



HUMAN CAPITAL ASSOCIATES

(SKILLS & ORGANIZATION DEVELOPMENT CONSULTANTS)

Workshop on Human Resources Key Performance

Indicators: Bench marking HR Deliverables

Feb. 19 - 23, 2018, Lagos & Abuja

Also Available For In-plant Training

Note: You can register or download our 2018 calendar online @ www.humancapitalassociatesng.com

Program Overview:

Human Resources professionals need to evaluate, and report on, the effectiveness of Human Resources performance to senior management. The performance improvement plan, as it is sometimes called, identifies key performance indicators and/or behavioral issues that need to be corrected and creates a written plan of action to guide the improvement and/or corrective action. This course offers a deep-dive into HR KPI topics, presented in an engaging, interactive, and easy-to-apply way. The program is suitable for Human Resources managers and senior executives who are accountable for the overall contribution of the HR function.

FOR WHOM:

Human Resources professionals who need to evaluate, and report on, the effectiveness of Human Resources to senior management. The program is also suitable for Human Resources managers and senior executives who are accountable for the overall contribution of the HR function

LEARNING OBJECTIVES:

At the end of this program, participants will be able to:

§ Explain the metrics, measures and Key Performance Indicators (KPIs) applied to HR and show the role they play in measuring the effectiveness of Human Resources.

§ List the KPIs that should be used in measuring Human Resources as a function.

? List 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.

? Design and calculate the employee satisfaction index and use it to measure employee morale.

Explain employee turnover, its types and the various formulae used to calculate it.

COURSE CONTENT

Module One: 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

Module Two: Organizational KPIs

- Organizational Appeal and Reputation, · Salary Competitiveness
- Human Value Added, · Career Growth
- Absenteeism Rates and Absenteeism Cost, · Employee Morale

Module Three: Financial KPIs

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

Module Four: 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

Module Five: 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?

LEARNING OBJECTIVES:

Module Six: Wrap Up: Designing an HR Scorecard

- The Balanced Scorecard as a Strategic Tool, · Putting it All Together
- Reporting HR to Top Management

RESOURCE PERSONS

JEGEDE DOTUN MOSES - PhD Global Learning & Development and Masters of Art in Human Resource Mgt. Dr. Dotun was formerly the MD/CEO of NUGI Engineering Ltd (a major Shell's Contractor). Dr. Dotun is a specialist in Human Resource Mgt. his work experience spans the Manufacturing, Service and oil & Gas sectors of the Nigeria economy, where he worked as Human Capital Advisor to some organization including The Nigerian Bar Association before venturing into consultancy. Dr. Dotun will be joined by other HR Professionals to bring their experiences to bear on this program.

WORKSHOP FEE:

N150,000 per participant, VAT - N7,500

Note: this covers Workshop Fee, Full Break fast, Lunch, course materials and certificate of attendance.

Payment should be made in favour of Human Capital Associates. Payment can equally be made into our Accounts:

Account Name : Human Capital Associates

Keystone Bank Ltd. Account No: 1005378262

Union Bank Of Nig. Plc Account No: 0006208533

LOCATIONS

1 - ACME HOUSE 2nd Floor,

23, Acme Road, Ogba,

Ikeja - Lagos

Feb. 19 - 23, 2018

2 - Royal Tropicana Hotel,

Abuja

Feb. 19 - 23, 2018

Open Course Fee: N45,000

In-plant Fee Negotiable

FOR BOOKING/INQUIRIES:

Please Contact:

Office Lines: 0814-574-5664

0811-749-1970

Otunba: 0806-622-3343

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0806-893-3608

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Note: Human Capital Associates reserves the right to alter dates, content, venue and trainer.

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Note: Please confirm participation in writing or call Human Capital Associates lines for reservation.

Program commences 9:00a.m. each day with Breakfast

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