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HUMAN RESOURCES AND TRAINING | HRT-057

Human Resources KPIs Benchmarking HR Performance (HR KPIs)

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Course content

Why Attend

Why Attend HR leaders are increasingly expected to demonstrate measurable value, improve workforce performance, and support strategic decisions through reliable data. Key Performance Indicators (KPIs) help organizations monitor recruitment, productivity, retention, wellbeing, and overall HR effectiveness. This course provides participants with practical tools to design meaningful HR KPIs, benchmark performance, interpret trends, and present insights that drive business results.

Course Methodology This course uses an interactive and practical approach through presentations, case studies, KPI design workshops, dashboard exercises, group discussions, benchmarking activities, and real workplace examples.

Course Objectives

- Understand the role of KPIs in measuring HR success
- Distinguish between metrics, measures, and strategic KPIs
- Build SMART and business-focused HR indicators
- Analyze recruitment, performance, and retention data
- Use dashboards and scorecards for decision-making
- Apply benchmarking techniques to compare HR performance
- Present KPI findings clearly to leadership
- Develop data-driven HR improvement plans

Target Audience

- HR Professionals
- HR Managers
- HR Analysts
- Talent Management Specialists

Course content

Target Audience

- Workforce Planning Professionals
- Business Leaders overseeing HR functions
- Anyone responsible for HR reporting and performance measurement

Target Competencies

- HR Analytics
- KPI Development
- Benchmarking
- Dashboard Reporting
- Strategic HR Management
- Data Interpretation
- Performance Measurement
- Decision-Making

Course outline

Day 1: Foundations of HR KPIs

- Importance of KPIs in modern HR management
- Difference between measures, metrics, and KPIs
- Characteristics of SMART and effective indicators
- Main categories of HR KPIs
- Common KPI design and reporting mistakes
- Aligning HR KPIs with business priorities
- Exercise: Improve sample KPIs using SMART principles

Course content

Course outline

Day 2: Recruitment and Workforce Planning KPIs

- Measuring hiring performance and recruitment efficiency
- Time-to-fill, cost-per-hire, and quality-of-hire indicators
- Offer acceptance and sourcing effectiveness measures
- Workforce planning KPIs such as vacancy rate and availability
- Internal mobility and succession readiness metrics
- Talent pipeline and capability indicators
- Onboarding KPIs including early turnover and productivity ramp-up
- Case study: Diagnosing recruitment issues using KPI data

Day 3: Performance and Productivity KPIs

- KPIs for performance management systems
- Goal achievement and performance distribution metrics
- High performer retention and coaching activity measures
- Productivity indicators such as output per employee
- Absenteeism, presenteeism, and overtime cost measures
- Engagement and workplace culture indicators
- Learning and development KPIs including training impact and skills closure
- Exercise: Interpret a performance dashboard

Day 4: Reward, Retention, and Wellbeing KPIs

- Compensation ratio and pay progression indicators
- Pay equity and reward efficiency measures
- Voluntary turnover and regrettable loss metrics

Course content

Course outline

• Retention risk and turnover cost analysis

• Wellbeing indicators such as stress absence and burnout signals

• Benefits utilization and reward competitiveness analysis

• Using people KPIs to identify management issues

• Case study: Comparing reward and retention data between organizations

Day 5: Integrated Reporting and Strategic Decision-Making

• Designing integrated HR KPI dashboards

• Internal trend analysis and external benchmarking methods

• Industry comparisons and standards

• Evidence-based decisions using HR KPI insights

• Role of advanced analytics in future HR strategy

• Presenting KPI findings to senior leadership

• Exercise: Build a mini HR scorecard with recommendations

Seminar dates

Available seminar dates

Live dates and pricing for Human Resources KPIs Benchmarking HR Performance (HR KPIs) generated from the course details page.

Date	Location	Format	Fee
7 - 11 September 2026	Istanbul - Turkey	Classroom	**€3,080.-**
14 - 18 September 2026	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
5 - 9 October 2026	Amsterdam - Netherlands	Classroom	**€3,360.-**
12 - 16 October 2026	London - U.K	Classroom	**€3,400.-**
9 - 13 November 2026	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
16 - 20 November 2026	Amsterdam - Netherlands	Classroom	**€3,400.-**
7 - 11 December 2026	London - U.K	Classroom	**€3,080.-**
14 - 18 December 2026	Barcelona - Spain	Classroom	**€3,400.-**
21 - 25 December 2026	London - U.K	Classroom	**€3,080.-**
4 - 8 January 2027	Barcelona - Spain	Classroom	**€3,080.-**
1 - 5 February 2027	Istanbul - Turkey	Classroom	**€2,280.-**
1 - 5 March 2027	Frankfurt - Germany	Classroom	**€2,600.-**
5 - 9 April 2027	London - U.K	Classroom	**€3,360.-**
3 - 7 May 2027	Munich - Germany	Classroom	**€3,400.-**
7 - 11 June 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
5 - 9 July 2027	Geneva - Switzerland	Classroom	**€4,200.-**
2 - 6 August 2027	Istanbul - Turkey	Classroom	**€2,280.-**

Seminar dates

Available seminar dates

Live dates and pricing for Human Resources KPIs Benchmarking HR Performance (HR KPIs) generated from the course details page.

Date	Location	Format	Fee
6 - 10 September 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**
4 - 8 October 2027	Amsterdam - Netherlands	Classroom	**€3,400.-**
1 - 5 November 2027	London - U.K	Classroom	**€3,360.-**
6 - 10 December 2027	Kuala lumpur - Malaysia	Classroom	**€1,800.-**

Live online option	Online delivery is available at €1,850.-.