

SHRM ⚡ HRCI

1. Revenue Generation

PHR / SPHR / GPHR (HRCI)

- Currently 145,400 certified

HRCI - Initial Examination Fees

-PHR	\$350 / \$400
-SPHR	\$475 / \$525
-GPHR	\$475 / \$525
-PHR-CA	\$275 / \$325
-SPHR-CA	\$275 / \$325

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HRCI - Recertification Fees

-1 Designation	\$150
-2 Designations	\$200
-3 Designations	\$250
-4 Designations	\$300
-5 Designations	\$350

\$22 million USD
every 3 years

2. Certification Improvement(s)

- Simplicity and clarity
- Professional relatedness

Certifications...are more better?

HRCI (Human Resources Certification Institute)

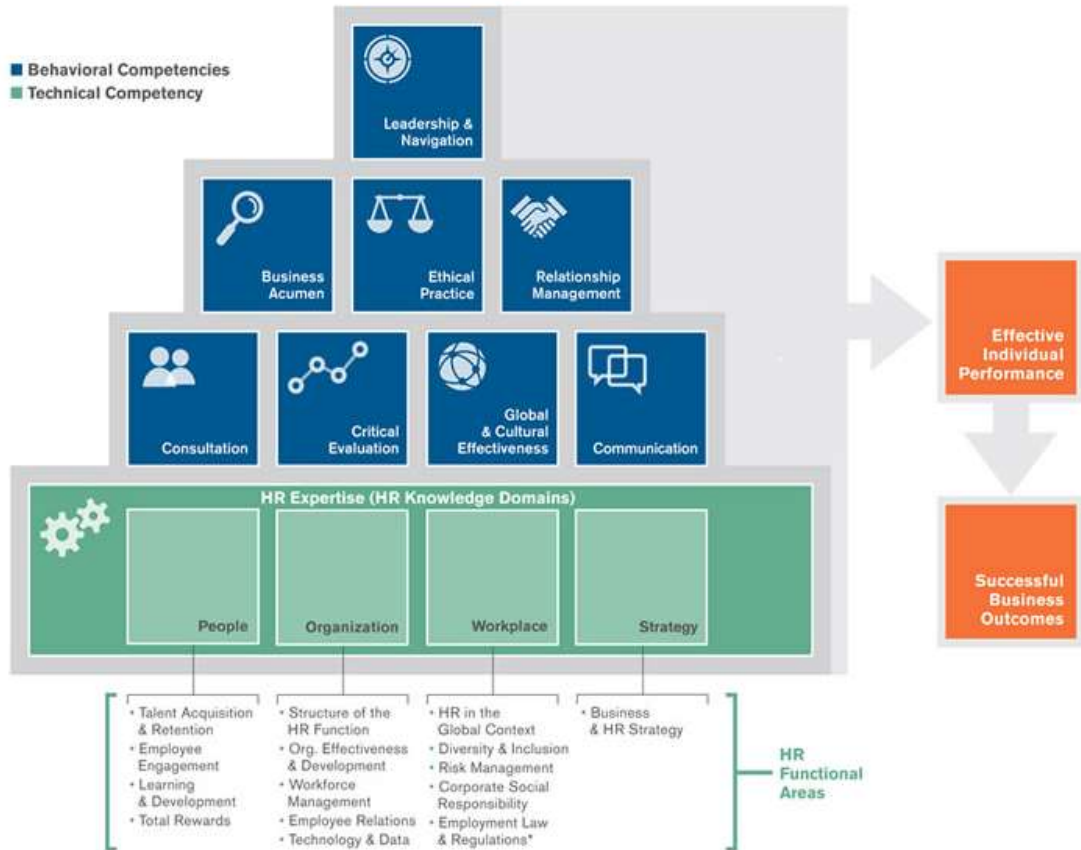
- PHR
 - Professional in HR
- SPHR
 - Senior Professional in HR
- GPHR
 - Global Professional in HR
- HRMP
 - HR Management Professional
- HRBP
 - HR Business Professional
- PHR-CA / SPHR-CA
 - Professional in HR – California (USA)
 - Senior Professional in HR – “”

SHRM (Society for Human Resources Management)

- SHRM-CP
 - SHRM – Certified Professional
- SHRM-SCP
 - SHRM – Senior Certified Professional

Competency +/- Knowledge

SHRM Body of Competency & KnowledgeTM



*Applicable only to examinees testing within the U.S.

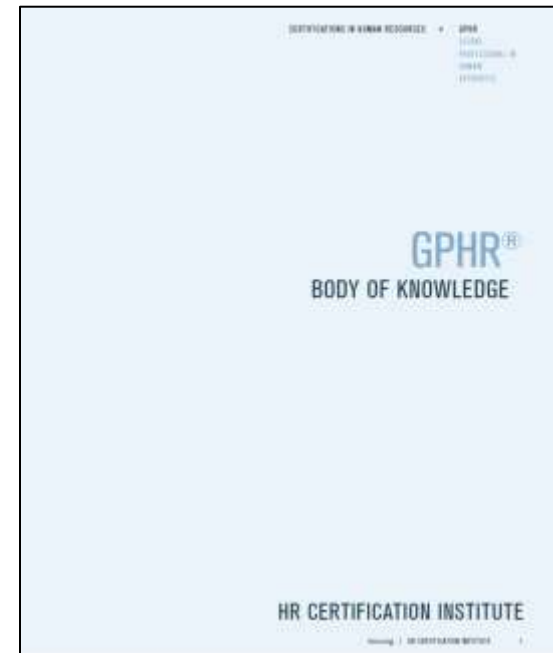
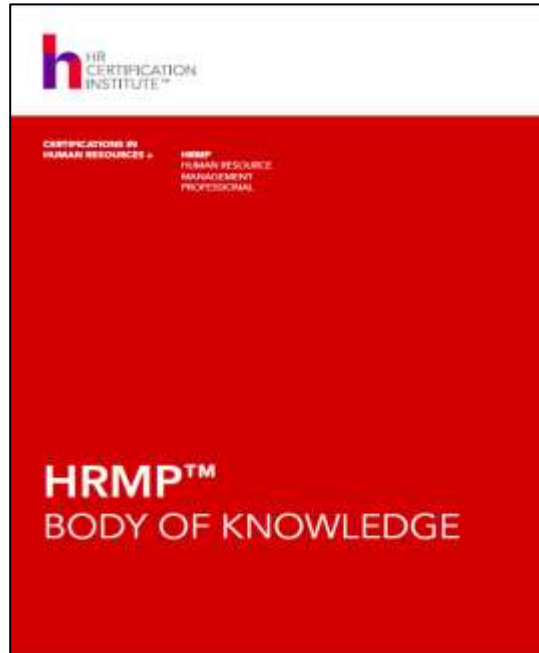


CERTIFICATIONS IN
HUMAN RESOURCES

PHR
PROFESSIONAL IN
HUMAN RESOURCES

SPHR
SENIOR PROFESSIONAL IN
HUMAN RESOURCES

PHR® AND SPHR®
BODY OF KNOWLEDGE



Competency +/- Knowledge

HRCI (Human Resources Certification Institute)

PHR®/SPHR® EXAM: FUNCTIONAL AREAS	PHR	SPHR
Business Management and Strategy	11%	30%
Workforce Planning and Employment	24%	17%
Human Resource Development	18%	19%
Compensation and Benefits	19%	13%
Employee and Labor Relations	20%	14%
Risk Management	8%	7%

GPHR® EXAM: FUNCTIONAL AREAS	PHR
Strategic HR Management	25%
Global Talent Acquisition and Mobility	21%
Global Compensation and Benefits	17%
Talent and Organizational Development	22%
Workforce Relations and Risk Management	15%

PHR-CA®/SPHR-CA® EXAM: FUNCTIONAL AREAS	PHR-CA/SPHR-CA
Compensation/Wage and Hour	22%
Employment and Employee Relations	46%
Benefits and Leaves of Absence	20%
Health, Safety and Worker's Compensation	12%

SHRM (Society for Human Resources Management)

Score Weighting for Each Subject Area

Subject Area	SHRM-CP Exam (160 items)	SHRM-SCP Exam (180 items)
Behavioral Competencies	35%	50%
Technical Knowledge	65%	50%
» People	20%	10%
» Organization	20%	10%
» Workplace	15%	10%
» Strategy	10%	20%

SHRM SCP- Professional Relatedness

SAMPLE QUESTION

This is a sample situational-judgment question. It does not mimic the exam format. Read the SITUATION below, and then click NEXT to view the QUESTION and RATIONALE.

SITUATION

Rebecca, the team lead in the accounting department, is having performance issues. You have been asked to meet with Rebecca to discuss performance issues raised by her team. During review of the 360-degree feedback reports, it's clear that many accountants on Rebecca's team continue to be dissatisfied with the way she treats them. They see Rebecca as rude, abrupt, and unwilling to listen to them. They are afraid to disagree with her because she berates them for voicing their opinions. These aren't the first complaints that have been received about Rebecca's disrespectful treatment of employees. She consistently gets low performance ratings on her people management skills. Although she is a top performer in every other respect, she needs to change the way she interacts with her team.

NEXT

SHRM SCP- Professional Relatedness

SAMPLE QUESTION

QUESTION

What is the best way to address Rebecca's performance issues?

- a) Tell Rebecca about the feedback that has been received.
- b) Praise Rebecca for the strengths revealed in her performance review and explain her main area for development as people management.
- c) Tell Rebecca about the feedback HR has received and state that if she continues treating her employees this way, she will be disciplined accordingly and may have to be let go.
- d) Hold informal meetings with employees to solicit ideas for how communication between supervisors and employees can be improved.

[GET ANSWER AND RATIONALE](#)

SHRM SCP- Professional Relatedness

SAMPLE QUESTION

QUESTION

What is the best way to address Rebecca's performance issues?

- a) Tell Rebecca about the feedback that has been received.
- b) Praise Rebecca for the strengths revealed in her performance review and explain her main area for development as people management.
- c) Tell Rebecca about the feedback HR has received and state that if she continues treating her employees this way, she will be disciplined accordingly and may have to be let go.
- d) Hold informal meetings with employees to solicit ideas for how communication between supervisors and employees can be improved.

RATIONALE

The situation calls for proficiency in relationship management and communication. The best possible answer addresses relationship management while providing effective feedback.

B is the best answer because it uses positive reinforcement to modify Rebecca's behavior but provides specific and actionable areas for performance improvement.

A is the next best option because it provides guidance and feedback to Rebecca but does not provide specific feedback regarding how her behavior can be modified.

C and D are unacceptable answers because they do not call up the principles of effective feedback and performance management.

[BACK TO SITUATION](#)

HRCI-->

PHR / SPHR

SAMPLE QUESTION

Employment & Labor Relations

1. In a union setting the grievance procedure is a function of:

- a. Harassing the supervisor
- b. Pattern bargaining
- c. Airing gripes
- d. Conflict resolution

2. The phases in the labor relations process are:

- a. Recognition, negotiation, and administration
- b. Determining the bargaining unit, collective bargaining, grievance procedures
- c. Collection of authorization cards, elections, recognition
- d. Collective bargaining, grievances, economic pressures

Workforce Planning & Employment

1. Employment-at-will involves:

- a. An agreement by both parties to an employment contract
- b. Protection by collective bargaining
- c. Termination provisions for just cause dismissals
- d. The ability of either party to terminate the employment relationship at any time

2. A job analysis is:

- a. Part of an Affirmative Action Plan
- b. Produces a job description or a job specification
- c. Required by the EEOC
- d. Produced by a job description or a job specification

Questions