

Cheat Sheet for Human Resources Certification Institute (HRCI) Professional in Human Resources (PHR)

HRCI Professional in Human Resources (PHR) Cheat Sheet

Overview

- **Exam Format:** Multiple-choice questions
- **Duration:** 3 hours
- **Number of Questions:** 150
- **Passing Score:** 500
- **Exam Fee:** \$395 (non-members), \$300 (members)

Key Topics Covered

1. **Business Management & Strategy**
2. **Workforce Planning & Employment**
3. **Human Resource Development**
4. **Total Rewards**
5. **Employee & Labor Relations**
6. **Risk Management**

Section 1: Business Management & Strategy

Key Concepts

- **Strategic Planning:** Aligning HR with business goals
- **Financial Management:** Understanding financial statements and HR's role in budgeting
- **Ethics & Corporate Social Responsibility:** Compliance with laws and ethical practices

Tips & Tricks

- **SWOT Analysis:** Use to identify strengths, weaknesses, opportunities, and threats

- **Balanced Scorecard:** Focus on financial, customer, internal processes, and learning & growth perspectives

Examples

- **Strategic Planning:** Develop an HR strategy to reduce turnover by 10% in the next fiscal year.
- **Financial Management:** Analyze the impact of a new wellness program on healthcare costs.

Section 2: Workforce Planning & Employment

Key Concepts

- **Workforce Planning:** Forecasting future workforce needs
- **Recruitment & Selection:** Attracting and hiring the right talent
- **HR Metrics:** Measuring recruitment effectiveness and turnover rates

Tips & Tricks

- **Job Analysis:** Use job descriptions and specifications to guide recruitment
- **Applicant Tracking System (ATS):** Efficiently manage candidate applications

Examples

- **Workforce Planning:** Forecast the need for 50 new hires in the sales department over the next year.
- **Recruitment & Selection:** Implement a structured interview process to ensure consistency.

Section 3: Human Resource Development

Key Concepts

- **Training & Development:** Designing and implementing training programs
- **Career Development:** Supporting employee career growth
- **Performance Management:** Setting goals and evaluating performance

Tips & Tricks

- **Kirkpatrick Model:** Evaluate training effectiveness at four levels: reaction, learning, behavior, and results
- **360-Degree Feedback:** Use multi-source feedback to assess performance

Examples

- **Training & Development:** Develop a leadership training program for mid-level managers.
- **Performance Management:** Implement a performance review system with SMART goals.

Section 4: Total Rewards

Key Concepts

- **Compensation & Benefits:** Designing compensation structures and benefits packages
- **Employee Engagement:** Strategies to increase employee satisfaction
- **Work-Life Balance:** Policies to support work-life integration

Tips & Tricks

- **Total Compensation Statement:** Clearly communicate all forms of compensation to employees
- **Benchmarking:** Compare compensation and benefits with industry standards

Examples

- **Compensation & Benefits:** Design a pay-for-performance system with base salary and bonuses.
- **Employee Engagement:** Implement a recognition program to reward top performers.

Section 5: Employee & Labor Relations

Key Concepts

- **Employee Relations:** Managing relationships and resolving conflicts
- **Labor Laws & Regulations:** Understanding and complying with labor laws
- **Collective Bargaining:** Negotiating with unions

Tips & Tricks

- **Conflict Resolution:** Use mediation and arbitration to resolve disputes
- **Employee Handbook:** Ensure compliance with labor laws and company policies

Examples

- **Employee Relations:** Develop a policy for handling workplace harassment.
- **Labor Laws & Regulations:** Ensure compliance with the Fair Labor Standards Act (FLSA).

Section 6: Risk Management

Key Concepts

- **Workplace Safety:** Implementing safety programs and policies
- **Workers' Compensation:** Managing claims and return-to-work programs
- **Disaster Recovery:** Planning for emergencies and business continuity

Tips & Tricks

- **OSHA Compliance:** Regularly audit workplace safety practices
- **Risk Assessment:** Identify potential risks and develop mitigation strategies

Examples

- **Workplace Safety:** Implement a safety training program for all employees.
- **Workers' Compensation:** Develop a return-to-work program for injured employees.

General Exam Tips

- **Time Management:** Allocate time for each section based on the number of questions
- **Review Questions:** Answer all questions; you can go back to review and change answers
- **Practice Exams:** Take multiple practice exams to familiarize yourself with the format
- **Study Groups:** Join or form study groups to discuss and clarify concepts

Resources

- **HRCI Website:** [www.hrci.org](<https://www.hrci.org>)
- **Study Guides:** HRCI-approved study guides and textbooks
- **Online Courses:** HRCI-approved online courses and webinars

This cheat sheet provides a comprehensive overview of the key areas covered in the HRCI PHR exam. Use it as a quick reference guide to help you prepare effectively for the exam. Good luck!

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