



*Training Course:
Human Resources KPIs and Metrics*

*18 - 22 July 2027
Amman (Jordan)*

Training Course: Human Resources KPIs and Metrics

Training Course code: HR234863 From: 18 - 22 July 2027 Venue: Amman (Jordan) - Training Course Fees: 4200 € Euro

Introduction

In today's performance-driven organizations, Human Resources is no longer a support function—it is a **strategic partner responsible for delivering measurable business value**. To achieve this, HR professionals must move beyond intuition and rely on **Key Performance Indicators KPIs** and data-driven metrics to evaluate effectiveness, optimize processes, and align HR initiatives with organizational goals.

This program is designed to equip participants with a **structured and practical approach to designing, measuring, and analyzing HR KPIs**. Participants will learn how to transform HR data into actionable insights, enabling better decision-making, improved workforce performance, and enhanced organizational outcomes.

By focusing on real-world HR scenarios and practical calculation methods, this course ensures that participants can confidently **build KPI frameworks, track performance, and drive continuous improvement across all HR functions**.

Program Objectives

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

- Define and differentiate between **KPIs and HR metrics**
- Understand the strategic importance of KPIs in organizational success
- Identify and design **relevant HR KPIs across all HR functions**
- Calculate key HR indicators using standardized methodologies
- Analyze HR data to support **decision-making and performance improvement**
- Develop KPIs related to **productivity, engagement, retention, and financial impact**
- Align HR KPIs with organizational strategy and long-term objectives
- Build KPI dashboards and monitoring frameworks

Target Audience

This program is ideal for:

- HR Managers and HR Business Partners
- Recruitment and Talent Acquisition Professionals
- Employee Engagement and Organizational Development Specialists
- HR Analysts and Workforce Planning Professionals
- HR and Management Consultants
- Professionals interested in HR analytics and performance measurement

Training Outline

Day 1: Foundations of HR KPIs and Metrics

- Definition of HR KPIs and Metrics
- Importance and strategic value of KPIs
- Difference between KPIs and operational metrics
- KPI frameworks and design principles
- Common mistakes in KPI implementation
- Overview of HR KPI categories:
 - Compensation KPIs
 - Productivity KPIs
 - ROI and financial impact
- Workshop: Identifying key HR KPIs for your organization

Day 2: Core HR KPI Categories

- Employment KPIs:
 - Employee tenure
 - Absenteeism rate
 - Turnover and termination rate
 - Cost per employee
- Training & Development KPIs:
 - Training cost and effectiveness
- Culture & Engagement KPIs:
 - Employee satisfaction index
 - Promotion rate
 - Leave utilization trends
- Case Study: Interpreting HR KPI trends

Day 3: KPI Design and Development

- Performance KPIs:
 - Competency levels
 - Internal mobility IJP
 - On-the-job training effectiveness
- Step-by-step KPI design process:
 - Identifying strategic objectives
 - Defining success criteria
 - Selecting measurement methods
 - Writing effective KPIs
- Defining KPI levels and benchmarks Basic to Expert
- Aligning KPIs with job roles and departments
- Workshop: Designing KPI frameworks for HR functions

Day 4: Business and Financial KPI Integration

- Cross-functional KPIs:
 - Sales and marketing KPIs
 - Financial KPIs
 - IT and customer service KPIs
 - Health & safety KPIs

- Key financial indicators:
 - Revenue growth
 - Profitability tracking
 - Working capital insights
- Using KPIs to:
 - Evaluate strategy effectiveness
 - Identify gaps and improvement areas
 - Support business decision-making
- Practical Exercise: KPI analysis for organizational performance

Day 5: KPI Measurement, Tools & Implementation

- Training KPIs:
 - Completion rate
 - Competency improvement
 - Compliance rate
- Types of performance indicators:
 - Quantitative vs. qualitative
 - Leading vs. lagging
 - Input, output, and process indicators
- KPI calculation methods:
 - Percentages
 - Averages
 - Ratios
 - Totals
- Building KPI dashboards and reports
- Assigning KPI ownership and accountability
- Final Workshop: Developing a complete HR KPI strategy

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

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