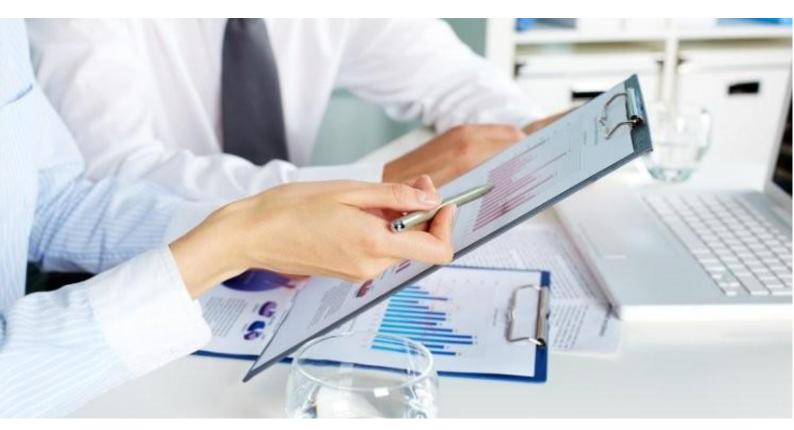# HR Key Performance Indicators

(Measuring HR)

The prime role of the Human Resources function is to support the achievement of organizational goals by ensuring that relevant and innovative people policies, practices and systems are in place so that the organization can attract, retain and develop outstanding staff. A key performance indicator, or KPI, is a factor that helps employers determine whether their employees' performance meets the job expectations and standards. KPIs vary according to the employee's position, title, qualifications and, sometimes, tenure with the organization. On an organizational level, KPIs are measurements useful in communicating how well an organization is performing

The HR Key Performance Indicators – Measuring HR course covers a list of KPIs a Human Resources department could use in order to track its performance regarding this role. These metrics are split into 14 categories

- ➢ Recruitment
- ➢ Training
- ➢ Health & safety
- ➢ Performance
- ➢ Employee loyalty
- ➢ Working time
- ➢ HR efficiency
- ➢ Compensation
- ➢ Labor relations
- ➢ Regulation compliance
- ➢ Employee satisfaction
- ➢ HR budget
- ➢ Attrition
- ➢ Workforce information

At the end of the course, the participants will have in-depth understanding of the following

1. Importance of measuring performance within organization
2. Importance of measuring HR performance
3. Establishing Key Performance Indicators and how to develop these
4. Understanding the Key Performance Indicator Templates
5. Hands on practice of developing and defining HR KPIs using Standard KPI Templates
6. Hands on practice of driving KPI values using Formula and support data

The course structure is a **hands-on workshop** that provides participants to revisit the concepts of HR Measurements and help them identify implementation of these in their respective organizations. At the end of the course, the participants would take a **set of practical tools & techniques** that they can apply in their daily operations with improved results

Module I: Fundamental Concepts and Strategic Alignment of HR

1. Strategic Human Resource Function and its impact on organizational growth and efficiency
2. Key Components of Human Resource function and their integration points
3. Measuring Organizational Performance - developing Measurements systems within organization

Module II: Measurement

1. What to measure in HR – components review of HR and what to measure
2. Key Performance Indicator Template and how use it
3. Establishing HR Key Performance Indicators using the template

Module III: Hands on Workbook exercise

1. Defining HR Key Performance Indicators for Measuring: Recruitment
2. Defining HR Key Performance Indicators for Measuring: Training
3. Defining HR Key Performance Indicators for Measuring: Health & safety
4. Defining HR Key Performance Indicators for Measuring: Performance
5. Defining HR Key Performance Indicators for Measuring: Employee loyalty
6. Defining HR Key Performance Indicators for Measuring: Working time
7. Defining HR Key Performance Indicators for Measuring: HR efficiency
8. Defining HR Key Performance Indicators for Measuring: Compensation
9. Defining HR Key Performance Indicators for Measuring: Labor relations
10. Defining HR Key Performance Indicators for Measuring: Regulation compliance
11. Defining HR Key Performance Indicators for Measuring: Employee satisfaction
12. Defining HR Key Performance Indicators for Measuring: HR budget
13. Defining HR Key Performance Indicators for Measuring: Attrition
14. Defining HR Key Performance Indicators for Measuring: Workforce information

Who Should Attend

- HR Generalist and HR Specialist
- HR Business Partners
- Head of HR function and Manager HR
- People Managers and Entrepreneurs
- Applies to all Commercial and noncommercial / social development organizations
- Business professionals seeking to explore HR as a career opportunity