



welcome to brighter

a different kind of  
**learning**

Mercer HR Academy



# Mercer HR Academy

Mercer HR Academy was established with one goal in mind, enhancing the capability of our client's human resource professionals by providing access to HR architecture that will allow organisations to form and implement a successful framework.

Companies are constantly challenged to meet aggressive business goals. As a result, HR's role in driving success is more important than ever and yet most organisations do not have a systematic approach in developing the capabilities of the HR team.

Mercer HR Academy is a comprehensive learning solution that is designed to build HR capabilities – both core and technical. These e-learning modules are grouped into HR disciplines, and each programme offers a foundational level of training across a range of modules.



## Performance & rewards

- Performance & Rewards
- Optimizing Benefits
- Sales Incentive Design
- Executive Remuneration
- Global Mobility Fundamentals
- Producing quality position descriptions



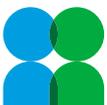
## Analytics & change

- How to Lead in Change Management
- Driving Business Results with Workforce Insights
- Leveraging Technology



## Talent management

- Talent Management
- Career Management
- Organisational Design
- Training Design & Evaluation



## Business partnering

- Effective Business Partnering
- Driving Employee Engagement & Productivity
- Designing Effective HR Policies



## Talent acquisition

- Recruitment & Employee Value Proposition
- Engaging Hiring and Onboarding Strategies
- Utilizing Assessment Tools Effectively



## Mercer IPE Methodology

- Foundational module on the five factors of Mercer's International Position Evaluation (IPE) methodology

# Analytics & change

- Change management fundamentals
- Driving business results with workforce insights
- Leveraging technology



## Analytics & change

# Change management fundamentals

It is a fact that the business landscape is constantly evolving, and HR professionals have perhaps one of the most important roles where managing changes within an organisation is concerned. The HR team is often the front line of implementing changes within an organisation. They are expected to lead in managing employees within the organisation and advise leaders on a communication strategy that drives a positive value.

The DARE (Discover, Arrange, Roll-out, Evaluate) model for change management is an effective tool for HR professionals to help ensure successful change. This module covers specific approaches at each step of the model and highlights the importance of communication. Learn the right skills to play a vital role in managing change successfully in your organisation.

## Benefits to participants

- Use impact assessment to define and measure the impact of the change.
- Identify stakeholders with the help of the impact diagnostic tool.
- Communicate efficiently and successfully.
- Anticipate and manage resistance to change.
- Monitor and adjust your plan.
- Evaluate your plan and create recommendations for the future

## Topics covered

### Part 1 – Change and change management

- The changing world and HR's function in change
- The impact of change on individuals
- Definitions of three types of change
- Change drivers
- Change management

### Part 2 – DARE model for change management

- Discover
  - Change defined and impact assessment
  - Change readiness assessment
  - Formulation of change strategy
- Arrange
  - Stakeholder mapping
  - Leadership alignment
  - Communications approaches
- Roll-out
  - Embedding strategy
  - Reducing resistance
  - Monitoring and adjusting your plan
- Evaluate
  - Measuring success
  - Celebrating and reinforcing success
  - Performing post-implementation review

## Analytics & change

# Driving business results with workforce insights

Studies have found that companies that make fact-based workforce decisions perform better and see an improvement in talent outcomes and profit margins. Businesses and HR leaders are recognizing the potential value of workforce insights. Yet, many organisations still struggle with developing a strategy how to use data to address business challenges relating to workforce.

In an age of big data, utilizing information to create workforce insights is a top priority for HR professionals. This module will explain how workforce insights affect HR. Through specific examples, HR professionals will develop a comprehensive understanding of workforce insights and how to get started in the process.

## Benefits to participants

- Make reasonable decisions based on facts and trends.
- Ask the right questions based on the data to determine the impact.
- Develop your analytics skills to enable you to use and analyze data efficiently.
- Get started with workforce insights in your own company.
- Work in partnership with your business managers.
- Come up with the measurements that will help drive the impact you want to create.

## Topics covered

Introduction: The impact of big data

Importance of workforce insights

Content of workforce insights

- Maturity of workforce analytics and planning
- HR metrics versus workforce metrics

Application of workforce insights

Shared ownership of workforce insights process

## Analytics & change

# Leveraging technology

Have you ever thought of Technology as an enabler? The continued rise of technology is inevitable, and HR professionals can view technology as a potential enabler to make significant efficiency gains!

Since the internet emerged in the 1980s, new technologies have emerged at a faster rate, also bringing new challenges for HR professionals. Leveraging technology is becoming increasingly critical to HR professionals; as a strategic business partner, HR needs to make analytics-driven, evidence-based decisions about employee management and reporting.

This course explains the seven key steps for selecting technology solutions and four key touch points of digital technology to HR professionals. This module will teach you how to maximize the advantages of technology and minimize any downside.

## Benefits to participants

- Make technology an enabler of efficiency gains.
- Use technology to help you with your day-to-day workload.
- Enable analytics-driven, evidence-based decisions about employee management and reporting.
- Predict workforce trends by using data effectively.
- Implement technology to play an increasingly strategic role in achieving business objectives.
- Be equipped with data quality and data analysis.
- Know the seven key steps for selecting technology solutions.
- Make HR tasks easier through digital solutions.
- Increase your ability to engage with all employees.

## Topics covered

### Understanding technology

- The rise of technology
- Technology as an enabler

### Knowing the impact of technology on HR

- Technology challenges
- Additional trends

### Key steps while selecting the right technology

### Using digital technology to create solutions

- Best practices and key touch points
- Data storage and confidentiality

### Understanding technology advantages and trends

## Contact us

How do I learn more about mercer hr academy?

To find out how Mercer HR Academy can support in upskilling professionals and building capabilities

within your HR teams, contact your local Mercer representative or visit us online at [www.mercer.com](http://www.mercer.com)

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