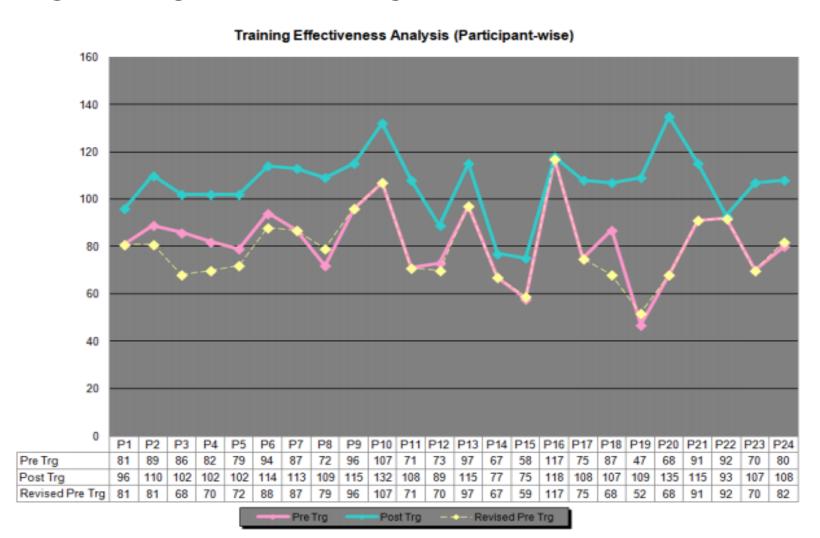
You will be able to create Kirkpatrick L1 & L2 report to know the Effectiveness of Training



Learn Creating Training Effectiveness Reports

Participant Experience

This graph displays deviation is each participant's total self assessment scores for Pre-Training, Post-Training and Revised Pre-Training.

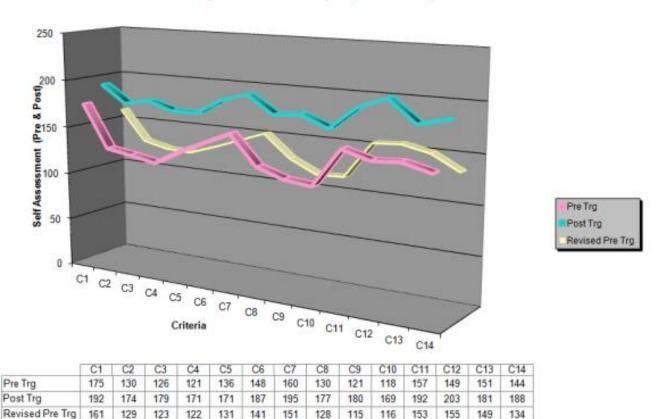




Criteria Enhancement

This graph displays deviation in total of scores for each of the 14 criteria for Pre-Training, Post-Training and Revised Pre-Training.

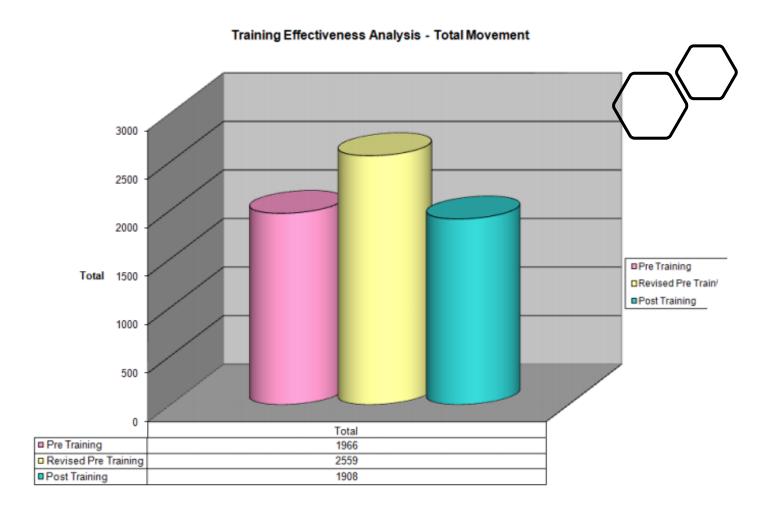
Training Effectiveness Analysis (Criteria-wise)





Total Movement of Group's Learning

This graph displays deviation in actual totals of the entire group from self assessment scores for Pre-Training, Post-Training and Revised Pre-Training.



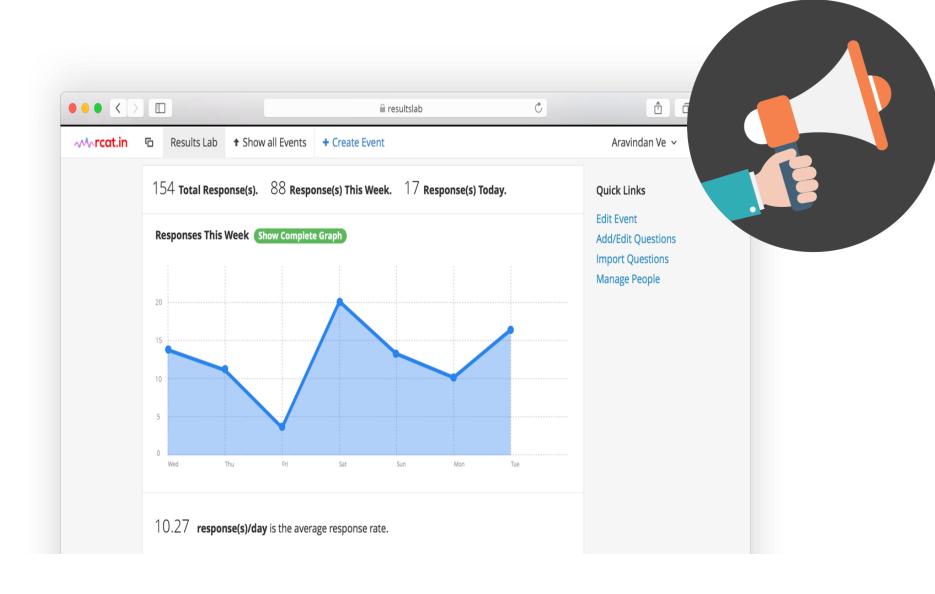


~~~ resultslab

Exposure to a tool Resultslab is given which helps organizations measure effectiveness of learning interventions at the third level of Kirkpatrick's Model of training evaluation (change in behavior & certain cases results)

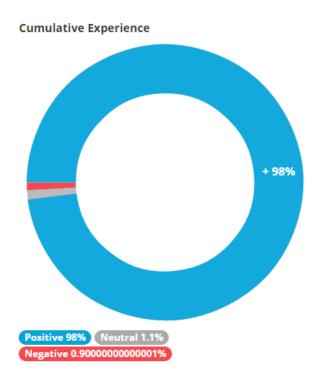


Gauge Overall Response

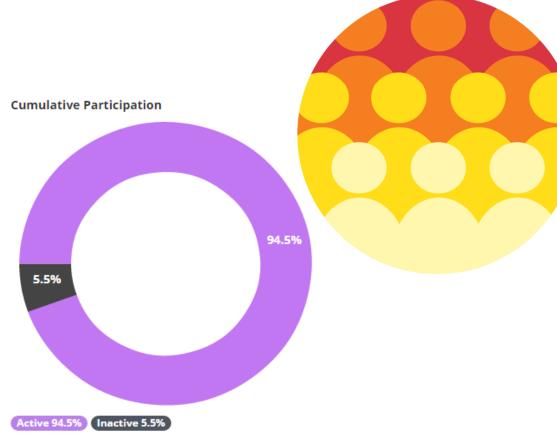




Check Engagement Levels



The above distribution refers to the cumulative experience of the people who have responded.



The above distribution refers to the percentage of people who have responded at least once.

Employee Engagement

Learning Objectives

- Create questionnaires for employee engagement surveys.
 Design a robust exit interview questionnaire.
- Calculate absenteeism and attrition rate and devise measures to control them.
- Explore options for improving performance or changing behaviour before recommending terminations.
- Collect and analyse data on retention and employment experience of employees.
- Formulate ER initiatives, keeping in mind Maslow's Hierarchy of Needs.

Focus Areas

- Introduction to employee engagement.
- Need for employee engagement.
- Factors affecting employee engagement.
- Meeting human needs through employee
- engagement.
- Understanding and measuring absenteeism.
- Understanding and measuring attrition.
- Assessment centres.
- Employee engagement surveys.
- Employee engagement and other functions in HR.





Using Employee
engagement as a
tool to solve
problem of Attrition
& Absenteeism

Create questionnaires for employee engagement surveys.

Develop understanding of mordern day Employee Engagement

Design a robust exit interview questionnaire.

EMPLOYEE ENGAGEMENT

LEARNING OUTCOMES



Learn Calculating Absenteeism =

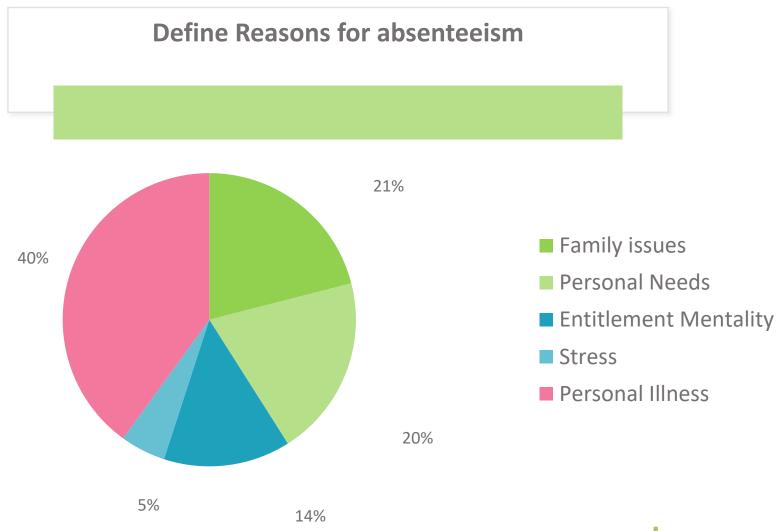
Total absent days



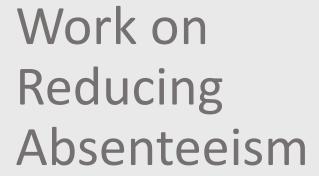
100

Total No of work-days worked by Work Force

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Prioritization: Budgets from existing initiatives were diverted to initiatives which addresses Absenteeism



New Employee engagement initiatives were taken in line with Reasons for Absenteeism



New Policy Initiatives were taken to reduce Absenteeism

Compensation & Benefits Planning

Learning Objectives

- Balance the various equities impacting compensation planning.
- Formulate strategies for reducing com
 - pensation turnover.
- Understand pay structures and salary plans that are consistent with the organisation's goals.
- Develop reward systems to encourage performance and retain employees.
- Demonstrate awareness of statutory compliances, government and laws.
- Analyse latest trends and schemes in compensation to gauge alignment with the work environment.

Focus Areas

- Designing compensation plans.
- Internal equity.
- External equity.
- Individual equity.
- Salary slabs.
- Flexible structures.
- Survey studies.
- Salary trends.
- Emerging trends.
- Optimisation of compensation.
- Point plan method





Document a list of factors affecting Compensation Planning

Describe, distinguish & understand balancing of internal, external and individual equity

Demonstrate an understanding of Point Plan method for better compensation planning

Formulate strategies for reducing compensation turnover.

Create Pay slip calculating all Statutory Compliances in CTC & Gross Salary Formats

Calculate Income Tax & Apply Income Tax Exemptions

Compensation & Benefits
LEARNING OUTCOMES





Compensation Management & Planning

CASE STUDY: COMPENSATION STRUCTURES 2015 - 2016

The following table indicates the pay scales across sectors of industry. These are monthly salaries in INR (gross figures).

Study this figures and looking at the index movement of Salaries deduce whether organizations are looking at reducing Compensation Turnover?

Level	All	Mfg.	IT	BPO/	Pharma	Telecom	Financial	Consumer	FMCG	Retail
	Industry			ITES			Sector	Durables		
Entry Level'16	16,755	17,200	28,840	12,347	12,500	18,333	18,500	17,333	14,575	10,571
Entry Level'15	17,912	20,861	18,333	11,500	17,555	22,972	16,667	NA	NA	NA
Junior Mgmt'16	33,016	27,700	60,317	28,238	43,500	32,296	41,000	33,333	31,333	16,452
Junior Mgmt'15	32,672	29,671	33,333	25,583	31,111	48,611	28,958	NA	NA	NA
Middle Mgmt'16	67,249	42,500	1,17,981	49,771	86,200	1,00,722	87,500	62,500	72,900	33,143
Middle Mgmt'15	70,380	45,464	65,556	57,500	81,667	83,333	84,167	NA	NA	NA
Senior Mgmt'16	1,64,976	1,57,500	2,14,758	1,15,536	2,20,000	2,57,778	4,20,000	1,44,167	1,63,300	60,238
Senior Mgmt'15	1,51,345	1,39,959	1,15,556	1,35,000	1,50,000	1,47,000	1,99,167	NA	NA	NA



chrmp[®] Learn Indian Payroll Implementation

		Salary	Slip					
				Month	December			
Employee Name:	XYZ			Year	2010			
Designation:	Asst. Teacher							
School Name	Smt.M.K.Patel H.S & Smt.A.S.J.Patel H.S.School, GOZARIA							
Income Tax PAN:	AAAPP1111L							
EMOLUMENTS		AMOUNT Rs.	DEDUCTIONS		AMOUNT Rs.			
Basic Pay		15,000	Profession Tax		200			
House Rent Allowance		3,000	General Provident	4,000				
Dearness Allowance		7,500	Contributory Providence	-				
Medical Allowance		100	Life Insurance Cor	poration	5,000			
Vehicle Allowance			Postal Life Insuran	ce	240			
Washing Allowanc	e		Group Insurance		150			
Other Allowance			Income Tax(TDS)		1,000			
Other Allowance			Credit Society		300			
			Total Deductions		10,890			
Gross Pay		25,600	Net Pay	14,710				

Job Analysis

Learning Objectives

- Conduct Job analyses in a scientific manner using various research methodologies.
- Create Job descriptions and job specifications for various roles.

Focus Areas

- Introduction to Job analysis.
- Methods of Job analysis.
- Sources of data.
- Job data segregation.
- Job descriptions and Job specifications.
- Creation of Job descriptions and Job specifications.





Learn the different different methods for conducting Job Analysis Creates Job descriptions and Job specifications for various roles.

You will learn how to Conducts job analysis in a scientific manner using various research methodologies.

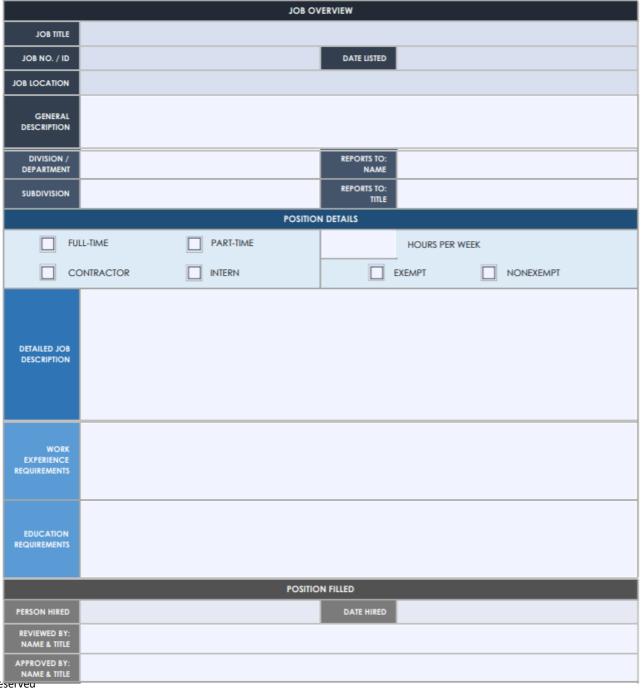
Differentiates and describes the various elements of Job Description and Job Specification

JOB ANALYSIS

LEARNING OUTCOMES



Learn Creating Job Description & Job Specifications for different roles



Competency Mapping

Learning Objectives

- Recognise and enumerate the required competencies for various roles.
- Write competency indicators properly and use competency matrices for making HRM decisions.
- Apply the knowledge of competency-based HRM in live and real life environments.

Focus Areas

- Introduction to competency-based HRM
- Understanding competency
- Competency-based HRM vs traditional HRM.
- Competency mapping
- Writing competency indicators
- Understanding competency matrices
- Understanding competency frameworks





You will Learn to distinguish between skills and competencies

Competency
Mapping
Learning
Outcomes

Identify competencies required for various job roles

Develop Competency framework using Competency areas, indicators and levels

You will be able to Design and develop the Competency Matrix

Use Competency Matrix for various HR functions in an organization

Learn Creating Competency Indicators & Competency Matrix

Competency Levels	Competency Indicators			
Level 1	The ability to interact in a clear, positive and professional manner with peers, leaders and clients Indicators Clearly articulates ideas in meetings and presentations Maintains healthy relationships through trust Demonstrates empathy and understanding with others Communicates clear verbal messages to others Communicates clearly over electronic medium – written and verbal			
Level 2	This level includes an ability to have self-awareness and effective usage of powerful communication Indicators Listens and checks understanding Asks relevant questions to seek additional information Chooses the appropriate communication medium to communicate with others Gets a message across to chosen audience with clarity and understanding Makes clear presentations to clients and small groups			
Level 3	This level includes an ability to create and encourage an environment of open and proactive communication Indicators Chooses a communication style to suit a situation Facilitates discussions to encourage positive contribution of ideas Coaches others for transfer of knowledge as well as new ideas Listens for feedback and modifies behaviour Persuades others to see own point of view effectively Adapts own style and approach to a situation			

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Competency Matrix

Competency Matrix Example

	Process Executive	Senior Processing Executive	Team Leader	Account Manager	Project Manager
Communication	Level 1	Level 2	Level 3	Level 3	Level 4
Leadership	Level 1	Level 1	Level 2	Level 3	Level 3
Customer Orientation	Level 1	Level 1	Level 2	Level 2	Level 3
Decision Making	Level 1	Level 1	Level 2	Level 3	Level 4
Interpersonal Skills	Level 1	Level 2	Level 3	Level 3	Level 4
Product Knowledge	Level 3	Level 4	Level 5	Level 4	Level 4
Technical Knowledge	Level 4	Level 5	Level 3	Level 2	Level 1





Competency Matrix

IT Architect Roles	Architecture Board Member	Architecture Sponsor	IT Architecture Manager	IT Architecture Technology	IT Architecture Data	IT Architecture Application
Framework Skills Areas					in the state of th	
Generic Skills						
Leadership	4	4	4	3	3	3
Team Work	3	3	4	4	4	4
Inter-personal Skills	4	4	4	4	4	4
Oral Communications	3	3	4	4	4	4
Written Communications	3	3	4	4	4	4
Logical Analysis	2	2	4	4	4	4
Stakeholder Management	4	3	4	3	3	3
Risk Management	3	3	4	3	3	3

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Behavioural Event Interviewing

Learning Objectives

- Demonstrate the superiority of behavioural interviewing vis-à-vis traditional interviewing as a technique for candidate selection.
- Construct effective BEI questions to test competencies required for a role.
- Use strategies and skills to probe and elicit relevant information and details during an interview.
- Identify the STAR in a candidate's response.

Focus Areas

- Introduction to the job interview.
- Types of interview questions.
- The behavioural event
- interview.
- Structure of a behavioural event interview.
- Finding the STAR.
- Strategies for conducting a BEI.





Distinguish BEI from traditional interviewing methods

Develop ability to conduct Competency based interviewing

Use conversational models for effective interviewing

Capture
Positive and
Negative
behavioural
indicators

Behavioural Event Interviewing
LEARNING OUTCOMES



Case Example : Cost of Bad hire

CASE DISCUSSION WITH QUIZ WHICH INVOLVES FOLLOWING KEY RESULTS:

- Increased Global Net Promoter Score (NPS)
- Streamlined interview process which decreased the average days our candidates are in process.
- Decreased those selecting communication as an area of improvement.
- Standardized culture and competency guides that allowed the hiring team to fairly and accurately assess talent
- Training on the new process allowed us to get in front of the interview teams to discuss unconscious biases to help reduce their unconscious biases going into the interview
- How diversity in both gender and race/ethnicity improved year over year
- Etc



Quiz: 10 Questions

Managing & Appraising Performance

Learning Objectives

- Establish performance standards for appraisal.
- Enumerate the correct metric to be used as KPIs and KRAs for roles in MBO.
- Evaluate the numerous appraisal methods and select the one best suited to the organisation's culture and requirements.
- Analyse performance appraisal data, diagnose errors and recommend corrective actions.
- Coach managers on the organisation's performance appraisal process.
- Devise behaviour statements that can be used as a part of BARS.
- Deploy succession planning systems to protect critical roles.
- Develop performance improvement plans.

Focus Areas

- Introduction to performance management.
- Importance of performance management processes.
- Objectives and uses of performance management.
- Performance Appraisal process
- Traditional methods of performance appraisal
 - Critical Incident Method
 - Graphic rating scale method
 - Behaviourally anchored rating scales
- Management by objectives.
- 360-degree appraisal.
- Assessment centres.
- Ongoing coaching and feedback.
- Errors in performance appraisal.





Performance Management LEARNING OUTCOMES

Distinguish Performance Management from Performance Appraisal Describe the steps of the appraisal process Design and implement the modern appraisal methods like MBO, Balance Scorecard etc Create and learn how to set KPIs and KRAs for different roles Analyse performance appraisal data, diagnose errors and recommend corrective actions. Evaluate the numerous appraisal methods and select the one best suited for the organisation.



Learn application of MBO, Balance Scorecard, KRA, KPA, KPI's etc

MAIN ELEMENTS OF THE BALANCED SCORECARD

Definitions (1/2)





HR Policies

Learning Objectives

- Identify the critical people factors impacting strategic decisions in organisations.
- Design complex HR architecture, policies and processes for effective resource management.
- Appraise and modify existing HR policies or formulate comprehensive policies as per guidelines

Focus Areas

- Introduction to HR policies.
- Vision and value alignment in HR policies.
- Policy classification.
- Understanding of HR policies and procedures.
- Creation of HR policies.
- Structure of HR Policies.
- Most used HR Policies.
- Case discussion.





Compare and contrast between vison, mission and values of an organisation & HR Policies

Define the appropriate structure of any HR policy

Design complex HR architecture, policies and processes for effective resource management.

Appraise and modify existing HR policies or formulate comprehensive policies as per guidelines.

HR Policies
LEARNING OUTCOMES



CORONAVIRUS (COVID- 19) POLICY

HR POLICY TEMPLATE

TABLE OF CONTENTS

Coronavirus Policy	2
Purpose	2
Policy statement	2
Scope	2
Policy Coverage	3
Sick leave	4
Remote working	5
Travelling / commuting measures	6
health and safEty: COVID-19(pandemic)	7
Measures that organisations can take to prevent COVID-19.	8
Special status and facilities	8
E-Tracking sick employees	9

HR Operations

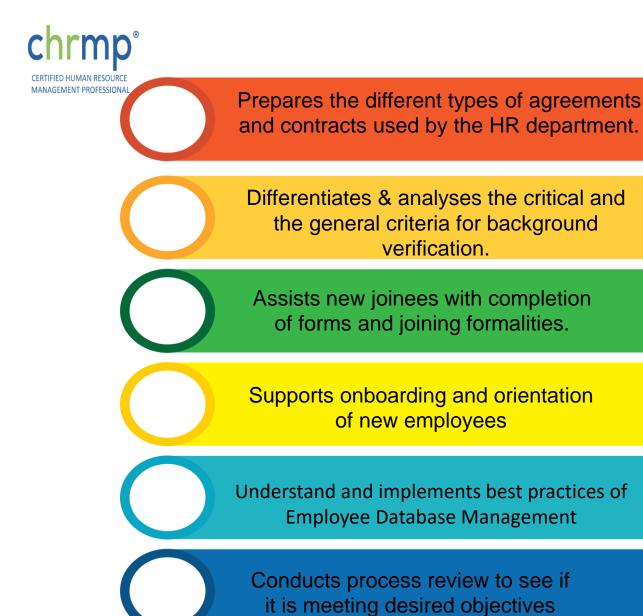
Learning Objectives

- Prepare the different types of agreements and contracts used by the HR department.
- Understand the critical and the general criteria for background verification.
- Assist new joinees with completion of forms and joining formalities.
- Design HR processes and systems to improve effectiveness of HR operations.
- Maintain data integrity through accuracy and attention to detail.
- Review candidate application forms and initiate background verification.

Focus Areas

- Introduction to some HR agreements / contracts.
- Offer letter.
- Appointment letter.
- Terms of employment.
- Bonds.
- Contracts and service agreements.
- Background verification.
- Joining formalities
- Leave Management

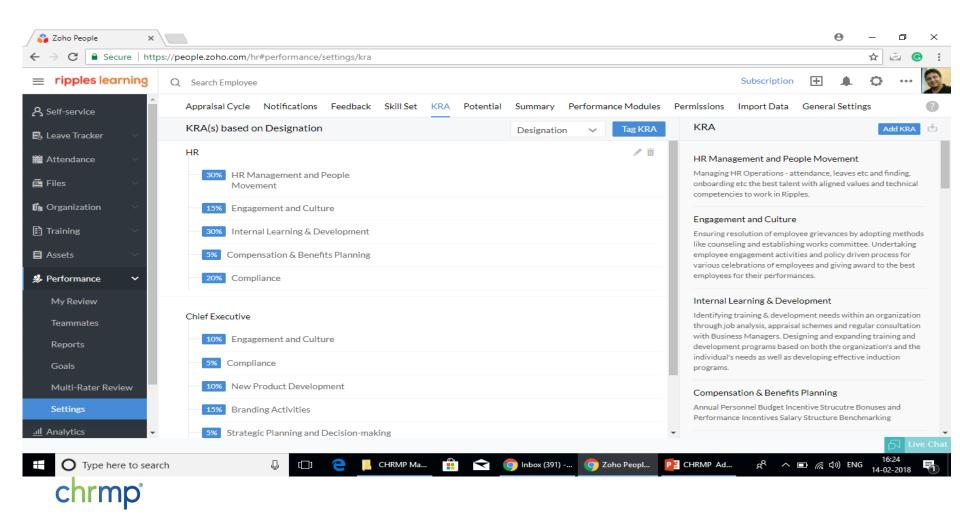






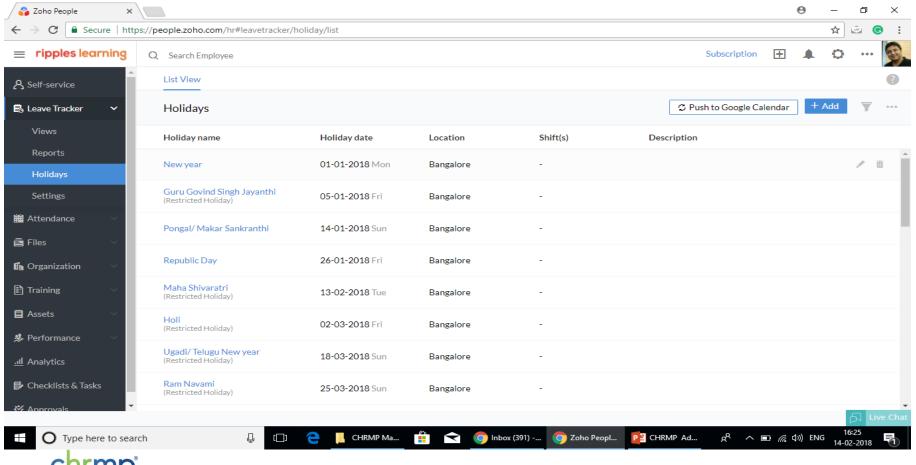


HRIS, Background Verification etc





Leave Management





Application Based Learning

- We divide the sessions into 3 parts Concept Discussion & Learning Implementation & Trainer debrief. We discuss the concept & the through ICP's (In Class Projects) either individually or in group we create scenario's true for the workplace that you go about executing or solving. This gives you first hand understanding of how things work.
- For every domain we have definite Learning Outcomes/ takeaways, sessions are activity driven to help the participants get a hands on experience.

You will learn what you are expected to do if your are working as an HR in an Organization.



Training Methodology

BLENDED LEARNING =

Self Paced Modules + Expert Lead Sessions





Training Methodology

- This ensures you can learn at your own pace and also learn, clear your doubts and apply what you have learnt in an online classroom.
- Training is highly interactive where people are taught concepts and then divided into breakout rooms to do the activity as discussed before





Training Methodology

BLENDED LEARNING

- Pre-Recoded Session
- Assignments
- Presentations
- Course Material
- Quizs & Mock Exams
- Expert Lead Sessions
- Certification Exam







Certification Partner



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The CHRMP Certification in HR Analytics





CERTIFICATE OF ACHIEVEMENT Monica Jhingon

has successfully completed the course

HR Analytics

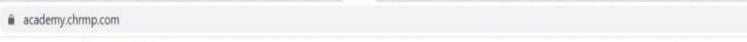
August 10, 2019

Certification Code: 1908HRA5072





Alhishek Kumar Authorised Signatory





Certifications

Events Resources Hub

Animesh Rai 🗸

















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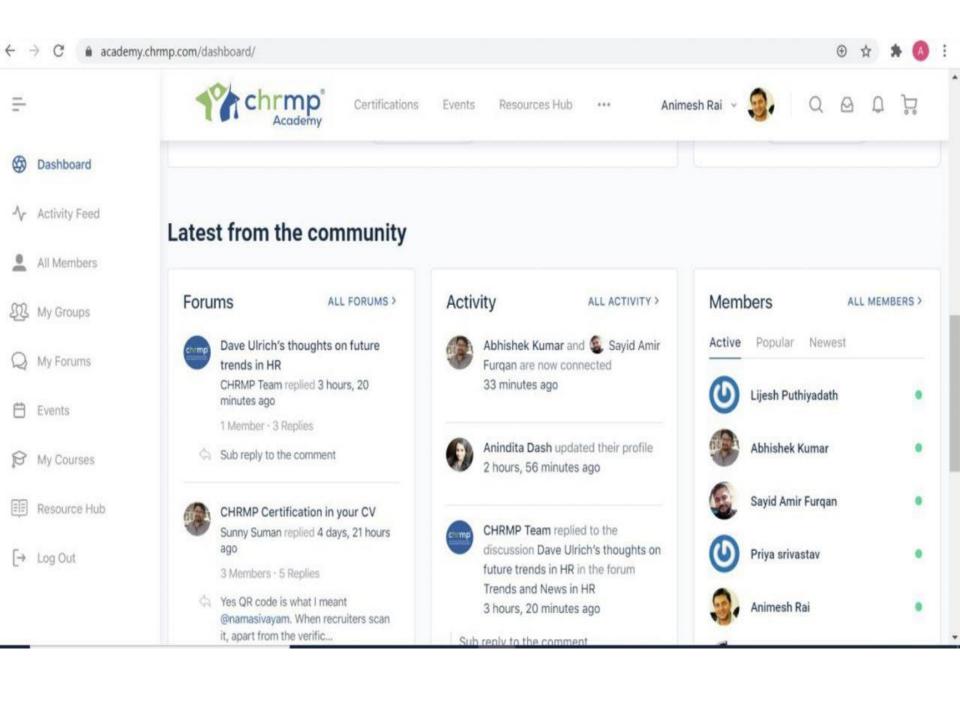


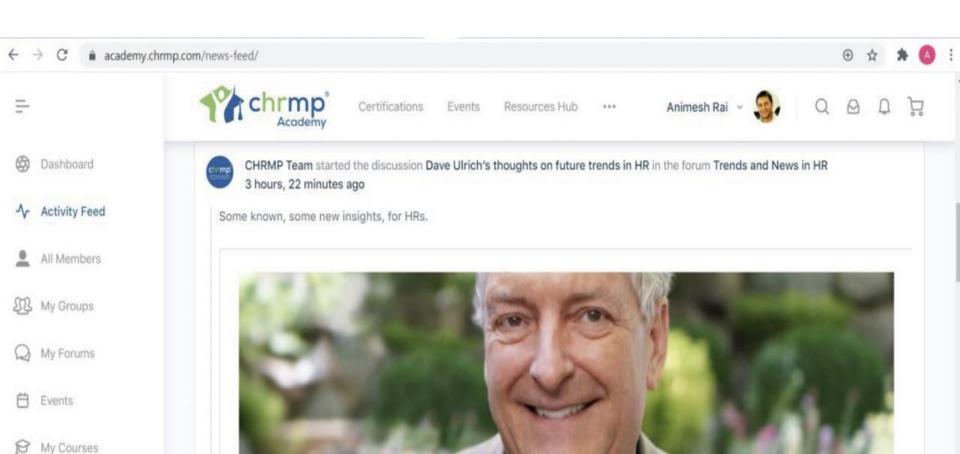
CERTIFICATIONS & MEMBERSHIP

CHRMP ACADEMY ADVANTAGE

The Certified Human Resource Management Professional
Academy is the space for you to learn and earn your professional
credentials in HR. While the Certification establishes and
validates critical HR Skills, the Membership keeps you on the
path to continuous professional development.

Enroll Now 🤿



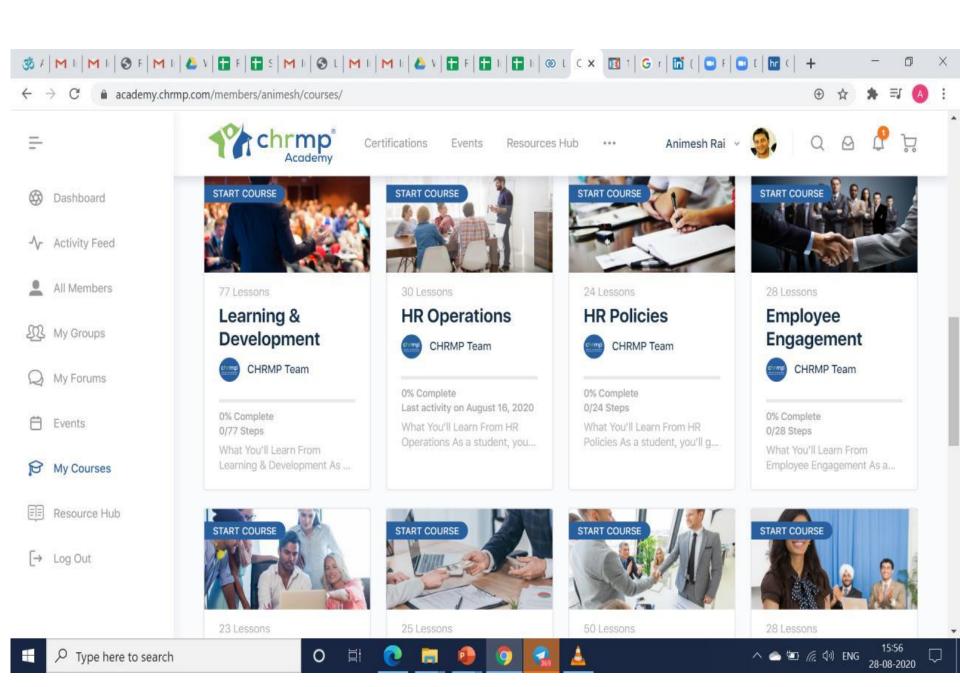


Q&A with HR Tech influencer: Dave Ulrich

Resource Hub

→ Log Out

The speaker, author and professor shares his outlook on the pandemic's impact on HR Tech. Ulrich will also be a keynote speaker at HR Tech Festival Asia Online 2020.





Welcome to the course! 0/2
 √

Episode 1 0/4 ^

A simple truth about interviewing

Introduction to Job Interviews

PRESENTATION

Smooth Interview checklist

PDF

Quiz - 1
Quiz - 2 QUESTIONS

Episode 2 0/3 V

Episode 3 0/3 ∨

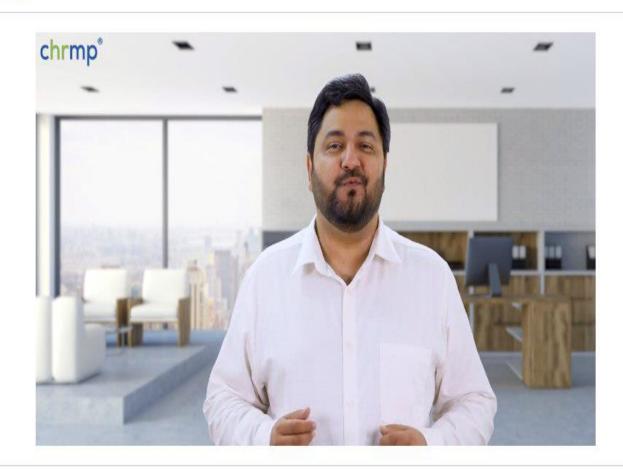
Episode 4 0/3 V

) Episode 5 0/3 V

Episode 6 0/3 V

Conclusion 0/2 V

Welcome to the course



COMPLETE & CONTINUE →

If you want to ace it in HR, both as an entrant to the role or as a seasoned professional who is looking at enhancing their competence, then CHRMP is for you. I highly recommend it because it helps provide clarity for the role that HR and HR personnel play in a VUCA world. It gives you access to a rich alumni network of HR professionals who now hold critical and leading HR roles in Comp & Ben, L&D, Talent Management, and HR Business Partnering roles. It is designed for the modern HR professional who is now a key go-to strategy enabler for the CEO of the business.

The content too is customized and allows you the experience of either gaining competence in all areas of HR or specific areas that matter most to you based on your role and tenure. And, depending on your learning style, the course is offered in the online, self-paced, and classroom formats. So, it's a highly customer- as well as business-centric Certification that truly sets you apart when you're in the job market!

Mukund Ganapathy,

Sr. L&D Business Partner, Amazon





I wanted to get international certification that will be an added value for my HR career. While going through the certification process, I found the learning process to be smooth and easy. The videos are clear, the topics are well chosen. I liked the clarity of the modules, the examples given by the trainers. The training course was easy because I felt same as in the classroom, so this is an added value. I specially liked the L&D module. I would surely recommend CHRMP to others looking for a certification in HR. I would like to thank CHRMP team for the support and for being efficient in answering any query.

Joanna Elias, HR Assistant, United Nations





CHRMP Advanced Package





4K Recorded Virtual Sessions



1 Year LMS Access



Capstone Project and Case Studies



CHRMP
Membership for 3
Months



Global
Certification of
CHRMP with
Pearson-VUE



Complimentary recertification



Blockchain
Verified Digital
Credentials with
Accredible



Alumni Network and Members-only privileges



Career Development Advice Thank You