Health Care Management · HM421

Human Capital Operations, Analytics, and Performance Management

Duration	Category	Ref
1 Week	**Health Care Management**	**HM421**
Language	Certificate	
English	**Certificate of attendance**	

Introduction

Human Capital Operations, Analytics, and Performance Management is a comprehensive programme designed to enhance the capabilities of HR and Human Capital professionals in managing workforce operations, leveraging data-driven insights, and improving organisational performance. The course focuses on integrating effective HR operations with workforce analytics and performance management practices to support strategic decision-making and organisational success.

Course Objectives

By the end of this course, participants will be able to:

- Understand the key functions of Human Capital Operations and their strategic impact.
- Improve the efficiency and effectiveness of HR operational processes.
- Utilise Human Capital analytics to support workforce planning and decision-making.
- Develop and monitor meaningful HR metrics and key performance indicators (KPIs).
- Implement effective performance management systems and practices.
- Analyse workforce data to identify trends, risks, and opportunities.
- Enhance employee productivity, engagement, and organisational performance.
- Apply best practices in continuous improvement and operational excellence.

Target Audience

- Human Capital Officers
- HR Officers and Specialists
- Human Capital Operations Professionals
- Workforce Planning Specialists
- Performance Management Professionals
- HR Analysts
- Talent Management Specialists
- HR Business Partners
- Human Capital Supervisors and Managers

Course Outline

Day 1

Foundations of Human Capital Operations

- The Strategic Role of Human Capital Operations
- Human Capital Functions and Service Delivery
- Employee Lifecycle Management
- Human Capital Policies and Compliance
- Operational Excellence in HR

Day 2

Human Capital Analytics and Workforce Insights

- Introduction to HR Analytics
- Workforce Data Collection and Management
- Human Capital Metrics and KPIs
- HR Dashboards and Reporting
- Data-Driven Decision-Making

Day 3

Workforce Planning and Talent Performance

- Strategic Workforce Planning
- Talent Acquisition and Workforce Optimisation
- Employee Engagement and Retention Metrics
- Succession Planning and Talent Development
- Measuring Workforce Effectiveness

Day 4

Performance Management Systems

- Principles of Performance Management
- Performance Planning and Goal Setting
- Performance Appraisal Methods
- Coaching, Feedback, and Performance Improvement
- Linking Performance to Organisational Objectives

Day 5

Advanced Analytics and Continuous Improvement

- Predictive Analytics in Human Capital Management
- Identifying Workforce Trends and Risks
- Process Improvement and HR Innovation
- Building a Performance-Driven Culture
- Developing an Action Plan for Human Capital Excellence

Ask us for a date for this course

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