



*Training Course:
Criteria for Measuring the Effectiveness of
Human Resources*

*20 - 24 July 2026
Cape Town (South Africa)
DoubleTree by Hilton Cape Town - Upper Eastside*

Training Course: Criteria for Measuring the Effectiveness of Human Resources

Training Course code: HR1971 From: 20 - 24 July 2026 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 6350 € Euro

Introduction

In modern organizations, Human Resources is no longer evaluated based on activities alone, but on its **measurable contribution to business outcomes**. The ability to quantify HR effectiveness has become a critical capability for organizations aiming to enhance performance, optimize workforce investments, and support strategic decision-making.

This program, designed by **Global Horizon Training Center**, equips HR professionals with the frameworks, tools, and analytical techniques required to **measure, evaluate, and communicate HR impact**. Participants will learn how to move from traditional HR reporting to **data-driven HR management**, linking workforce metrics directly to organizational success.

Through a structured approach combining **KPIs, analytics, and reporting strategies**, this course enables organizations to build transparent, performance-oriented HR functions that deliver measurable value.

Program Objectives

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

- Understand the **strategic importance of measuring HR effectiveness**
- Identify and design **relevant HR KPIs and metrics**
- Develop and implement **HR measurement frameworks**
- Analyze HR data to support **evidence-based decision-making**
- Interpret workforce trends and performance indicators
- Communicate HR results effectively to **senior stakeholders**
- Use HR metrics to drive **organizational improvement and change**

Target Audience

This program is ideal for:

- HR Managers and HR Business Partners
- HR Analysts and Workforce Planning Specialists
- Talent Acquisition and Development Professionals
- Organizational Development Practitioners
- Line Managers involved in HR performance evaluation
- Anyone responsible for measuring or reporting HR performance

Outline

Day 1: Foundations of HR Effectiveness Measurement

- Introduction to HR effectiveness and value creation
- The evolution from administrative HR to strategic HR
- Linking HR outcomes to business performance
- Key challenges in measuring HR impact
- Building a strategic HR measurement framework
- Aligning HR metrics with organizational strategy

Day 2: Designing HR KPIs and Metrics

- Types of HR metrics operational, tactical, strategic
- Key HR KPIs across functions:
 - Recruitment time-to-hire, cost-per-hire
 - Performance productivity, goal achievement
 - Retention turnover rates, engagement levels
- Developing SMART KPIs
- Benchmarking and target setting
- Aligning KPIs with business goals and priorities

Day 3: HR Measurement Systems & Data Collection

- Designing HR measurement strategies
- Data collection methods:
 - Surveys and questionnaires
 - Interviews and focus groups
 - HRIS and digital tools
- Ensuring data quality and integrity
- Leveraging technology for HR measurement
- Building structured HR data systems

Day 4: HR Data Analysis & Interpretation

- Fundamentals of HR analytics
- Identifying trends, patterns, and insights
- Using statistical tools for HR analysis
- Workforce analytics for decision-making
- Data visualization techniques dashboards, charts
- Translating data into actionable insights

Day 5: Reporting & Communicating HR Value

- Building HR dashboards and performance reports
- Storytelling with HR data for impact
- Presenting HR insights to senior management
- Linking HR metrics to ROI and business outcomes
- Using HR analytics to drive organizational change
- Final workshop: Designing an HR performance measurement framework

Registration form on the Training Course: Criteria for Measuring the Effectiveness of Human Resources

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