

Business Management and Administration: Human Resources Management Focus Area Knowledge and Skill Statements with Suggested Performance Indicators

Demonstrate an understanding of the role of human resources in business operations [FA-BMA-HRM01](#)

A Describe how human resource activities and policies relate to operational and strategic planning [FA-BMA-HRM01.A](#)

B Describe the cost and value of employee retention and negative impact of high turnover [FA-BMA-HRM01.B](#)

C Explain the purpose of employee performance reviews [FA-BMA-HRM01.C](#)

D Explain why setting and articulating clear expectations with consistent follow up leads to performance and goal attainment [FA-BMA-HRM01.D](#)

E Identify cultural elements that promote strong and cohesive work teams throughout an organization and what might occur if cultural elements are not considered [FA-BMA-HRM01.E](#)

F Explain why and when lay-offs, furloughs, firing, and severance are appropriate actions [FA-BMA-HRM01.F](#)

Describe laws and regulations affecting human resource operations [FA-BMA-HRM02](#)

A Describe how human resources laws and regulations are used to ensure equitable treatment of employees and to meet government requirements [FA-BMA-HRM02.A](#)

B Explain human resources management's legal responsibility in maintaining labor relations [FA-BMA-HRM02.B](#)

C Describe strategies for delivering training on laws and regulations [FA-BMA-HRM02.C](#)

Demonstrate knowledge of information for human resources

A Demonstrate the capacity to communicate with staff to clarify workplace expectations and benefits [FA-BMA-HRM03.A](#)

management decision making FA-BMA-HRM03

B Maintain confidentiality in dealing with personnel FA-BMA-HRM03.B

C Manage internal and external business relationships to influence organizational decision making FA-BMA-HRM03.C

Demonstrate ability to motivate and supervise personnel to achieve completion of projects and business goals FA-BMA-HRM04

A Identify benefits of continuous learning and/or professional development and provide opportunities for employees to participate FA-BMA-HRM04.A

B Model behaviors and actions to effectively motivate and lead people to effect change FA-BMA-HRM04.B

C Model behaviors and actions to effectively motivate and promote the use of teamwork in the workplace FA-BMA-HRM04.C

D Exhibit the ability to be flexible and allow for the adaptations in work that teamtasking requires FA-BMA-HRM04.D

Demonstrate ability to plan, monitor and manage the use of financial and human resources to ensure a business's financial wellbeing FA-BMA-HRM05

A Describe how to manage financial resources to maintain and evaluate human resources expenses FA-BMA-HRM05.A

B Describe how to manage technology to effectively utilize financial resources FA-BMA-HRM05.B

C Identify and explain how technology can be used for recruitment, hiring, and training human resources FA-BMA-HRM05.C

Demonstrate ability to plan, staff, lead, and organize human resources to enhance productivity and satisfaction FA-BMA-HRM06

A Describe the steps in making termination and transition decisions that meet company goals FA-BMA-HRM06.A

B Identify programs to assist in meeting needs of separated and transitional employees FA-BMA-HRM06.B

C Describe the nature and scope of human resource management models FA-BMA-HRM06.C

D Describe human resources development activities (e.g., continuous learning, professional development) FA-BMA-HRM06.D

E Explain strategies for resolving staff issues/problems to enhance productivity and improve employee relationships FA-BMA-HRM06.E

Demonstrate ability to plan, monitor and manage day-to-day business activities to foster a healthy and safe work environment FA-BMA-HRM07

A Explain human resources health and safety issues FA-BMA-HRM07.A

B Describe how to troubleshoot health and safety problems to foster a safe work environment FA-BMA-HRM07.B

C Develop and analyze human resources safety and security programs, practices, and services FA-BMA-HRM07.C

Demonstrate ability to plan, organize and implement compensation, benefits, health, and safety programs FA-BMA-HRM08

A Describe strategic planning processes to guide human resources management decision making FA-BMA-HRM08.A

B Identify employee benefit options to attract and keep qualified employees (e.g., benefit and retirement plans, employee wellness/fitness plans) FA-BMA-HRM08.B

C Analyze compensation functions to meet employee expectations and to remain competitive with other employers FA-BMA-HRM08.C

D Describe strategies for selecting a compensation system to match management's goals and attract employees FA-BMA-HRM08.D

E Describe how to analyze benefit and health and safety plans to maximize employee benefits and protection while minimizing human resources costs FA-BMA-HRM08.E