



HUMAN RESOURCES AND TRAINING

Human Resources KPIs Benchmarking HR Performance (HR KPIs)

Course code: HRT-057

SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

info@sparktraining.eu

+31 85 115 0004 | sparktraining.eu

— Workshop Overview

HR leaders are increasingly expected to demonstrate measurable value, improve workforce performance, and support strategic decisions through reliable data. Key Performance Indicators (KPIs) help organizations monitor recruitment, productivity, retention, wellbeing, and overall HR effectiveness. This course provides participants with practical tools to design meaningful HR KPIs, benchmark performance, interpret trends, and present insights that drive business results.

Why Attend

This course uses an interactive and practical approach through presentations, case studies, KPI design workshops, dashboard exercises, group discussions, benchmarking activities, and real workplace examples.

Who Should Attend

HR Professionals
HR Managers
HR Analysts
Talent Management Specialists
Workforce Planning Professionals
Business Leaders overseeing HR functions
Anyone responsible for HR reporting and

— Learning Objectives

- Understand the role of KPIs in measuring HR success
- Distinguish between metrics, measures, and strategic KPIs
- Build SMART and business-focused HR indicators
- Analyze recruitment, performance, and retention data
- Use dashboards and scorecards for decision-making
- Apply benchmarking techniques to compare HR performance
- Present KPI findings clearly to leadership
- Develop data-driven HR improvement plans

Course Outline

**DAY
1**

Foundations of HR KPIs

- Importance of KPIs in modern HR management
- Difference between measures, metrics, and KPIs
- Characteristics of SMART and effective indicators
- Main categories of HR KPIs
- Common KPI design and reporting mistakes
- Aligning HR KPIs with business priorities
- Exercise: Improve sample KPIs using SMART principles

**DAY
2**

Recruitment and Workforce Planning KPIs

- Measuring hiring performance and recruitment efficiency
- Time-to-fill, cost-per-hire, and quality-of-hire indicators
- Offer acceptance and sourcing effectiveness measures
- Workforce planning KPIs such as vacancy rate and availability
- Internal mobility and succession readiness metrics
- Talent pipeline and capability indicators
- Onboarding KPIs including early turnover and productivity ramp-up
- Case study: Diagnosing recruitment issues using KPI data

**DAY
3**

Performance and Productivity KPIs

- KPIs for performance management systems
- Goal achievement and performance distribution metrics
- High performer retention and coaching activity measures
- Productivity indicators such as output per employee
- Absenteeism, presenteeism, and overtime cost measures
- Engagement and workplace culture indicators
- Learning and development KPIs including training impact and skills closure
- Exercise: Interpret a performance dashboard

**DAY
4**

Reward, Retention, and Wellbeing KPIs

- Compensation ratio and pay progression indicators
- Pay equity and reward efficiency measures
- Voluntary turnover and regrettable loss metrics

- Retention risk and turnover cost analysis
- Wellbeing indicators such as stress absence and burnout signals
- Benefits utilization and reward competitiveness analysis
- Using people KPIs to identify management issues
- Case study: Comparing reward and retention data between organizations

DAY

5

Integrated Reporting and Strategic Decision-Making

- Designing integrated HR KPI dashboards
- Internal trend analysis and external benchmarking methods
- Industry comparisons and standards
- Evidence-based decisions using HR KPI insights
- Role of advanced analytics in future HR strategy
- Presenting KPI findings to senior leadership
- Exercise: Build a mini HR scorecard with recommendations

— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Amsterdam - Netherlands	€2,100
12 - 16 October 2026	London - United Kingdom	€2,125
9 - 13 November 2026	Kuala Lumpur - Malaysia	€1,400
16 - 20 November 2026	Amsterdam - Netherlands	€2,125
7 - 11 December 2026	London - United Kingdom	€1,925
14 - 18 December 2026	Barcelona - Spain	€2,125
21 - 25 December 2026	London - United Kingdom	€1,925
4 - 8 January 2027	Barcelona - Spain	€1,925

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.