



The #1 PHR/SPHR Certification Prep Tool

Position Yourself for Success

2011 SHRM
Learning System®



SOCIETY FOR HUMAN
RESOURCE MANAGEMENT

www.shrm.org/learning

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For individuals who like to work independently, this format offers convenience and flexibility.
- 7 PHR/SPHR Certification Preparation Course (3-Day)**
Intensive three-day courses held across the country throughout the year. Ideal for those who benefit most by engaging with other participants in an interactive group setting.
- 8 Corporate Training Program**
Provides a format for multiple candidates within an organization to train at a discounted price with either a self-directed or instructor-led approach.
- 9 College/University Instructor-Led Program**
Combines printed materials and online components with the expertise of an instructor, the benefits of networking and the discipline of a classroom setting.
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New for 2011!

- **Enhanced and updated content.** The 2011 SHRM Learning System has been thoroughly reviewed and updated by HR Subject Matter Experts to reflect the most current HR practices.
- **More post-test questions.** The PHR and SPHR post-tests each have 200 questions that mimic the testing experience on the HR Certification Institute's exam.
- **Supplemental audio and webcast content for each module.** The 2011 SHRM Learning System includes key audio and webcast topics to enhance learning and comprehension for each module.
- **Ability to create a study plan.** To optimize your PHR/SPHR exam study experience, SHRM Learning System users have access to a set of "Plan to Pass" study tools. Create your customized study plan, review test-taking tips, and access candidate eligibility and exam information.
- **New packaging to meet customer needs.** Printed workbooks have been updated to lay flat for easier reading.

Not sure how to begin preparing?

SHRM can help! Visit www.shrm.org/learning/startprep for details.

WHAT IS SHRM?

The Society for Human Resource Management (SHRM) is the world's largest association devoted to human resource management. Representing more than 250,000 members in over 140 countries, the Society serves the needs of HR professionals and advances the interests of the HR profession. Founded in 1948, SHRM has more than 575 affiliated chapters within the United States and subsidiary offices in China and India.

Certification

Now is the time to boost your career, strengthen your department and help your organization grow. The Professional in Human Resources (PHR®) or Senior Professional in Human Resources (SPHR®) certification is more than just a suffix, it will help:

- Distinguish yourself among your peers.
- Highlight your commitment to your career as an HR professional.
- Ensure that your knowledge of HR topics and legislation is current and help protect your organization from risk.
- Open doors to unlimited career opportunities and professional growth.
- Provide you with the opportunity to join companies that are requiring certification for their employees.
- Demonstrate that you have mastered the HR body of knowledge.

More than 100,000 HR professionals worldwide have received and maintained their HR credentials from the HR Certification Institute.

Learn more about HR certification and how to apply for the exam at www.hrci.org.

New 2011 PHR/SPHR Eligibility Requirements

Beginning with the May–June 2011 exam testing period, the HR Certification Institute requires HR professionals sitting for the PHR or SPHR exams to have a combination of demonstrated work experience and education.

PHR Eligibility

- 1 year of demonstrated professional HR experience with a Master's degree or higher, or
- 2 years of demonstrated professional HR experience with a Bachelor's degree, or
- 4 years of demonstrated professional HR experience with less than a Bachelor's degree.

SPHR Eligibility

- 4 years of demonstrated professional HR experience with a Master's degree or higher, or
- 5 years of demonstrated professional HR experience with a Bachelor's degree, or
- 7 years of demonstrated professional HR experience with less than a Bachelor's degree.

For additional information, visit
www.hrci.org/2011_exam_eligibility.

HR Certification Institute Exam Schedule		
Exam Testing Window	Spring PHR/SPHR May 1–June 30, 2011	Winter PHR/SPHR Dec. 1, 2011–Jan. 31, 2012
Regular Application Deadline	March 11, 2011	Oct. 7, 2011
Late Application Deadline	April 15, 2011	Nov. 11, 2011

According to a recent study on the value of HR certification, on average, HR professionals attributed a personal ROI of 253% and an organizational ROI of 216% to professional certification. Over one-third of the total respondents believed that the benefits of professional HR certification were worth more than five times the cost!

"The Value of HR Certification Around The World," independent research commissioned by the HR Certification Institute, 2010.

The 2011 SHRM Learning System

The SHRM Learning System provides the most effective PHR/SPHR training program because of the advanced learning techniques it delivers. The system uses printed workbooks and web-based study tools to teach you everything you need to know to prepare for your certification exam.

Printed Workbooks

- Six print modules teach the HR Certification Institute body of knowledge tested in PHR and SPHR exams.
- Printed glossary of terms and subject index for each module.
- Easy-to-identify icons highlight key content and links to additional resources.
- SPHR Preparation Book with 162 SPHR-specific questions designed for SPHR candidates.

Online Learning Software with Mobile Device Access

Practice Tests

- Pretest to gauge current knowledge.
- Module-specific tests to check mastery of key topics.
- Post-test that mimics the testing experience of the HR Certification Institute exam to increase test-taking confidence.



Glossary and Flashcards

- Comprehensive glossary of terms for easy reference online or while reading the materials.
- Over 750 flashcards covering all six modules.

Interactive Case Study

- Interactive case study featuring real-life scenarios and questions to apply concepts.

Online Resource Center

- Create a study plan with the Plan to Pass Study Tool.
- Stay up-to-date on legislative changes and new HR developments.
- Free audio and webcasts for each module.
- Ask-the-Expert feature for individual follow-up questions.
- Links to key HR information such as certification and additional resources.
- Feedback feature as a forum for evaluation and suggestions.
- Index that covers all modules, summaries of laws and legal cases related to HR to aid in your studies, and a listing of HR Certification Institute acronyms.

“The SHRM Learning System is excellent for a company whose HR professionals do not have a formal educational background in HR. Many times, employees fall into the role of being in HR without having the knowledge of HR best practices and norms. The SHRM Learning System will get all HR employees up-to-date on the industry, while maximizing the study time. It is well-worth the investment in the company’s human capital.”

Carol Nguyen | Human Resources Analyst / The City of Asheville

The SHRM Learning System™

"Plan to Pass"™ Study Tools

Setting a realistic study plan is critical to your success. SHRM has created this valuable tool to help guide your studies. Take your score from the pre-test, factor in your level of HR experience and create a study plan based on areas that require the most attention. You can also track your progress as you move through the training modules. Our goal is to provide you with the tools and resources to help you pass the exam the first time.

INTRODUCTION
MENU
GLOSSARY
REPORT
CHOOSE LEVEL
RESOURCE CENTER
CASE STUDY
EXIT

Logged in as:
Suzanne O'Halloran
Level: PHR

Create a Study Plan Review test-taking tips Find HR Certification Institute exam information

> 1 Complete the pre-test.
> 2 Complete the "Comfort Level" worksheet
> 3 Complete the "How long do I study?" worksheet
> 4 Work your plan

If you're taking the test in a quiet environment, turn off the test-taking tips audio track. If you're taking the test in a public place, turn on the test-taking tips audio track. You can also turn off the test-taking tips audio track if you prefer to listen to the test-taking tips audio track.

► Ideal PHR or SPHR candidate
► HR Certification Handbook
► Eligibility Requirements
► Exam deadline dates and fees

Learn more about HR certification and the SHRM Learning System at www.shrm.org/learning.

Plan to Pass Study Tool

Study Sections

The Key to Success

The SHRM Learning System is the #1 PHR/SPHR certification prep tool. The newly updated content reflects the HR Certification Institute body of knowledge and the needs of today's HR professionals. The following six modules will provide you with everything you need to achieve results.

Module 1: Strategic Business Management

- Role of HR in organizations.
- HR strategy.
- Evaluating the internal/external environment.
- HR and the legislative and regulatory environment.

Module 2: Workforce Planning and Employment

- Employee rights, privacy and consumer protection legislation.
- Organizational staffing requirements.
- Recruitment, selection and retention.

Module 3: Human Resource Development

- Organizational development.
- Training and development.
- Talent management.
- Performance management.

Module 4: Total Rewards

- Compensation structure and systems.
- Benefits programs.
- Compensation and benefits legislation.
- Administering and evaluating compensation and benefits programs.

Module 5: Employee and Labor Relations

- Labor relations legislation.
- Union organizing and collective bargaining.
- Unfair labor practices.
- Employee involvement and engagement.

Module 6: Risk Management

- Organizational risk.
- Workplace safety, health, security and privacy.
- Risk management legislation.

“ The knowledge I gained through the SHRM Learning System has helped to make me more aware of issues I face in everyday HR and gave me a great perspective on issues I have not had experience with. It has helped me better understand how HR should and can be a strategic partner to business lines supported.”

Sharon Greenberg, PHR / Senior Corporate Recruiter



Learners who score at least 80% or higher on the post-test will receive a Certificate of Achievement.

Not ready to become certified? The SHRM Learning System is an all-in-one professional development tool. It includes: updated materials reviewed by HR Subject Matter Experts, comprehensive glossary, an interactive case study, an Online Resource Center that allows users to stay up-to-date on legislative changes, new HR developments and more. This valuable desktop reference can be your guide to all things HR.

Benefits of the SHRM Learning System

- **Proven success:** Professionals who use the SHRM Learning System consistently beat the national pass rate, year after year.
- **Complete training:** The SHRM Learning System's userfriendly content focuses on the HR Certification Institute body of knowledge and includes more than 1,500 practice questions, an interactive case study, and two 200-question post-tests for both the PHR and SPHR.
- **Customized learning:** Choose the study method that best matches your schedule and use your pretest results to create a personalized study plan based on your strengths and weaknesses.
- **Ongoing reference:** Use the SHRM Learning System as a desktop reference manual, with answers to HR challenges right at your fingertips.
- **Current topics:** The program content is updated annually and the Online Resource Center provides timely legislative changes and HR developments—protecting your organization from legal risk.
- **Recertification:** Earn up to 35 hours toward GPHR recertification and ensure your knowledge is current by using the SHRM Learning System for professional development, if you are not using the system to prepare for certification.
- **Affordability:** The SHRM Learning System provides HR professionals with more content, tests, learning tools and access to expert advice than any other PHR/SPHR exam preparation program. By choosing one complete program, you will save time and money. See page 10 for information about budget savings through discounts, reimbursements and scholarships.

Please note: The SHRM Learning System does not certify participants for the PHR/SPHR certification exam. If you wish to take the PHR/SPHR examination you must complete a separate application form available through the HR Certification Institute. Visit www.hrci.org for more information.



“The Learning System helps me in my job every day as I directly and indirectly supervise approximately 80 people and all company operations, including HR. Having the SPHR credential gives me credibility as an HR and business professional. I can't say enough how important certification is for the career path of any HR professional. Many employers are now giving preference to those that are PHR- and SPHR-certified.”

Patricia Stolee, SPHR | Executive Director | Community Connection of MN, Inc.

Learning Options

The SHRM Learning System is available as either a Self-Study or Instructor-Led Program. Several learning options are available to suit different learning styles, schedules, group sizes and locations. Choose the format that fits your learning preference.

Individual Self-Study Program

The Self-Study learning option is ideal for busy HR professionals who are committed to enhancing their knowledge but have time constraints or simply prefer to study on their own. This option provides the most flexible approach and gives you the freedom to create your own study plans while devoting as much time as you like to any particular module or topic.

Benefits

- Eliminate travel expense and minimize time away from the office while fulfilling professional development requirements.
- Develop individualized study plans that meet your schedule and keep you on track.
- Volume discounts are available.

Individual Self-Study Program Investment

SHRM Member: \$650

Nonmember: \$815

Order online at www.shrm.org/learning.

PHR/SPHR Certification Preparation Course (3-Day)

Led by qualified and certified HR instructors, this intensive three-day PHR/SPHR preparation program is an overview of the HR body of knowledge. By attending this program you will identify your areas of strength to build upon and the areas where you need further concentrated study in preparation for taking either exam. The PHR/SPHR certification preparation course should not be considered your preparation, but rather an important step in focusing your study to maximize results.

With outside-the-classroom assignments consisting of sample test questions and periodic progress checks to help reinforce classroom sessions, you can be confident of your breadth of knowledge in preparation for the PHR or SPHR certification exams.

“ This program is second to none. It not only prepared me for taking the PHR test but also, the instructor gave me the confidence and knowledge that will enable me to pass the test. He gave ‘real life’ cases that tied in to much of the lessons. Networking with other HR professionals was also a great tool. I recommend this class to anyone preparing to take either test.”

Ann Thompson | HR Manager | Hawkeye International Trucks, Hawkeye Truck and Trailer Sales

2011 Dates and Locations*

March 21–23	San Diego, Calif.
March 28–30.....	Atlanta, Ga.
April 4–6.....	Chicago, Ill.
April 6–8.....	Alexandria, Va.
April 11–13	Orlando, Fla.
May 9–11.....	Dallas, Texas
May 11–13	Alexandria, Va.
May 23–25	Boston, Mass.
June 1–3	Alexandria, Va.
June 25–28	Las Vegas, Nev.**
Sept. 12–14	Las Vegas, Nev.
Sept. 21–23	Alexandria, Va.
Oct. 5–7	Chicago, Ill.
Oct. 17–19	Atlanta, Ga.
Oct. 24–26.....	Phoenix, Ariz.
Nov. 2–4	Dallas, Texas
Nov. 14–16	New York, N.Y.
Nov. 30–Dec. 2	Alexandria, Va.

PHR/SPHR Certification Preparation Course (3-Day) Investment***

SHRM Member: \$1,295

Nonmember: \$1,560



* Subject to change.

** This course is offered as a package deal in conjunction with the SHRM® Annual Conference & Exposition. You can attend this course and select components of the conference for one package price. Online registration only at www.shrm.org/conferences/annual.

*** These are SHRM Education Series prices only and do not apply to the courses at SHRM conferences.

Visit www.shrm.org/educationseries to register and for the complete 2011 schedule.

Learning Options



Corporate Training Program

Provide your entire HR team with a comprehensive overview of the PHR or SPHR body of HR knowledge while preparing them for the exam. Each participant will receive the six printed modules, SPHR Preparation Book, learning software and access to the Online Resource Center.

Benefits

- Train your entire staff at your location while eliminating costly travel expenses and fulfilling professional development requirements.
- Volume discounts available.
- Provide a common HR language across your entire organization.
- Monitor and measure group progress with management reporting tools.

Corporate Learning Options and Investment

Prices vary based on group size and learning option chosen. Volume discounts available. Choose between three learning options:

1. Individual Self-Study.

Allows employees to study on their own.

2. On-Site Led by a SHRM-Affiliated Trainer.

Provides training for multiple staff at your facility or via "virtual classroom."

For more information contact SHRM Account Specialist Christine Baker at **+1-703-535-6262** or CorporateTraining@shrm.org.

3. On-Site Led by Your Training Staff.

Allows your organization to choose its own instructor and train internal staff at your own facility.

For more information contact SHRM Corporate Specialist Chris Olson at **+1-651-905-2617** or chriso@holmescorp.com.



Download Free Case Studies!

Find out how companies such as Allsteel, Seagate, Cessna, Herman Miller and KPMG integrated the SHRM Learning System into their corporate training programs at www.shrm.org/learning/corporate.

Some of the companies that use the SHRM Learning System:^{*}

ADP
Caterpillar, Inc.
Cessna
Coca-Cola
Delaware North Companies
Dell
Disney

FedEx
Herman Miller
Hilton Hotels Corporation
KPMG
Library of Congress
Marriott International, Inc.
MTV Networks
PricewaterhouseCoopers

Seagate
Southwest Airlines Co.
State Farm Mutual
Automobile Insurance Co.
U.S. Navy
U.S. Postal Service, Inc.
Wal-Mart Stores, Inc.

^{*} All trademarks, service marks and trade names, either federally registered or at common law, of the above-listed corporations are the exclusive property of their respective owners. No sponsorship or affiliation with the above listed customers is intended.

Learning Options

College/University Instructor-Led Program

This learning option offers exam preparation in a classroom environment that keeps students on track and assures all materials are covered thoroughly. Structured classes, a seasoned instructor and peer interaction enhance learning and retention. The classes are offered over a period of weeks or in a condensed format to meet the needs of students.

SHRM has partnered with over **280 colleges and universities** worldwide to offer the SHRM Learning System in a traditional classroom setting, an online format, or as a hybrid of classroom and online instruction.

Benefits

- Training close to home.
- Access to an expert instructor.
- Opportunity for peer networking.
- Course fees often qualify for tuition reimbursement.
- Structured classes and course syllabus will keep you on schedule.

College/University Program Investment

Program fee varies. Contact the institution nearest you for details.

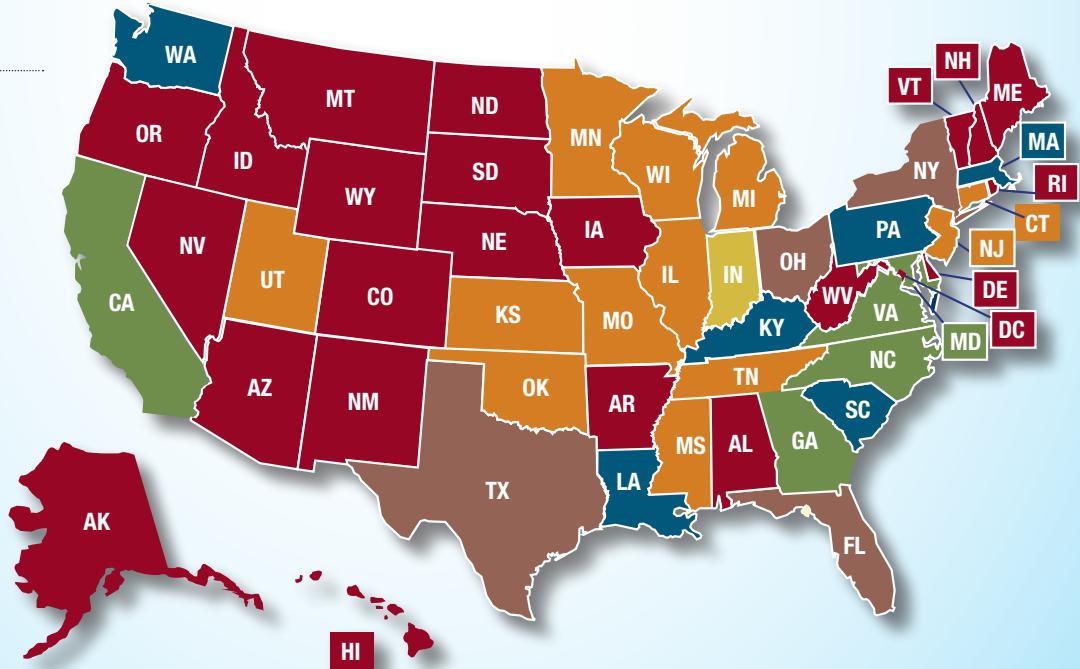
College/University Locations

Courses are offered throughout the year in many locations. Partner institutions are added regularly.

Visit www.shrm.org/learning/colleges for a complete, up-to-date listing of U.S. and international partners and their contact information.

School Locations at a Glance

- 1–3 Locations
- 4–6 Locations
- 7–9 Locations
- 10–12 Locations
- 13–15 Locations
- 16+ Locations



If it had not been for the SHRM Learning System and prep classes, I don't think that I would have been sufficiently prepared to take the exam nor would I have been able to pass it. I am recommending the SHRM Learning System to everyone who will listen. Thank you so much!"

Anna Knechly, SPHR

Affordable Quality

Superior Value and Quality

- **Member discount:** Become a new SHRM member and save \$165 off the SHRM Learning System while gaining access to hundreds of member-only HR-related products and services.
- **Quantity discount:** Gather a group of colleagues who are looking for training. By ordering together in groups of two or more, you'll save a minimum of \$85 per person. For details, contact SHRM Corporate Specialist Chris Olson at +1-651-905-2617 or chriso@holmescorp.com.
- **Tuition reimbursement:** While some companies will not reimburse for training materials, they may offer tuition reimbursement. The SHRM Learning System College/University Instructor-Led Program is offered at over 280 campuses across the country with several schools offering the course online. Find a course today at www.shrm.org/learning/colleges.

- **SHRM scholarships:** SHRM offers various scholarships for professional development and certification. For more information visit www.shrm.org/about/awards/Pages/Scholarships.aspx.
- **Exam fees:** Professionals who use the SHRM Learning System consistently beat the national pass rate. If you choose the best training program, the odds are, you'll only have to take the exam once—saving you valuable time and up to \$475 in exam fees!
- **Time savings:** The SHRM Learning System encompasses all the information and tools you need to prepare for the PHR/SPHR exam. You could spend countless hours trying to compile text books and testing resources without achieving the same level of quality or the access to HR experts offered by the SHRM Learning System. Save time and money in the long run by choosing a quality exam preparation program now.

Please Note: The SHRM Learning System® is intended to cover the body of knowledge tested by the HR Certification Institute certification exams. However, the Learning System does not "teach the test." There will be some content in the Learning System not covered by the exams, and conversely there will be content tested in the exams that is not covered in the Learning System. SHRM makes no warranty that use of the Learning System guarantees passage of the HR Certification Institute examinations.



Mobile access. The SHRM Learning System is available when you are. Access the online study tools using your mobile phone's browser capabilities on devices such as iPhone, iPad, BlackBerry, Palm Pre, Windows Mobile, or Google Android while you are on the go. You will have access to more than 1,500 review questions, the Online Resource Center, flashcards with over 750 terms and progress reports.

2011 SHRM Learning System® Order Form



Ship To:

Last Name	First Name	M.I.
Street Address		
City	State/Province	Country
Phone Number (Country Code) (City Code) (Area Code)		Fax Number
E-mail (Required for web access and notification of upcoming webcasts and product updates.)		
SHRM Member Number		
Country	Name	Title

Bill To:

Street Address			
City	State/Province	Country	ZIP/Postal Code

Method of Payment:

- Check enclosed (USD/U.S. Bank) for \$ _____ (Make checks payable to SHRM) P.O. Number (Attached)
I authorize SHRM to charge \$ _____ to my VISA MasterCard American Express

Signature _____ **Name As It Appears on Credit Card Bill** _____

Program	Nonmember Price	Member Price	Quantity	Total
Individual Self-Study—Learn at your own pace.	\$815	\$650		\$ 
Join SHRM Now! This option includes a one-year membership at a special rate of \$165. (Offer valid for new SHRM members only.)	Membership: \$165			\$
PHR/SPHR Certification Preparation Course (3-Day)—Contact a SHRM Member Care Representative at 800-283-7476 (U.S. only) or +1-703-548-3440 , option #3, or visit www.shrm.org/educationseries .				
Corporate Training—For Onsite Led by a SHRM-Affiliated Trainer, call +1-703-535-6262 or CorporateTraining@shrm.org . For Onsite Led by Your Training Staff, call +1-651-905-2617 or chriso@holmescorp.com .				
College/University—Program fee varies by institution. Find the school nearest you for pricing information at www.shrm.org/learning/colleges .				
				Subtotal \$
Sales tax: Please add applicable local and state sales tax on orders shipped to CA (8.25%), GA (7%), IL (6.5%), MN (6.875%), NJ (7%), NY (4%), and VA (5%).*				\$
				Shipping and Handling \$
				Total Due \$

Important: Your VIP Number | **VIP**

Fill in your VIP number as it appears above the name on the mailing label. (Record the number even if the label is addressed to another individual.)

Member Number: Please indicate your SHRM member number on this form to receive your member discount. You can find your member number on your membership card.

Address: Please provide a street address, not a PO Box. FedEx Ground can not deliver your merchandise to a PO Box.

Phone Number: It is necessary that we have your area code and phone number to contact you if we have any questions regarding your order.

Payment: Orders should be accompanied by check (company or personal make check payable to SHRM), money order or credit card number (VISA, MasterCard or American Express). Written purchase orders are accepted by mail or by fax. Please include SHRM Order Form with purchase orders.

Shipping and Handling

Please add the appropriate shipping costs for the products ordered. Refer to the Shipping and Handling Schedule to determine the correct amount. Typically, orders are shipped via FedEx ground unless specified otherwise. SHRM reserves the right to utilize alternate shippers when necessary. Orders outside the continental United States will be shipped via airfreight. Orders shipped via FedEx ground will normally arrive within 5–7 business days of processing the order.

SHRM Pricing Policy

SHRM Pricing Policy
Prices subject to change. Multiple order discounts are available. For more information, contact SHRM Corporate Specialist Chris Olson at +1-651-905-2617 or chriso@holmescorp.com.

Return Policy

Unused items may be returned for a full refund (less shipping and handling) within 30 days. No items will be accepted after 30 days or if they are not in a condition to be resold.

Please Note

- SHRM Membership is not active until payment has been received

* We reserve the right to adjust tax amount to reflect actual state/local tax rates. If you are unsure of your appropriate sales tax, please call us at 800-444-5006, opt. 2 or order online at www.shrm.org/learning.

2011 SHRM Learning System[®]

The #1 PHR/SPHR Certification Prep Tool



- Goes where you go with mobile access
- Is a complete desktop reference
- Earn a certificate of achievement when you score 80% or higher on the post-test.
- Boosts your confidence for the certification exam
- And more!

JOIN SHRM

As an HR professional pursuing advanced training, membership in SHRM may be one of the best financial and professional development investments you can make. As a SHRM member, you will receive a discount on your SHRM Learning System, all SHRM conferences and seminars, plus free access to more than 500 HR-related products and services. In addition to saving time and enhancing your career, you can earn up to three recertification credits simply by becoming a member of SHRM. For more information, visit SHRM Online at www.shrm.org/join.

