



Centre for Leadership and Community Learning COURSE OUTLINE

Division: Centre for Leadership and Community Learning
Program: Management Development for Community Settings
Course Code: **MDCS250**
Course Title: **MANAGING HUMAN RESOURCES**
Course Effective Date:

Previous course code & title:

Required **Elective** **Credits: 1.0**

Total Course Hours (face-to-face): 14

Lab Hours (if any): NA

Practicum Hours (if any): NA

Delivery Method:

Face-to-face **Distance** **Online**

Prerequisites: **MDCS110, 120, 230, 240**

Equivalent Course(s) within the JI:

Brief Description:

Managing human resources in today's dynamic work environment is another key role for a successful leader. This course uses a competency-based approach to provide supervisors and managers in community settings with the conceptual framework, technical skills, and practical tools necessary to successfully develop and manage their human resources. Using a combination of practical, hands-on experience and contemporary theory, the course explores an introduction to the competency-based model of human resource management; the development of competency-based job descriptions; behaviourally based interviewing; and, competency-based performance management.

Evaluation Profile:

Attendance only **Credit / No Credit**
 Complete/Incomplete **Pass/Fail**
 Letter Grade **% Grade**

Passing Grade (if applicable): Credit granted

Evaluation Methods and Percentage of Total Grade:

100% attendance in all classes;

Active contribution in large and small group discussions and activities.



Self evaluation

Skills practice role plays

Completion of written project assignments for MDCS 245, MDCS 285, required for MDCS certificate. Each assignment will be graded on:

- Demonstrated understanding of the content and theory
- Compliance with the assignment requirements
- Provision of sufficient evidence and detail to support your opinions
- Originality, creativity and apparent personal effort
- The practicality of your recommendations
- Clarity of thought, communication and writing skills

Comments will be given on each assignment. However, there will not be a percentage mark assigned. If the assignment fails to meet the established criteria, you will be granted one opportunity to resubmit so that you can earn your certificate.

Learning Outcomes / Goals:

At the end of this 14 hour, 2 day course, participants will leave this course with an overview of current research and knowledge on the emerging model of Human Resource Management (HRM), from a community settings perspective.

Learning Objectives:

Upon successful completion of this course, the participant will be able to:

Describe and apply fundamental concepts, skills and tools of competency-based Human Resource Management.

Write competency-based job descriptions

Develop and maintain a competency-based recruitment and selection process.

Describe the competency model to understand the essential elements of behaviourally-based interviewing in recruitment and selection

Develop and apply clear and effective behaviourally-based interview questions within this model.

Define performance management in the context of competency-based Human Resource Management.

Develop a competency-based performance management framework with staff.

Problem-solve specific performance management issues.

Describe and apply key principles of effective and sustainable behaviourally-based goal-setting and performance management techniques.



Course Topics/Content:

The emerging model of Human Resource Management (HRM)
Competency-based Human Resource Management
Competency-based Job descriptions
Competency-based recruitment and selection
Applying the competency-based model of recruitment and selection
Developing and asking competency-based behavioural interview questions
Competency-based performance management
Enhancing staff performance and development.

Text and Resource Materials:

Required:

Recommended:

Miscellaneous handouts and articles

Comments and Course Policies:

Evaluations: Students who receive an incomplete mark for required assignment submissions will have one opportunity to resubmit. The resubmitted assignment must successfully address any concerns outlined in the feedback provided on the original submission.

Course outline changes: All changes to course outlines communicated to learners in class.

JI Policies refer to website:

www.jibc.bc.ca/studentsservices/main/academicsservices/policies.htm