MERCURY

Improving HR Performance Indicators

23 – 27 November 2026
Kigali (Rwanda)



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Ref: 15790_1066429 **Date:** 23 – 27 November 2026 **Location:** Kigali (Rwanda) **Fees:** 5300 Euro

Introduction:

Human Resource Management HRM is one of the key factors in the success of modern organizations. In this Improving HR Performance Indicators course, participants will explore how to strategically manage the workforce to ensure high performance and organizational sustainability. It covers various aspects of workforce planning, recruitment, training, performance evaluation, and promotions, focusing on improving key HR performance indicators KPIs.

The Improving HR Performance Indicators course enhances understanding and application of HR key performance indicators. Participants will learn how to identify and implement effective HR performance indicators tailored to organizational goals. It delves into key performance indicators for HR managers, equipping professionals with the skills to measure and improve departmental success.

By exploring key performance indicators in HR, attendees will master strategies to align human resource performance indicators with business objectives. The Improving HR Performance Indicators program also emphasizes the role of key performance indicators for the human resources department, fostering actionable insights for driving efficiency and achieving measurable results.

Targeted Groups:

- HR Managers.
- Recruitment and Talent Acquisition Specialists.
- Training and Development Managers.
- Executive Leaders.
- HR Consultants.

Course Objectives:

At the end of this Improving HR Performance Indicators course, the participants will be able to:

- Apply advanced strategies in workforce planning to meet organizational needs.
- Develop effective recruitment policies that enhance optimal hiring.
- Design training programs and performance evaluations based on the latest international standards.
- Manage promotion and reward systems effectively to ensure performance sustainability.
- Improve employee engagement and reduce turnover rates.

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Targeted Competencies:

At the end of this Improving HR Performance Indicators training, the participant's competencies will:

- Strategic Planning.
- Performance Management.
- HR Data Analysis.
- Policy Development and Implementation.
- Operational Management in HR.

Course Content:

Unit 1: Workforce Planning:

- Identifying strategic workforce needs.
- Analyzing gaps in human competencies.
- Developing long-term and short-term hiring plans.
- KPIs in workforce planning and how to improve them:
  - How can we improve the retention rates of key employees?
  - Enhancing alignment between organizational needs and new hires.

Unit 2: Recruitment and Talent Acquisition:

- Recruitment strategies through online platforms and professional networks.
- Building an attractive employer brand.
- Pre-screening and candidate evaluation tools.
- KPIs in recruitment and talent acquisition and how to improve them:
  - Increasing candidate satisfaction with the recruitment process.
  - Reducing time to fill vacant positions.
  - Improving the quality of new hires.

Unit 3: Training and Performance Evaluation:

- Designing training programs based on organizational needs.
- Advanced performance evaluation models.
- Utilizing technology in training and performance management.
- KPIs in training and performance evaluation and how to improve them:
  - Increasing participation rates in training programs.
  - Enhancing employee application of acquired skills.
  - Improving accuracy and objectivity in performance evaluations.

Unit 4: Promotions, Rewards, and Budgets:

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- Designing promotion policies based on competencies and performance.
- Developing reward plans, both financial and non-financial.
- Managing HR-related budgets.
- KPIs in promotions and rewards and how to improve them:
    - Increasing employee satisfaction with reward policies.
    - Enhancing internal promotion rates.
    - Balancing HR budgets with returns on employee investment.

Unit 5: Employee Engagement and Turnover:

- Strategies to enhance employee engagement.
- Key talent retention programs.
- Analyzing reasons for employee turnover and developing innovative solutions.
- KPIs in employee engagement and how to improve them:
    - Improving talent retention rates.
    - Reducing voluntary resignations.
    - Enhancing employee satisfaction survey results.