Course Introduction

The HR function is integral to the overall success of an organization, driving corporate strategy and adding significant value. As human capital becomes increasingly crucial to organizational success, the HR function must evolve beyond administrative tasks and become a strategic partner. This HR metrics and analytics course is designed to develop the necessary skills for HR professionals to measure and analyze the impact of HR decisions, align HR strategies with organizational goals, and provide data-driven insights to shape the future direction of the company.

The course focuses on enhancing HR's ability to make strategic decisions using metrics and analytics, with an emphasis on both internal and external frameworks that assess the contribution of the HR function. Participants will also learn how to design HR policies that respond effectively to data insights and metrics.

Targeted Groups

This course is tailored for:

- **Head of HR**
- **HR Managers**
- **HR Professionals**
- **Individuals seeking to enhance their careers with new HR knowledge**

Course Objectives

By the end of this course, participants will be able to:

- Examine and implement internal and external measurement frameworks to assess the HR function's contribution.
- Conduct detailed problem analysis assessments and identify appropriate decision-making options.
- Make evidence-based decisions to enhance HR effectiveness.
- Understand and apply the principles and theories around organizational change.
- Drive strategic change in HR rather than simply reacting to it.
- Design external analytical frameworks and understand their implications.
- Develop HR policies that respond to key insights derived from analytics.
- Establish and solidify HR's role as a strategic partner in the organization.

Targeted Competencies

- **Analytical Thinking**
- **Problem Identification**
- **Decision Making**
- **Business Awareness**
- **Capability Development**
- **Change Leadership**

- **Information Seeking**
- **Strategy Delivery**

Course Content

Unit 1: Corporate Strategy

- Contextualize HR within the business strategy.
- Learn about strategic business planning and human capital management.
- Understand Corporate Social Responsibility and HR’s role in it.
- Differentiate between HRM and Personnel Management.
- Explore the evolving shape and function of HR departments.
- Learn how to make things happen using business action plans.

Unit 2: HR Tools and Methods

- Identify key HR metrics to measure effectiveness, such as headcount ratios and administrative cost per employee.
- Analyze HR performance through satisfaction surveys, skills gaps, and internal frameworks.
- Measure morale, motivation, and long-term development.
- Explore external perceptions and learning & development metrics.
- Use job analysis, job evaluation, and capability reviews to assess HR performance.

Unit 3: Driving Organizational Change

- Study various theories of organizational change and how to implement them.
- Understand the softer side of HR and avoid a blame culture.
- Analyze the evolving relationship between HR and line management.
- Learn about new roles in the HR function in driving organizational change.

Unit 4: HR Metrics and Analytics with Action

- Connect HR metrics and analytics with actionable insights.
- Understand the importance of change management and employee relations.
- Leverage competencies and employee development to drive change.
- Implement succession planning and performance management frameworks.

Unit 5: Driving Organizational Change (Continued)

- Deepen understanding of how HR metrics and analytics lead to actionable outcomes.
- Analyze employee motivation, empowerment, and accountability in decision-making.
- Learn about the four-stage performance management process: agreeing on objectives, feedback, coaching, and appraisal.
- Create action plans to implement HR strategies and policies based on data insights.

Specialized HR Analytics and Metrics Section

- Gain in-depth knowledge of HR data analytics and workforce analytics.
- Understand HR analytics in strategic HR decision-making and the role of strategic metrics.
- Explore options for obtaining an HR analytics certification.
- Engage with workforce analytics course material and prepare for an HR analytics certification program.

This course is ideal for HR professionals looking to deepen their knowledge of HR metrics and analytics, and for those seeking to obtain an HR analytics certification. The training covers the strategic use of HR metrics and workforce analytics to drive HR decision-making and improve organizational outcomes.