



*Training Course:
Key Performance Indicators in Human Resource
Management (KPI)*

*1 - 12 September 2025
London (UK)
Landmark Office Space - Portman Street*

Training Course: Key Performance Indicators in Human Resource Management (KPI)

Training Course code: HR236166 From: 1 - 12 September 2025 Venue: London (UK) - Landmark Office Space - Portman Street Training Course Fees: 9000 € Euro

Introduction

In today's dynamic business landscape, Human Resource HR departments are expected to deliver measurable results aligned with strategic goals. This 12-day training program, developed by Global Horizon Training Center, is designed to empower HR professionals with the tools and knowledge to define, track, and analyze Key Performance Indicators KPIs that drive HR performance and organizational success. Through a combination of theory, best practices, and interactive workshops, participants will learn how to design, implement, and evaluate KPI frameworks across various HR functions.

Objectives

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

- Understand the role and strategic importance of KPIs in HRM.
- Identify and design relevant KPIs for all HR functions.
- Link HR metrics with organizational goals and employee performance.
- Use data analytics tools to track, measure, and report HR performance.
- Evaluate the effectiveness of HR initiatives through KPI monitoring.
- Build dashboards and scorecards for performance tracking.

Target Audience

- HR Managers and Directors
- HR Analysts and Business Partners
- Talent Acquisition and Development Officers
- Compensation & Benefits Specialists
- Workforce Planners and HRIS Users
- Anyone responsible for measuring HR effectiveness

Organizational Impact

Participating organizations will benefit through:

- Enhanced alignment of HR activities with strategic objectives
- Improved workforce planning and resource optimization
- Data-driven decision-making in recruitment, retention, and development
- Increased accountability within HR teams
- Early detection of performance gaps and operational risks

Training Outline

Day 1: Introduction to KPIs and Performance Measurement in HR

- Definition and purpose of KPIs
- Difference between KPIs and metrics
- Linking HR KPIs to business strategy
- Common challenges in HR performance measurement

Day 2: KPI Design Principles and Methodology

- SMART and CLEAR KPI frameworks
- Leading vs. lagging indicators
- KPI lifecycle: design, implement, monitor, revise
- Group exercise: KPI identification by HR function

Day 3: Recruitment and Talent Acquisition KPIs

- Time to hire, cost per hire, offer acceptance rate
- Candidate quality, sourcing effectiveness
- KPI-driven recruitment strategies

- Workshop: Designing KPI dashboard for recruitment

Day 4: Onboarding and Retention KPIs

- New hire turnover, onboarding effectiveness, early attrition
- First-year performance metrics
- Retention and tenure tracking
- Practical case: Reducing turnover with onboarding metrics

Day 5: Training and Development KPIs

- Training participation, training ROI, learning curve rates
- Skill gap closure, competency acquisition
- Evaluation models Kirkpatrick, Phillips ROI
- Designing scorecards for L&D programs

Day 6: Performance Management and Appraisal KPIs

- Goal attainment, individual vs. team productivity
- Distribution of performance ratings
- High-potential and underperformer tracking
- KPI-based feedback and performance improvement plans

Day 7: Compensation and Benefits KPIs

- Pay competitiveness, internal equity, salary progression
- Benefits uptake and utilization
- Cost of benefits per FTE
- Aligning pay metrics with employee satisfaction

Day 8: Employee Engagement and Culture KPIs

- Engagement index, absenteeism, eNPS Employee Net Promoter Score
- Culture alignment, feedback participation rates

- Turnover by engagement level
- Case study: Using KPIs to track engagement drivers

Day 9: Diversity, Equity & Inclusion DEI KPIs

- Workforce diversity ratios, pay equity gaps
- Inclusion survey results
- Promotion and development by demographic
- DEI reporting and compliance tracking

Day 10: Workforce Planning and HR Operational KPIs

- Headcount, turnover rate, FTE ratios
- HR-to-employee ratio, HR service delivery time
- Internal mobility and succession pipeline metrics
- Strategic workforce analytics

Day 11: Building HR Dashboards and Reporting Systems

- Visualizing KPIs using Excel and Power BI
- Automated dashboards and KPI scorecards
- KPI communication to stakeholders
- Real-time monitoring and alerts

Day 12: Final KPI Review Workshop and Presentations

- Group project: Build a full KPI model for an HR function
- Peer review and trainer feedback
- Customizing KPIs for your organization
- Final Q&A and action planning for implementation

Registration form on the Training Course: Key Performance Indicators in Human Resource Management (KPI)

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

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