

Scandinavian Academy
Training Center

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Riyadh - Al Khaleej District - Sheikh Abdul Aziz Bin Abdul Rahman Bin Bishr Street - 13223 - Office No. 5 | P.O.BOX : 13224

Course: Human Resources KPIs: Benchmarking HR Performance

Code	City	hotel	Start	End	price	Language - Hours
HT-819SA	Dammam	Hotel Meeting Room	2027-06-06	2027-06-10	9950 SR	En - 25

Why Attend

How can you manage what you do not or cannot measure? This course attempts to inspire Human Resources (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. This course will also present and discuss over 50 HR KPIs that can be easily used in your job. Furthermore, 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. The ultimate "take away" of this course is the design of an HR balanced scorecard that will allow the HR department to contribute to the achievement of company strategic goals.

Course Objective

At the end of this training course, you will learn how to:

- Defend the metrics, measures and KPIs applied to HR and show the role they play in measuring the effectiveness of the HR function
- List the KPIs that should be used in measuring HR as a function
- 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 formulas for evaluating the financial contribution of HR to the organization
- Generate and calculate the employee satisfaction index and use it to measure employee morale
- Explain employee turnover, its types and the various formulas used to calculate it
- Create and implement the HR scorecard
- Target Audience
- This course is targeted at human resources professionals who have been working in any HR function for at least three years. HR professionals need to evaluate and report on the effectiveness of human resources to senior management. This course will help them to do that in addition to market their image as business partners. The course is also suitable for human resources managers and senior executives who are accountable for the overall contribution of the HR function.

Course Outline

Key Result Areas (KRAs), KPIs and targets

- Goals, objectives and targets
- The link between strategy and performance
- From KRAs to KPIs, targets and balanced scorecard
- The cascading of objectives
- SMART objectives

Measures and KPIs

- The importance of measuring
- Measures, metrics and KPIs: the main differences
- Characteristics of SMART KPIs
- Types of KPIs
- Common mistakes when using KPIs

Organizational KPIs

- Organizational appeal and reputation
- Salary competitiveness
- Human value added
- Career growth
- Absenteeism rates and absenteeism cost
- Employee morale

Financial KPIs

- Return on human capital
- Labor cost
- Cost per hire
- Cost per trainee
- Opportunity cost
- Supervisory ratios
- Cost to supervise
- Compensation and benefits

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

Employee turnover

- Voluntary versus involuntary turnover
- Turnover versus attrition (gross and net turnover)
- Identifying turnover metrics

- Identifying turnover costs
- Analyzing and interpreting turnover data
- Healthy versus unhealthy turnover: when is turnover good for the organization?

Creating and implementing the HR scorecard

- The balanced scorecard as a strategic tool: linking people, strategy, and performance
- Creating the HR scorecard
- Reporting HR to top management

The Scandinavian Academy for Training Center adopts the latest scientific and professional methodologies in training and human resource development, aiming to enhance the efficiency of individuals and organizations. Training programs are delivered through a comprehensive approach that includes:

- Theoretical lectures supported by PowerPoint presentations and visual materials (videos and short films).
- Scientific evaluation of participants before and after the program to measure progress and knowledge acquisition.
- Brainstorming sessions and practical role-playing to simulate real-life scenarios.
- Case studies tailored to align with the training content and participants work nature.
- Assessment tests conducted at the end of the program to evaluate the achievement of training objectives.

Each participant receives the training material (both theoretical and practical) in printed form and saved on a CD or flash drive. Detailed reports, including attendance records, final results, and overall program evaluations, are also provided.

Training materials are prepared professionally by a team of experts and specialists in various fields. At the end of the program, participants are awarded a professional attendance certificate, signed and accredited by the Scandinavian Academy for Training Center.

Program Timings: 9:00 AM to 2:00 PM

The program includes:

- A daily buffet provided during the sessions to ensure participants comfort.
- A closing ceremony on the final day to distribute certificates and celebrate participants achievements.
- **Note: All prices are exclusive of 15% Value Added Tax (VAT).**

Our Success Partners

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