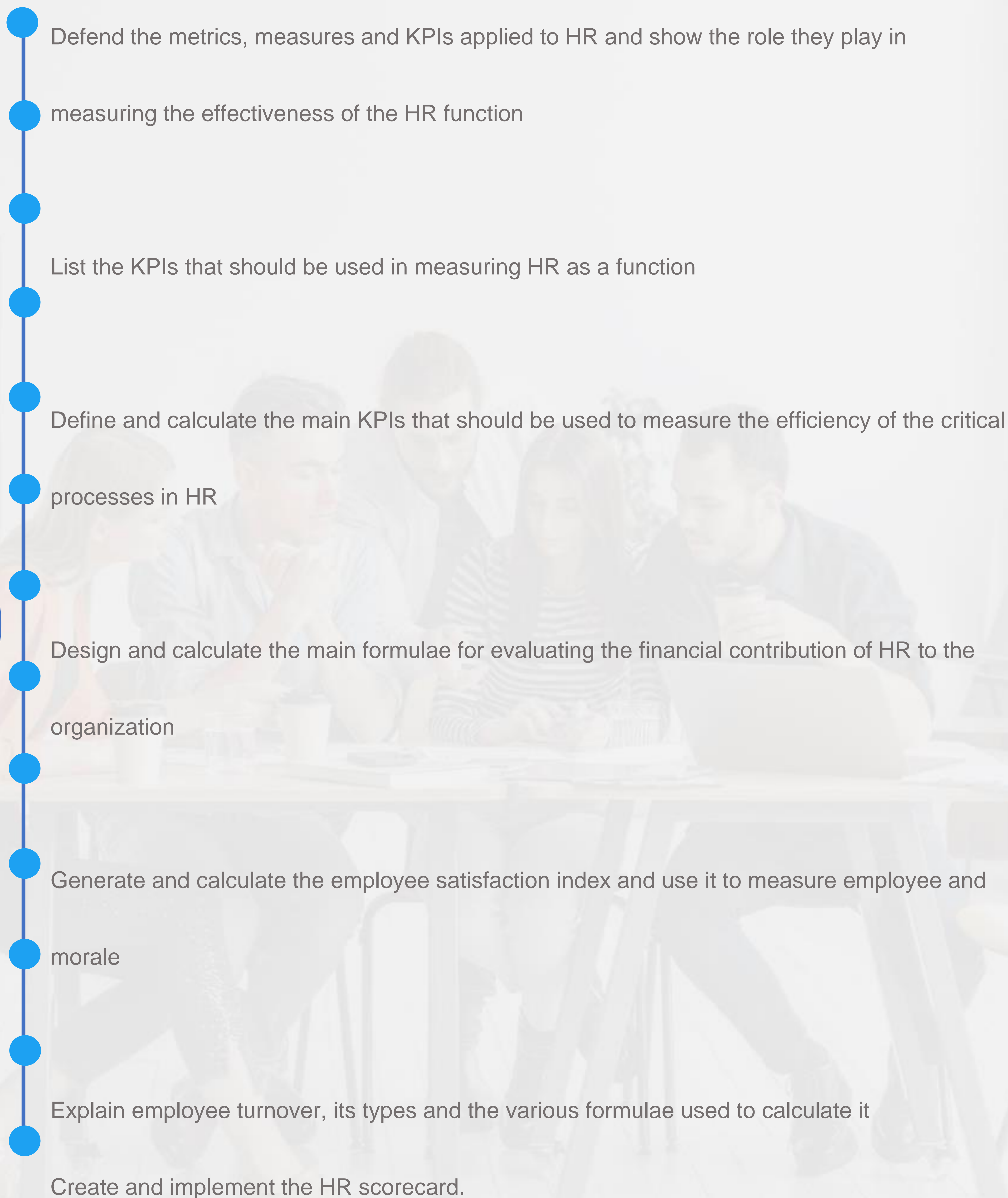


# Human Resources KPIs Benchmarking HR Performance (HR KPIs)

Human Resources key performance indicators (Human Resources KPIs) are strategic metrics that are used to measure HR progress toward realizing the organization's strategy and short-term and long-term goals.

Human Resources KPIs - Benchmarking HR Performance Training course attempts to inspire Human Resource (HR) professionals to stop just doing and start delivering. This cannot be done unless they take the necessary steps to measure the effectiveness and efficiency of their HR functions, benchmark the results internally and externally and consequently design initiatives for continuous improvement. In this course, you will learn what Key Performance Indicators (KPIs) are, their characteristics and how they should be used and reported.

The course will demonstrate that by measuring your HR results, benchmarking them and taking action to improve them, you will be playing the four fundamental roles of an HR business partner: strategic partner, administrative expert, employee champion and change agent.

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- Defend the metrics, measures and KPIs applied to HR and show the role they play in
  - measuring the effectiveness of the HR function
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  - List the KPIs that should be used in measuring HR as a function
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  - Define and calculate the main KPIs that should be used to measure the efficiency of the critical
  - processes in HR
  - 
  - Design and calculate the main formulae for evaluating the financial contribution of HR to the
  - organization
  - 
  - Generate and calculate the employee satisfaction index and use it to measure employee and
  - morale
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  - Explain employee turnover, its types and the various formulae used to calculate it
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  - Create and implement the HR scorecard.



## Who should attend

Human Resources KPIs Benchmarking HR Performance (HR KPIs) course is ideal for:

Human resources professionals who have been working in any HR function

Human resources managers and senior executives who are accountable for the overall contribution of the HR function.

Human Resources professionals who need to evaluate, and report on, the effectiveness of Human Resources to senior management.



### Day 1

#### Key Performance Indicators (KPIs)

- The Importance of Measuring
- Measures, Metrics and KPIs: The Main Differences
- Characteristics of SMART KPIs
- Types of KPIs
- Common Mistakes when Using KPIs



### Day 2

#### Organizational KPIs

- Organizational Appeal and Reputation
- Salary Competitiveness
- Human Value Added
- Career Growth
- Absenteeism Rates and Absenteeism Cost



### Day 3

#### Financial KPIs

- Return on Human Capital
- Labor Cost, Cost per Hire
- Cost per Trainee, Opportunity Cost
- Supervisory Ratios
- Cost to Supervise



### Day 4

#### Process KPIs

- Measuring Efficiency of Recruitment and Selection
- Measuring Effectiveness of Hiring
- Using Hurdles Per Hire (HPH) to Reduce the Use of 'wasta' in Selection
- Using Aggregate Yield Ratios and Selection Rates
- Measuring Effectiveness of Appraisal Systems



### Day 5

#### Employee Turnover

- Voluntary versus Involuntary Turnover
- Turnover versus Attrition (Gross and Net Turnover)
- Identifying Turnover Metrics
- Identifying Turnover Costs
- Analyzing and Interpreting Turnover Data