MERCURY

Human Resources Operations and Employees Services

13 – 17 December 2026
Kuala Lumpur (Malaysia)



Dubai - UAE: +971 4 450 5697
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Ref: 15994_1083221 **Date:** 13 – 17 December 2026 **Location:** Kuala Lumpur (Malaysia) **Fees:** 4600 Euro

Introduction to the Human Resources Operations and Employees Services:

The Human Resources Operations and Employees Services course provides an in-depth understanding of the key HR functions that drive organizational success. It focuses on essential HR operations, including employee relations, talent management, HR processes, and legal compliance. Participants will explore how HR operations contribute to business efficiency, workforce productivity, and employee satisfaction.

By mastering core HR processes, attendees will develop strategic approaches to optimize HR operations and employee services. The Human Resources Operations and Employees Services course integrates practical insights into HR operations, from recruitment and onboarding to compensation and benefits administration. It emphasizes employment laws, HR compliance, and ethical responsibilities in managing workforce services.

Participants will learn how to enhance HR services through digital transformation and HR technology solutions. The Human Resources Operations and Employees Services program covers performance management, conflict resolution, and leadership development, ensuring HR professionals can address modern workforce challenges effectively.

Through case studies, hands-on exercises, and interactive discussions, the Human Resources Operations and Employees Services training equips professionals with actionable skills in HR operations management. Whether they are new to HR or experienced professionals, it enhances their ability to streamline HR operations and deliver impactful HR services for employers.

Targeted Groups:

This Human Resources Operations and Employees Services training course targets professionals seeking specialized knowledge and skills. It is designed for:

- HR professionals looking to advance their expertise in HR operations duties.
- HR operations managers aiming to optimize HR service delivery.
- Business leaders who oversee HR and operations management.
- Recruiters and talent acquisition specialists focusing on employment services in human resources.
- Operations management professionals involved in HR processes.
- New HR entrants seeking to build a strong foundation in HR operations responsibilities.
- Entrepreneurs and business owners establishing efficient HR services for employers.

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Course Objectives:

Participants will achieve the following objectives by completing the Human Resources Operations and Employees Services course:

- Identify the strategic role of HR operations in business success.
- Develop efficient HR operations processes to streamline workforce management.
- Apply best practices in recruitment, onboarding, and talent acquisition.
- Optimize HR services for employers to enhance employee satisfaction.
- Implement effective compensation and benefits administration.
- Utilize HR technology and automation for improved efficiency.
- Understand legal compliance and ethical considerations in HR and operations.
- Enhance leadership and employee engagement strategies.
- Improve performance management systems and appraisal methods.
- Develop strategies for conflict resolution and workforce planning.

Targeted Competencies:

Participants will gain the following competencies during the Human Resources Operations and Employees Services program:

- Strategic HR operations management and workforce planning.
- Talent acquisition and retention using digital tools.
- Compensation and benefits administration aligned with company goals.
- Legal compliance in employment and HR services.
- Effective communication and employee relations.
- HR digital transformation and process automation.
- Data-driven decision-making in HR management.

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Course Content:

Unit 1: Employee Recruitment and Talent Management:

- Understanding HR operations goals in recruitment and hiring.
- Workforce planning and forecasting staffing needs.
- Job analysis and job description development.
- Sourcing and attracting top talent using modern recruitment tools.
- Screening, interviewing, and candidate selection best practices.
- Employment law and compliance in recruitment and hiring.
- Digital tools for recruitment - HRIS and applicant tracking systems ATS.
- Diversity, equity, and inclusion DEI strategies in recruitment.
- Case study: Best practices in recruitment and selection.

Unit 2: Employee Engagement and Retention Strategies:

- HR operations responsibilities in employee engagement.
- Designing effective onboarding programs for new hires.
- Performance management and continuous feedback systems.
- Employee recognition and motivation techniques.
- Conflict resolution and workplace dispute management.
- Mental health and well-being initiatives in HR services.
- HR analytics for measuring employee engagement.
- Retention strategies for high-performing employees.
- Case study: Successful employee engagement programs.

Unit 3: Compensation, Benefits, and HR Operations:

- Strategic compensation planning aligned with business goals.
- Payroll processing and benefits administration.
- Legal aspects of wages, overtime, and employment contracts.
- Total rewards approach to employee benefits.
- HR technology for payroll and benefits management.
- Employee classification and labor law compliance.
- HR operations lead in benefits optimization.
- Cost analysis and budgeting for compensation structures.
- Simulation exercise: Designing a competitive benefits package.

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Unit 4: Training, Leadership Development, and HR Services Optimization:

- Identifying training needs using HR analytics.
- Developing leadership and succession planning strategies.
- Employee career pathing and internal mobility programs.
- HR's role in leadership development and mentorship programs.
- Change management strategies in HR operations.
- Measuring the impact of training programs on business performance.
- Digital learning and e-learning integration in HR training.
- Case study: Leadership development programs in HR.

Unit 5: HR Technology, Digital Transformation, and Compliance:

- HRIS Human Resource Information Systems implementation.
- Automating HR operations and self-service employee portals.
- AI and machine learning applications in HR operations.
- HR compliance, policies, and labor law adherence.
- Workforce data analytics for strategic decision-making.
- Risk management in HR operations.
- Document management and record-keeping best practices.
- Ensuring HR technology aligns with organizational goals.
- Final project: Designing an HR operations workflow for a company.

Final Insights & Key Takeaways:

Effective HR operations management is crucial for building a productive and legally compliant workforce. This Human Resources Operations and Employees Services course provides professionals with the skills to streamline HR services for employers and enhance employee satisfaction. By integrating HR technology, employee engagement, and strategic workforce planning, participants can drive sustainable business success. They will be well-prepared to take on leadership roles in HR operations and business management.