

*Hard Work + Integrative Experiential Learning + SHRM Certification =*

*A Breakthrough Student and Community Experience*

*HRM 4390 – Human Resource Management Consulting*

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BUSINESS  
ADMINISTRATION  
ASSOCIATION

# Workshop Overview

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- ▶ Course Purpose and Objectives
- ▶ Mechanics, Logistics, Projects, Evaluation & Assurance of Learning
- ▶ Outcomes and Takeaways
- ▶ Discussion and Questions





Learn by **DOING**.



Hard Work + Integrative Experiential Learning + SHRM Certification

=

**A Breakthrough Student and Community Experience!**

# Two Major Tasks

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- ▶ Get the students ready for HR consulting: content and process
- ▶ Prepare the students to take the SHRM-CP exam.



# Consulting Project Pre-Work

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- ▶ Syllabus construction/revision
- ▶ Coordination with the Non-Profit Council of San Antonio



# Introductory Class

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- ▶ Welcome
- ▶ Faculty Introductions
- ▶ Student Self-Introductions
- ▶ Capstone Course - What it is and is not
- ▶ Syllabus Review
- ▶ “Textbook” and Course Materials
- ▶ SHRM Registration and SHRM Exam Preparation
- ▶ Project Team Assignments
- ▶ Questions? Concerns?
- ▶ Project Team meetings



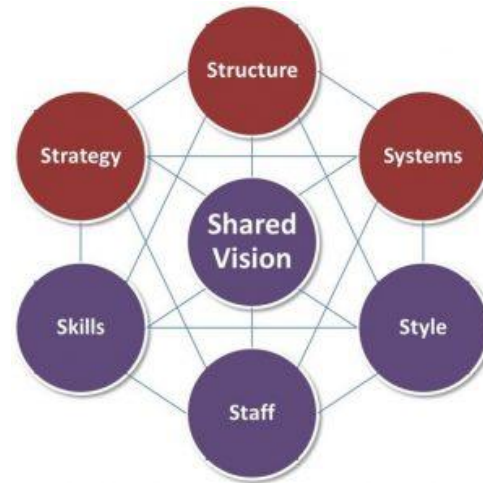
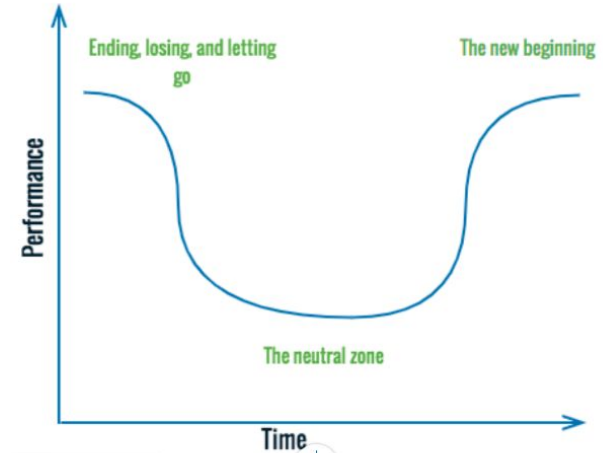
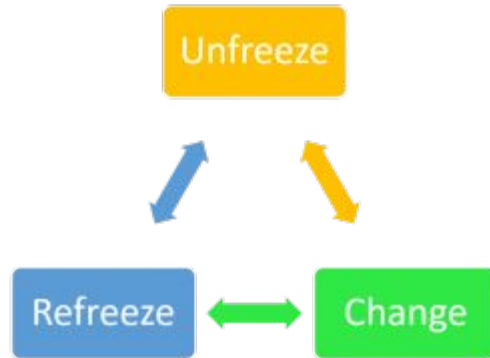
# Class 2: Guest Speaker & Change Process

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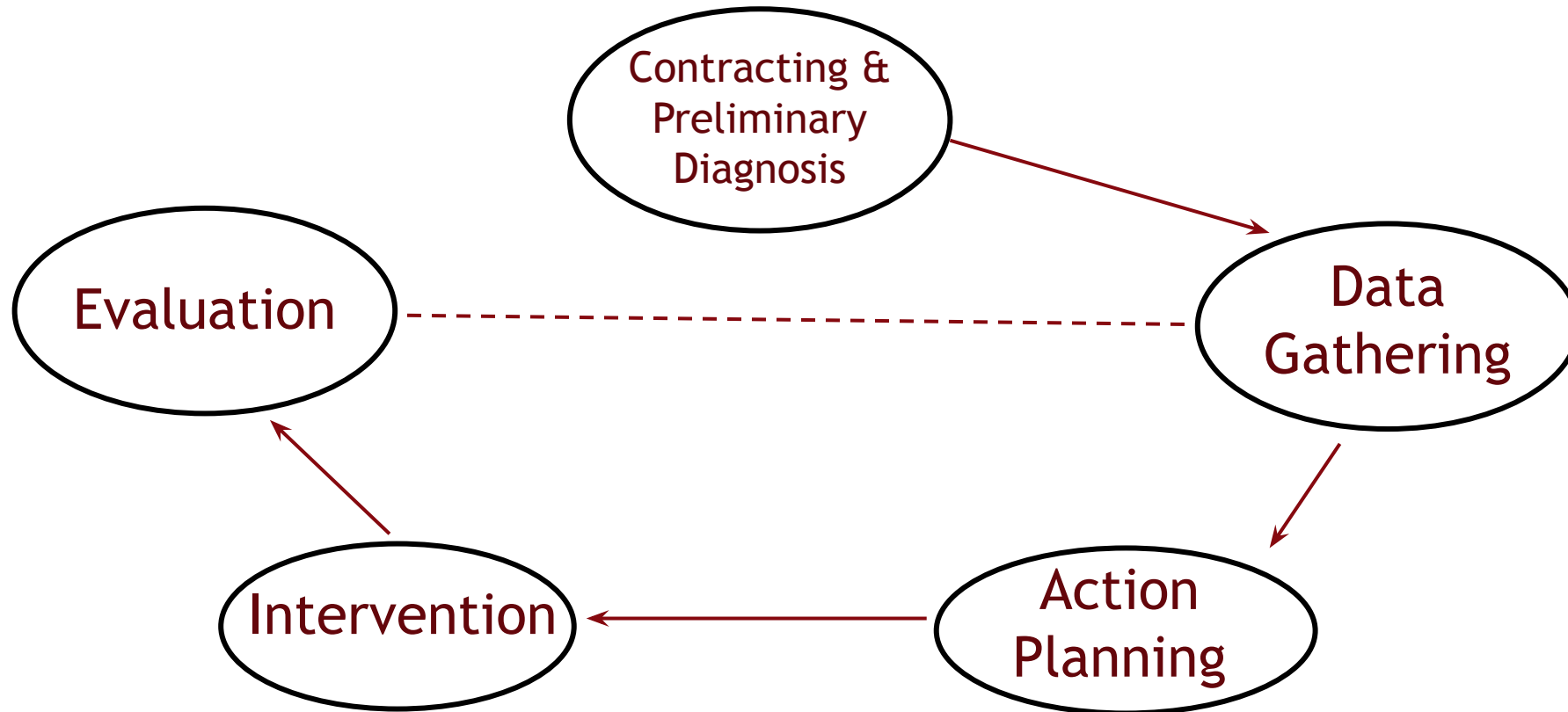
# Consulting Models

Kurt Lewin 3-Stage Change Model





# Action Research Consulting Model



# Class 3

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## Passive listening, summary listening, active listening

- ▶ Listening exercise

## The Initial Interview

- ▶ Preparation, Conduct, Termination



# Class 4: Role Play and Research

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## Role Play:

Initial Interview with client



## Research:

SHRM Portal & Assignment



# Class 5

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## Scope of Work

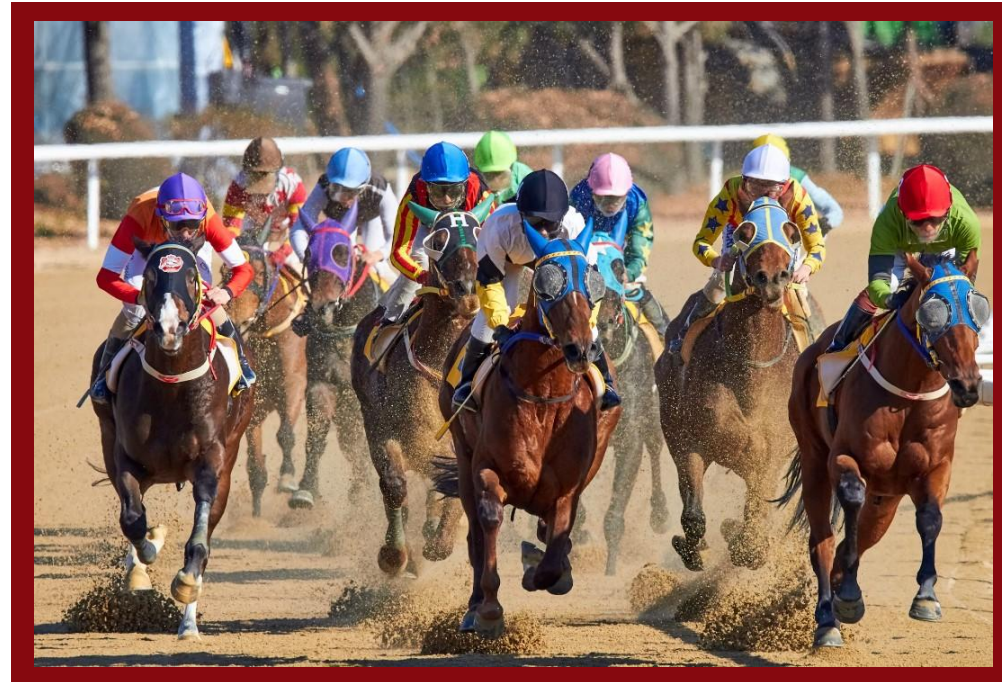
- ▶ Problem Statement
  - ▶ Outcomes/Deliverables
  - ▶ Process to be Used
    - ▶ Schedule/Timeline
    - ▶ Material & Services Needed from Client
    - ▶ Acceptance



# And They're Off!

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- ▶ Initial meeting
- ▶ Scope of work
- ▶ Web/SHRM research
- ▶ Interviews
- ▶ Periodic meetings
- ▶ Instructor role



# At the Halfway Point...

## Mid-Consultation Project Presentation



# At the Finish Line!

## Final Project Presentation & Written Report



# Grading Rubric





*FINAL WRITTEN REPORT TO CLIENT*

				Total
CRITERIA	BELOW EXPECTATIONS	MEETS EXPECTATIONS	EXCEEDS EXPECTATIONS	Points
<b>Content</b>	<p>Content lacks depth; several relevant areas or details are not included; report fails to adequately address several details needed for decision making and problem resolution; the executive summary is too long or too short and needs to provide the reader with a clearer picture of the overall report.</p> <p>(0-75)</p>	<p>Some important content is absent or lacks depth and details; some areas require additional details to better assist with decision making and problem resolution; the executive summary is no longer than one <u>page</u> and helps the reader quickly grasp the report's purpose, conclusions, and key recommendations.</p> <p>(76-95)</p>	<p>Content is substantive and has depth; all data/details of interest are included; report assists with decision making and problem resolution; the executive summary is no longer than one page and helps the reader quickly grasp the report's purpose, conclusions, and key recommendations.</p> <p>(96-100)</p>	0-100
<b>Organization</b>	<p>Organization of content is confusing; does not follow a logical progression; needs addition of appropriate footnotes, tables, figures, and/or appendices.</p> <p>(0-75)</p>	<p>Organization of content is fairly clear, but contains section(s) that are incomplete or inadequate; uses footnotes, tables, figures and appendices appropriately.</p> <p>(76-95)</p>	<p>Report follows a logical and systematic organization; all key sections are included; report is well written and is easy to understand; uses footnotes, tables, figures and appendices appropriately.</p> <p>(96-100)</p>	0-100

Points: \_\_\_\_\_

Comments: \_\_\_\_\_

<b>Overall Structure</b>	Paper contains numerous examples of poor sentence structure and grammar usage; major formatting errors; length of paper is inadequate; poor use of headings and white space. (0-75)	Fair sentence structure and grammar usage; some formatting errors; length of paper is adequate; Use of headings and white space is acceptable. (76-95)	Good sentence structure and grammar usage; very few or no formatting errors; length of paper is appropriate; excellent use of headings and white space. (96-100)	0-100
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Final Presentation to Client

<b>Presentation</b>	Presentation of information is bland—does not engage client interest; incomplete or incorrect responses to questions. (0-38)	Presentation of information is acceptable but not engaging; has appropriate pace; is easily understood. Answers questions appropriately. (39-47)	Presentation of information is professional, projects enthusiasm; uses non-verbal communication effectively; invites client engagement; demonstrates full knowledge of content. Answers questions with complete details and specificity. (48-50)	0-50
<b>0-50 Use of Media</b>	Relies too much on media/technology and notes; makes little eye contact; slides contain excessive text. (0-38)	Uses media/technology properly; uses an appropriate number of slides. (39-47)	Uses media/technology effortlessly to enhance presentation. (48-50)	0-50

Points: \_\_\_\_\_

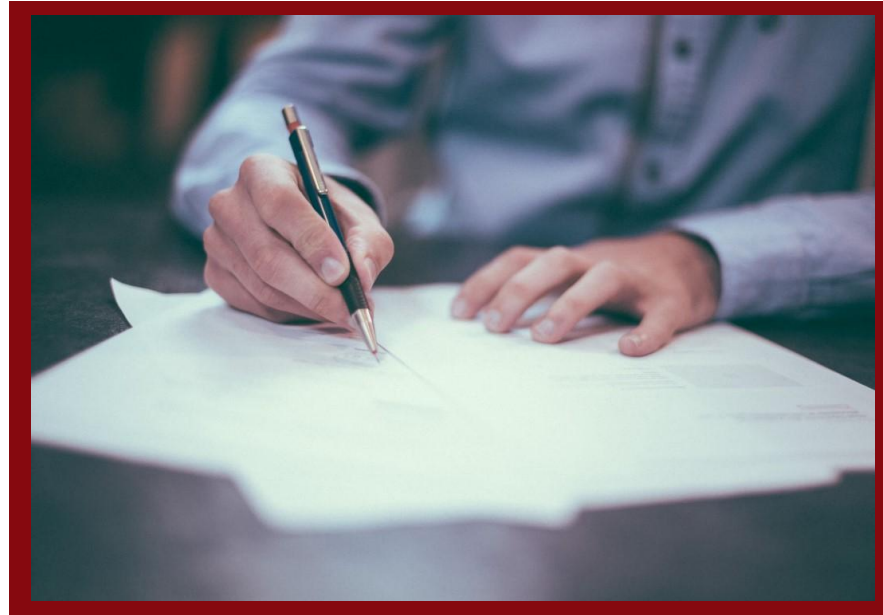
Comments: \_\_\_\_\_

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# TASK # 2: THE SHRM-CP EXAM

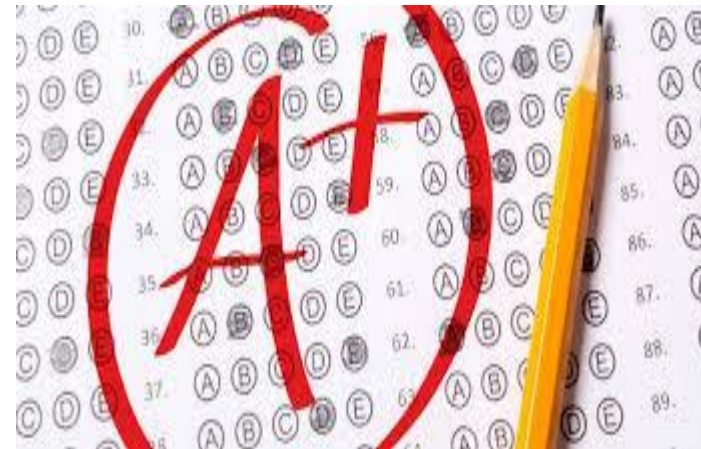
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- ▶ Pre-work: Arrangements with the Society for Human Resource Management
- ▶ Exam Preparation Sessions (16)
- ▶ The SHRM-CP Exam and Results



# Grading

▶ Research Exercise	100
▶ Scope of Work	100
▶ Mid-Semester Project Update	200
▶ Final Project Presentation	200
▶ Project Report to Client	300
▶ SHRM-CP Exam Prep:	100
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▶ Total Points	1000



# Outcomes

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- ▶ 100% of Students Employed in HR Field or Graduate School
- ▶ 100% Passage Rate on the SHRM-CP Examination
- ▶ 30+ Students Completed the Capstone Course
- ▶ 16 Non-Profit Organizations Served in San Antonio Region
- ▶ Use of Capstone to gather Assurance of Learning Data for the major
- ▶ Effective at engaging students in projects with societal impact (use for AACSB Standard 9)
- ▶ Establish relationships with local nonprofit organizations and the Nonprofit Council of San Antonio



# Takeaways

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- ▶ Start early to “recruit” nonprofit agency clients
- ▶ Be specific on roles and responsibilities
- ▶ Ensure students learn about consultation ethics, confidentiality, and professionalism
- ▶ Develops oral, written, and presentation skills
- ▶ Role of the faculty member is that of mentor and facilitator
- ▶ Directly prepares students to enter an HR Generalist career
- ▶ Engage client nonprofit organization in feedback at end



Thank You!

Questions and Discussion

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