

HR Skills: Using Tools and Metrics

Kuala Lumpur (Malaysia)

1 - 5 December 2025

UK Training

PARTNER



HR Skills: Using Tools and Metrics

Code: HR28 From: 1 - 5 December 2025 City: Kuala Lumpur (Malaysia) Fees: 4200 Pound

Introduction

In today's data-driven world, HR Analytics has become a critical tool for driving organizational success. It involves using people data to evaluate and design better systems, solve business problems, and make evidence-based decisions. HR professionals utilize data collected from HR systems and business information systems to analyze workforce performance, productivity, well-being, and alignment with strategic goals. By understanding how to leverage HR metrics and workforce analytics tools, HR departments can ensure that investments in human capital translate into improved organizational performance and a competitive advantage.

This course is designed to introduce participants to the importance of HR analytics and the tools used to measure and enhance workforce performance. Participants will learn to effectively use HR measurement tools to assess and improve organizational strategies and ultimately drive greater productivity and competitiveness within their companies.

Course Objectives

By the end of the course, participants will be able to:

- Understand the role of analytics in assessing employee behavior and performance.
- Conduct detailed analysis assessments using HR tools and workforce analytics tools.
- Make evidence-based decisions based on data, rather than subjective opinions.
- Define the principles of organizational change and apply them in the HR context.
- Utilize a range of assessment tools to improve organizational performance, such as workforce planning and HR reporting tools.
- Enhance HR skills through training in HR metrics and workforce analytics.

Course Outlines

Day 1: Overview of Analytics, Strategy & HR's Role

- The rationale for an evidence-based approach: Importance of data-driven decision-making in HR.
- Data, information, and insights: The relationship between raw data and actionable insights.
- Defining analytics and predictive analytics: Understanding how predictive models can improve workforce planning.
- Strategic HR vs. Personnel Management: Transitioning from traditional management to strategic HR management.
- HR's contribution to strategy: Leveraging HR tools to align with organizational strategy.
- Human Capital Approach: Integrating HR analytics with human capital development.

Day 2: HR Tools and Methods

A graphic of a chessboard with several chess pieces, including a king, queen, and pawns, arranged on the board. The pieces are gold and silver.

UK Training
PARTNER

- Quantitative vs. Qualitative data: How both data types inform HR strategy.
- Rational problem analysis and decision-making models: Understanding decision-making frameworks in HR.
- HR effectiveness, efficiency, and impact measures: Utilizing HR metrics to assess HR performance.
- Methods of data capture and benchmarking: Collecting and comparing HR data effectively.
- Employee self-assessment and self-report measures: Understanding employee feedback for performance enhancement.
- Electronic workforce surveillance & analytics: Using technology for workforce analytics and HR reporting.

Day 3: Driving Organizational Change

- Understanding the cultural context: The role of culture in shaping organizational change.
- The dynamic nature of business and technology driving change: How HR plays a role in adapting to these changes.
- Theories of organizational change: How to implement theories into HR practices.
- Enablers and impediments to change: Overcoming barriers using HR metrics and analytics.
- Resistance to change: Addressing employee resistance with data-backed strategies.
- Implementing strategic change: How to manage change effectively using HR tools and workforce analytics.

Day 4: Putting HR Metrics and Analytics into Action

- The Balanced Scorecard: Leveraging this tool to assess the alignment of HR with corporate strategy.
- Human Resource Planning: Using HR tools to forecast future HR needs and create effective workforce plans.
- Recruitment Analytics: Using workforce analytics to improve recruitment strategies and outcomes.
- Succession Planning & Talent Management: How HR metrics support long-term talent strategy.
- Absence Management: Utilizing workforce analytics tools to reduce absenteeism and improve productivity.
- Skills analysis and training needs analysis: Using HR measurement tools to identify gaps and training requirements.

Day 5: Metrics and Analytics for Improving Employee Performance

- Performance Management: Leveraging HR metrics to drive employee performance and development.
- Employee Motivation: How HR analytics can measure and enhance employee engagement and motivation.
- Engagement: Analyzing and improving employee engagement through data.
- Empowerment and Accountability: Using workforce analytics to foster a culture of accountability and empowerment.

Why Attend This Course: Wins & Losses!

- Data-Driven Decision-Making: Learn how to make decisions based on HR analytics rather than subjective opinions, resulting in more effective HR strategies.
- Using Advanced HR Tools: Gain hands-on experience using workforce analytics tools and HR measurement tools to assess and improve HR outcomes.
- Driving Organizational Change: Understand how to lead HR strategic change using HR analytics to measure the impact of policies and processes.
- Improving Performance: Learn how to use HR metrics to boost employee performance and drive organizational success.
- Competitive Advantage: Enhance your HR capabilities to stay ahead of the competition by applying evidence-based strategies and workforce analytics.

UK Training
PARTNER



Conclusion

This course equips HR professionals with the skills and tools they need to make evidence-based decisions and improve organizational outcomes. By using HR analytics and workforce analytics tools, participants will be able to drive performance, enhance employee engagement, and align HR strategy with organizational goals. This course will empower you to manage and optimize human capital, giving your organization a distinct competitive edge in today's fast-paced, data-driven world.

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) in gold and silver, set against a background of concentric circles.

UK Training
PARTNER

Blackbird Training Cities

Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



Florence (Italy)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



Blackbird Training Cities

USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

ASIA



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training
PARTNER

Blackbird Training Cities

AFRICA



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



Blackbird Training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



المؤسسة العامة للتأمينات الاجتماعية
General Organization for Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



هيئة تنظيم الكهرباء - عمان
Authority for

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training



 International House 185 Tower Bridge
Road London SE1 2UF United Kingdom

 +44 7401 1773 35
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training
PARTNER

