

SHRM and HRCI certification credential-holders maintain their credential by engaging in professional development activities that relate to the behavioral competencies and HR knowledge areas identified in the SHRM Body of Applied Skills and Knowledge™ (SHRM BASK™). The incorporation of competencies into the SHRM BASK greatly expands the range of activities that qualify for professional development credits (PDCs).

Sample courses related to the *BASK Leadership Cluster*:

Leadership & Navigation

- Leadership Fundamentals (1 PDC)
- Effectance: the Key to Motivation (1 PDC)
- Leadership Toolkit (1 PDC)
- Exceptional Leadership Communication with Brandon Smith (1.5 PDCs)
- New Supervisor Fundamentals (1 PDC)
- The Art of Assertiveness (1.5 PDCs)
- Power and Influence (1 PDC)
- Project Teams (1 PDC)
- Team Facilitation Skills (3.75 PDCs)
- Leadership and Change (1.5 PDC)
- Guide to Negotiation and Persuasion (.5 PDC)
- Management Basics (.5 PDC)
- Expert Insights: Leadership Skills for New Managers with Jena Viviano (0.75 PDC)

Ethical Practice

- A Guide to Workplace Integrity (.5 PDC)
- How to Avoid Conflict of Interest (1 PDC)
- Ethics Essentials (1 PDC)
- Ethics for Managers (1 PDC)
- Doing the Right Thing: A Guide to Good Business Ethics (1 PDC)

Diversity, Equity, Inclusion

- How to Recognize and Overcome Bias (.5 PDC)
- Empathy ADA Promoting and Understanding Disability (.5 PDC)
- Expert Insights: Inclusive Mindset with Justin Jones-Fosu (1.5 PDCs)
- Anti-Harassment Training for Supervisors (2 PDCs)
 - California (2 PDCs)
 - Connecticut (2 PDCs)
 - New York (1 PDC)
 - Illinois (2 PDCs)
- Culture of Civility: Creating a Harassment-Free Workplace for Supervisors (2 PDCs)
 - California (2 PDCs)
 - Delaware (2 PDCs)
 - Illinois (1.5 PDCs)
 - Maine (1.5 PDCs)
 - New York (1.25 PDCs)
- Diversity Basics: Foundations (1 PDC)
- Establishing Equity (.5 PDC)

Sample courses related to the *BASK Interpersonal Cluster*:

Relationship Management

- Resolving Conflict (1 PDC)
- Emotional Intelligence Crash Course (.5 PDC)
- Leading with Emotional Intelligence (.5 PDC)
- Team Building Crash Course (.5 PDC)
- Conflict Resolution (1 PDC)
- Business Etiquette (1.25 PDCs)
- Negotiating Skills (1 PDC)
- Selling You (2.5 PDCs)
- Using Emotional Intelligence (1.25 PDCs)
- Workplace Attitude and Behavior (1 PDC)
- Guide to Negotiation and Persuasion (.5 PDC)

Global Mindset

- Respect at Work (1.25 PDC)
- Anti-Harassment Training for Employees
 - California (1 PDC)
 - Illinois (1 PDC)
 - New York 1.5 PDC)
- Culture of Civility: Creating a Harassment-Free Workplace (1 PDC)
 - California (1 PDC)
 - Connecticut (2 PDCs)
 - Delaware (1 PDC)
 - Illinois (1 PDC)
 - Maine (1 PDC)
 - New York 1 PDC)

Communication

- Customer Communication Essentials (1 PDC)
- The Art of Assertiveness (1 PDC)
- The Art of Presentational Speaking Part I & II (.5 PDC each)
- A Guide for Healthy Communications (1.5 PDC)
- Effective Writing Skills (2 PDCs)
- Email Essentials (1 PDC)
- Non-verbal Communication (1 PDC)
- Customer Service Communication Skills (1 PDC)
- Kate Murphy on the Science of Effective Listening (1 PDC)
- How to Have a Difficult Conversation (.5 PDC)
- Giving Effective Feedback (1 PDC)

Sample courses related to the *BASK Business Cluster*:

Business Acumen

- Mastering Project Management: Project Planning (1.5 PDC)
- Project Management Fundamentals (1.5 PDC)
- Project Management : Pre-work (2.5 PDCs)
- Expert Insights: Being a Remarkable Long-Distance Teammate with Kevin Eikenberry (1 PDC)
- Expert Insights: Thrive While Working Remotely with Mike Gutman (1 PDC)
- Customer and Market Research (1 PDC)

Analytical Aptitude

- Advanced Problem Solving (1 PDC)
- Complex Problem Solving (.5 PDC)
- Igniting Creativity (1.5 PDC)
- Cognitive Flexibility (.5 PDC)
- Critical Thinking 101 (.5 PDC)
- Decision Making - Financial (1 PDC)
- Personal Financial Health (1 PDC)
- Making Better Decisions with Framing (1.5 PDC)
- Decision Making - Groups (1 PDC)
- Time Management (1 PDC)
- A Step-by-Step Guide to Problem Solving (.5 PDC)

Consultation

- Analyzing Your Customer Service (1 PDC)
- Make Change Work (1 PDC)
 - Expert Insights: Creating an Amazing Customer Experience (1 PDC)

Sample courses related to the *HR Expertise BASK People Cluster*:

HR Strategy

- Improving Organizational Execution (.5 PDC)
- Continuous Quality Improvement
 - Charts (1 PDC)
 - Data (.5 PDC)
 - Diagrams (.5 PDC)
 - Flow (.5 PDC)
 - Statistics (.5 PDC)
- Introduction to Performance Excellence (.5 PDC)
- Making a Business Case (1.5 PDC)
- Code of Conduct: Setting Expectations for Workplace Behavior (1 PDC)

Talent Acquisition

- Hiring Crash Course (.5 PDC)
- How to Attract and Retain Top Talent (.5 PDC)
- Hiring Remotely (.5 PDC)
- How to Avoid Bias in Talent and Recruiting (.5 PDC)
- The Interviewing Process (1 PDC)
- How to Conduct an Effective Job Interview (1 PDC)
- 7 Types of Interviews and When to Use them (1 PDC)
- Employee Retention Crash Course (.5 PDC)

Employee Engagement & Retention

- SMART Goals (1 PDC)
- Employee Retention Crash Course (.5 PDC)
- Boosting Employee Retention (1 PDC)
- Creating Engagement Among Employees (1 PDC)
- Create an Envious Team Culture (.5 PDC)
- Stay Interviews: Retaining Top Performers (.5 PDC)
- Expert Insights: Workplace Mental Health for Managers with Michael Wellington (.5 PDC)

Learning & Development

- Coaching Crash Course (.5 PDC)
- Advanced Train the Trainer: Delivering Training (.5 PDC)
- Advanced Train the Trainer
 - The New Learner (.5 PDC)
 - Management (.5 PDC)
 - Content Development (1.25 PDC)
- A Guide to Mentoring Others (1 PDC)
 - Learning Retention Strategies (.5 PDC)

Total Rewards

- How to Create an Employee Wellness Program: A Step-by-Step Guide (.5 PDC)

Sample courses related to the *HR Expertise BASK Organization Cluster*:

Structure of HR Function

- Getting Started in Human Resources (1 PDC)
- Letting an Employee Go Gracefully (1 PDC)
- HR (.5 PDC)
- Exit Interviews (.5 PDC)

Workforce Management

- Performance Management (.5 PDC)
- Succession Planning (.5 PDC)
- Affirmative Action in the Workplace (.5 PDC)

Employee & Labor Relations

- Onboarding (1 PDC)

Org. Effectiveness & Development

- Strategic Planning for Long-Term Success (.5 PDC)
- Using Surveys to Get Feedback (1.5 PDC)
- Organizational Change (1 PDC)
- Performance Appraisals (1 PDC)
- Scheduling 101: How to Prioritize Tasks and Avoid Procrastination (1 PDC)

Technology Management

- Cybersecurity Awareness (1 PDC)
- How to Protect Your Data (.5 PDC)

Sample courses related to the *HR Expertise BASK Workplace Cluster*:

Managing a Global Workforce

- Working Across Cultures (1 PDC)

Risk Management

- Risk Management (1 PDC)
- Bloodborne Pathogens in Healthcare (1 PDC)
- First Aid (1 PDC)
- Personal Protective Equipment (PPE) (1 PDC)

Corporate Social Responsibility

- Going Green (1 PDC)

US Employment Law & Regulation

- HR Law (2.5 PDC)
- HIPAA Crash Course (.5 PDC)
- HIPAA Intermediate for Security Officers (1.25 PDC)
- HIPAA: Basics (.75 PDC)
- Accommodating Disabilities in the Workplace (1 PDC)
- Section 508 Compliance: Enhancing Accessibility and Elevating Engagement (.5 PDC)
- HIPAA Breach Notification Rule: Advanced (.5 PDC)
- Sexual Harassment Training for Employees and Managers (1 PDC)