

The Three Pillars of Human Resources

Certificate Training

The Three Pillars of Human Resources Certificate Training is a competency-based training initiative that provides basic education directed toward entry-level human resources staff in the public sector and could be a stepping-stone to further education or the attainment of certifications. The goal of the initiative is to enable public sector human resources staff to share basic competencies within the field of human resources as determined by the Tennessee Personnel Management Association and the Tennessee Department of Human Resources. The certificate training includes essential competencies, pre- and post-testing, defined educational components, recognition levels and a structured, sustainable implementation process.

The competencies that form the basis for the certificate are:

- Mission Oriented – understands the public service environment and the direction and purpose of their organization
- Ethics – demonstrates fundamental values related to honesty, integrity, confidentiality, fairness and respect
- Trust – builds trust-based relationships through alignment between words and actions
- Human Resources Business Acumen – shows understanding and ability to apply basic principles of human resources law and policies
- Communication – uses effective speaking and writing skills in a manner that helps others to understand and take appropriate actions
- Judgment – makes rational decisions based on facts

Pillar 1

The Role of Human Resources in the Public Sector

Participants learn how the role of human resources can contribute to the success of the overall organization and the accomplishment of its goals.

Module Topics

- Human Resources as a Trusted Advisor
- Management Skills (Planning, Organizing, Directing, Controlling, Evaluating)
- Human Resources as a Strategic Business Partner
- Employee and Leadership Development

Pillar 2

Legal Issues in Human Resources

Participants gain knowledge of state and federal laws that impact the workplace. Human resources staff learns how an organization creates and maintains an environment of fair and consistent treatment.

Module Topics

- Employment Law Basics
- Title VII and the Tennessee Human Rights Commission
- FLSA (Fair Labor Standards Act)
- FMLA (Family and Medical Leave Act)
- ADAAA (Americans with Disabilities Act Amendments Act)
- USERRA (Uniformed Services Employment and Reemployment Rights Act)
- ADEA (Age Discrimination in Employment Act)
- Workplace Safety

Pillar 3

Human Resources Administration

Participants gain an understanding of basic human resources functions and issues related to people such as ethics, compensation and the life cycle of the employee.

Module Topics

- Ethical and Professional Standards
- Hiring and Interviewing Skills
- Applications and Announcements
- Orientation and On-boarding of Employees
- Classification and Compensation
- Separations – Voluntary and Involuntary

Each Pillar is ½ day

Upon completion of each module, recognition will be provided by the Tennessee Department of Human Resources. Upon completion of all three modules, participants will receive recognition from the Tennessee Personnel Management Association (TPMA) acknowledging the entire Three Pillars of Human Resources program. Modules may be taken in any order.

