HEALTH WEALTH CAREER

MERCER LEARNING

EMPOWERING TOMORROW'S HR LEADERS TODAY

ANALYTICS & CHANGE

MERCER LEARNING

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MAKE TOMORROW, TODAY

MERCER LEARNING ONLINE

Mercer Learning Online was established with one goal in mind: enhancing the capability of our clients' HR function by providing access to HR architecture that will allow organizations 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, yet most organizations do not have a systematic approach in developing the capabilities of the HR team.

Mercer Learning Online is a comprehensive learning solution that is designed to build HR capabilities - both core and technical. These e-learning tracks are grouped into five HR disciplines. Each track offers a foundation level of training across 18 e-learning modules. This is a standard product without customization, designed to help new and seasoned HR practitioners wanting to broaden or advance their skill set.

PERFORMANCE & REWARDS

Performance and rewards

Optimizing benefits

Sales incentive design

Executive remuneration

ANALYTICS & CHANGE

Producing quality position descriptions

How to lead in change management

Driving business results with workforce insights

Leveraging technology

TALENT MANAGEMENT

Talent management

Career management

Organizational design

Training design and evaluation

BUSINESS PARTNERING

Effective business partnering

Driving employee engagement and productivity

Designing effective HR policies

TALENT ACQUISITION

Recruitment and employee value proposition

Engaging hiring and onboarding strategies

Utilizing assessment tools effectively

DRIVING BUSINESS RESULTS WITH WORKFORCE INSIGHTS

In an age of big data, utilizing information to create workforce insights is a top priority for HR professionals!

According to an analytics survey conducted by Corporate Executive Board in 2013, companies whose leaders support workforce analytics and planning improve talent outcomes by 12% and gross profit margins by 6%, respectively. However, HR professionals struggle to effectively use metrics and analytics to deal with emerging challenges caused by big data. This course explains how workforce insights can be the solution for HR professionals. You will develop a comprehensive understanding of workforce insights through specific examples and learn the steps that help you apply them in your daily work.

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

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.

HOW TO LEAD IN CHANGE MANAGEMENT

In a world full of VUCA, HR professionals must DARE to change!

Change is now the norm in the everyday life of most companies, and HR professionals play an important role in change management. They are expected to lead the change or – at least advise on change – by communicating with employees and leaders without provoking a major emotional response.

The DARE (Discover, Arrange, Roll-out, Evaluate) model for change management is an effective tool for HR professionals to help ensure successful change. This course covers specific approaches at each step of the model and highlights the importance of communication. Participants in this course will be able to employ this model to manage change successfully in your company.

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

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.

LEVERAGING TECHNOLOGY

The continued rise of technology is inevitable, but HR professionals can harness new technologies to make significant efficiency gains!

Since the internet emerged in the 1980s, new technologies have emerged at an alarming rate, 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. After taking this course, you will be able to maximize the advantages of technology and minimize any downside.

TOPICS COVERED

UNDERSTANDING TECHNOLOGY

- The rise of technology
- Technology as an enabler

KNOWING THE IMPACT OF TECHNOLOGY ON HR

- Technology challenges
- Additional trends

SELECTING THE RIGHT TECHNOLOGY

- Seven key steps

USING DIGITAL TECHNOLOGY TO CREATE SOLUTIONS

- Data storage and confidentiality
- Social networking
- Apps
- Bring Your Own Device

UNDERSTANDING TECHNOLOGY ADVANTAGES AND TRENDS

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.

PRODUCING QUALITY POSITION DESCRIPTIONS

When asked what you do for a living, can you clearly describe what you do in your role? A clear position description enables HR professionals to answer this question!

A clear position description not only ensures that individuals know what is expected of them and where to focus their energy, but it also ensures consistency across multiple areas of the company. Furthermore, it has a direct impact on HR outcomes, such as productivity, employee engagement and Merger & Acquisition integration.

This course covers the importance of position descriptions and explains the CAD job analysis model, an effective tool for HR professionals to make clear position descriptions within their companies.

TOPICS COVERED

UNDERSTANDING POSITION DESCRIPTIONS AND THEIR IMPORTANCE

PERFORMING JOB ANALYSIS

- Importance
- CAD job analysis model

COLLECTING THE COMPONENTS OF JOB ANALYSIS

SEARCH AND GATHER

ANALYZING THE COMPONENTS OF JOB ANALYSIS

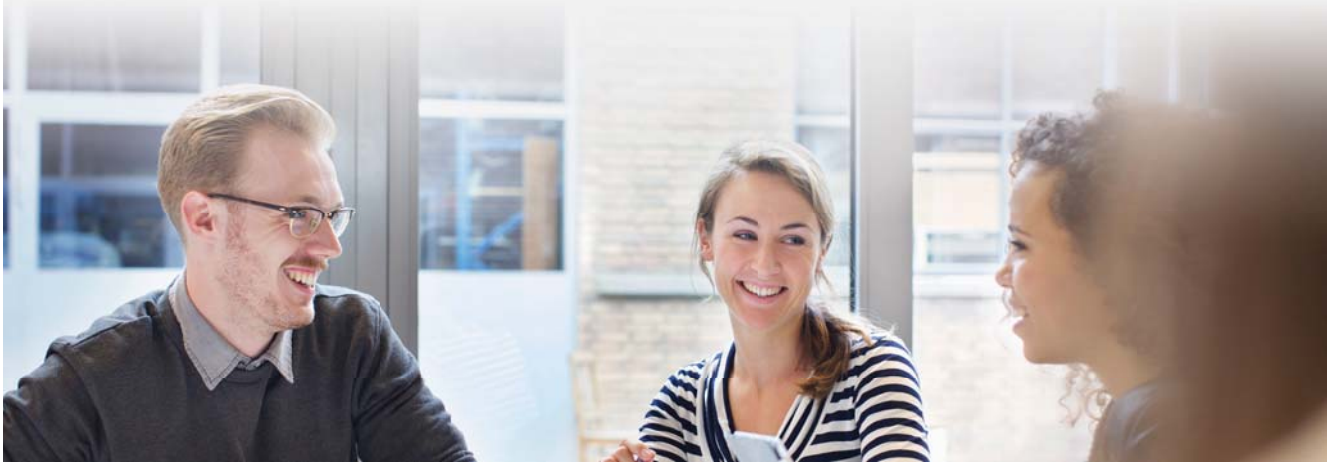
- Seven tips

DOCUMENTING THE COMPONENTS OF JOB ANALYSIS

- 10 essential elements and optional add-ons

BENEFITS TO PARTICIPANTS

- Use position descriptions to motivate employee productivity and engagement.
- Ensure consistency across multiple areas of the company.
- Use job analysis to improve workload distribution.
- Apply the CAD job analysis model to position descriptions in your company.



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