>>Lisa:

Welcome to today’s webinar, Careers in Human Resources. I’m Lisa Cook, Director of Career Services at Walden and I will be your moderator today. Before we get started I’m gonna ask career advisor Dina Bergren to launch a poll to find out who’s joining us today.

>>Dina:

Great Lisa. Uh let’s find out who is joining us and what is their primary career goal. Ok, so what is your primary career goal? Seeking internal advancement/promotion Human Resources, actively pursuing a new HR-related position, preparing to transition into the HR field in the future, or other. So, we’ll give it a minute for the results to come in. Ok, I’m gonna go ahead and at this point I’m gonna close the poll and share the results. Ok, it looks like 45% are preparing to transition into the HR field, 27% said other, 15% are seeking internal advancement/promotion in Human Resources, and 12% are actively pursuing a new HR-related position. So, we have a wide range of audiences here today on this webinar. And I will go ahead...

>>Lisa:

Thank you, Dina.

>>Dina:

You’re welcome. And I will hide the poll and will go on to the main slide here.

>>Lisa:

Excellent, thank you Dina. So, before I introduce our presenters for this webinar, I want to familiarize you with career services. We aspire to be a cutting edge, global career services center preparing out learners to navigate career transition over a lifetime. We educate, coach, and advice our students to proactively manage their careers. I would like to introduce our staff, we have with us today, Dina Bergren, who just launched a poll and who will be fielding questions, Nicolle Skalski, Denise Franke, and Andrea Obrycki. So, if you schedule an appointment with career services, you will be talking to one of our terrific, four wonderful career advisors. So, with that I’m gonna go ahead and now introduce you to our faculty presenters today. So, our first presenter today will be Dr. Amy Puderbaugh, Amy is a faculty member in the Masters...
in Human Resources Management program and the Masters of Business Administration program, she’s also the faculty advisor for the student’s SHRM the Society of Human Resources Management chapter, she has experience as an HR Generalist covering many areas of Human Resources, such as recruiting, benefits, workers compensation, policies and procedures, and performance management. She’s been teaching at Walden for seven years. Dr. Henry Brashen received his PhD in Speech Communications with an interpersonal and intercultural focus from the University of Washington.

>>Dina:
Lisa? Lisa? We had some trouble with sound uh and we weren’t able to hear you. Could you reintroduce Dr. Brashen again for the audience?

>>Lisa:
Yes. Dr. Henry Brashen received his PhD in Student Communications with an interpersonal and intercultural focus from the University of Washington. He completed his dissertation at International Christian University in Tokyo, Japan. He is the program director for the MS in Leadership, MS in Human Resources programs at Walden and he has served as the Walden academic champion for both BS in Communications, MS Leadership, MS HR, and MS Communications Curricula. He’s designed numerous classes in leadership and also has extensive experience mentoring doctoral students, he’s taught for over 30 years. Finally, Dr. Karen Smola earned her PhD in Management with a dual tract specialization in Human Resource Management, Organizational Analysis and Change from Auburn University. She is certified as a Senior professional in HR with the initial SPHR which our faculty will be referring to later. Dr. Smola has 14 years of experience in the HR field as a specialist in staffing and benefits, and as a generalist on the managing and director level. She has taught Human Resources and Management related courses for 30 years at various universities from the University of Oklahoma, to the University of North Florida and several in between. Dr. Smola has been teaching Walden for seven years. Dina, I just want to confirm can you hear me ok now?

>>Dina:
You sound great Lisa.

>>Lisa:
Ok, terrific. With that I’m gonna hand it over to Dr. Puderbaugh to go ahead and introduce our objectives.

>>Dr. Amy Puderbaugh:
Welcome everyone. I just want to go over the objectives for the webinar today. We’re gonna highlight human resources career options-recruiters, generalists, consultants, trainers, we are gonna speak about some of the specifics. We’re gonna give you some ideas to build skills and qualifications to increase your marketability and build your professional network and expertise. So, Lisa is going to er um Career Services is gonna go ahead and launch a poll. What concerns do you have about your current
of future HR career? If you have any questions you can go ahead and type them into the box.

>>Lisa:

Terrific and um, please type in your concerns about your future or current HR career into the questions box because we are trying to find out what concerns we need to be sure to address today. So, you can go ahead if you have concerns, if it’s a tight job market where you are or you’re concerned about certification or whatever your concern is, please type it in the box. Ok Amy I think we are gonna come back to this because I’m not seeing anything. Ok, sorry I am now. Haven’t been able to break into the field. Oh, now they’re flooding the questions box. This is great it is all coming in at once. Ok, so here’s some concerns. What resources are available for learning about HR legislation, such as ACA, FMA, etc., what are the chances of getting a job for a new graduate without any work experience? Um, I have many years of work experience and I don’t know how to navigate into corporate human resources. I received a BS in HR and haven’t been able to get a job yet. I don’t know how to get my foot in the door. Um, a lot of concerns about getting, breaking into the field, breaking into entry level positions. Um, I would like to transition from a clerical technical position into a HR position. Um, let’s see. A lot of it is about gaining experience, that is the most common thing I am seeing. So, how does one transition from insurance into human resources for example? How do I gain experience? So, we will be addressing those questions during the webinar. So, with that I am going to turn it over to Dina to launch another poll please.

>>Dina:

Great, Lisa. Our next poll is, what area of HR interests you most? Is it benefits/compensation, recruitment, training and development, employee relations or other? So, what area of HR interest you most? And we have many responses coming in here. I’ll give it just one more second here and close the poll. Ok, and here are the results. So, we have overwhelmingly 56% interested in training and development, followed by 16% other, 13% benefits and compensation, 9% employee relations and 6% recruitment. So, we have in our audience a variety of interests in many HR areas and the main one being training and development. SO, I will go ahead and hide the poll and let’s go on to our next section here.

>>Dr. Amy Puderbaugh:

Well we’re gonna speak a little about HR management as a career field. You might have looked at that poll and decided you kind of want to do a little bit of everything and that’s great. You might be interested in the role of a HR generalist, someone who works with a variety of HR functions where your phone rings and you’re not quite sure what’s on the other end because you field a lot of different areas and if you enjoy that variety then that might be for. And if the job title might look something like a HR manager, if you really like being the expert in one specific area, you might want to become a HR specialist, such as in one of the areas we mentioned. Um, some of those areas are benefits, recruitment, compensation. Example of a job title might be Recruiting Manager and when you look at what type of
are you want to specialize in, I encourage you to look into your personality a little bit and what interests you. The ideal recruiter would have strong interpersonal skills, technology skills, and that enthusiasm and that knowledge of the organization. SO, next we’re gonna look at some job titles in HR. I just briefly wanted to put these up here and these are entry level jobs in HR, something you might see if you’re looking at job descriptions and deciding what to apply for. You’ll see more coordinators, administrators, supervisors, assistants, and on the next slide you’ll job titles in HR with experience. You’ll see the word manager more and more featured, director, VP, little more specialized on the specialist end. And there’s difference ways to advance your career, you can move from one specialty to another, that’s a great way to kind of have some different experience behind you and kind of build yourself more so you have more to pull from and you’re more valuable to an organization. You can move from entry level to supervisory or managerial level in the same specialty area, such as if you’re a benefits assistant and you can move to a benefits manager it can align that way. Or you can move from a specialist to kind of a generalist background. A generalist can move from an entry level to a generalist, to a supervisory, or managerial level generalist or move from a generalist to a specialist. So, this is quite fluid, you can move in and out of areas, there is sometimes a problem where people get into a very specialist role and have a hard time breaking out of that role. For example, someone who does benefits, maybe has that expertise and maybe that’s where the company wants to use them and that’s great for them if they want to move into more of a generalist role you might reconsider specializing in that area in the first place. Um, you can also move outside of HR, you can move into HR and gain that perspective and knowledge of the business and then return to an HR job later. I’m gonna turn this over to Dr. Smola to talk more about growth trends in HR.

>>Dr. Karen Smola:

Okay thank you Amy. Can you hear me?

>>Dr. Amy Puderbaugh:

Yes,

>>Dr. Karen Smola:

Thanks. Um, some of the things that are happening in HR are kind of exciting for the first time in several years. The um, BLS (Bureau of Labor and Statistics) predicts that HR specialties will increase 21% in the next, well now it’s 13, in the next 7 years and that’s really fast. So, there are opportunities out there for you. Um, particularly though they’re saying that it will be in the employment services industry more than others and that is a super way to get your foot in the door because you will be working for, let’s call it for better terminology, a temporary agency, but you would be their employee and they’re going to expose you to everything from recruiting to background checking to training to job placement to uh uh to progressive discipline, termination, compensation, it’s a really great experience so if you have that opportunity, don’t overlook that sector of our field. Now why is this growth so fast and what’s going on? We have seen an exponential growth in new human resource
laws. Every time I turn around there is a new email from SHRM and information on the news that tells me we’ve got either a new legal update on the horizon, a new law, or they are going to amend some of the others. So, keeping up with that is really a challenge and a fun challenge but none the less a challenge. Um the other thing is that some many companies are going global that it’s expanding our field and we as professionals need to expand into the global environment, but those that already have are going to be moving toward that end of their, that segment of their career and a lot of us will then need to replace them as they move to the global environment. And all of a sudden, the most wonderful thing has happened to us in our field, organizational leaders, the CEOs, the top management team members, are beginning to understand that HR can provide a wonderful culture, programs, they can really help the organization meet strategic objectives and do it with great employees and other great abilities and people that come into the organization and are there. So, using HR to make the organization successful is something that is extremely exciting for HR. SHRM has a job webpage where you can on and post your resume and I am not sure if this is for members or not, I would have to go in and check on that, I forgot to look for that, but of the people that have registered on this page, 36% have a certification, (PHR) and that says a lot about the credentials and why the credentials are so important. 89% of them have at least a bachelor’s degree or higher and 75% have more than 10 years of HR experience and while that sounds daunting well gee I’ll tell ya I don’t have 10 years of experience. You’re getting a bachelor’s or master’s degree, you can eventually become certified and that 10 years will come much faster than you think. Now just a quick detour off to the certifications, you can see on this slide that there are 7 of them. Back in the old days we only had the PHR and SPHR and then they added the GPHR which is the global professional human resources, which is great they added it when they did because we have a GPHRs that now have already mastered what they need to master to be in that arena and that environment so I’m glad that they did that early. And then some of the states are adding certifications because for instance California has so many different laws compared to other states, also Wisconsin, Michigan, some of those north central states are next in line of adding their own certifications through the human resource certification institute. And they added two new ones and I am not really familiar with these yet other than what I have read: human resource business professional and the human resource management professional are for senior type HR professionals who want to know more about the business and want to know more about how they can drive the organization’s strategy. Sometimes through change sometimes not. But those are higher level certifications and I have found it very interesting to see that we now have professionals in over 100 countries. If you wish to find out the eligibility requirements are, I provided the link here for you. Many students want to know, should I become certified and if so when? Um, but at this point what I think we need to know is why would you want to be? Why is it important to you and why is it important to organizations that might hire you or your current employer? The issue with certification is that you understand the core knowledge, the practices, the procedures, the best practices, the principles, culture management, change management, you understand how all those impact an organization and how to do it right and by being certified you’re saying that you have mastered that body of knowledge. You also want to be certified because you are much more marketable. You’ll see that those ads
say certification preferred, many for the jobs in the hierarchy will require it and that’s becoming more and more prevalent. It also raises confidence among people that you work with whether that would be in HR or other departments but to say you’re certified is a way to boost your credibility and professionalism among those who you work. Also, when employers insist on certification, what they’re want is they wanna make sure that everything in HR is updated and current and will keep them out of legal trouble and will help make the organization successful as I’ve said before and then they want the organization to stay competitive and what do you we compete for? Applicants. We want applicants, we want employees that can grow, develop, promote, and retain for a long time so being competitive through our HR programs is how we obtain those outstanding applicants. The one thing that hear all the time from my students and have heard it for years is I want to get into HR but every job ad that I see says 2-5 years of experience and so how do you gain experience? Wee, the first thing is is you’re interested and you’re here at this seminar and you’re learning about it. The next thing is, I’m assuming you’re a Walden student and you are getting some education to assist you and to add to your resume your skill box. But the one thing that I think we neglect to do, and I do it as well, think outside the HR box. If somebody has managerial experience, supervisory experience, or has worked for small business and has performed some human resource type jobs or tasks, like interviewing or setting up benefits or talking about performance, filling out a performance appraisal, scheduling, coordinating payroll, helping employees get through problems that are human resource related. All of that counts as human resource experience, so don’t think because you haven’t been in a quote HR job, that you are not experienced because if you have experience in an organization you’d be surprised at what becomes human resources when you think about it outside of the box that we always put HR in. The other thing is join student SHRM and that’s a plus for Amy’s group, it’s so cheap, I $180, you pay 35 or 45 and you get almost everything I get so join it because I heard a question earlier about to stay up with the laws well that’s how, you can go in and get emails set up, they send them to you, you stay current and you can do research after you can an email to find out what’s going on. Also, if you can attend your local SHRM meetings for social networking that is a great way to get your name out there and your face so people know, oh I met that person at a meeting last month, let me see if I remember who that is or she gave me her resume, I’ll send it to you. That networking is very important. If you can find an internship or volunteer position that you could juggle in your already busy life, then go for it. And if you are a member of student SHRM, volunteer for a leadership position, volunteer to do a project, as long as you can add that to you plate it’s very good experience to put on a resume. We also have, among all of the certifications, we have one called the student assurance of learning and once you earn your degree you can sit for that exam and if you get that, if you pass that then you get to put SAL on your resume and HR folks are gonna know that you passed that exam and that says wonderful things about you and your knowledge. Very quickly you can read these, I just want to look at what’s going on, what’s trending in the HRM field. First of all, surely you’ve listened to the news and you’ve heard all about the Obamacare and the employee healthcare coverage in the US, we’re going through drastic change, it’s driving my doctors crazy, every time I go in there they’re so hassled trying to get everything on the computer and deal
with the federal agencies and that sort of thing so that’s a big issue for us and HR really needs to be on top of that and that includes 1 and 2 there. Also, we’re getting more global competition for jobs because a lot of people from overseas in other countries are getting jobs here and a lot of that is because we can do it with telecommunication and so some of the jobs that used to be here have gone overseas and vice versa so we’re having that competition. And with all the laws that passed recently, we have to be on top of those laws and make sure our organizations and managers are on top of it, lots of training and communication so we need more HR folks doing that, that are fulfilling that function. And there’s been a lot changes in court rulings that have changed how we interpret our laws and we have to stay up on those as well and again and SHRM can keep you there. A lot of use baby boomers, I being one of them, are leaving the workforce right now all at the same time and it’s leaving a huge void of people. The pool is much smaller and so how do we do more with less people? I think about 6 years ago they were estimating by 2020 there would be a 13 million void of applicants for jobs in the United States and that’s scary when you think about that. The other issue is that we have a lot of competition, India, China, Brazil, we’re getting a lot of that, those markets are emerging and if you want to get into global HR, there’s some wide open opportunities there, but that also brings the need for understanding business cultures and business settings that are not done the US way or the American way and we have to become very savvy of that and make sure that our organizations if we’re in the global market we’re able to move our employees to that level. The budget deficit is a little tough for us we are all having to cut corners and so we are going to a lot of that affect our field and we are not sure what’s going on with the market so you know are we out of a recession or not? We are not quite sure we know. Now you get an interview and my students will email me and say, oh I got an interview now, but now what? So, when this happens, do your research. When you send in an application or resume and apply for jobs, start your research immediately so that you have it down, you have your notes and you’re ready to go. Read their webpage, what’s their organizational history, who are the leadership people and their last names and when you meet them or they say their names it’s important you show recognition. And what’s their strategy, what’s their culture, values, beliefs so that you can explain how you fit those, that environment in that organization. How do they operate? Are they teams are they individual, are they mostly telecommuting? All sorts of job designs on how organizations do work so you need to be aware of that and what kind of jobs are in the HR department that you might be interested in? And when you submit that resume and when you practice your questions and answers for your interview, make sure your terminology matches what was in the job ad or job description because that’s critical in getting your foot in the door and showing your understanding. Now this is going to sound a little negative and I’m sorry if it does, but there are some things that will keep you from getting a second interview and one of them is if you say people are an organization’s most important asset, they are most of the time, not always, pharmaceutical companies most important are their patents but if we use clichés then the interviewing people in HR will think I am not quite sure that person knows what HR does. And more so they will think that if you say, I want to be in HR because I like working with people. Every job has to work with people and that’s not what we do every day. Yea we work with people but we work with other things which I’ll get
to in just a minute. And if you say HR is the backbone, the heart and soul cliché, what you’re saying is that HR is the most important function of the organization and in reality, every function in the organization thinks they’re the most important one so we don’t wanna step on toes. Now the purpose of HR, many people think it’s to protect the employees, or champion the employees, or to make them feel good, or manage them, but in reality, our number one purpose in human resources is to protect the organization’s liability and contribute to its strategic success. So how do we do that? We are responsible for creating systems, programs, policies, procedures, and practices, that include the HR laws, we base everything we do on HR laws to keep us out of trouble. So, we create these programs, policies, and procedures, with that in mind and that included and then we make sure that the policies and procedures we set up and the culture are, they show respect and value to our employees and we tell them we want to develop them and retain them. In many ways other than just verbally and because we do these two things we have minimized our organization’s liability which goes back to what our purpose is. So, when asked the question, why do you want to be in HR? There’s a really good answer right there for you and it might raise their eyebrows and they might look at you a little bit deeper. I believe that I am truing this over to Henry, Dr. Brashen.

>>Dr. Henry Brashen:

Can you hear me?

>>Dr. Karen Smola:

Yes, I can.

>>Dr. Henry Brashen:

Wonderful information, really great information. As I was listening to all this I was revamping my presentation for a couple of reasons. One is, I wrote down the concerns that were addressed or mentioned in the first poll and the other is looking at what area of HR you’re interested in. So, I’m gonna hit on those. I wanna start by just, gonna take a few mintues with you but I wanna share a very short story, of course the way I tell a story any short story is a long story but really, when I started out many years ago, I was working on master’s in communications and when I finally got that I was not able to get a job. I couldn’t get a teaching job, I couldn’t get a job in corporate and I thought well wait a minute I got this degree and so what I started to do and the reason why was because I was an unknown entity and so what I did I was able to get part time teaching jobs and I started as a consultant. I had an idea and I am going to come to that in the next slide here. And that started me out and when I went into corporate as a consultant and tried to get work I partnered with HR departments and so I had no background and you’re way ahead of the game if you understand HR. I did not have a background in it, I had a background in communications so I learned by working with HR departments and what I found out is that there were gaps in terms of what Dr. Smola said about the value of HR and what a number of HR people were actually doing. I learned for me that ok so those are the gaps that I am going to address and I was amazed, once I got my degree and I started doing this,
just with the master’s degree it opened up doors, it was amazing, so I congratulate you, this is like the first step in getting you where you want to go. I can speak about two programs at Walden, the ones that I am program director for but I know the others do the same kinds of things which are having a cutting-edge curriculum that help you develop the knowledge, skills, attitude, behaviors that are really necessary and I found that as I developed skills, I was more in demand. And it was interesting because I looked at, fast forward many years later, when I looked at becoming the program director for HR as we were designing the program and what I wanted to do was hit those areas and gaps that were not addressed for many years by the HR departments and I’ll tell you this as a consultant, those HR departments that were really good and did the things that Dr. Smola was telling you about, I was out a of a job as a consultant, they didn’t need me, it was the others that weren’t doing those kinds of endeavors or train HR folks and so I always thought when I go to the position I can help build a program, I can put all those key things, talent management, metrics, performance management, strategic HR, global HR, building trust, communicating, all of those went into our HR programs. But whatever degree you get, the degree can open doors, people value education and especially at Walden we have applied education so that the theory is turned into action. So, that’s enough of my pontificating, I’m gonna turn to the next slide and I’m gonna share some specific steps with you so if we could go to the next slide. Many of you, I believe it was 56%, were interested in training and development and that’s where I really, that’s where I took off and I’m gonna suggest some things to you, Dr. Smola and Dr. Puderbaugh suggested things earlier. To build on that, think about as you go forward, and often you’ll hear and I gotta tell you this, experience you don’t have experience, well I’m here to tell you that sometimes experience is overrated, there are many people out there that have experience but they aren’t really good at what they do. SO, if you can showcase what you do I am going to talk a little bit about how you might do that. People are gonna see that and that’s when you get noticed so whether you’re volunteering, whether at a career fair, whether you’re talking with coworkers about some things that you learned, that’s gonna make a difference. So, what I’m about to say, I’m changing this ever so slightly cuz I put this together with regard to consulting and organizational development training. By the way, now I think of organizational development training as separate branches of the same overall thing which is developing employees but whatever you want to do if you want to go in this area the first step is to develop some kind of plan. So, I’ll give you an example, my plan way back when working on masters degree I had some skills and knowledge about leading teams and as I saw in corporate, many organizations needed teams that worked effectively so I developed training around that so that was my first step developing a plan, having a training in place, so I designed this training, I identified the benefits, I laid out costs, actually put together a brochure which is nothing like the capability of what you can do with it now, but it was something in those days and then I took it around and at the same time I attended workshops and classes for two reasons: one, is to hone my skills in the things that I wanted to contribute and the things that I wanted to share with my clients and two was to actually do some networking. Now there are many wonderful workshops at Walden that you can attend but you can also do like Dr. Smola suggested
is to join the SHRM student chapter and it opens up a whole world of possibilities and that’s one way you can develop your skills. Doing those first two things you could do those tomorrow on your own. The third one is to find a mentor and a coach. For me, I went back to my dissertation chair to become a consultant and I said Gary can you help me, I want to be a consultant, I want to do training and development, I’ve got some ideas, I’m not sure how to market myself, so he sat down and we worked out a plan together, he walked me through the kinds of things he did, he had me identify a niche, he gave me feedback, he coached me, and I’m telling you there were a lot of days that looked dark but each day was a new day and that was really exciting. The other thing I am going to share, it isn’t on here I should’ve put it on here, find a sponsor, a sponsor is somebody that can get you in. For example, I approached school districts early on in my consulting career because I had the background in academia and I wanted to do workshops for teachers and I met the head of the district and she and I had several conversations and she said Henry, I am impressed with what you’re telling me but you really don’t have any experience and my response to that was I have the skills, I have the knowledge, I have the desire, I have the motivation, and can make a difference so if you give me an opportunity, you’ll get a return on investment and she gave me one small training and I was excited because it went very well and then she started marketing me to other heads of school districts, so I began to do this circuit, so find that sponsor, somebody that’s in a position to really do something for you and it makes them look good too. The other thing here is using Google alert, this is a wonderful feature which allows you to put keyword into Google, anytime there’s updates on a particular topic you’ll get a notification and the nice thing about that is you stay current in your field. Joining associations, again joining a local SHRM chapter is a wonderful opportunity and again I would highly encourage you to do that. LinkedIn, using any kind of social media and networking because once people get to know you that is going to make a difference. And actually asking people for help, they love to help you. So, the final couple things I’m gonna say is seek feedback. I remember putting together a sales training and I wanted to run it by a few of my colleagues to see what they thought of it. Well it wasn’t good so I picked myself up from the floor and readjusted it and took their feedback and made a positive difference. But the one thing I wanna say the most important thing is never give up. If you get a degree, you have a skillset, you have a leg up on a lot of people, you identify a skill, you’re positive, you chase your passion and I’m telling you the best is yet to come. Now I am going to turn it back over to you Lisa.

>>Lisa:

Yes, Henry thank you very much. What a great presentation, it was full of so many great strategies for our students so this is wonderful thank you. And so, Dina has been moderating our questions queue, so I’m gonna pass it to Dina to start posing those questions to our faculty.

>>Dina:

Thank you, Lisa. Uh the first questions is: it’s difficult to enter the human resources field without the experience, I have worked as a supervisor at a retail store in the past, do you have any tips for me?
Dr. Henry Brashen:

Well I’ll jump in there because I probably have the least HR experience academically, but I probably have as much experience as anyone working with HR departments and the thing that I found is going to career fairs, approaching HR, asking, finding out more about what they’re doing what their plan is going forward, showing an interest, volunteering, these kinds of things can make a difference, I know from my career those are the things that I would do. Oh and I would get rejections too but every four or five rejections I got someone that was interested and once you get your foot in the door with just one thing you can build on that.

Dr. Karen Smola:

I would add to that Dr. Brashen with the idea the concept that you may have to go work for an organization that you like and that you fit well with and then transition into HR. Once they know what you can do then that makes it much easier for them to say oh she doesn’t have experience but she has her degree and we know he/she is a hard worker, let’s give them the chance, so think about that as well.

Dina:

Ok, we have more questions coming in here. Um one question is: what are some suggestions or courses other than the communication courses that would help increase experience in public speaking and/or vocabulary building skills which are according to HR?

Dr. Henry Brashen:

We have a, we have a number of courses in HR and I believe also in other programs we’re moving more and more to embracing the technology that is out there and speaking skills there are more opportunities now to utilize the technology to leverage that and provide speaking assignments, so we have some of those in HR I know they’re in other programs as well and I see more and more of this coming to the forefront it’ll be second nature so you can get communication you can get speaking skills in some of the programs outside of communication but you can also join something local like toastmaster toastmistress, any opportunity chamber of commerce where you would have a chance to practice and hone those skills.

Dina:

Great, our next question is: SHRM sounds like a good resource but there seems so many different levels of cost and it’s confusing to me, I need tips.

Dr. Amy Puderbaugh:

Well I can take this one it’s Dr. Puderbaugh. SHRM membership isn’t required if you’re in HR but it’s a good resource and there’s good opportunities within it. There’s one membership fee to join national SHRM as a student, it’s about $35 a year and it includes membership in the national chapter and in Walden students chapter and the benefit of that is
really the national chapter they have incredible resources and I should mention they also have a career center on their website and if you are looking for a new career, if you are new to HR, I encourage you to keep asking that question, how can I market myself? How can I get in the field as many places as you can? Just kind of stockpile those answers and use those resources. There’s a professional membership as Dr. Smola mentioned about $80 but it’s more expensive but if you join as a student they let you pay $80 for two years after you graduate as opposed to the $180 which is kind of nice, but the $35 is the best yet and shows you’re invested in your profession. Um there’s local chapters to be a part of, I love my local chapter, they have luncheon meetings, there are many leadership opportunities, anyone could go in and say, boy I’m interested in leading and there will be something there for you to do whether it’s working on a newsletter, working at registration, being a legislative leaven where you give the group some updates on HR law. And they also, my local chapter has a learning system for the certification exams which are usually $500-600 systems that they just loan out as part of the library so that’s an incredible expense that they cover and it’s a great chance to meet other HR people they have speakers on HR topics and you’ll get to meet those people. People in other professions, medical professions, IT professions, don’t always, they wanna meet HR for their companies but they don’t have access to that group like we do, so sit down know their names, find out what they do, find out if it’s a good company to work at and can gage if you like that specialization if you like that company just from that informal conversation sometimes. And non-members can join monthly meetings um it’s a great way to network.

>>Dina:

Great. And the next question is: I have been in HR for ten years and recently laid off and trying to move my career towards a more strategic role and consulting organizational development and training management. One approach is to try and work for consulting firms but it has been difficult to gain access, any suggestions?

>>Dr. Henry Brashen:

I’d love to jump on that if I could. Been there done that. I would encourage you to take a look at the companies you were at and similar companies because you bring some skills that aren’t necessarily readily held by outside consultants, you understand the industry, you understand the company, and that makes a difference so when you say well I work in this particular industry here’s my experience, here’s what I have to offer and then pick the niche that you want to market to. It will be easier than you may think and it will give you a leg up so that’s one approach rather than joining another consulting company where you might not get to do what you wanna do and you might not have the freedom to do what you wanna do so I would encourage you to go forward with that.

>>Dina:

Great. And the next question is: what are your thoughts on submitting resumes via the internet. I have diligently been seeking employment in HR
since 2010, I currently have a MHRM and over 10 years’ experience in great references. What are your suggestions for someone like myself?

>>Dr. Karen Smola:

If you are applying online, use all of the terminology that they use in their ad or job description. Make sure that it matches because so often they are running it through a computer program and if you use the wrong terminology then it won’t match. The computer won’t match you up and spit you out as qualified. So really think about that because that’s the first thing. And after that prepare for the interview or phone interview by becoming extremely knowledgeable in the areas that the job ad or job description stressed.

>>Dr. Henry Brashen:

I’d like to echo on what Dr. Smola just shared with you from two perspectives as a program director in MHRM, I hire faculty, also when I was a consultant I worked with upper level management on hiring people for positions and what Dr. Smola said in the interview, see you want to get to the point where, excuse me in the resume, has to be has has to talk about the points they raise or you won’t get any further, for example, at Walden I would throw out some questions to our recruiter and say to screen them through these questions and if they don’t address that, they could be the greatest person the world but I won’t interview them, so Dr. Smola’s point is extremely well taken. Talk to the points that are already there and then in the interview you’ll have a much better shot.

>>Dina:

Great. And we have several questions regarding whether the presentation will be available later. It will be archived on the career services center website one week after today’s live delivery and we have time for one last question, we have other questions coming in, but I think for the sake of time the last one will be I am thinking of taking the PHR exam before graduation is this a good idea?

>>Dr. Karen Brashen:

I guess I’ll take that one. I don’t recommend taking that until you have graduated for one thing. The second thing is you may not qualify if you don’t have the experience requirements, if you go to hrci.org and search for the eligibility requirements you’ll find with a masters, bachelors, or doctorate what you have to have to qualify and work experience. Once you know you qualify then you can apply and then my suggestion is that you wrap up your degree, you certainly can take it anytime you want to I’m not telling you you’re wrong in doing that, I just think that it is so intensive to take these exams on top of school work and most students of mine work that I don’t think you’d be prepared enough to really concentrate on it. I took 6-8 weeks I used to teach the prep course but I still when I was taking my SPHR I spent 6-8 solid weeks of going through the materials and prepping with my own plan and the hour before taking my exam I was going over the handout for all the laws and refreshing my memory because I knew on the SPHR that would be heavily emphasized and it
was so I just think that it is so intense that you ought to just get your degree with the bow and then quickly move on to prepare for the PHR and Dr. Puderbaugh said something important earlier, don't let it go so long that you forget half of what you learned, go on and jump right in after you've had maybe a month break or something if you qualify. Um also if you don't qualify don't forget that I mentioned the student assessment of learning exam, you might want to look into that and there's a great resource on the hric.org webpage and that is the certification guidebook. So go in you can download it I think it's something like 30 pages or so you probably don't want to print it out but you can download it to your computer and you can read through it and see what you think. And I also strongly suggest you find some sort of preparation course. I used the SHRM learning system and I'm a real proponent of that but I know that Dr. Puderbaugh used another system so just find the one that fits you best.

>>Dr. Amy Puderbaugh:

If I could also add, the SHRM system is wonderful. I used the SHRM system on my GPHR and it was at a time when I had some money and I had very little time so I took a weekend course and they give you a study plan and you get the learning system and it was I don't know maybe a $1000 and I had to commute for it but it was very worthwhile because I had very little time. When I took my SPHR I had a lot more time and I sat down with my textbook at the time which was the Mathis and Jackson textbook which was used in some of the classes in the program and I studied that and I knew that textbook, I got a few resources from a group called HRCP, I don't know what that stands for but it's just hrcp.com or .org and they had some flash cards that were very cheap I could just do them on the treadmill or as I went out and about I could take a small handful and do them during the day, I really enjoyed the flashcards. Um and then I also picked up a few units on areas that were weak for me that was unions and at the time it might have been global but just one or two little supplementary systems, if I had joined my local SHRM chapter and they had the loaner learning system I would have certainly used it but it was I had the time but not the money for the expense and you know these exams they're intimidating, they're kind of expensive, don't know what it is to take one now, maybe $400 maybe 250, I'm thinking 400 or less.

>>Dr. Karen Smola:

I don't know it used to be up to $400 to take it to sit for it.

>>Dr. Amy Puderbaugh:

It's not substantial but it's kind of a drop in the bucket compared to tuition as well so um don't be afraid to take it, go in there with a good mindset and be well versed in it. I would certainly encourage you to take it and if you make a little time off after your degree that's fine but I wouldn't recommend waiting more than a year. Um I remember especially in areas I didn't work with unionization terms I would've forgotten those.

>>Dina:
Okay thank you and I think for the sake of time this will be the end of questions and Lisa do you want discuss the career services center?

>>Lisa:

That’d be great thanks Dina. Ok so thank you all very much for attending today and as I mentioned in the beginning of the webinar there’s a brief survey that we would really appreciate you completing as you sign off this webinar. Just so you know the career services center is here to support you in meeting your career goals. As you can see we have the archive webinars tab starred here so if you’d like to listen to this webinar again or look at our other webinars that are archived just click on that button and also optimal resume sample resumes in business and human resources and various fields so we recommend that you take a peek at that as well and I mentioned our archived webinars as you can see we have archived webinars on the next slide on a variety of topics. We orient students through weekly webinars, if you haven’t attended one of our overviews you might want to listen to other services that we offer on career advising, we have webinars on building your professional network using LinkedIn, it’s a great way as we highlight in this webinar to build your network and make key networking contacts, on building your professional brand and conducting an effective job search. Also, we have specific resources regarding management and human resources so you would want to click on our tab for resources and then school/college you click on management and you’ll find associations and professional development, job opportunities and LinkedIn groups under that resource section. And finally to stay connected with career services we encourage you to join our career services LinkedIn group we’re nearing 1600 members it’s growing on a daily basis, also you can follow us on Twitter to find out interesting things, career management articles and upcoming webinars and other offerings and you can read student success stories on our blog and then check out our optimal resume system. So for all that please access our website careercenter.waldenu.edu and email us with questions at careerservices@waldenu.edu and that pretty much wraps up our program and a final thought to leave you with that Dina found I really like this quote “Far and away the best prize that life offers is the chance to work hard at work worth doing” and so I wish you all great success in your HR careers, thank you for participating and thank you very much to our faculty presenters today Dr. Amy Puderbaugh, Dr. Karen Smola, and Dr. Henry Brashen for collaborating on this webinar and thank you Dina for your support as well. Have a great evening everyone.

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