

# HR performance, metrics and payroll management

## Day 1:

### Fundamentals of HR Performance Management

- Introduction to Performance Management
    - Definitions and key concepts of performance management
    - Importance of aligning HR performance with business strategy
  - Goal Setting and KPI Development
    - How to establish effective Key Performance Indicators (KPIs)
    - SMART goals and their application in performance management
  - Performance Appraisal Techniques
    - Traditional vs. modern approaches
    - 360-degree feedback, performance review cycles, and self-assessments
  - Designing a Performance Management System
    - Steps in developing and implementing a system
    - Aligning individual performance with organizational goals
  - Case Study: Designing a Performance Management System
    - Practical exercise on implementing performance systems
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## Day 2:

### Advanced Performance Management

- Continuous Feedback and Development
  - Shifting from annual appraisals to continuous feedback models
  - Coaching and mentoring techniques for HR
- Managing Poor Performance
  - Identifying and addressing performance issues
  - Performance Improvement Plans (PIPs) and corrective actions
- Employee Engagement and Retention Strategies
  - Linking engagement with performance outcomes
  - Strategies to enhance employee satisfaction and reduce turnover
- Legal and Ethical Considerations in Performance Management

- Navigating legal aspects in performance reviews
    - Ethical issues in handling employee evaluations and feedback
  - Interactive Session: Role-play on Performance Conversations
    - Practical role-playing on giving feedback and managing difficult conversations
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## **Day 3:**

### **HR Metrics and Analytics**

- Introduction to HR Metrics
    - Overview of important HR metrics (turnover, absenteeism, time-to-hire, etc.)
    - Why data-driven HR is essential for strategic decision-making
  - Data Collection and Analytics Techniques
    - How to gather and analyze data for HR purposes
    - Tools for data analysis in HR (e.g., Excel, HRIS, HR dashboards)
  - Workforce Planning and Predictive Analytics
    - Using metrics for workforce planning and forecasting
    - Predictive analytics for talent management
  - HR Metrics and Reporting
    - Creating effective HR reports and dashboards
    - Presenting data to stakeholders for decision-making
  - Workshop: Building and Interpreting an HR Dashboard
    - Hands-on session to create a real-time dashboard using sample data
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## **Day 4:**

### **Payroll Management Fundamentals**

- Overview of Payroll Management
  - Payroll processes, laws, and regulations
  - The role of payroll in employee satisfaction and compliance
- Payroll Calculations
  - Understanding gross pay, net pay, and tax calculations
  - Common payroll deductions and how they are applied
- Payroll Automation and Software

- Overview of payroll management systems
    - Benefits and challenges of automating payroll processes
  - Payroll Compliance and Audits
    - Ensuring compliance with labor laws and regulations
    - Preparing for and conducting payroll audits
  - Case Study: Resolving Payroll Issues
    - Practical scenarios on handling payroll discrepancies
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## **Day 5**

### **Advanced Payroll Management and Integration**

- Integration of Payroll with HR Systems
  - Aligning payroll with HR systems for improved accuracy
  - Benefits of integrated HR and payroll solutions
- Global Payroll Management
  - Managing payroll for a global workforce
  - Handling multi-country regulations and international compliance
- Employee Benefits and Payroll Deductions
  - Managing payroll-related benefits (e.g., retirement plans, healthcare)
  - Handling complex deductions (loans, garnishments)
- Payroll Reconciliation and End-of-Year Reporting
  - Techniques for payroll reconciliation and closing
  - Year-end reporting requirements and compliance
- Final Q&A and Certification Assessment
  - Open discussion on challenges faced by participants
  - Certification assessment to review key learnings from the training