

HR METRICS & DASHBOARDS



INTRODUCTION

Almost every day in every organization we measure, report, analyses, forecast and project on every key facet of business operations except for one – our Human Capital. While CEO's can readily access performance data in key areas including sales, revenue/income, quality and service delivery, detailed reporting in relation to workforce management is often a scarce commodity.

In a business environment where at least 60% of operating costs are absorbed in paying the annual labour bill, it is imperative that Human Resources Departments design, implement and maintain quality Human Capital Metrics that enable Line Managers to continuously measure evaluate and improve workforce management, performance and business. When properly designed and executed Human Capital Metrics enable organizations to better leverage their workforce in order to drive continuous improvements in productivity, efficiency, capability, satisfaction, innovation and engagement.

WHO SHOULD ATTEND?

HR Directors/HR Managers/HR Executives/HR Assistants/HR Business Partners/HR Shared Services/Workforce Planning Optimization Managers/ People + Culture Managers/Organizational Capabilities Managers

OBJECTIVES

A dashboard is a visual presentation which communicates the key evidence for progress on the level of organizational effectiveness, in relation to achieving a set of strategic and operational objectives.

The dashboard illustrates a number of data sets, often no more than six, in a summarized graphics format which enables analysis of key questions in support of management decision making. This toolkit maps how to develop and present an HR metrics dashboard.

Based on the principle that "what gets measured, gets managed", the dashboard can indicate at a glance that:

- The adoption of the HR strategy ensures communities and people affected by crisis are receiving the assistance they require.
- The current capacity and capability of staff and volunteers in the organization are sufficient to deliver efficiently against objectives.
- Appropriately skilled and supported employees can manage change and be innovative.
- Resources are made available, and used cost effectively, to support the HR strategy.
- Appropriate metrics illustrating organizational strategies/initiatives/measures form an objective,

COURSE OUTLINE

- HR metrics & analytics
- HR metrics – measuring workforce productivity & efficiency

- HR analytics practical exercises
- HR metrics – measuring capability & Bench-strength



If you have any enquiries, please contact
+60 (3) 56213630 or
email: info@comfori.com

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