BLACKBIRD FOR TRAINING

HR Skills: Using Tools and Metrics

Accra (Ghana)

6 - 10 October 2025

HR Skills: Using Tools and Metrics

Code: HR28 From: 6 - 10 October 2025 City: Accra (Ghana) Fees: 3300 Pound

Introduction

HR Analytics is the use of people data in analytical processes to drive organizational success by evaluating and designing better systems and solving business problems. Critically, it enables evidence-based decisions to be made using data collected and synthesized from a variety of sources both within and outside the organization. HR analytics uses people-data, collected by HR systems and business information systems within the context of the operating environment. At its core, HR analytics enables HR professionals and the organization to gain insights into the performance of the workforce so that the investment in the human capital brings improved performance, and higher productivity and guarantees the organization is ahead of the competition.

HR analytics enables HR and the major stakeholders to measure and report on workforce performance, well-being, productivity, innovation, and alignment. Additionally, analytics allows HR teams to demonstrate the impact that HR policies and processes have on the workforce and organizational performance and is used to demonstrate ROI and SROI investment for HR activity. Line managers are increasingly interested in how to manage their teams more effectively; HR concepts and analytics demonstrate how to evaluate and improve people and business performance.

Course Objectives

- Appreciate the role of analytics in understanding behavior and performance.
- Conduct detailed analysis assessments.
- Generate decisions based on evidence rather than opinion.
- Define the principles of organizational change.
- Utilise a range of assessment tools to improve organizational performance.

Course Outlines

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

- The rationale for an evidence-based approach.
- Data, information, and insights.
- Defining analytics and predictive analytics.
- Strategic HR versus Personnel Management.
- HRs contribution to strategy.
- Human Capital Approach.

Day 2: HR Tools and Methods

- Quantitative vs. Qualitative data.
- Rational problem analysis and models of decision-making.

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- Measures of HR effectiveness, efficiency, and impact.
- Methods of data capture and benchmarking.
- Employee Self- assessment and self-report measures.
- Electronic workforce surveillance & analytics.

Day 3: Driving Organisational Change

- Understanding the cultural context
- Dynamic nature of business, environment & technology driving change.
- Theories of organization change and how to use them.
- Enablers and impediments to change.
- Resistance to change.
- Implementing strategic change.

Day 4: 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 5: Metrics and Analytics for Improving Employee Performance

- Performance Management.
- Employee Motivation.

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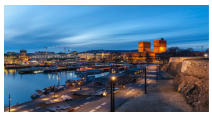
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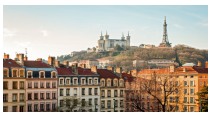
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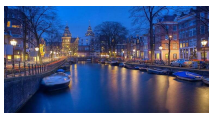
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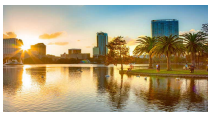
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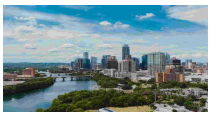
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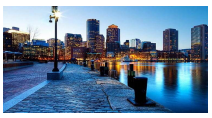
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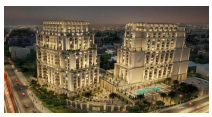
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