



*Training Course:  
Human Resources KPIs and Metrics*

*1 - 5 July 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Human Recourses KPIs and Metrics

Training Course code: HR234863 From: 1 - 5 July 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur  
Training Course Fees: 4950 € Euro

### Introduction

The role of any HR professional is to effectively manage the deliverables and to do that they have to measure the effectiveness and efficiency of HR functions, and design improvement initiatives to achieve the desired outcomes.

To exist in this competitive world organizations, need to track everyday progress. Key Performance Indicators KPIs help to identify and bridge the gaps leading to the desired outcome.

KPIs are the strategic metrics that impact the Organisational strategy. It is a metric that shows HR's contribution to the organization. HR KPIs help to measure Organisations' performance.

It provides insight into what exactly the organization needs to achieve in the long term. Generic metrics track and provide data for the business to analyze, monitor, and strategizing, however, it is not as impactful as clearly defined KPIs. KPIs align with the goals and vision of the organization.

At Global Horizon Training Center you would be able to learn the most effective way of setting the right KPIs to measure the strategy and success.

### Course Objectives for Human Recourses KPIs and Metrics

By the end of the Certificate in Human Recourses KPIs and Metrics Training Course, the participants of this course will be able to:

- Define what is KPI and Metrics.
- Know the importance, difference, and benefits of KPIs and metrics.
- Understand the role of HR in measuring the effectiveness of KPIs for success.
- List of KPIs to be measured by Human Recourse function.
- Defining and calculating the KPIs for critical processes.
- Effectively calculate and develop financial contributions and flow in the organization.
- Developing and improving the employee satisfaction index to maintain employee morale and increase productivity.
- Control employee turnover and develop strategies to attract and retain competent candidates.
- Develop employee engagement and innovation index.
- Identify business needs and improve productivity rate for the business to a standstill.

## Training Methodology for Human Recourses KPIs and Metrics

Our differentiator at Global Horizon Training Center is a custom-designed training program on Human Recourses KPIs and Metrics Training Course. Participants can range from individuals in recruitment, employee engagement, HR business partner, and management roles in any organization.

This training course is an activity-based program providing hands-on practice on defining KPIs and evaluating their impact on organizational success and human recourses. Customized modules can be arranged for organization/ industry-specific learning requirements. This program involves various activities for experiential learning.

## Organisational Benefit for Human Recourses KPIs and Metrics

The organizational Benefits of employees who participate in Human Recourses KPIs and Metrics Training Course will be as below:

- The organization would have the best-recruiting procedure with clearly defined expectations.
- Strategically analyze the cost and time involved in hiring and training the employees.
- Effectively amend the procedures to improve the outcome for organizational success.
- Efficiently track the overall effectiveness of each job to increase productivity.
- Maintain and improve the quality and quantity of deliverables Planned Vs. Delivered.
- Plan promotion and succession planning based on alignment with KPI and help employees progress in their careers.
- Assess the deviance from expected outcomes and implement timely course correction.
- Groom a diverse population with niche skills with measurable standards.
- Maintain the record of employee turnover - assess the gap with the right measures.
- Plan and design the training and developmental interventions.
- Elevate the growth of the organization by remunerating the employees well, basis performance achieved.

## Personal Benefits Human Recourses KPIs and Metrics

Participants who enroll in this Human Recourses KPIs and Metrics Training Course will benefit in the following ways:

- Effectively evaluate and monitor employee performance
- Participants would be able to analyze the quality and quantity of the work done by the employees
- Learn to track workforce effectiveness and keep the employees motivated by training them well for the next level

- Participants would be able to learn to analyze the need and find the perfect fit to save resources ensuring a better return on investment ROI
- Assess and design the strategy to improvise the deliverables
- Participants would be able to revisit and design the realistic KPIs & metrics by collaborating with the best performers in that role
- Learn to design and monitor the training process and analyze the effects
- Learn the tools that help automate the process saving resources

## Training program Goals:

- Define and differentiate between KPIs and metrics
- Understand the importance and benefits of HR KPIs and metrics
- Identify and define the key HR KPIs to be measured in an organization
- Develop and improve critical HR KPIs and metrics for effective measurement of success
- Learn to calculate financial contributions and flow within the organization
- Implement strategies to control employee turnover and attract/retain competent candidates
- Develop employee engagement and innovation index
- Identify business needs and improve productivity rate for the business
- Plan and design training and developmental interventions
- Evaluate and monitor employee performance for better outcomes
- Design realistic KPIs and metrics by collaborating with the best performers in the role
- Learn to design and monitor the training process and analyze its effects

## Target Audience

- Experts and professionals in the HR arena within the corporates and consulting space.
- HR professionals in recruitment, employee engagement, HR business partner, and management roles in any organization
- Consultants in HR and management consulting
- Individuals seeking to learn about effective HR KPIs and metrics and how to measure success in an organization

## Course Outline

### Introduction to HR KPI and Metrics

- What are HR KPIs and Metrics?
- Importance and benefits of HR KPI and Metrics
- Difference between HR KPI and Metrics
- Framework for KPI & Metrics
- Blunders of not having these in place

### Types of HR KPIs

- Compensation
  - Salary competitiveness
  - Healthcare and employee benefits
  - Employee productivity rate Return on Investment
- Employment
  - Employee tenure
  - Absenteeism rate
  - Termination rate
  - Cost per employee
  - Training cost and effectiveness
- Cultural
  - Employee satisfaction
  - Leaves provided and availed
  - Organizational culture training
  - Employee promotion rate

- Performance
- Competency percentage
- Internal job posting IJP's
- On-Job Training OJT
- Feedback mechanism

#### Steps to Designing KPIs

- Identifying the key strategic objectives
- Defining success for each objective
- Deciding on how to measure the success
- Writing the KPIs
- Defining levels- [example: 1Basic-5Expert] and clear description of each level
- Identify the level of performance expected for each role in a particular department

#### Key Areas to Track and Monitor

- Sales and marketing KPIs
- Financial KPIs
- HR and change management KPIs
- IT and customer service KPIs
- Health and safety KPIs

#### Important Metrics to Consider

- Determining whether on track to reach the goal
- Evaluating the success of the strategies based on the key metrics
- Analyzing and assessing the area of improvement
- Recognizing opportunities and challenges

- Customer satisfaction
- Organizational success

#### Most Important Financial KPIs

- Revenue Growth calculation
- Source of income
- Revenue concentration
- Tracking profitability over time
- Working capital

#### Important Training KPIs to Track

- Qualifying ratio of activities
- Average test score
- Percentage of training completion
- Competency rate
- Compliance rate
- Absenteeism rate
- Complete training duration

#### Types of Performance Indicators

- Quantitative and qualitative indicators
- Leading and lagging indicators
- Input and output indicators
- Process indicators
- Directional and actionable indicators
- Financial indicators

#### Strategically Planning the KPIs



- Focusing on performance metrics
- Using the right tools and software
- Appointing a responsible employee to track and maintain reports

#### Basic KPI Formulae to Quantify Performance

- Counting
- Customer satisfaction
- Accidents at workplace
- Total sales
- Percentages
- Percentage customer satisfaction
- Employee engagement
- The positive outcome of the sales call
- Sums or Totals
- Time spent in sales calls
- Sales revenue invoiced
- Averages
- Average customer satisfaction
- Average days lost
- Average sales revenue against the call made
- Ratios
- Sales revenue received is divided into revenue invoiced
- Sales revenue divided by the time required in generating revenue



## Registration form on the Training Course: Human Recourses KPIs and Metrics

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
- ☐ Please invoice my company

### Easy Ways To Register

Telephone:  
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provisionally reserve your  
place.

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E-mail to us :  
info@gh4t.com  
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