BOOST
THE LEADING TRAINING PROVIDER

HR Strategy and Training

HR Service Delivery

Course Introduction

 HR Service

The HR Service Delivery course is designed to equip HR professionals with the knowledge and skills necessary to effectively manage and enhance HR functions within organizations.

As businesses evolve, the role of HR has transformed from administrative support to a strategic partner in driving organizational success.

This course covers essential topics, including HR technology, employee experience, compliance, and performance management, ensuring participants are well-prepared to meet the challenges of modern HR practices.

Target Audience

Who is this course for, and can benefit the most

- HR Professionals
- HR Managers and Executives
- Talent Acquisition Specialists
- Learning and Development Coordinators
- Anyone Interested in HR

Learning Objectives

At the end of the training course, participants will be able to

- Define the key concepts and importance of HR service delivery in modern organizations.

- Identify and effectively utilize HR technologies to streamline processes and improve service delivery.
- Recognize the significance of HR policies and compliance in fostering a fair and ethical workplace.
- Develop strategies to improve employee engagement and satisfaction throughout the employee lifecycle.
- Apply best practices in performance appraisal and management to enhance employee productivity.
- Design effective recruitment and onboarding processes that attract and retain top talent.
- Facilitate Learning and Development: Create and implement training programs that align with organizational goals.
- Understand and manage compensation structures and employee benefits effectively.
- Utilize HR analytics to make data-driven decisions and improve HR practices.
- Develop skills to manage and communicate change effectively within HR functions.

Course Outline

- **01 Day One**

  Introduction to HR Service Delivery

  - Definition of HR Service Delivery
  - Importance in modern organizations
  - Alignment with business goals
  - Enhancing organizational efficiency

  HR Technology and Tools

  - Overview of HR technologies
  - Types of tools (HRIS, ATS, payroll systems)
  - Criteria for evaluating technology effectiveness
  - Case studies of successful implementations
- **02 Day Two**

HR Policies and Compliance

- Importance of well-defined HR policies
- Key policies for compliance (anti-discrimination, harassment)
- Role of policies in organizational culture
- Strategies for policy development and communication

Employee Experience Management

- Definition of employee experience
- Strategies for enhancing engagement (feedback mechanisms, recognition)
- Importance of onboarding and offboarding
- Measuring employee satisfaction and engagement

• **03 Day Three**

Performance Management

- Importance of performance management systems
- Best practices for setting performance expectations
- Techniques for effective feedback and appraisal
- Continuous performance management vs. annual reviews

Talent Acquisition and Onboarding

- Overview of the recruitment process
- Strategies for attracting top talent
- Importance of a structured onboarding program
- Metrics to evaluate recruitment effectiveness

• **04 Day Four**

Learning and Development

- Importance of ongoing employee development
- Designing effective training programs
- Aligning learning initiatives with organizational goals
- Evaluating training effectiveness and ROI

Compensation and Benefits Administration

- Overview of compensation strategies (salary structures, bonuses)
- Importance of competitive benefits packages
- Legal considerations in compensation and benefits
- Strategies for communicating compensation effectively

• **05 Day Five**

HR Metrics and Analytics

- Importance of data in HR decision-making
- Key HR metrics to track (turnover rates, employee satisfaction)
- Tools for data collection and analysis
- Case studies demonstrating data-driven HR decisions

Change Management in HR

- Understanding change management principles
- Strategies for effective communication during change
- Role of HR in managing organizational change
- Tools for assessing change impact

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 7, 2025	April 11, 2025	5 days	4250.00 $	UAE - Dubai
April 28, 2025	May 2, 2025	5 days	4950.00 $	England - London
Aug. 25, 2025	Aug. 29, 2025	5 days	5950.00 $	USA - Los Angeles
Nov. 10, 2025	Nov. 14, 2025	5 days	4250.00 $	UAE - Abu Dhabi