

HUMAN RESOURCES KPIS: BENCHMARKING HR PERFORMANCE

“Measuring What Matters to Drive HR Value and Business Impact”

Schedule

Date	Venue	Fees (Face-to-Face)
07 - 08 Oct 2026	Dubai, UAE	USD 1995 per delegate

► **Available delivery methods:** Face-to-Face & Online Training

Introduction

Human Resources has evolved from an administrative function into a strategic business partner. To earn credibility and drive meaningful outcomes, HR professionals must measure and communicate their contribution through effective Key Performance Indicators (KPIs). This course provides participants with the tools and frameworks to develop, track, and benchmark HR metrics that reflect true organizational value.

Through real-world examples and interactive workshops, participants will learn to identify the right HR KPIs, align them with strategic objectives, and use benchmarking techniques to evaluate performance and support continuous improvement.

Objectives

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

- Design and implement HR KPIs aligned with organizational strategy
- Benchmark HR performance internally and against industry standards
- Analyze and interpret HR data to support decisions and drive change
- Communicate HR results effectively through scorecards and dashboards
- Link HR performance with productivity, engagement, and ROI metrics

Why Attend

- Gain clarity on which HR metrics matter most for your organization
- Translate workforce data into strategic insights and action plans
- Move beyond activity tracking to measuring HR's true impact
- Support business leaders with evidence-based HR reports
- Strengthen your department's ability to lead transformation and accountability

Target Audience

This program is designed for:

- HR managers and business partners
- HR analysts and planning officers
- Talent acquisition, learning, and rewards leaders
- Organizational development and workforce planning professionals
- Anyone responsible for tracking, analyzing, or reporting HR performance

Individual Benefits

Key competencies that will be developed include:

- HR KPI development and validation
- Quantitative analysis of HR performance
- Scorecard design and performance communication
- Benchmarking and gap analysis techniques
- Strategic thinking applied to human capital

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- A data-driven approach to HR performance monitoring
- Improved HR alignment with organizational goals
- Higher transparency and accountability in HR functions
- Better talent, cost, and productivity decisions
- Enhanced ability to benchmark HR practices and justify investment

Instructional Methodology

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

- Strategy Briefings - HR metrics frameworks and global benchmarking models
- Case Studies - Real HR scorecards and analytics in action
- Workshops - Designing KPI sets and interpreting HR data
- Peer Exchange - Comparing metrics across industries and sectors
- Tools - KPI libraries, benchmarking templates, and HR dashboards

Course Outline

Detailed 2-Day Course Outline

Training Hours: 7:30 AM - 3:30 PM Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Designing and Defining HR KPIs

- Module 1: The Role of KPIs in Strategic HR (07:30 - 09:30) • Why HR needs KPIs and what makes a good one • Linking HR activities to business outcomes
- Module 2: Core HR Metrics and Scorecard Design (09:45 - 11:15) • Recruitment, retention, engagement, learning, and performance KPIs • Leading vs. lagging indicators
- Module 3: Aligning HR KPIs with Strategic Objectives (11:30 - 01:00) • Cascading KPIs from corporate goals to HR initiatives • Ensuring KPI relevance and clarity
- Module 4: Workshop - Build Your HR Scorecard (02:00 - 03:30) • Participants design a draft HR KPI framework • Group review and improvement tips

Day 2: Benchmarking, Analysis & Action Planning

- Module 1: Benchmarking HR Performance (07:30 - 09:30) • Internal vs. external benchmarking • Sources of comparative data (industry standards, best-in-class metrics)
- Module 2: Interpreting and Communicating Results (09:45 - 11:15) • HR dashboards, visual reports, and KPI narratives • Turning metrics into business insights
- Module 3: Driving Improvement Through HR KPIs (11:30 - 01:00) • Using KPI results to prioritize HR initiatives • Continuous improvement and closing performance gaps
- Module 4: Final Action Plan & Certification (02:00 - 03:30) • Participants finalize a KPI action plan for their HR function • Certificate distribution and wrap-up

Certification

Participants will receive a Certificate of Completion in HR KPIs & Benchmarking, confirming their ability to develop, track, and analyze human capital metrics that support strategic workforce decisions and performance accountability.

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Interested in running this course for your team?

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