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*Chuck Stump  
Senior Instructor, Learning and Development  
Cessna*

### Company Profile:

Cessna is the world's leading producer of general aviation aircraft. It has produced over 184,000 aircraft making it the undisputable leader in aviation. Cessna employs over 15,000 individuals.



### Challenge:

#### **Create a fundamental understanding of HR practices for non-HR professionals.**

It's no secret. Fundamental human resource training could benefit a great number of people in the workforce regardless of their positions within organizations. For instance, imagine if all managers and supervisors had a good understanding of HR legislation and best practices. It could have a significant impact on managerial style, job satisfaction, and even productivity.

Cessna understands the value of HR training. However, as Chuck Stump, Senior Instructor at Cessna describes, finding appropriate training for non-HR professionals can be a challenge.

“For years, we have been using the SHRM Learning System course for HR professional development and certification preparation. Often however, we'd have management-level employees and those new to HR join our classes to build their knowledge of HR practices. The level of detail covered by the Learning System course was overwhelming and caused a great deal of frustration amongst our non-HR professionals. They got lost in the details. We realized that we needed a course that was designed to teach the fundamentals.”

### Solution:

#### **Offer the SHRM Essentials<sup>®</sup> of Human Resources program to non-HR professionals.**

After searching for a good training solution, Chuck discovered the SHRM Essentials of Human Resources (Essentials) program — a course specially designed to teach fundamental HR practice to managers, supervisors, and those new to HR. After reviewing the program, Chuck felt that the Essentials course was a much better fit for individuals who weren't ready for, or would never need the in-depth details.

Chuck describes the course: “The Essentials course is like a compendium of two or three college-level HR classes. The information covered could benefit a wide range of people within an organization, so we offered this five week course to anyone in the company who wanted to attend.”

### Results:

#### **Increased HR knowledge builds better leaders.**

The SHRM Essentials class has been popular at Cessna. The classes are offered at least once a year and they typically see enrollments of 12 people for each class.

Cessna has realized several benefits as a result of offering the Essentials course. First, the course has taught individuals about important HR laws and procedures. This has helped reduce the risk of lawsuits as well as avoid mistakes and the need to correct them. Both of which are great for the bottom line.

Second, managers and supervisors have gained a better understanding of the role of HR and the importance and complexity of HR practice.

Chuck describes how this awareness affects attitudes: “Managers without an HR background are often frustrated when they ask HR to do something and HR says, ‘It can't be done’ due to a law or procedure. After taking the Essentials course, managers now realize the complexity of HR issues and approach HR with a different attitude asking, ‘What do I need to know to get this done?’ Ultimately, the knowledge and insights gained have helped build better leaders within Cessna.”