

DIGITAL HR TRANSFORMATION

“Leveraging Technology and Data to Reimagine HR Strategy, Service Delivery, and Employee Experience”

Schedule

Date	Venue	Fees
26 - 27 Feb 2026	Kuala Lumpur, Malaysia	USD 1995 per delegate
04 - 05 Mar 2026	Doha, Qatar	USD 1995 per delegate

► Available delivery methods: In-House Training

Introduction

The future of HR is digital. Organizations today must modernize HR operations and mindsets to meet the expectations of a tech-savvy workforce and a fast-paced business environment. Digital HR transformation is not just about systems—it’s about reimagining how HR delivers value through automation, analytics, and a people-first approach.

This 2-day intensive course guides HR leaders and professionals through the process of transforming HR through technology. It covers key pillars such as digital strategy, HR service delivery models, employee experience design, cloud systems, people analytics, and change management for digital initiatives.

Objectives

- By the end of this course, participants will be able to:
- Understand the drivers, components, and outcomes of digital HR transformation
 - Redesign HR operating models using digital tools and platforms
 - Align HR technology investments with organizational strategy
 - Enhance employee experience through personalized digital journeys
 - Leverage people analytics for evidence-based HR decisions

Why Attend

- Move from traditional HR to agile, data-driven HR practices
- Discover how to streamline HR operations using technology
- Improve decision-making with real-time HR data and dashboards
- Learn how to implement and lead successful HR tech initiatives
- Future-proof your HR function for digital workforce demands

Target Audience

This program is designed for:

- HR directors, managers, and transformation leaders
- HR business partners and generalists driving change
- Talent, learning, and organizational development professionals
- HRIS and HR technology project teams
- Anyone involved in HR process design or digitalization initiatives

Individual Benefits

Key competencies that will be developed include:

- Digital HR strategy formulation
- Technology selection and implementation planning
- Experience design thinking in HR solutions
- Use of people analytics for workforce planning and insights
- Change leadership for digital transformation

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Streamlined HR processes and reduced administrative burden
- Increased HR service quality, accuracy, and responsiveness
- Stronger HR-business alignment and workforce insights
- Higher employee satisfaction through tech-enabled services
- Agile HR function capable of supporting organizational innovation

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Strategy Briefings – Digital HR frameworks, maturity models, and case examples
- Case Studies – HR tech implementation across industries
- Workshops – Process redesign, experience mapping, and vendor evaluation
- Peer Exchange – Common barriers, lessons, and quick wins
- Tools – HR transformation roadmaps, KPI dashboards, and digital audit templates

Course Outline

DETAILED 2-DAY COURSE OUTLINE

Training Hours: 07:30 AM – 03:30 PM **Daily Format:** 3–4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Digital Strategy and HR Service Transformation

- Module 1: Foundations of Digital HR (07:30 – 09:30) • HR’s evolving role in digital transformation • From operational to strategic HR tech use • Digital maturity and transformation frameworks
- Module 2: HR Operating Model Redesign (09:45 – 11:15) • Centralized vs. decentralized vs. hybrid models • Digital self-service, shared services, and automation • HR process optimization using technology
- Module 3: HR Technology Ecosystems (11:30 – 01:00) • Cloud platforms (Workday, SAP SuccessFactors, Oracle HCM) • Integrating learning, recruitment, performance, and payroll systems • Criteria for selecting digital HR solutions
- Module 4: Workshop – HR Tech Needs Assessment (02:00 – 03:30) • Participants evaluate and prioritize HR tech solutions

Day 2: Employee Experience, Analytics & Change Enablement

- Module 1: Designing Digital Employee Experiences (07:30 – 09:30) • Employee journey mapping and personalization • Consumer-grade interfaces and digital adoption • Tools for engagement, communication, and wellbeing
- Module 2: People Analytics and HR Data Strategy (09:45 – 11:15) • Key HR metrics and dashboards • Predictive analytics for retention, performance, and engagement • Data governance, privacy, and integration
- Module 3: Leading Digital HR Change (11:30 – 01:00) • Change management strategies and communication • Building digital skills and HR capability • Creating a culture of experimentation and learning
- Module 4: Final Workshop – HR Digital Transformation Roadmap (02:00 – 03:30) • Teams build a digital transformation plan with milestones and KPIs

Certification

Participants will receive a Certificate of Completion in Digital HR Transformation, confirming their ability to lead, support, and implement effective digital initiatives across the HR function.

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