

# Frequently Asked Questions

**Course Title:** Getting Efficient: Optimizing HR Operations

**Course #:** 4919

**Duration:** 1 Day

**Delivery Method:** Instructor-led live classroom

## 1. What business or organizational need does this course address?

Increase HR operational efficiencies and performance through streamlining operations and optimizing processes on both a department and individual level. In this course, you will gain in-depth knowledge on benchmarking, service level agreements, and ways to evaluate and reward performance.

## 2. Who should attend?

This course is designed for Federal HR professionals, managers, or other leaders seeking to optimize HR operations in their organization.

## 3. What will I learn how to do in this course?

- Discuss trends in the HR domain that influence effectiveness, efficiency, and performance
- Apply a four-step model to optimize HR operations
- Describe the hierarchy through which policies, procedures, and guidelines flow from creation to action
- Review mission-critical policies, procedures, and guidelines
- Apply various methods to evaluate an HR functional unit and individual HR employees
- Describe how service level agreements and bench-marking enhance the working relationship between the HR functional unit and other agency units
- Describe how individual development plans and performance improvement plans enhance the performance of individual HR employees
- Discuss the monitoring of agency-wide and individual optimization actions
- List methods for rewarding improved performance

## 4. What kinds of activities are included in this course?

Facilitator presentations, facilitated discussions, individual and small-group exercises, role-play activities, and case study activity

## 5. Are there prerequisites for this course?

Suggested:

# Frequently Asked Questions

- [HR Boot Camp](#)

## 6. Do I have to complete any prework for the course?

There is no prework required for this course.

## 7. Is this course applicable toward a professional certification?

No, this course is not applicable toward a professional certification. However, many Management Concepts courses do prepare you for professional certification programs. Click [here](#) to see a full list of professional certification programs that are supported by Management Concepts training courses.

## 8. Does this course count for credit toward a Management Concepts Certificate Program?

This is an elective course in the following program(s):

- [Human Resources Certificate Program](#)

## 9. What credits do I earn by completing this course?

The following credits are available for this course:

NASBA CPEs: 8

NASBA Field of Study: Personnel/Human Resources

NASBA Level: Intermediate

CEUs: 0.6

PDU: 7

CLPs: 8

## 10. What course(s) do you recommend after I complete this course?

- [HR Analytics](#)

## 11. What are Additional Features?

Most courses and training solutions have **Additional Features** designed to help every learner master and retain the concepts explored in the course. You can see which Additional Features are added to this course on the course page under the **Learning Objectives & Additional Features** tab – and for a more detailed exploration of our Additional Features, you can visit [this web page](#).