

Professional in Human Resources-International (PHRI) Exam Prep Course

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Overview

Modern human resources departments require structured technical operational practices to support organisational talent lifecycles, cross-border workforce compliance, and employee engagement. This Professional in Human Resources-International PHRI Exam Prep Course equips HR professionals with standard international methodologies covering talent acquisition, operational administration, total rewards design, and workplace risk mitigation. Participants examine structured HR service delivery models, compensation benchmarking matrices, and employee relations dispute resolution frameworks. This course is delivered by Agile Leaders Training Center.

Who Should Attend

- Specialists responsible for coordinating talent acquisition, recruitment pipelines, and onboarding documentation.
- Officers responsible for maintaining personnel records, managing statutory leave tracking, and administering HR information systems.
- Generalists responsible for developing compensation structures, job grading hierarchies, and benefit schedules.
- Coordinators responsible for managing workplace conflict resolution, disciplinary workflows, and employee grievance procedures.
- Analysts responsible for monitoring human capital metrics, turnover rates, and operational HR reporting.

Departments and Industries

This course supports human resources teams managing operational and cross-border workforce administration across commercial and industrial operating sectors.

- Human Resources Administration Divisions in Telecommunications and Information Technology
- People Operations and Talent Sourcing Units in Commercial Logistics and Supply Chain
- Compensation and Benefits Departments in Energy and Utility Services
- Employee Relations and Governance Teams in Retail and Consumer Manufacturing
- Workforce Planning and Analytics Groups in Financial and Business Services

Learning Objectives

By the end of this course, participants will be able to:

- Apply structured job analysis protocols to develop standardised global position descriptions.
- Build competitive base salary structures using market compensation benchmarking indices.
- Analyse workforce turnover patterns using human capital operational metrics and dashboards.
- Diagnose workplace grievances using documented progressive discipline protocols.
- Evaluate training program effectiveness using Kirkpatrick model evaluation scorecards.
- Prioritise employee health and safety hazard controls using hierarchy of controls matrices.

Course Agenda

Day 1: HR Administration, Operations, and Shared Services

- Standard Operating Procedure Documentation using HR Service Delivery Tier Models
- Employee Record Governance using ISO 30414 Human Capital Reporting Standards
- Position Description Development using Functional Job Analysis Frameworks
- Workforce Scheduling Optimization using Erlang Staffing Calculation Worksheets
- HR Technology Integration using Human Resource Information System Data Architectures

Day 2: Talent Sourcing, Acquisition, and Onboarding

- Recruitment Pipeline Sourcing using Candidate Persona Matrix Frameworks
- Applicant Screening and Selection using Behavioural Event Interview Rubrics
- Employment Contract Verification using Pre-Employment Background Screening Checklists
- New Hire Assimilation using 90-Day Structured Onboarding Roadmaps
- Talent Pipeline Efficiency Auditing using Cost-Per-Hire and Time-to-Fill Ratios

Day 3: Employee Learning, Development, and Performance Systems

- Training Needs Identification using Organisational Skills Gap Matrices
- Instructional Program Design using the ADDIE Instructional Systems Framework
- Training Effectiveness Assessment using Kirkpatrick Four-Level Evaluation Scorecards
- Performance Appraisal System Calibration using Graphic Rating Scales and BARS
- Career Progression Mapping using Individual Development Plan Templates

Day 4: Total Rewards, Compensation, and Benefits Architecture

- Job Evaluation and Grading using Hay Point Factor Methodologies
- Salary Range Architecture Design using Market Compa-Ratio Benchmarking Models
- Variable Pay and Incentive Alignment using Key Performance Indicator Scorecards
- Statutory and Non-Statutory Benefit Administration using Total Remuneration Statements
- Payroll Reconciliation Auditing using Internal Control Verification Registers

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Day 5: Employee Relations, Workplace Safety, and Risk Governance

- Workplace Conflict Resolution using Documented Progressive Discipline Procedures
- Employee Grievance Management using Alternative Dispute Resolution Protocols
- Occupational Health and Safety Controls using Hazard Hierarchy Assessment Frameworks
- Workplace Substance and Safety Auditing using Incident Root Cause Analysis Checklists
- Capstone Integrated Human Resources Operational Scenario and Policy Review

Practical Exercises

Participants complete applied human resources operational assignments to produce field-ready departmental tools.

- Suggested activity: Design a structured behavioural interview scorecard and candidate rubric for a supervisory operational position.
- Suggested activity: Build a five-grade salary band architecture using external market compensation benchmarks and midpoint differentials.
- Suggested activity: Formulate an employee grievance investigation protocol incorporating progressive discipline documentation steps.
- Suggested activity: Calculate departmental attrition and training return on investment using operational workforce analytics templates.

FAQs

What international functional areas does this course cover?

The curriculum reviews talent acquisition, HR administration, learning and performance, total rewards, and employee relations, reflecting standard international human capital management competencies.

How are compensation and grading systems taught?

Participants examine point-factor job evaluation techniques, salary range spread calculations, market compa-ratio analysis, and total remuneration statement creation through practical data worksheets.

Are legal frameworks tied to a specific national jurisdiction?

No, the syllabus focuses on universal operational HR standards, international labour conventions, procedural fairness, and cross-border risk management principles applicable across diverse global environments.

Does the training incorporate HR data and metrics?

Yes, practical modules incorporate core operational HR analytics including turnover rates, cost-per-hire, training evaluation metrics, and human capital reporting frameworks aligned with ISO standards.

Conclusion

Participants return to their organisations equipped to administer standardized human capital workflows with confidence and procedural precision. By mastering compensation modeling, performance appraisal architectures, and disciplined employee relations protocols, professionals streamline daily HR operations, strengthen organizational compliance, and elevate talent management support across all operating divisions.

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