

PROGRAM SYLLABUS

Digital HR 2.0

Online Certification Program

Last update: October 16, 2024

AIHR | ACADEMY TO
INNOVATE HR



An overview

of what you can expect from this program

Drive innovation in HR

Unlock HR's strategic potential with the smart use of the latest technology. There are more options than ever before to improve processes, measure performance, and take the employee experience to the next level. But if it was that easy, everyone would be doing it.

The Digital HR Certificate Program equips you with the skills and knowledge you need to drive and implement the digital transformation of HR processes. You will understand the value of a high-impact digital HR strategy, how to innovate and automate HR processes to help your organization and employees thrive, and how to successfully implement digital changes. In short, you will have everything you need to usher your organization into the future of work.

	Type	Online self-paced learning
	Language	English (including subtitles)
	Duration	36 hours
	Access	12 months
	Structure	5 courses + capstone project / 11 modules
	Testing	Quizzes, assignments, capstone project
	Digital certificate upon completion (including LI token)	
	Eligible for HRCI, HRPA & SHRM credits	
	Reading materials & bonus content	
	60-day money back guarantee	

Learn in-demand skills

and take your career to the next level

Learning objectives



Employee experience

Design effective and memorable digital employee experiences by applying the design thinking methodology.



HR automation

Analyze, optimize, and automate HR processes to increase efficiency and reduce errors.



Digital change management

Effectively implement digital projects, minimize resistance to change, and drive digital adoption throughout the organization.



Digital skills & expertise

Develop the digital mindset, skills, and expertise you need to become a digital innovator and drive the organization forward on digital initiatives.

The perfect fit for

This course is for HR professionals who want to be a driving force in the digital transformation of HR.

Digital transformation and continuous innovation require a combination of strategic insight and digital savvy, both of which you will have in abundance after completing this online training

Curriculum structure

Practical. Comprehensive. Game changing.

• 1 MODULE

Digital HR & the Future of Work

• 3 MODULES

Design Thinking & Employee Experience

• 3 MODULES

Automation in HR

• 2 MODULES

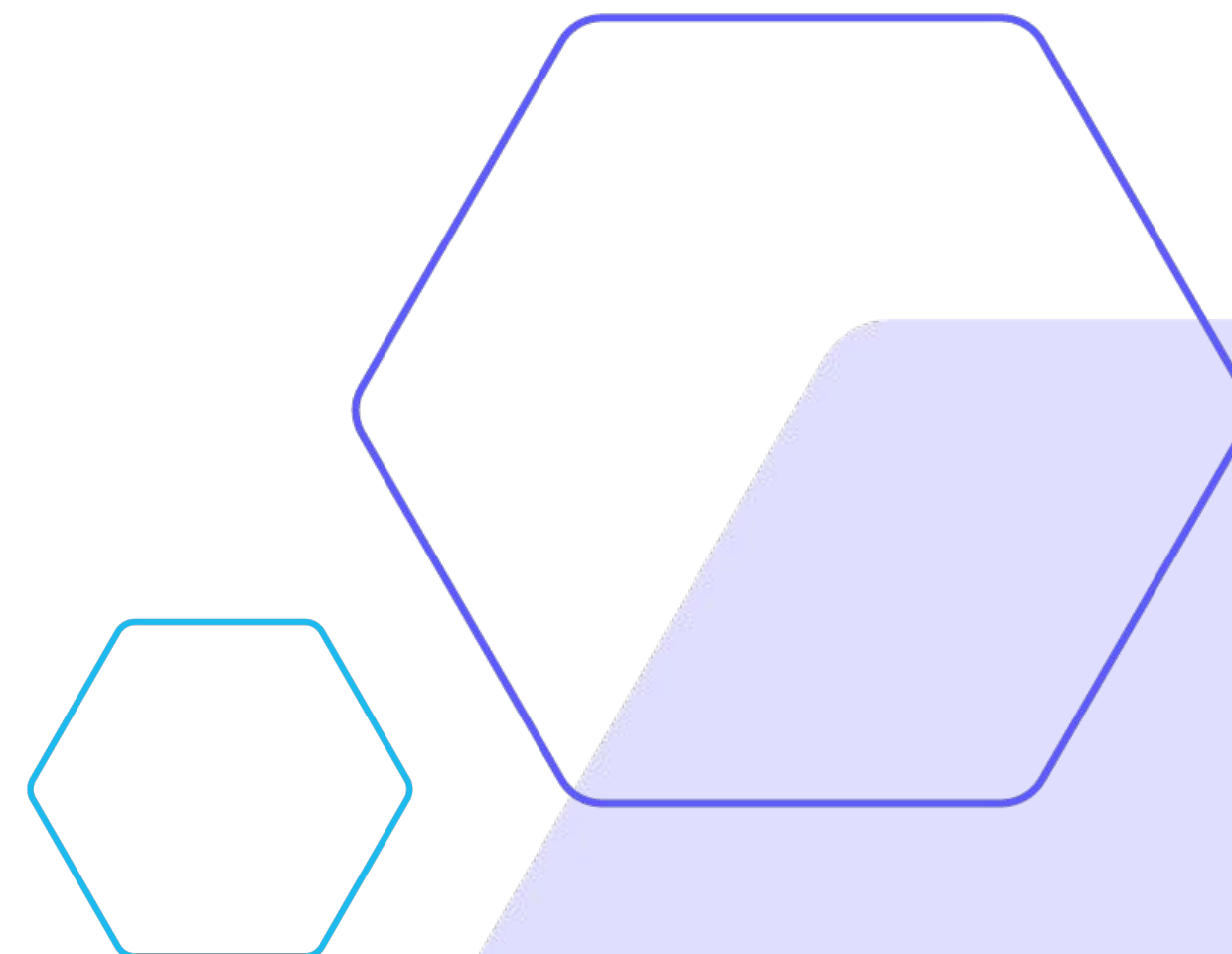
Digital Change Management

• 2 MODULES

Hacking HR: Developing Digital Expertise

• 1 MODULE

Capstone Project



A detailed look

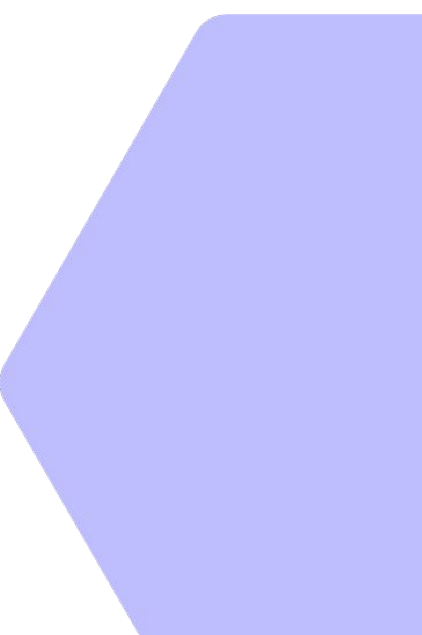
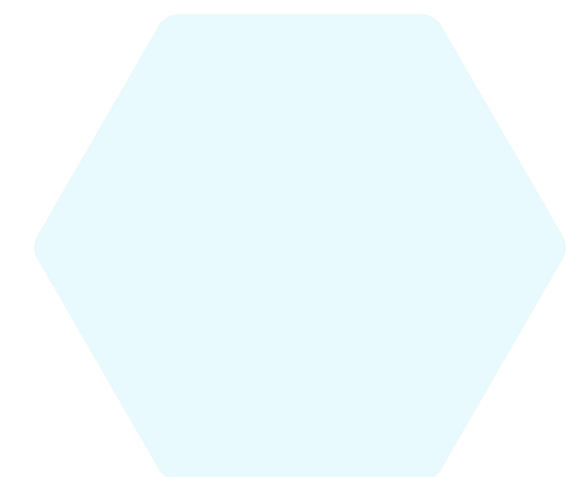
at the curriculum and modules

1 MODULE

Digital HR & the Future of Work

In this course, you'll study six real-world examples of digital HR interventions that have increased the quality and efficiency of HR processes and services, improved employee experience (EX), and delivered business impact through increased productivity, profitability, and customer & employee satisfaction. You'll also learn what great EX consists of, the skills you need to create it, and how to help your organization improve its digital maturity.

- **Digital HR & The Future of Work**
 - Impact with Digital HR: Six Case Studies
 - Building Digital Experiences
 - Benchmarking Digital Maturity





3 MODULES

Design Thinking & Employee Experience

This course teaches you how to use the design thinking process to deliver a superb employee experience that advances HR and the business. It provides you with all the tools and techniques you need to understand your internal customers and design solutions that create memorable experiences throughout the employee journey. You will also learn how to create a robust EX strategy and build an EX function from scratch, tailored to your organization's maturity level.

- **Redefining EX with Design Thinking**
- **Creating Impactful Employee Experiences**
- **Building an EX Strategy and Function**

3 MODULES

Automation in HR

In this course you will learn how to map workflows and design automations in order to improve and optimize your HR processes. This will help you create operational efficiency while designing customer-centric solutions, and will leave you with more time to make an impact.

- **HR Automation: Principles & Benefits**
- **The 4D Framework for Optimizing HR Processes**
- **Measuring Automation Success**



2 MODULES

Digital Change Management

In this course, you will gain the knowledge and skills you need to support the business through digital change initiatives. You'll learn how to minimize resistance to change, build commitment and enthusiasm, and align the change with your organizational culture. As a result, you'll be able to effect change faster and have a higher success rate.

- **Digital Change Management Fundamentals**
- **Driving Digital Adoption**

2 MODULES

Hacking HR: Developing Digital Expertise

This course will help you develop the digital mindset, skill set, and behaviors you need to become a digital innovator and drive the organization forward on digital initiatives. You will learn methods to increase your digital savviness, map your own skills on a digital mindset model, and you will even learn various ways to ‘hack’ HR to increase its impact and effectiveness.

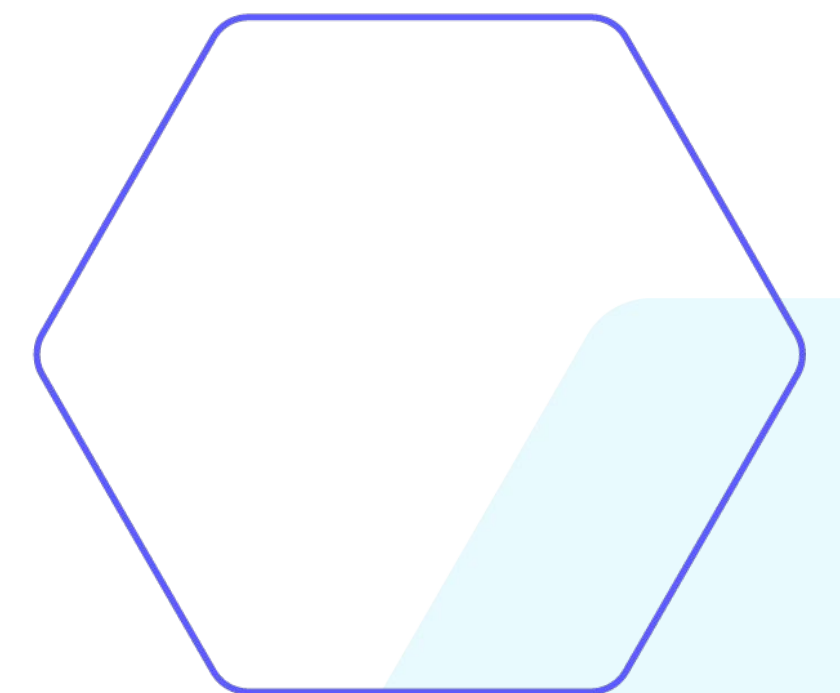
- **Developing Digital Agility**
- **Hacking Digital HR**

1 MODULE

Capstone Project

With the capstone project, you will be applying your learnings to create a series of practical deliverables such as a digital HR maturity assessment, improving an existing digital process to increase employee engagement, performing a change readiness assessment, and more.

- **Interactive case study**
- **Capstone exam**



Proven online learning for Human Resources Professionals



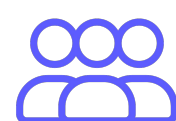
Real-world projects

Develop practical skills through working on real-world projects and studying dozens of inspiring case studies



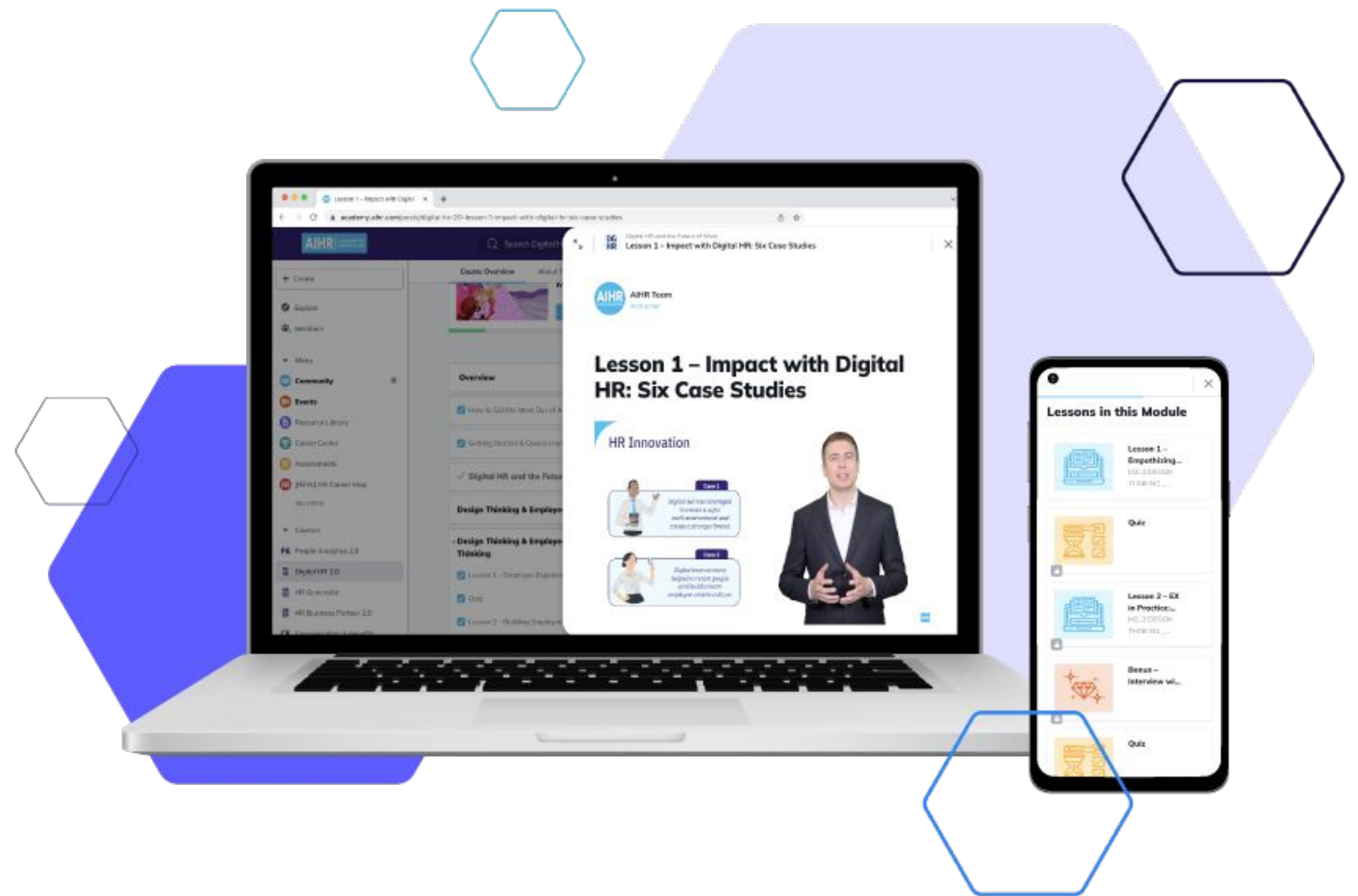
Self-paced online learning

Learn anywhere, anytime, and at your own pace with our fully online training programs. Including a smartphone app.



Practitioner community & coach

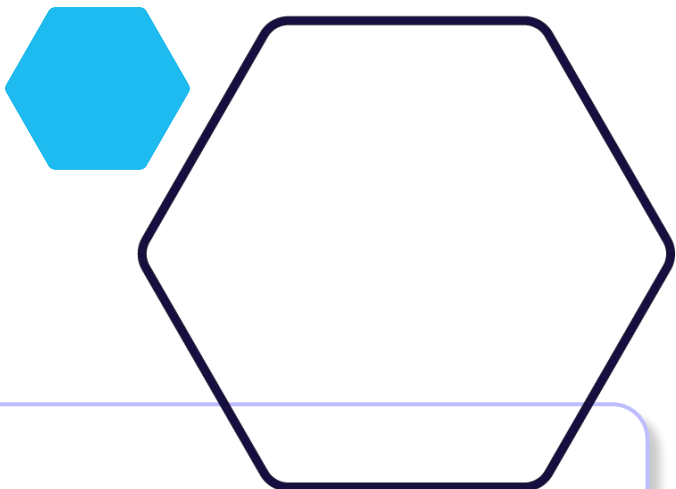
Collaborate with HR professionals from around the world or contact your personal coach if you need any assistance or input.



AIHR is an approved provider with the HR Certification Institute (HRCI®), a pre-approved provider with the Human Resources Professional Association (HRPA), and recognized by the Society for Human Resource Management (SHRM)

Get a sneak peek

of lessons and course materials



Privacy, Confidentiality, and Monitoring

- Does the employee **know** we are using their data?
- Are there **legal guidelines** on how, where, and when we can use these data?
- Are there **moral** or **ethical guidelines** on how, where, and when we can use these data?

Engaging video lessons

Learn at your own pace with bite-sized, pre-recorded lessons by leading HR experts.

Watch preview lessons

Feedback

The principles of design thinking

Empathizing with the consumer

Understanding the problem

Collaborating, learning, and evolving

Design thinking is all about empathizing with the consumer and understanding their behavior, understanding the problem at hand, and collaboratively ideating, learning, and evolving the experience.

CONTINUE

Interactive case studies

Turn your new knowledge into practical skills with a range of practical activities.

Do the case study

7. Positioning the Flight Plan or Road Map

This section gives a high-level overview of your plan to execute, with more detail on timelines and key activities.

	Q1			Q2			Q3			Q4		
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Workstream 1												
Workstream 2												

Practical guides & templates

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- ✓ Create your student account
- ✓ Happy learning!



Customers give us an average rating of 8.9 out of 10.

AIHR is the place to learn the skills you need to advance your career and remain relevant in the ever-changing digital human resources landscape. We offer the most comprehensive curriculum of HR courses and certifications available worldwide and are a proud supplier of over 175 Fortune Global 500 companies.



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