HR Skills: Using Tools and Metrics for Strategic Impact

19 – 23 September 2027
Amman (Jordan)



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Why This Course

In today's competitive business environment, HR is no longer just an administrative function—it's a strategic partner in driving organizational performance. To make a meaningful impact, HR professionals must leverage data, metrics, and technology to inform decisions, optimize talent management, and demonstrate measurable value to the business.

This intensive 1-week program equips HR professionals with practical skills and advanced tools to harness HR analytics, implement effective metrics, and translate data into actionable insights that enhance workforce planning, engagement, and performance.

What You'll Learn and Practice

By participating in this program, you will:

- Apply HR analytics to inform strategic workforce decisions
- Develop and implement HR metrics aligned with organizational goals
- Create dashboards and reports that clearly communicate HR insights
- Use data to optimize talent acquisition, retention, and development
- Leverage HR technologies to improve efficiency and effectiveness
- Demonstrate HR's contribution to business outcomes through metrics

The Program Flow

Day 1: Foundations of HR Analytics and Metrics

- Strategic importance of HR analytics
- Key HR metrics and their impact on business performance
- Techniques for collecting, analyzing, and interpreting data
- Ethical considerations in managing HR data

Day 2: Advanced HR Metrics and KPIs

- Designing and implementing HR scorecards
- Predictive analytics for workforce planning
- Measuring employee engagement, productivity, and ROI of HR initiatives



Day 3: HR Technology and Tools

- Overview of HRIS and talent management systems
- Data visualization tools for HR e.g., Tableau, Power BI
- AI and machine learning applications in HR
- Selecting and implementing HR tech solutions effectively

Day 4: Strategic Application of HR Metrics

- Aligning HR metrics with organizational strategy
- Using metrics to improve talent acquisition, retention, and performance management
- Analytics for compensation and workforce development
- Measuring diversity, equity, and inclusion outcomes

Day 5: Communicating HR Insights and Driving Change

- Creating effective dashboards and reports for stakeholders
- Presenting HR data to senior leadership
- Using analytics to influence organizational decisions
- Action planning to implement data-driven HR strategies

Individual Impact

Participants will leave the program with:

- Practical skills to build and interpret HR dashboards for strategic decision-making
- Expertise in applying predictive analytics to workforce planning
- Capability to select and leverage HR technologies for efficiency and impact
- Confidence in demonstrating HR's value to business outcomes through metrics

Organizational Impact

Organizations will benefit through:

- Data-driven HR strategies that support organizational goals
- Improved workforce planning, engagement, and retention
- Optimized HR processes and technology utilization
- Stronger alignment between HR initiatives and business performance
- Enhanced ability to measure and communicate HR's impact

Training Methodology

This program emphasizes hands-on learning through:



- Practical exercises in HR analytics and metric implementation
- Case studies demonstrating strategic use of HR data
- Dashboard creation and visualization workshops
- Group discussions on HR technology adoption and real-world challenges

Beyond the Course

Upon completion, participants will be able to:

- Design and implement HR metrics that align with strategic objectives
- Use analytics to optimize talent management and workforce performance
- Leverage HR technologies to drive efficiency and informed decision-making
- Communicate HR insights effectively to influence organizational outcomes

This program provides a practical and strategic pathway for HR professionals to transform data into actionable insights, elevate HR's impact, and drive measurable business results.

