MERCURY

HR Operational Excellence

19 – 23 September 2027
Dubai (UAE)



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Ref: 121730_1044639 **Date:** 19 – 23 September 2027 **Location:** Dubai (UAE) **Fees:** 4600 Euro

Introduction

This HR Operational Excellence course focuses on building strong HR operational excellence across modern organizations. It explores how human resources functions can be optimized to improve efficiency and service quality. It highlights the role of structured HR processes in supporting organizational performance. The program emphasizes improving HR workflows through data-driven and strategic approaches. Participants will understand how to align HR services with business goals. It strengthens the capability to manage HR operations with consistency, accuracy, and impact.

Targeted Groups

This HR Operational Excellence training targets professionals seeking knowledge and skills:

- HR officers manage daily HR operations.
- HR managers are responsible for workforce efficiency.
- Administrative staff supporting HR processes.
- Talent acquisition specialists are improving hiring workflows.
- HR business partners aligning operations with strategy.
- Team leaders oversee employee lifecycle processes.
- Consultants in human resources improvement and optimization.
- Professionals aiming to enhance HR service delivery systems.

Course Objectives

Participants will achieve the following objectives by completing the HR Operational Excellence course:

- Understand the principles of HR operational excellence in modern organizations.
- Improve HR process optimization and workflow efficiency.
- Apply the fundamentals of an HR performance management system effectively.
- Enhance workforce planning and resource allocation techniques.
- Strengthen HR analytics for better decision-making outcomes.
- Develop skills in HR digital transformation practices.
- Improve employee experience through structured HR services.
- Ensure HR compliance and accurate policy implementation.
- Identify gaps in HR operations and propose improvements.
- Build capability in KPI HR tracking and performance measurement.
- Align HR operations with organizational strategy and goals.

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Targeted Competencies

Participants will gain the following competencies during the HR Operational Excellence program:

- Ability to streamline HR processes and reduce operational delays.
- Competence in HR efficiency improvement and service optimization.
- Skills in HR analytics interpretation and reporting.
- Capability to design workforce planning models.
- Understanding of HR digital tools and automation systems.
- Ability to enhance employee experience and engagement systems.
- Proficiency in HR compliance monitoring and control.
- Skills in evaluating HR KPIs and operational performance indicators.

Studying Scenarios

In this HR Operational Excellence training, participants develop skills through the following scenarios:

- Optimizing recruitment and onboarding HR workflows.
- Improving HR service delivery in high-volume organizations.
- Analyzing HR data to solve operational inefficiencies.
- Designing workforce planning for changing business needs.
- Enhancing employee lifecycle processes through digital HR systems.
- Evaluating HR performance issues using KPI dashboards.

Course Content

Unit 1: Foundations of HR Operational Excellence

- Understanding HR operational excellence in modern organizations.
- Role of HR process optimization in business performance.
- Core principles of human resources operations management.
- Aligning HR strategy with organizational objectives.
- Importance of HR service delivery models.
- Overview of HR efficiency and productivity frameworks.
- Introduction to HR digital transformation impact.
- Introduction to HR KPIs and performance indicators.

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Unit 2: HR Process Optimization and Workflow Design

- Mapping HR workflows for end-to-end process clarity.
- Identifying bottlenecks in HR operations systems.
- Designing efficient HR process improvement models.
- Standardizing HR procedures for consistent service delivery.
- Improving recruitment and onboarding operational flow.
- Applying lean HR principles for operational efficiency.
- Integrating HR service automation tools.
- Strengthening HR service quality management systems.

Unit 3: HR Analytics and Performance Management Systems

- Introduction to HR analytics in operational decision-making.
- Using data for HR performance management systems.
- Measuring HR KPIs and workforce productivity indicators.
- Tracking employee performance using structured frameworks.
- Building dashboards for HR operational reporting.
- Identifying workforce trends through HR analytics tools.
- Using predictive analytics in workforce planning.
- Supporting HR strategy with data-driven insights.

Unit 4: Workforce Planning and HR Digital Transformation

- Strategic workforce planning in HR operations.
- Aligning workforce supply with organizational demand.
- HR digital transformation and automation systems.
- Integrating HR technology platforms for efficiency.
- Enhancing employee experience through HR technology.
- Managing remote and hybrid workforce operations.
- Building agile workforce planning models.
- Supporting HR scalability through automation solutions.

Unit 5: HR Compliance, Employee Experience and Continuous Improvement

- Ensuring HR compliance with labor regulations.
- Managing HR policy implementation and governance.
- Strengthening employee experience across HR services.
- Improving internal communication in HR operations.
- Monitoring HR operational risks and control systems.
- Building a culture of continuous improvement in HR departments.
- Evaluating HR service quality and employee satisfaction.
- Aligning HR compliance with organizational excellence goals.

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Final Insights & Key Takeaways

HR operational excellence strengthens organizational performance through structured and efficient human resources systems. Effective HR process optimization, analytics, and digital transformation create sustainable value for the workforce and service quality.