

Navigating the Workforce Analytics Journey



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Practical People Analytics



Workforce
Dimensions

Workshop

OVERVIEW

This **two-day** workshop offers a practical approach to People Analytics providing investigative frameworks and techniques reinforced by real life HR and business case studies. The aim to help delegates develop a fact-based understanding of workforce behaviours and a foundation from which they can provide insight that drives business decisions.

The syllabus has been developed over the course of 15 years and is informed by multiple consulting engagements across a wide range of industry sectors.

The workshop is targeted at People Analysts seeking to develop their existing knowledge base and HR Business Partners and Generalists looking to embed an analytical approach into their day-to-day operations.

LEARNING OUTCOMES

At the conclusion of the workshop delegates will be able to:

- Identify business critical questions in respect of the workforce
- Align analytics activity with strategic priorities
- Deliver Insight that genuinely adds value to their organisation
- Investigate the root cause of key workforce issues
- Support evidence based workforce decisions
- Measure the effectiveness of HR processes and interventions
- Determine and use appropriately the right measures and KPIs
- Evaluate the Business Impact and ROI of HR and People investments
- Effectively Communicate Insights
- Help transform the HR function from service provider to business enabler

WORKSHOP OUTLINE

Overview and Context

Defining People Analytics

- Understanding the distinction between Workforce Reporting and People Analytics
- Examining Human Capital as an Intangible Asset

Making the Business Case for Investment

- The increasing demand for people insight to drive business decisions
- Alignment with specific client challenges: a review of recent survey conclusions

The Evolution of People Analytics

- Introducing the Workforce Dimensions 5 stage maturity model
- How HR can transition from Service Provider to Business Enabler through People analytics.

Activity: An assessment of where your organisation currently maps to the People Analytics maturity model

Where to Focus

- Strategic versus Tactical interventions
- Matching the People Analytics proposition to Organisational maturity
- The imperative for a People Analytics Strategy
- Isolating the Drivers of a relevant People Analytics Strategy

Case Study: How a Global Telecommunications Provider linked their People Analytics Strategy to corporate Initiatives and context

Activity: Outlining a draft People Analytics Strategy for your organisation

Our Approach

Our style is to run interactive sessions with time allocated for planned and ad-hoc group discussion in addition to the theories, investigative frameworks, formal activities, exercises and examples of application using actual consulting case studies that are detailed in the workshop outline.

Data, Measures, Metrics & Key Performance Indicators (KPIs)

- How to enhance Data Quality

Case Study: Enhancing Absence data quality at a Print and Publishing Organisation in the UK

- The Importance of Measurement Standards
- Finding a focus for Benchmarking
- Appropriate Selection and Clustering of Metrics to maximise Business Insight
- Defining appropriate KPIs by aligning them to Strategic Priorities

Exercise: Selecting KPIs within the context of a specific organisational scenario

Skills and Core Techniques

- The Core Capabilities needed by a People Analyst
- The Importance and application of Workforce Segmentation
- Executing Root Cause Analysis

Activity: Understanding Voluntary Staff Turnover using Workforce Segmentation

- Investigating Correlations and Interdependencies
- Hypothesis Testing

Case Study: Measuring the effectiveness of the Staffing Function at a Global IT Services Organisation

Case Study: Testing the relationship between Workforce Stability and Profit at a UK based Retail Organisation

Exercise: The application of Core Techniques based on a workplace scenario focusing on Staff Engagement and Retention

Measuring Business Impact and Return on Investment (ROI)

- The Difference between Business Impact and ROI

Exercise: Measuring the Business Impact of a new People Initiative

- The Kirkpatrick / Phillips Model for Evaluating Development and Training

Case Study: Measuring the Return on Investment of a Learning and Development Intervention at a Financial Services Organisation

Storytelling

- Structuring an Impactful Presentation
- The Importance of Audience Differentiation
- The smart use of Charts and other Graphics

Exercise: Structuring an investigation and delivering a presentation relating to an emerging workforce issue

A Centre of Expertise for People Analytics

- The added value of a Centre of Expertise for People Analytics
- Alternate COE Structures
- Understanding Key Relationships
- Defining an Agenda
- Crafting a Strategic Roadmap: from launch to Business as Usual
- Selecting a Function Leader
- Staffing the Function
- Selecting a Technology Vendor

Case Study: How a Centre of Expertise was created and embedded at an Irish Bank

Final Observations

- A Summary of Key Learning Points

Exercise: Next Steps back in the Workplace

- Access to additional resources and continuing support

FACILITATOR

Sam Hill has 15 years experience in the field of people analytics and strategic workforce planning as a practitioner, consultant and educator; he is an experienced conference speaker and has designed and delivered in excess of 50 workshops focusing on this specific subject matter.

He is founder and managing consultant at Workforce Dimensions Limited; a niche People Analytics consulting practice.

Sam has led consulting projects in the UK, Europe, Middle East, Africa, Asia-Pacific and North America and has enhanced the analytics proposition at a number of blue chip organisations. He has experience across multiple sectors including Financial Services, Telecommunications, IT Services, Broadcasting & Media, Print & Publishing, Leisure, Government, Utilities, Health and Oil & Gas

He is a member of the Chartered Institute for Personnel and Development (CIPD) Analytics Advisory panel, and lead tutor for People Analytics; creating and delivering content on behalf of the professional association for HR in the UK.

Sam was formally Head of Workforce Analytics and People Reporting at British Telecom where he received a Global Enterprise award for establishing strategic links between Human Resources and the Business through People Analytics.

ABOUT WORKFORCE DIMENSIONS

Workforce Dimensions partners with organisations who seek to understand and maximise the contribution their people make to business imperatives - we help organisations make accelerated progress on the People Analytics journey. With all our engagements our goal is to leave clients best placed to deliver insight that genuinely drives workforce and business decisions.

Our core proposition is to **Advise, Educate, Collaborate** and **Share** exclusively within the field of People Analytics and Strategic Workforce Planning.

We run this workshop publically and in-house on request.

In-house delivery is two days as standard, but can be abbreviated to single day if required.

For more information please contact: info@workforcedimensions.co.uk