

# HRPAO Online Education

- 2 Tracks on Recruitment and Retention
- 30 minutes per Unit
- 40 English online units
- 40 French online units
- Also available on CD ROM
- Available at [www.hrpao.com](http://www.hrpao.com)
- \$299 for entire suite of courses
- Special package with one year membership to HRPAO
- Corporate and volume licenses available

Launching February 1, 2007

# 40 Online Courses

## RECRUITMENT TRACK

1. Introduction to Human Resources
2. Employment Legislation and Jurisdiction
3. Human Resources Planning
4. Structuring the Organization
5. Job Analysis and Design
6. Considering Alternative Work Arrangements
7. Internal and External Recruitment
8. How to Save Time, Money and Energy While Recruiting
9. The Hidden Labour Market
10. Preparing to Interview
11. Effective Interviewing Techniques
12. Steps in the Hiring Process
13. The Job Offer
14. Employee Files and Administration of Records

## RETENTION TRACK

15. Managing the Orientation Process
16. Employee Relations
17. Creating an Employee Handbook
18. Creating a Healthy Workplace Environment
19. Performance Criteria and Rating System
20. Performance Management - Developing the Process
21. Giving Effective Feedback
22. Progressive Discipline and Corrective Action
23. Managing Exits and Dismissals
24. Performance Management - Career Planning
25. Understanding the Role of Training and Development
26. Ensuring Employees Can Do Their Jobs
27. Job Instructions
28. Sources of Training - Where to get Help
29. Designing and Formalizing a Pay Policy
30. Pay for Performance - Reward and Recognition Programs
31. Benefits, Determination and Options
32. Developing a Payroll System
33. Cost Containment
34. Safety Policies and Workplace Duties and Responsibilities
35. Worker Participation in Health and Safety
36. Work Refusals and Reprisal Complaints
37. Accidents and Near Misses
38. Management Rights – Building a Framework
39. Organizing Drives - Certification - Collective Bargaining
40. Lessons we can Learn From Unionized Workplaces



HRPAO Program will be  
**available on CD**  
 in English and French



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 Organizational  
 Excellence*

## E-Learning Program

Human Resources Professionals Association of Ontario

CATALOGUE >

HOME >

HELP >

FRANÇAIS >

Invest in your business...  
 Build for Success

## Building For Success:

Employee Recruitment and Retention for  
 Small and Medium-sized Enterprises™



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Existing User Login

[VIEW DEMO](#)

Register today at the special introductory rate of \$299 (Reg Price \$349) and receive this online program plus one year HRPAAO general membership for an additional \$150 (Reg New Member Fee \$420). Total savings of \$320.

I have just completed the project and I have to say I find this product excellent! Thank you for letting me participate - I thoroughly enjoyed the experience, and I learned a lot through these units.

Kim Morris  
 Manager of Communications and Administrative Services  
 Ontario French Catholic School Board / Conseil scolaire catholique du Nouvel-Ontario

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Employee Recruitment and Retention for Small and Medium-sized Enterprises

TOPIC 6: Labor Relations

About HRP AO

Unit Instructions

Unit Resources

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UNIT 1: MANAGEMENT RIGHTS -  
BUILDING A FRAMEWORK FOR  
MANAGING HR

- Introduction
- Management Rights
- Evaluation

### Introduction

#### Welcome!

Note that this unit contains Flash audio and video elements, text and graphics. If this is your first time through the unit, click the "Instructions" button above or click [here](#) to view navigation instructions and software requirements.

**Please ensure that your speakers are set at a level sufficient to hear the audio elements.**



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UNIT 2: ORGANIZING DRIVE,  
CERTIFICATION AND INITIAL  
COLLECTIVE BARGAINING

- Introduction
- Union Organization Drives
- Union Success
- Evaluation

Union Organizing Drives - Typical Stages of a Union Organizing Campaign



1. Underground - "These Walls Have Ears"

For many unions, they want to start building support layer by loyal layer for as long as possible before the employer finds out what is going on.

2. Extrovert - "Look Ma, No Hands"

When it becomes apparent that a union is organising your workplace, get legal help without delay and before you take action. You don't have to be silent, but there are clear limits on what you can communicate and how you communicate. Understand that you will have to be cautious and conservative in dealing with union supporters.



3. Between the Application and the Vote (if any) - "Sweaty Palms"

Some jurisdictions require a representation vote; in other jurisdictions, it may be required depending on the specific facts. If there is a vote, it is your last chance to say something to your employees that may affect whether they vote (at the very least, you want to encourage people to vote) and how they vote. Get legal advice to make sure your communications are within the law.

Click on each image to hear corresponding audio





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Employee Recruitment and Retention for Small and Medium-sized Enterprises

TOPIC 2: Preparing to Recruit

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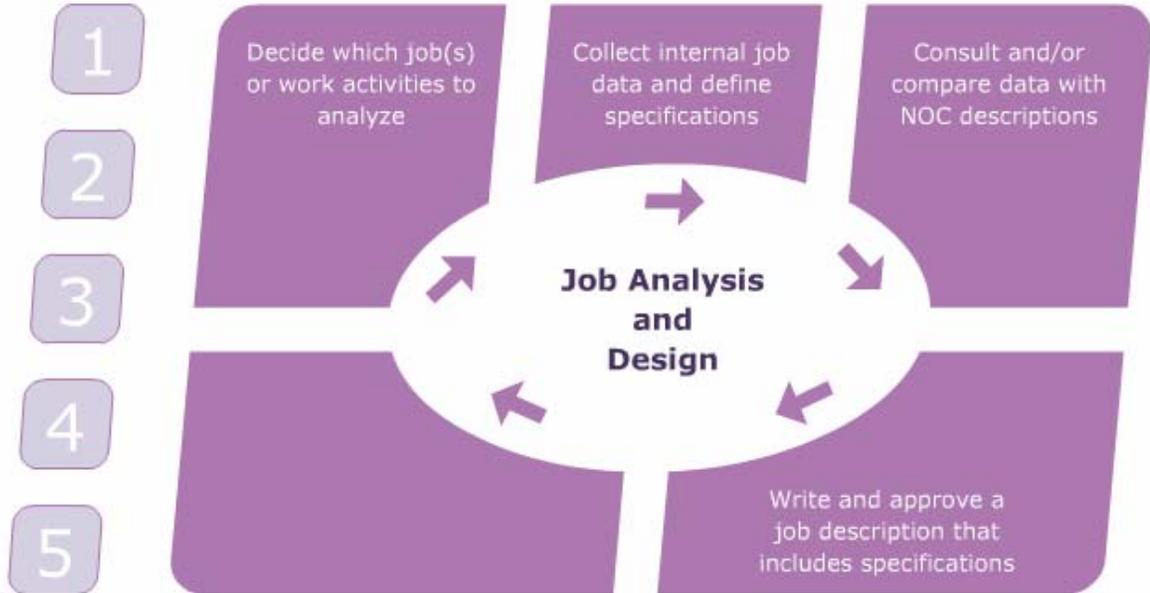
Bookmark

UNIT 3: JOB ANALYSIS AND DESIGN

- Introduction
- **Conducting Job Analysis**
- Getting Help
- Evaluation

Conducting Job Analysis

Click on the numbers to view steps



Audio



Checklist



Hint



Sample



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TOPIC 6: Labor Relations

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UNIT 1: MANAGEMENT RIGHTS -  
BUILDING A FRAMEWORK FOR  
MANAGING HR

- Introduction
- Management Rights
- Evaluation



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Checklist



Hint



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Employee Recruitment and Retention for Small and Medium-sized Enterprises  
TOPIC 3: Sources of Training

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UNIT 4: WHERE TO GET HELP

- Introduction
- Training Sources and Resources
- Organizations that Can Help
- Evaluation

### Introduction

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Audio



Checklist



Hint



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## Unit Resources

- HRSDC Website [www.hrsdc.gc.ca](http://www.hrsdc.gc.ca)
- HRP AO Website [www.hrpao.org](http://www.hrpao.org)
- Hint: [School Finder](#)
- Sample: [You prepare and deliver the training](#)

### **Books:**

#### **What Every Manager Should Know About Training**

Robert F. Mager  
Centre for Effective Performance  
CEP Press  
[www.ceppress.com](http://www.ceppress.com)

#### **Analyzing Effective Performance**

Robert F. Mager and Pipe  
Centre for Effective Performance  
CEP Press  
[www.ceppress.com](http://www.ceppress.com)

#### **Developing Vocational Instruction**

Robert F. Mager and Kenneth Beach  
Palo Alto, Calif., Fearon Publishers [1967]

#### **Training for Impact**

Dana Gaines Robinson and James C. Robinson  
Muze Inc. 1995 - 2006