This course provides a comprehensive opportunity to learn how to manage the most expensive and arguably most important organizational resource: human capital. It will focus on a number of “best practices” for staffing, training and development, performance management, incentive systems, and related human-resources practices that can be used to enhance functional effectiveness and improve firm performance in a wide variety of hospitality settings.

Key Benefits:
Participant will gain insights and skills for operational and human resources managers in the hospitality industry. Designed for beginning or seasoned managers, the course will develop a strong operating foundation based on state-of-the-art practice, and can fill in gaps in knowledge through discussion and experience-based exercises. Ultimately, the course will prepare participants to think strategically about the application of their organization's human resources.

Topics Include:
- HR planning procedures
- High-performance staffing methods
- Dynamic learning systems
- Performance management and incentive programs
- HR metrics and analytics

Level A
*Those who have completed “Essentials of Human Resource Management” in previous years should not enroll in this course due to significant overlap of course material.

Part of These Certifications: