



Mastering People Analytics



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## Introduction:

This training course is designed to provide participants with a foundation in people analytics through discussion and hands-on exercises with real-world data and tools. To analyze behavioral data to understand and manage organizations, and how fundamentally companies operate.

This course will further skill you to balance wider organizational and customer demands with the needs of the team calls for a wide range of skills, and the ability and confidence to know when to stand back from operational pressures and understand the bigger picture. We aim to enable you to make decisions ensuring that data is in the driving seat when it comes to future planning.

## Targeted Groups:

- Mid-level managers
- Supervisors
- Team leaders
- Employees who are potential to be promoted to a managerial or supervisory role

## Course Objectives:

At the end of this course the participants will be able to:

- Understand their role as manager and leader
- Establish clear objectives and standards of performance for the team
- Manage their workload using effective prioritization and delegation techniques
- Maximize their influencing skills
- Build an effective team
- Develop and leverage the capabilities of team members

## Targeted Competencies:

- Leadership skills
- Team development
- Communication skills
- Learning to stand back from everyday pressures
- Time management
- Influencing techniques
- Delegation and its power
- Motivational skills

## Course Content:

### Unit 1: HR Data-driven for People Management

- Competency Acquisition Analytics
- Capacity Analytics to Measure the Efficiency

- Employee Churn Analytics
- Corporate Culture Analytics
- Recruitment Channel Analytics
- Leadership and Management Performance Analytics
- Employee Performance and Productivity Analytics

## **Unit 2: How Behavioral Economics Can Reinvent HR**

- Use the Principles of Behavioral Economics for HR Planning
- Change the Context in Which You Present Choices to Employees
- Develop Messaging that Influences Patterns of Performance
- Build Messaging that Nudges People to Perform Better
- Understand the Power of the Default Option
- Understand How 'Mental Accounting' Affects Decision Making

## **Unit 3: Competency Frameworks and Performance Management Data**

- Understanding Competency Frameworks
- Basic Principles of Data-based Competency Measurement
- Developing a Competency Framework
- The Practical Use of Competencies and Real-data SWOT
- Understanding How Data can be Used in Performance Management
- Implementing a Successful Data-based Appraisal Scheme

## **Unit 4: Data-driven People Management for Improving Performance**

- Moving from HBR Cases to A/B Testing: Case Studies and Examples
- Core Tool: Social Network Analysis
- Group Exercise: Rewire the Team and Organization by Using Data
- Building a People Analytics Team
- Analysis of Data - Discussion
- Discussion: Implementing Your Finding

## **Unit 5: Data-driven Decision-making and Problem-solving for People Management**

- Causes of Poor Decision-making Due to Bad or Insufficient Data
- Building a Data Model that will Improve Your and Others Decision Making
- Practical Application Exercise and Case-studies Based on Participants Own Examples
- Critical Thinking Approaches using Probing and Analytical Thinking
- Overview of Proven Decision-making and Problem-solving Tools