



HM145:

HR Metrics & Analytics:

Delivering Strategic & Organisational Change Using HR Tools

Training Description:

In this HR Metrics & Analytics training course, you will have the opportunity to be equipped with the necessary thinking and organisation to deal with the challenges of sustaining an evidence-based approach. This HR Metrics & Analytics training course will provide you with the confidence and enable you to learn techniques in the way you look at information, interpret human capital analytics, solve problems and evaluate solutions using workforce and HR metrics. Each session will help you acquire the skills to properly review, define, measure, and track HR metrics that are aligned to business strategies. For most HR professionals, the evidence-based approach represents a fundamental shift in their business roles but it provides them with an opportunity to become strategic partners in business decision-making.

The training course will highlight:

- The HR's role in corporate strategy
- Problem analysis, understanding and decision-making
- Technological advances in workforce analytics
- Successful change management
- Using data for improved people management

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Appreciate the role of analytics in understanding behaviour and performance
- ✓ Conduct detailed analysis assessments
- ✓ Generate decisions based on evidence rather than opinion
- ✓ Define the principles of organisational change
- ✓ Utilise a range of assessment tools to improve organisational performance

Training Designed for:

This course is intended for HR Professionals in organisations who would like to develop the role of HR within the organization, HR Professionals tasked with providing HR data to support strategy development and delivery and Senior Managers who want to understand how they can deliver strategic and organisational change in their organisation and use HR support to achieve it.

Training Requirement:

"Hand's on practical sessions, equipment and software will be applied during the course if required and as per the client's request."

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

- ❖ Overview of Analytics, Strategy & HR's Role
 - The rationale for evidence-based approach
 - Data, information and insights



- Defining analytics and predictive analytics
- Strategic HR versus Personnel Management
- HR's contribution to strategy
- Human Capital Approach

DAY TWO:

❖ HR Tools and Methods

- Quantitative v Qualitative data
- Rational problem analysis and models of decision-making
- Measures of HR effectiveness, efficient and impact
- Methods of data capture and benchmarking
- Employee Self- assessment and self-report measures
- Electronic workforce surveillance & analytics

DAY THREE:

❖ Driving Organisational Change

- Understanding the cultural context
- Dynamic nature of business, environment & technology driving change
- Theories of organisation change and how to use them
- Enablers and impediments to change
- Resistance to change
- Implementing strategic change

DAY FOUR:

❖ Putting HR Metrics and Analytics into Action

- The Balanced Scorecard
- Human Resource Planning
- Recruitment Analytics
- Succession Planning & Talent Management
- Absence management
- Skills analysis and training needs analysis

DAY FIVE:

❖ Metrics and Analytics for Improving Employee Performance

- Performance Management
- Employee Motivation
- Engagement
- Empowerment and Accountability
- Conclusion and Action Planning

❖ Course Conclusion

❖ POST-ASSESSMENT and EVALUATION

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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