

AMERICAN GLOBAL INSTITUTE  
FOR PRIVATE TRAINING



## **External Training Course**

# **HR Metrics & Workforce Analytics for Performance Excellence**

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**From 19 May To 23 May 2025**

**From 28 Jul. To 01 Aug. 2025**

**From 15 Sep. To 19 Sep. 2025**  
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**Hilton Garden Inn Shanghai Caoyang Hotel  
Shanghai, China**

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**External Training Course:**

**HR Metrics & Workforce Analytics for Performance  
Excellence**

**From 19 May To 23 May 2025**

**Fees: 1850 KD**

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**Course Introduction**

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. This Certificate in HR Metrics & Workforce Analysis training course will feature:

- 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.

**Course Objectives**

By the end of this course, 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.

## **Target Audience**

**This training course is suitable for many professionals but will greatly benefit:**

- HR Professionals in organisations who would like to develop the role of HR within the organisation.
- HR Professionals tasked with providing HR data to support strategy development and delivery.
- 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 Methodology**

**The course uses an engaging and interactive methodology, ensuring participants gain both theoretical knowledge and practical experience:**

- Expert-Led Presentations: Clear explanation of concepts, methodologies, and frameworks.
- Real-World Case Studies: Focused on oil & gas companies and HR challenges.
- Hands-On Exercises: HR metrics modeling, workforce planning, dashboard development.
- Group Discussions: Exchange of best practices, issues, and solutions among professionals.
- Tool Demonstrations: Introduction to Excel, Power BI, and HRIS platforms relevant to analytics.

## **Course Content**

### **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 Agenda:

### (1<sup>st</sup> Day) Agenda

8.30	9.00	Opening Remarks (30 Min.).
9.00	11.30	<u>DISCUSS COURSE OBJECTIVES:</u> <ul style="list-style-type: none"> <li>• Overview of Analytics, Strategy &amp; HR's Role</li> <li>• HR Tools and Methods</li> <li>• Driving Organisational Change</li> <li>• Putting HR Metrics and Analytics into Action</li> <li>• Metrics and Analytics for Improving Employee Performance</li> </ul>
11.30	12.00	Coffee Break
12.00	14.00	<u>Overview of Analytics, Strategy &amp; HR's Role:</u> <ul style="list-style-type: none"> <li>• The rationale for evidence-based approach.</li> <li>• Data, information and insights.</li> <li>• Defining analytics and predictive analytics.</li> <li>• Strategic HR versus Personnel Management.</li> <li>• HR's contribution to strategy.</li> <li>• Human Capital Approach.</li> </ul>
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

### (2<sup>nd</sup> Day) Agenda

9.00	11.30	<u>HR Tools and Methods:</u> <ul style="list-style-type: none"> <li>• Quantitative v Qualitative data.</li> <li>• Rational problem analysis and models of decision-making.</li> <li>• Measures of HR effectiveness, efficient and impact.</li> </ul>
11.30	12.00	Coffee Break
12.00	14.00	<u>HR Tools and Methods:</u> <ul style="list-style-type: none"> <li>• Methods of data capture and benchmarking.</li> <li>• Employee Self- assessment and self-report measures.</li> <li>• Electronic workforce surveillance &amp; analytics.</li> </ul>
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

## (3<sup>rd</sup> Day) Agenda

9.00	11.30	<u>Driving Organisational Change:</u> <ul style="list-style-type: none"> <li>• Understanding the cultural context.</li> <li>• Dynamic nature of business, environment &amp; technology driving change.</li> <li>• Theories of organisation change and how to use them.</li> </ul>
11.30	12.00	Coffee Break
12.00	14.00	<u>Driving Organisational Change:</u> <ul style="list-style-type: none"> <li>• Enablers and impediments to change.</li> <li>• Resistance to change.</li> <li>• Implementing strategic change.</li> </ul>
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

## (4<sup>th</sup> Day) Agenda

9.00	11.30	<u>Putting HR Metrics and Analytics into Action:</u> <ul style="list-style-type: none"> <li>• The Balanced Scorecard.</li> <li>• Human Resource Planning.</li> <li>• Recruitment Analytics.</li> </ul>
11.30	12.00	Coffee Break
12.00	14.00	<u>Putting HR Metrics and Analytics into Action:</u> <ul style="list-style-type: none"> <li>• Succession Planning &amp; Talent Management.</li> <li>• Absence management.</li> <li>• Skills analysis and training needs analysis.</li> </ul>
14.00	14.30	Questions and Discussion
14.30		Buffet Lunch

## (5<sup>th</sup> Day) Agenda

9.00	11.30	<u>Metrics and Analytics for Improving Employee Performance:</u> <ul style="list-style-type: none"> <li>• Performance Management.</li> <li>• Employee Motivation.</li> <li>• Engagement.</li> </ul>
11.30	12.00	Coffee Break
12.00	14.00	<u>Metrics and Analytics for Improving Employee Performance:</u> <ul style="list-style-type: none"> <li>• Empowerment and Accountability.</li> <li>• Conclusion and Action Planning.</li> </ul>
14.00	14.30	Questions, Discussion & Conclusion Training Course.
14.30		Buffet Lunch