

# EXPERT

EXPERT & PROFESSIONAL EXCELLENCE FOR TRAINING & CONSULTATIONS

## *HR KPIs*

### **Course Objectives:**

- Understand the purpose of HR KPIs and their link to organizational strategy.
- Learn how to define and develop measurable, relevant, and actionable KPIs.
- Explore essential KPI areas and how to measure them.
- Learn how to gather, analyze, and interpret HR data for decision-making.
- Use HR KPIs to drive continuous improvement and strategic decisions.

### **Course Outline:**

#### **Module 1: Introduction to HR KPIs and Strategic Alignment**

- What is HR KPIs?
- Importance of KPIs in HR performance management
- Aligning HR KPIs with corporate strategy and objectives
- Balanced Scorecard approach in HR
- Types of KPIs: Leading vs. Lagging

#### **Module 2: Designing Effective HR KPIs**

- SMART criteria for KPI development
- Selecting KPIs based on HR function (e.g., recruitment, retention, performance)
- Input, process, output, and outcome indicators
- Common mistakes in KPI design
- Customizing KPIs by industry and business model

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## Module 3: Core HR KPI Categories and Metrics

- Recruitment & Onboarding KPIs (e.g., time to hire, cost per hire)
- Employee Engagement & Retention KPIs (e.g., turnover rate, engagement scores)
- Training & Development KPIs (e.g., training ROI, learning uptake)
- Performance Management KPIs (e.g., goal achievement rate)
- Compensation & Benefits KPIs (e.g., salary competitiveness index)

## Module 4: HR Data Collection, Analysis, and Reporting

- Data sources: HRIS, surveys, analytics tools
- Data quality and governance in HR
- Visualization and dashboarding tools (e.g., Power BI, Excel, Tableau)
- Interpreting KPI trends and root cause analysis
- Reporting for different stakeholders (C-suite, department heads)

## Module 5: Driving Performance Through HR KPIs

- Using KPIs in performance review and workforce planning
- Linking KPIs to rewards and accountability
- Benchmarking and setting KPI targets
- Case studies of KPI-driven HR transformation
- Continuous improvement and feedback loops

Location	Expert Headquarter
Start Date	27 July 2025
End Date	31 July 2025