



international Chartered Human Resources Metrics and Analytics Professional) iCHR-MAP

The main objective for **iCHR-MAP** is to qualify HR professionals identifying and quantifying the human drivers of Business outcomes, being familiar and to be well equipped with all related HR data Analysis techniques along with the necessary HR analytic knowledge and skills with a full understanding of the HR business strategic and operational functions, this course is essential for the transition process from conventional HR activities to be a real HR Business Partner

After completing this course, delegates will be able to:

Be fully equipped to take part in the steering team of his/her organization

Identify the three **HR** activities within **HRWA** (HR Metrics & Workforce Analytics):

Be familiar with the impact of HR metrics and analytics on the decision-making process of all the organization.

The delegate will understand the advanced elements of the HR Analytic different function.

The delegate describes, in specific terms, the future of Human Resources Management and the Human Capital Asset Management.

Support the Talent Management process

Identify the real issues of Performance Management

Link the common factors affecting Recruitment, Performance and Training management.

Address the Total Rewarding Management issues affecting Recruitment, Performance and Training management.

Enable **HR** professionals to have full insight and simplification of the managerial process all over the organization.

Help the experienced and skilled HR professional to map out a strategic plan on how to increase profitability and performance in an organization.

Equip the **HR** professionals with the skills of driving the organization not only for sustainability phase but also for the growth phase.

Who should attend?

This program **iCHR-MAP** is specially designed for HR Professionals, managers, and executives who are involved in Analytic Human Resources management at the HR supervisory level or line manager with a background of minimum 3-5 years' experience as per his/her scope.

Outline

It is a well-designed based on a unique logical sequence serving its interactive methodology and sharing knowledge and skills between the delegates and the instructor

Day 1

1. Module 1: HR Metrics and Analytics

- 1.1. Definition of HR Metrics and Analytics
- 1.2. Introduction of the executive oversight of HR and the importance of HR Metrics and Analytics in:
 - 1.2.1. Cost Management,
 - 1.2.2. Productivity,
 - 1.2.3. Business Development and
 - 1.2.4. Competitiveness.

Break

2. Module 2: HR Metrics and Cost Justification

- 2.1. Definition what an **HR** Cost-Benefit Analysis (**CBA**)
- 2.2. Assessment and definition of the **HR** Activities within **HR** Metrics and Workforce Analytics
- 2.3. The three **HR** activities within **HRWA** (HR Metrics & Workforce Analytics):
 - 2.3.1. Reporting,
 - 2.3.2. Dashboards
 - 2.3.3. Data Mining
- 2.4. The three Components (sets of expertise) of HR Functionality:
 - 2.4.1. Centers of Excellence
 - 2.4.2. Business Partners
 - 2.4.3. Process Administration
- 2.5. **HR** Cost-Benefit Analysis and Using the **HR CBA** Matrix
 - 2.5.1. Average Employee Contribution (**AEC**)
 - 2.5.1.1. How **AEC** is Used
 - 2.5.1.2. Full-Time Equivalents (FTEs).

2.5.1.2.1. Definition

2.5.1.2.2. Analysis

2.5.2. The positive benefit of using **AEC**

Module 2:

Day 2

Module 3: HR Metrics and Analytics, Strategy Functional Area- Business & HR Strategy

- 2.6. Definition: So..What are HR Metrics?
- 2.7. HR professionals Key responsibilities
- 2.8. HR professionals advanced Key responsibilities
- 2.9. Sample Application of Competencies
- 2.10. Knowledge related to HR metrics and analytics topics
- 2.11. **ROI** in Human Capital
- 2.12. Is **HR** a profession with people Not Numbers?"
- 2.13. Measure or...Consider This! Message for Hrians
- 2.14. Big data what is it and what it isn't?
- 2.15. Why Should You Invest in HR Metrics
- 2.16. Remember the Hawthorne Theory?
- 2.17. Making Big Data Small, Manageable, & Actionable
- 2.18. Why are the HR Metrics and Analytics a hot topic?
- 2.19. EXAMPLE: Cost per Hire
- 2.20. Modern HR Metrics and Analytics, the Transition period
- 2.21. Emphasis on Improving Managerial Decision Making
- 2.22. HR metrics and analytics can only impact the organization, if and only if
- 2.23. Common Activities Used in HR Metrics and Analytics
- 2.24. Primary and Secondary Research
- 2.25. Quantitative v. Qualitative Research, what and some examples
- 2.26. Qualitative Analysis, some methods
- 2.27. Common definitions of HR metrics and analytics
 - o **Reliability**
 - o **Validity**
- 2.28. Choosing Proper Metrics to Measure
- 2.29. The 5 tips for developing and managing HR metrics
 - 1.29.1 Know and show why an HR metric matters

- 1.29.2 KISS: Keep it Simple
- 1.29.3 Keep other Managers in Mind
- 1.29.4 Connect HR Metrics to Business Metrics
- 1.29.5 Don't know what they are? What to do
- 2.30.** Several Metric Tools and examples
 - 1.30.1 Surveys
 - 1.30.2 Comparisons
 - 1.30.3 Mentoring
 - 1.30.4 Business Metrics
- 2.31.** Other Measurement Methods
- 2.32.** Promote, communicate and share metrics widely
- 2.33.** Metric "Don'ts"
- 2.34.** Know Where Your Org Is (HR Focus versus Phase)
 - a. HR Focus
 - b. Phase
- 2.35.** HR Metrics and Analytics Calculators
 - 2.35.1. Spreadsheet Templates
 - 2.35.2. Excel Spreadsheets
- 2.36.** Human Capital Standards & Analytics Resources
- 2.37.** Employee Turnover Rates- Example
- 2.38.** Costs Associated with the Turnover of one Computer Programmer- Example

Day 3

Module 4: Elaboration of the Human Resources Functional Metrics & Analytics,

A. Fundamental metrics

1- General Workforce Metrics

- Average age
- Average distance from home
- The average length of service
- Engagement rate
- Retirement rate

Salary hike since last year

Satisfaction rate

2- Key HR Metrics

Absence rate

Absence rate per manager/department

Involuntary turnover rate

Overtime expense per period

Training efficiency

Training expenses per employee

Turnover rate of talent

Voluntary turnover rate

3- Key HR Metrics Examples

Calculating Absenteeism-Costs

Cost of turnover

HR cost per FTE

HR to employee ratio

Promotion rate

Time until promotion

Turnover rate

Turnover rate per manager/department

Day 4

B. Functional metrics

1- Recruitment Metrics

Applicants per opening

Application completion rate

Candidate job satisfaction

Cost per hire

First-month turnover rate

First-year resignation rate

First-year turnover rate

Hiring manager satisfaction

Offer acceptance rate

Selection ratio

Source of hire
Sourcing channel cost
Sourcing channel effectiveness
Time to fill
Time to hire
Vacancy rate
Yield ratio

Day 5

2- Employee performance metrics

Labor cost per employee
Labor cost per FTE
Labor cost percentage of revenue
Labor cost percentage of total expenses
Overtime per employee
Profit per employee
Profit per FTE
Revenue per employee
Revenue per FTE

3- HR Training metrics

Training efficiency
Training expenses per employee
The ratio of training per employees
Training ROI

Module 5: Qualitative Performance Metrics

Introduction
Measuring Performance Goals
Performance Management and Appraisals
Performance Measurement Definitions
Qualitative Vs Quantitative metrics
Resource Guide to Performance Management

Exam

3 hours online exam, after the 5 days of the course

What format will the program follow? This HR Metrics and Analytics Module will be delivered in an interactive style through a combination of lectures, live case studies, and practical hands-on exercises.

General Rules

Requirements for certification: The “international Chartered Human Resource Analytics” certificate will be offered to Participants attended the full registered days with minimum 80% of the entire program, and a professional demonstration from the delegate during the course which includes but not limited to an interactive leaderless group discussion and debate regarding the different dimension of the HR and management live case studies and the applied methodology to solve each issue.

Recertification

The certification should be renewed every 5 years unless a higher certificate has been obtained

