

Fundamentals of Human Resources Management

Fourth Edition

Diane Arthur

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About This Course

As one course among many in the American Management Association’s curriculum, *Fundamentals of Human Resources Management*, Fourth Edition, is designed to give managers the tools they need to understand and apply the critical components of the nine fundamental HR topics that are the cornerstone of any organization’s human resources function: equal employment opportunity, the employment process, testing, compensation, performance management, benefits administration, employee relations, training and development, and human resources management systems. From its early days as the “personnel” department, the human resources function has grown into an influential, collaborative member of the core management team. By providing practical, hands-on information and real-world scenarios addressing typical everyday issues that drive HR practitioners, this course gives managers the skills they need to maximize the role of HR in their organizations. It also provides a timely context for demonstrating how the HR function can be a significant contributor to any organization in meeting many of today’s workplace challenges.

Diane Arthur is the president of Arthur Associates Management Consultants, Ltd., a human resources development firm based in Northport, New York. She has more than 25 years of experience as a consultant, course developer, and workshop leader, covering all facets of HR, including legal issues, the employment process, testing, compensation, performance management, benefits administration, employee relations, training and development, and HRMS.

She has written many books for AMACOM, including *The Employee Recruitment and Retention Handbook*, three editions of *Recruiting, Interviewing, Selecting & Orienting New Employees*, *The Complete Human Resources Writing Guide*, two editions of *Managing Human Resources in Small and Mid-Sized Companies*, and *Workplace Testing: An Employer’s Guide to Policies and Practices*. Her Self-Study writing credentials for the American Management Association include *Successful Interviewing: Techniques for Hiring, Coaching, and Performance*

Management Meetings, and *Success Through Assertiveness*. In addition, Diane Arthur has written numerous HR articles for publications such as IBM's *Beyond Computing*, *Human Resource Executive*, *HR Reporter*, and *The Wall Street Journal*. She is listed in the 26th Edition of *Who's Who in the East* and appears on the American Management Association's Wall of Fame.

How to Take This Course

This course consists of text material for you to read and three types of activities (the pre- and post-test, in-text exercises, and end-of-chapter review questions) for you to complete. These activities are designed to reinforce the concepts introduced in the text portion of the course and to enable you to evaluate your progress.

PRE- AND POST-TESTS*

Both a pre-test and post-test are included in this course. Take the pre-test before you study any of the course material to determine your existing knowledge of the subject matter. Submit one of the scannable answer forms enclosed with this course for grading. On return of the graded pre-test, complete the course material. Take the post-test after you have completed all the course material. By comparing results of the pre-test and the post-test, you can measure how effective the course has been for you.

To have your pre-test and post-test graded, please mail your answer forms to:

**Educational Services
American Management Association
P.O. Box 133
Florida, NY 10921**

All tests are reviewed thoroughly by our instructors and will be returned to you promptly.

*If you are viewing the course digitally, the scannable forms enclosed in the hard copy of AMA Self-Study titles are not available digitally. If you would like to take the course for credit, you will need to either purchase a hard copy of the course from www.amaselfstudy.org or you can purchase an online version of the course from www.flexstudy.com.

THE TEXT

The most important component of this course is the text, where the concepts and methods are presented. Reading each chapter twice will increase the likelihood of your understanding the text fully.

We recommend that you work on this course in a systematic way. Reading the text and working through the exercises at a regular and steady pace will help ensure that you get the most out of this course and retain what you have learned.

In your first reading, concentrate on getting an overview of the chapter content. Read the learning objectives at the beginning of the chapter first. They will act as guidelines to the major topics of the chapter and identify the skills you should master as you study the text. As you read the chapter, pay attention to the headings and subheadings. Find the general theme of each section and see how that theme relates to others. Don't let yourself get bogged down with details during the first reading; simply concentrate on understanding and remembering the major themes.

In your second reading, look for the details that underlie the themes. Read the entire chapter carefully and methodically, underlining key points, working out the details of examples, and making marginal notes as you go. Complete the activities.

ACTIVITIES

Interspersed with the text of each chapter you will find a series of activities. These can take a variety of forms, including essays, short-answer quizzes, or charts and questionnaires. Completing the activities will enable you to try out new ideas, practice and improve new skills, and test your understanding of the course content.

THE REVIEW QUESTIONS

After reading a chapter and before going on to the next chapter, work through the Review Questions. Answering the questions and comparing your answers to those given will help you to grasp the major ideas of that chapter. If you perform these self-check exercises consistently, you will develop a framework in which to place material presented in later chapters.

GRADING POLICY

The American Management Association will continue to grade examinations and tests for one year after the course's out-of-print date.

If you have questions regarding the tests, the grading, or the course itself, call Educational Services at 1-800-225-3215 or send an e-mail to ed_svc@amanet.org.