



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



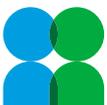
## Analytics & change

- 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

# Business partnering

- Effective business partnering
- Driving employee engagement
- Designing effective HR policies



## Business partnering

# Effective business partnering

In today's market, businesses have adopted the concept of strategic partnering with HR. These developments represent a major change in HR roles and the way they operate. We are witnessing a role that is taking on a larger scope which requires working closely with various business units and leaders. As an HR professional, do you know how to develop the skills needed to become the HR Business Partner that drives the business needs?

In this module, you will understand how the HRBP's role is changing, learn the skills and behaviors required to be effective in this role, and learn how to build your credibility as a HR partner. Whether you are working in a business partner role or other HR business units, this course will help you build vital and value-adding skills.

## Benefits to participants

- Acquire the attributes, knowledge, and skills required to be an effective HRBP.
- Build credibility and influence key stakeholders.
- Incorporate strategic thinking into your planning and decision-making.
- Contribute to the achievement of business goals.

## Topics covered

### HR VS HRBP

- Readiness for change
- Role definitions
- Changing landscape of HR

### Four key roles of HRBP

- Strategic partner
- Operations manager
- Employee mediator
- Emergency responder

### How to become an HRBP

- Steps to being a better strategic partner
- Skills and competencies to be an effective HRBP

### Behaviors of strategic HRBP

- Building partnering credibility
- Setting up SMART goals
- Building influence

## Business partnering

# Driving employee engagement

An engaged workforce adds value to any organisation. Yet, many organisations are struggling to keep their employees engaged, increase productivity, and retain their best employees. HR professionals are uniquely placed to play an important role to drive employee engagement.

In this module, we will cover the fundamentals of engagement and its relation to productivity, costs associated with productivity, considerations when establishing a strategy, different levels of engagement, and value propositions that strengthen employee engagement.

Complete this module and learn how HR can proactively drive employee engagement and build an engaged workforce that is aligned with the organisation's goals.

## Benefits to participants

- Engage employees and increase productivity.
- Promote efficiency and productivity by optimizing your use of resources.
- Encourage an emotional commitment from employees - inspire them to be willing to go the extra mile and stay with the company.
- Ensure business continuity and employee productivity at the same time.
- Use the company's EVP to successfully engage employees.

## Topics covered

### Engagement

- Three parts of engagement
- Benefits of engagement

### Three dimensions and four phases of engagement

### Productivity

- Productivity and commitment
- What can managers do?
- Employee Value Proposition (EVP)
- Measuring engagement

## Business partnering

# Designing effective HR policies

As small companies start to grow, establishing formal HR policies is an essential tool for the business to ensure a consistent, fair and equitable human capital operation.

In this module we will explain the essential policies that are common to many organisations, and breaks them into categories so you can develop a clear understanding of how to design such HR policies for your organisation. You will master the nine steps to tailoring a policy to your company's circumstances. We also highlight the importance of communication to effective HR policies.

Learn the foundations of developing effective HR policies that support HR procedures and are aligned with overall business strategy.

## Benefits to participants

- Learn to design efficient HR policies.
- Master giving clear direction to all employees.
- Discover how to monitor policies to determine when to update them.
- Learn to clarify roles and responsibilities in cross functional/departmental projects and processes with the help of RACI model.
- Find out how to successfully communicate policy messages to business partners.

## Topics covered

Purpose of having HR policies

Role of HR policies

Policy model

Key issues of HR policies

Revising HR policies

- Policy approval
- RACI model
- Labor relations
- Communication
- Policy-creation process

## 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)

### Asia, Africa & Middle East

Wilma Madjus

T: +65 6398 2605

E: [mercerolearning.amea@mercero.com](mailto:mercerolearning.amea@mercero.com)

### Australia, New Zealand & Pacific

Andy Anestou

T: +61 3 9623 4179

E: [mercerolearning.australia@mercero.com](mailto:mercerolearning.australia@mercero.com)

### Europe

Tomasz Mazur

T: +48 695 010 126

E: [mercerolearning.europe@mercero.com](mailto:mercerolearning.europe@mercero.com)

### Latin America

Juan Bastidas

T: +57 321 490 3460

E: [mercerolearning.latam@mercero.com](mailto:mercerolearning.latam@mercero.com)

MERCER LEARNING