1. Understand that the management of human resources is vital to a successful business strategy and organizational effectiveness.

2. Analyze organization compensation strategy to identify problems and develop solutions that support the organization's strategy.

3. Discern which staffing techniques are poor, fair, and good predictors of employees' future job performance.

4. Identify and address the various challenges currently facing labor and employment relations.

5. Apply appropriate tactics in competitive and cooperative negotiations individually and as part of a negotiation team.

6. Design work systems and roles that allow employees to contribute to organizational performance.