MERCURY

Implementing a Payroll Management Best Practices Course

31 May – 4 June 2027
Lisbon (Portugal)



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Ref: 2067_1081114 **Date:** 31 May – 4 June 2027 **Location:** Lisbon (Portugal) **Fees:** 5600 Euro

Introduction:

Driven by your company's individual needs, this comprehensive payroll management training course is designed to develop a best practices plan tailored to your organizational context.

Participants in the payroll course will systematically examine various aspects of payroll operations, including organizational structures and models, processes, compliance issues, internal controls, service delivery methods, corporate culture and staffing, and technology.

By reviewing actual case studies, attendees in the payroll course will have a clearer understanding of the challenges they may encounter when selecting and implementing an effective payroll implementation plan.

In this payroll management course, we delve deeper into tailored training seminars that focus on the nuances of payroll operations and the complexities of implementing a robust payroll system.

These seminars aim to enhance the knowledge base of payroll professionals at all levels, whether seeking a payroll certificate course or merely looking to update their skills.

As part of this comprehensive payroll implementation guide, we explore the crucial steps for setting up and administering a high-functioning Employee Central Payroll system.

This guide acts as a roadmap, detailing the payroll implementation checklist and providing a payroll system implementation checklist to ensure all critical aspects are addressed.

By the end of this payroll management course, attendees will leave with actionable insights, a deeper understanding of payroll best practices, and the ability to implement a successful payroll management strategy within their organizations.

Targeted Groups:

- HR professionals.
- Payroll professionals.
- Payroll accountants.

Course Objectives:

After this payroll certification course, participants will be able to:

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- Determine the unique identity of their organization and understand its needs.
- Identify supporters and barriers to the best practices initiative.
- Obtain the necessary analysis tools to implement best practices.
- Understand how to create an exemplary continuity plan.
- Assess the return on investment for proposed changes in the payroll processes.

Targeted Competencies:

At the end of this payroll management course, the target competencies will be able to improve:

- Preparing and producing payroll.
- Analyzing and reporting on payroll.
- Reconciling payroll transactions.
- Budgeting for payroll and other departmental expenses.
- Planning for the acquisition of necessary assets.

Course Content:

Unit 1: Introduction to Best Practices:

- What are the best practices in payroll implementation?
- Assessing where you are today.
- Improving business processes.
- Understanding the best practices: Payroll courses and beyond.

Unit 2: Best Practices Within Payroll:

- Best practices in payroll implementation and what other organizations are doing.
- Technology and payroll certification courses as tools for best practices.
- Self-service applications and payroll courses for beginners.
- Additional technology enabling best practices.
- Ensuring data security.
- Implementing best practices in payroll processes.

Unit 3: Benchmarking and Best Practices:

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- Aligning best practices with benchmarking efforts.
- Exploring types of benchmarking.
- Metrics for measurement: What to measure:
    - Common metrics.
    - Quantitative metrics.
    - Qualitative metrics.
    - Problems/issues.
    - Poor benchmarking scores.
    - Approach to benchmarking.
    - Examples of measurement.
    - Benchmarking.
    - Common errors to avoid.
    - Benchmarking is a two-way street.
    - Standardizing definitions for benchmarking.
    - Dashboards/scorecards.

Unit 4: Securing Support for Your Best Practices Initiative:

- Recognizing the importance of support and strategic planning.
- Establishing a best practices stakeholder committee.
- Crafting an opportunity assessment and developing a business case.
- Key communication elements for a payroll certificate course.

Unit 5: Tools for Implementing Best Practices:

- Building effective teams.
- Essentials of project management.
- Quick wins on the road to success.
- Process mapping for payroll processes.

Unit 6: Implementing Best Practices for Processes and Technology:

- Practical steps to make process changes happen.
- A detailed 10-step approach to process change.
- Payroll system implementation: Strategies and technology implementation.
- Documentation of policies, procedures, and systems within a payroll course context.

Unit 7: Customer Service and Payroll:

- Analyzing customer needs through window surveys.
- Trends in payroll influencing customer service.
- Developing service delivery skills for payroll professionals.

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Unit 8: Outsourcing as a Best Practice:

- Understanding the driving forces behind outsourcing.
- The three phases of outsourcing decisions.
- Considering business process outsourcing.
- Making the outsourcing decision.
- Choosing the right outsourcing provider.

Unit 9: The Role of Business Continuity Planning:

- Differentiating between disaster recovery and business continuity.
- The ten steps to crafting a business continuity plan.
- Engagement and achieving tangible results.

Unit 10: Change Management in Payroll Implementation:

- The change process - Nine critical steps explored.
- Addressing and dealing with adverse reactions to change.
- Fostering effective communication planning strategies.