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**Certificate in Human Resources Management - 4096**

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**RESPONSABLE :**

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**SCOLARITÉ :**

30 crédits, Premier cycle

**OBJECTIFS :**

This program is intended for individuals with an interest in: human resources within organizations, nature of work, and individual or group relationships in a work environment. It aims at giving the students the opportunity to acquire basic education in human resources management, covering three fields or spheres of activity: functions, activities and service inherent to human resources management; work relations; and occupational health and safety. Human resources management is addressed through organizational, behavioral and legal angles and from a strategic and operational aspect.

For the purposes of awarding a bachelor's degree by accumulating certificates, the sector of reference of this program is: BUSINESS ADMINISTRATION.

**CONDITIONS D'ADMISSION :**

**Base collégiale**

Applicants must hold a diploma of college studies (DSC) or the equivalent.

**Base études universitaires**

Applicants must hold a university diploma.

**Base expérience**

Applicants must be at least 21 years of age and demonstrate sufficient preparation, skills and knowledge to undertake undergraduate studies. Their knowledge can be assessed through testing and (or) interviews, as required. Also, applicants must have relevant experience, after acquiring administrative experience while occupying a position within a private, public or non-profit organization. A letter from their employer must certify their experience. Training or education exceeding the minimum requirements may replace experience.

Applicants must submit a motivation letter.

**PLAN DE FORMATION :**

**Mandatory Courses**

ADM1205E	Individuals and Teams in a Working Context (3 cr.)
GPE1128E	Human Resources Management (3 cr.)
GPE1129E	Management of Health and Safety in the Workplace (3 cr.)
GPE2004E	Personnel Management: Planning, Hiring, Assessing (3 cr.) (GPE1128E)
GPE2007E	Organization and Reorganization of Work (3 cr.) (GPE1128E)
GPE2410E	Employment Relations in Unionized and Non-Unionized Environments (3 cr.) (GPE1128E) 12 optional credits

**Optional Courses**

ADM1191E	Teamwork, Problem Resolution and Self-Management (3 cr.)
ou EDU2530E	Workshop on Cognitive Efficiency (3 cr.)
ADM2023E	Communications Management Within Organizations (3 cr.) (ADM1205E)
ADM3212E	Project Management Fundamentals and Applications (3 cr.)
ANI1224E	Organization and Facilitation Techniques (3 cr.)
GPE2003E	Training and Development of Human Resources (3 cr.) (GPE1128E)
GPE3000E	Seminar of Integration in Human Resources Management (3 cr.)
JUR1132E	Employment Rights (3 cr.)
SOC2310E	Aboriginal Culture (3 cr.)

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\* : Disponible à distance

**Règlements pédagogiques :**

To register to the course entitled GPE3000E Seminar of Integration in Human Resources Management, students must have completed all mandatory courses of the Certificate in Human Resources Management.

**ADM1191E**

**Teamwork, Problem Resolution and Self-Management**

**Objectifs :** Students will become familiar with the development of their personal and collective effectiveness. Students will learn basic knowledges and develop the skills and attitudes necessary for working effectively as a team, resolving problems and making necessary decisions in an organizational setting.

**Contenu :** Introduction to the basic knowledges and concepts related to teamwork and problem resolution in organizational settings, and supervised role-play experiences. Themes discussed in this class can be grouped under three headings: 1) self-knowledge, such as brain function related to information processing (management of attention, concentration and memory) stress management, time management. 2) Teamwork: the steps in the evolution of a group; factors facilitating a group's effectiveness; obstacles to the effectiveness of a group; conduct of meetings and team member roles; making decisions in a group; conflict resolution in group work. 3) Problem resolution and decision-making: the steps of the problem resolution process; creative techniques and tools for consensus-building, for analysis and schematization, for planning and following up on action; the influence of heuristics on judgment; types of decision and the selection of team members.

**ADM1205E**

**Individuals and Teams in a Working Context**

**Objectifs :** Knowing and understanding the relationship between individuals, groups and organizations that constitutes the behavioral dynamics of individuals and groups in a working context. Becoming aware of the human dimension within the framework of today's work environments. Becoming familiar with analysis tools that foster understanding of human behaviors at work. Being capable to transpose theoretical notions to real or virtual situations affecting room to intervene and professional practice related constraints.

**Contenu :** Introduction to the conceptual elements of human behavior sciences applied to a working context. From self-management to resources management. Appropriation: personality, values, attitudes, self-management, motivation. Relationship: team building, communication, leadership, power. Decision and action: problem-solving, conflict management, management of organizational changes.

**ADM2023E**

**Communications Management Within Organizations**

**Objectifs :** Become aware of the complexity and the significance of individual and organizational communication phenomena. Understand the systemic issues of interpersonal and organizational communication. Develop interpersonal communication skills.

**Contenu :** Study of the principles and ideas that regulate the mechanisms of individual, organizational, interpersonal and extrapersonal communication. Survey of intra- and extra-organizational communications. Analysis of organizational communication problems. Evaluation and critique of problem resolution methods, and organizational communication strategies.

**ADM3212E**

**Project Management Fundamentals and Applications**

**Objectifs :** Learning about project management and acquiring the main knowledges for exercise of project responsibility.

**Contenu :** General management processes and project management particulars: conceptual management fundamentals, organizational and strategic project management context. Project management and team: roles and responsibilities. Project life cycle. Project planning and monitoring. Project follow-up and evaluation.

**ANI1224E**

**Organization and Facilitation Techniques**

**Objectifs :** Bringing students to know and understand the various concepts underlying organization structuring. Bringing them to understand the structural mechanisms of organizations with a view to integrate facilitation techniques. Brining students to develop forecasting, programming, evaluation and verification skills and reflexes. Bringing them to become aware of their own strengths and weaknesses through the roles they play within their organizations.

**Contenu :** Goals and purposes of the organization process. Study of various attempts towards rational organization of community role-players: bureaucracy, corporation and other. Confrontation, competition and collaboration among individuals and groups within an organization, problems, satisfactions and challenges raised by perspective, action planning, coordination and resources control. Overview of organizational development tools: strategic planning, PPBS, GPO, DPI, PERT; Gantt diagram; quality circle, problem-solving process. Organizations and participants: facilitating meetings, committees, board of directors, other. Review of participation levels within groups. Time management and tools.

**EDU2530E**

**Workshop on Cognitive Efficiency**

**Objectifs :** Bringing students to actualize their intellectual potential and enhance their cognitive efficiency; to know more about cognitive and affective processes at play in new and complex knowledge acquisition and personal and professional problem-solving; to learn how to control and adjust those processes (learning strategy, problem solving strategies, cognitive, affective and meta-cognitive strategies); and to discover and experiment efficient ways

of studying and intellectual work methods.

**Contenu :** Human brain and intellectual functioning: cognitive, meta-cognitive, affective and motivational processes, their impact on learning and problem-solving (needs, motivation, perception, memory, data processing, decision-making, application). Intelligence and efficiency: intelligence education and intellectual potential actualization. Designation, self-image, feeling of competence, and motivation to overcome challenges. Impulsiveness control, and emotional and intellectual block management. Organization, planning, time management, resources management. Attention, concentration and memory functioning, and memorization strategies. Data perception and observation and data organization strategies. Problem-solving processes and strategies applied to university learning.

**GPE1128E**

**Human Resources Management**

**Objectifs :** Acquiring a global vision of human resources. Locating the human resources management function in relation to the organization's economic, social, cultural context. Further the integration to the office system of the main notions and techniques relating to human resources planning, organization, governance and control management activities and responsibilities. Being able to use human resources analysis and diagnosis tools, developing a strategic and integrated approach. Making the students aware of the various human resources management characteristics in small and medium business concerns.

**Contenu :** Evolution of the human resources management function. Human resources service, management planning, policies, planning, hiring, personnel selection and assignment, appraisal, remuneration, work relations, work organization, strategic planning.

**GPE1129E**

**Management of Health and Safety in the Workplace**

**Objectifs :** Make the student aware of the body of legislation regarding health and safety in the workplace, and its evolution. Develop the student's critical awareness with regard to risk factors, as well as with regard to the socioeconomic problems of injuries and accidents in the workplace. Familiarize the student with the management of health and safety in the workplace (programs, structure and organization).

**Contenu :** History of the laws regarding health and safety in the workplace. Government and legislation. Hygiene in the working environment. Injury prevention programs. Economic aspects of health and safety in the workplace. The provincial Commission de la santé et de la sécurité du travail (CSST) and its operation (structure and organization)

**GPE2003E**

**Training and Development of Human Resources**

**Objectifs :** Permit the student to acquire

an understanding of educational needs in relation to goals of a business. In addition, this course aims to develop the student's skills via the creation of a training activity, from the point of view of the manager of education within an organization.

**Contenu :** Education in the contemporary context, educational practices, management of organizational educational initiatives, diagnostic and analysis of training needs, creation of a training program, making educational investments pay, evaluation of a training program. Methods and tools for defining an educational need within an organization and creating a complete training package. Role of education in the individual's professional career development within the organization.

**GPE2004E**

**Personnel Management: Planning, Hiring, Assessing**

**Objectifs :** Acquiring a better understanding of the strategic dimensions of corporate human resources management. Getting familiar with contemporary human resources management policies and practices. Converting main personnel planning, hiring and assessing tools to one's use.

**Contenu :** Human resources planning and career planning: procedures and tools. Legislation on labor recruitment, selection, and movement management. Recruitment: internal and external sources, job offering, corporate policies. Selection: preliminary stages, selection tests, interviews, other methods. Hiring decision and contract. Welcome and integration of new employees. Access to equality programs. Labor movement management. Personnel assessment and assessment tools.

**GPE2007E**

**Organization and Reorganization of Work**

**Objectifs :** Acquire knowledge about the organization of work, and its scope, existing models, and new types of workplace organization in modernizing businesses. Become aware of reorganization strategies used by the various different organizational players (management, workers, and their representatives) as well as the causes of success and failure in workplace reorganization efforts.

**Contenu :** Historical overview: From Taylorism to post-Fordism. Definitions of the concept and scope of required work (division and control of labour) and actual work (involvement in work). Various models and types of work organization. Basic parameters: compartmentalization of work, flexibility, qualification, control and coordination mechanisms, team work, participatory and decision-making models. Conditions for existence or implementation of organizational models. National characteristics: USA, France, Japan, Germany, Scandinavia.

## GPE2410E

### Employment Relations in Unionized and Non-Unionized Environments

**Objectifs** : Become equipped to better understand and better intervene with regard to employment relations in unionized and non-unionized contexts. Learn who the main stakeholders are in employment relations (employer-employees and their representative-the state) and their roles; become familiar with key elements of the principal laws regulating employment relations in Quebec (rights and responsibilities of employers, employees and unions); know the principal mechanisms for collective and individual negotiation, the settlement of litigation, and disciplinary measures in unionized and non-unionized contexts; learn the major fundamental attitudes (or characteristics of human relations) and the key management practices promoting the establishment of optimal professional relations, for the employer and the employee.

**Contenu** : Introduction to the fundamental knowledge, in terms of employment relations or management of employment relations, described in accordance with four areas: 1- Historical introduction to industrial relations, its principal stakeholders, and their roles; 2- Employment relations legislation: collective and individual employment contracts, minimum labour standards, harassment in the workplace, unionization, collective negotiation, the collective agreement, the settlement of grievances, disciplinary measures; 3- Human relations: dynamics, attitudes, feedback and listening, conflict management; 4- Social influence: normalization, conformity, obedience, authority, trust. This course content requires covering relevant aspects of the principal laws governing employment in Quebec (Act Respecting Labour Standards, Act Respecting Industrial Accidents and Occupational Diseases, Act Respecting Occupational Health and Safety, Charter of Human Rights and Freedoms, Labour Codes [provincial and national], the Civil Code of Quebec), as well as the examination and consideration of model collective agreements.

## GPE3000E

### Seminar of Integration in Human Resources Management

**Objectifs** : Enabling students to integrate acquired understandings and their application, to show their critical capability and their capacity for analyzing and synthesizing in the field of human resources management.

**Contenu** : Completing a theoretical assignment or intervention in the field of human resources. The teacher submits a course plan to the students, and determines the content, activities and a schedule. Under the teacher's supervision, students choose a topic or field of intervention in human resources management, complete their assignment, and present it before the class.

## JUR1132E

### Employment Rights

**Objectifs** : Familiarise the student with the Code du travail du Québec [Quebec Employment Code] and the legal framework to which it is connected.

**Contenu** : Characteristics and sources of rights, work contract, versus business contract, the place of the individual contract. Achievement of the right of association: phases, protection of the right of association, collective negotiation and nature of collective agreements, conflicts. Study of the mechanisms used to arrive at a private determination of working conditions.

## SOC2310E

### Aboriginal Culture

**Objectifs** : Identify traditional and contemporary Aboriginal ways of life in the Abitibi-Témiscamingue and Northern Quebec regions. Define and distinguish between terms related to Aboriginal cultures. Analyze intercultural relationships in relation to Aboriginal identity. Develop attitudes of open-mindedness and understanding with regard to cultural differences. Be conscious of myths and prejudices in order to understand Aboriginal people and develop relationships with them.

**Contenu** : Definition of the major Aboriginal cultures and linguistic families in Quebec, Abitibi-Témiscamingue and Northern Quebec; traditional and contemporary life; beliefs and values; rites and ceremonies; lifestyles of families including children, women, men and elders; food; arts and crafts; music; spirituality and religion; hunting, fishing and agriculture; traditional teachings (transmission of knowledge); the sharing circle and the holistic approach (health, four elements of nature and of the human being - physical and psychological soul, body, spirit and heart); myths and prejudices; Aboriginal identity (definition of identity), the need to belong and the reinforcement of Aboriginal identity, as well as the role of the notion of identity in cross-cultural relationships.