BLACKBIRD FOR TRAINING

HR Performance Indicators and Dashboards: KPI Reporting

29 November – 3 December 2027
Los Angeles (USA)



HR Performance Indicators and Dashboards: KPI Reporting

Ref: 3255256_336462 **Date:** 29 November – 3 December 2027 **Location:** Los Angeles (USA) **Fees:** 5900 GBP

HR performance indicators and dashboards are the measures and visual reports that show whether an organisation's people practices are delivering its HR strategy, from hiring speed to retention and engagement. This one-week course is for HR business partners, analysts and managers, and its final deliverable is an HR KPI dashboard with a KPI definition sheet and a monthly reporting pack for leadership.

Introduction

Three tools frame the course. The HR Scorecard, developed by Becker, Huselid and Ulrich, links HR activities to business results through a chain of measures. SMART criteria require each goal to be specific, measurable, achievable, relevant and time-bound. SWOT analysis maps internal strengths and weaknesses against external opportunities and threats. The level is practitioner, focused across one week on KPI design and reporting rather than a full HR strategy curriculum. Teaching centres on a modelling build in which delegates design indicators and assemble a dashboard from sample workforce data drawn from retail and healthcare employers.

Course Objectives

- Distinguish operational from strategic HR management and define how HR priorities translate into measurable goals
- Apply SWOT and gap analysis to workforce data and set SMART targets for HR strategy
- Compare leading and lagging indicators and select KPIs for recruitment, learning, retention, reward and engagement
- Apply KPI definition sheets that fix the formula, source, owner, frequency and target of each indicator
- Select dashboard layouts and charts that let HR audiences move from summary to detail
- Interpret dashboard trends and justify HR actions and change measures to leadership

Target Audience

- HR business partners supporting line managers, who must decide which people measures matter for their client groups
- HR analysts and HRIS specialists preparing reports, who must choose which data sources and formulas define each KPI
- Talent, learning and reward specialists, who must judge whether their function's indicators show real progress
- HR managers reporting to leadership, who must determine which dashboard trends call for action
- Workforce planners linking headcount to business plans, who must assess which gaps the KPI set should track



Course Outline

Day 1: HR Strategy Foundations for Measurement

- Operational vs Strategic HR Management: Administrative Tasks Compared with Business-Aligned Choices
- HR Strategy Definition: Why Measurement Starts from Stated People Priorities
- Principles of Effective HR Strategy Design: Fit, Focus and Measurable Intent
- HR Scorecard Model: Linking HR Deliverables to Business Results Through Measures
- Alignment Case Studies: How Two Organisations Tied HR Goals to Business Goals

Day 2: HR Analysis and Goal Setting

- SWOT vs Gap Analysis: Scanning the HR Environment Compared with Measuring Shortfalls
- Workforce Data Collection: Sources, Quality Checks and Privacy in HR Datasets
- Workforce Data Analysis: Headcount, Turnover and Workforce Profile Patterns for Planning
- SMART Goals for HR Strategy: Writing Targets That KPIs Can Track
- HR Policies Supporting Execution: Rules That Make Strategic Targets Achievable

Day 3: KPI Design and Performance Measurement

- Leading vs Lagging HR Indicators: Predictive Signals Compared with Outcome Measures
- HR Performance Indicators: Their Role in Linking People Results to Business Success
- KPI Selection by HR Function: Recruitment, Learning, Retention, Reward and Engagement Measures
- KPI Definition Sheets: Formula, Data Source, Owner, Frequency and Target per Indicator
- KPI Evaluation Exercise: Testing Draft Indicators for Relevance, Reliability and Gaming Risk

Day 4: HR Technology and Dashboard Development

- HRIS Reports vs Interactive Dashboards: Static Listings Compared with Drill-Down Visual Views
- HR Information Systems for Workforce Analytics: Extracting Clean Data for Measurement
- Automation and AI in HR Processes: Where They Feed or Distort HR Metrics
- Dashboard Design Principles: Layout, Chart Choice and Colour for HR Audiences
- Dashboard Build Exercise: Assembling an Interactive HR Dashboard in a Spreadsheet Tool

Day 5: Reporting, Monitoring and Change Practice

- Monitoring vs Evaluation: Routine Tracking Compared with Periodic Judgement of HR Strategy
- Interpreting Dashboard Data: Applying KPI Targets to Spot Trends and Trigger Decisions
- Executing Strategic HR Plans: Applying Dashboard Findings to Action Owners and Deadlines
- Change Management in HR Transformation: Applying Stakeholder Engagement to Dashboard Adoption
- HR KPI Dashboard and Reporting Pack: Finalising and Presenting the Capstone to Leadership



Skills You Will Gain

- HR Scorecard Design
- Workforce Data Analysis
- SMART Target Setting
- KPI Definition
- Leading Indicator Selection
- Dashboard Visualisation
- HR Reporting
- Change Management for HR Analytics

Why Attend This Course

- From reporting headcount lists to tracking a small set of KPIs tied to HR strategy
- From indicators calculated differently each month to KPI sheets with one formula, source and owner
- From static HRIS exports to interactive dashboards that leadership can explore on its own
- From scattered HR data to a finished HR KPI dashboard and reporting pack presented to leadership

Conclusion

Measuring HR well means choosing a few indicators that reflect strategy, defining them precisely and showing them in a form leaders can act on. The course clarifies three distinctions: operational versus strategic HR, leading versus lagging indicators, and static reports versus interactive dashboards. It suits HR business partners, analysts and managers who need five focused days on KPI design and reporting, rather than a longer course that also develops HR strategy in full.

Course FAQs

What are HR performance indicators and dashboards?

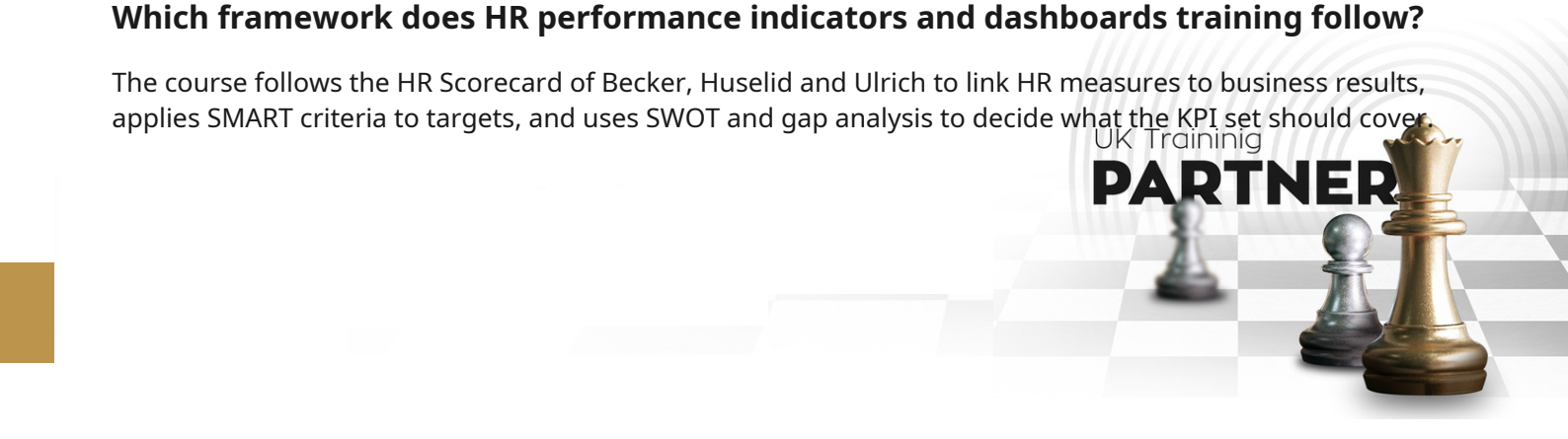
HR performance indicators are defined measures, such as time to hire, turnover rate or training completion, that track whether people practices support strategy. Dashboards present those measures visually so leaders can see trends and drill into causes.

What is the difference between leading and lagging HR indicators?

Lagging HR indicators record outcomes that have already happened, such as annual turnover. Leading indicators signal what is likely to happen, such as falling engagement scores or rising absence, so action can be taken before the outcome appears.

Which framework does HR performance indicators and dashboards training follow?

The course follows the HR Scorecard of Becker, Huselid and Ulrich to link HR measures to business results, applies SMART criteria to targets, and uses SWOT and gap analysis to decide what the KPI set should cover.



Is HR performance indicators and dashboards training right for an HR business partner?

Yes. An HR business partner advises line managers on people issues, and the sessions on KPI selection, definition sheets, dashboard interpretation and turning trends into actions give that advice a measured basis.

What do delegates produce in HR performance indicators and dashboards training?

Delegates produce an interactive HR KPI dashboard built from sample workforce data, a KPI definition sheet covering formulas, sources, owners and targets, and a monthly reporting pack presented to a simulated leadership audience.

