

HR Skills: Using Tools and Metrics

Kuala Lumpur (Malaysia)

2 - 6 June 2025

UK Training

PARTNER



HR Skills: Using Tools and Metrics

Code: HR28 From: 2 - 6 June 2025 City: Kuala Lumpur (Malaysia) Fees: 4200 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.
- HR's contribution to strategy.
- Human Capital Approach.

Day 2: HR Tools and Methods

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

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it. The board is white and black, and the pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the right side of the board.

UK Training
PARTNER

- 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.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a knight) on it, set against a background of concentric circles. The text 'UK Training PARTNER' is overlaid on the right side of the board.

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)
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



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)

Africa



Baku (Azerbaijan)
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)

UK Training
PARTNER

Blackbird Training Cities

Asia



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



UK Training
PARTNER

Blackbird Training Categories

Management & Admin

- 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

- 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

