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HR

TRANSFORMATION TO IMPROVE PEOPLE AND BUSINESS PERFORMANCE

Location : **Amman Millinuim Hotel**

Training Date : **8 - 9 / 11 / 2021**

Price : **600 JOD**

1. COURSE STRAPLINE

This dynamic, interactive workshop will give you concrete solutions, tools, and action plans to transform HR and improve people productivity and performance in your organization.

2. KEY LEARNING OUTCOMES IN BULLET POINTS

On this Course You Will:

− develop a clear understanding of the challenges causing people productivity decline in the global economy.

− create an approach to define challenges causing people productivity issues in your organization.

− create an approach to methodically and measurably improve people productivity.

− to adapt your HR Operating model to help the organization focus on improving people performance.

− develop an understanding of the importance of workforce wellness and diversity in people performance.

− develop an understanding of the role of the new technology in making people more productive at work.

− build a roadmap for change and a business case for change, to make the financial case in your company.

3. EQUIPMENT NEEDED

Laptop or Tablet with stable access to the internet to use the digital Participant Guide.

4. WHO SHOULD ATTEND

This course is based on Tim Ringo's latest award-winning book, Solving the Productivity Puzzle, (Winner, Business Book of the Year – HR & Management, May 2021) and is designed for anyone involved in HR organization transformation and driving improved people productivity and business performance. Particularly, leaders in HR, Operations, IT and Finance who all need to work together as a team to drive effective and sustainable change.

Roles: HR, IT and Finance managers, and heads of departments as well as CHRO, COO, CFO and CIO.

5. COMPETENCIES

- Mapping people productivity challenges to business improvement imperatives.
- Linking people productivity to business performance measures.
- Strategic workforce planning principles, design, and implementation.
- Change management principles in the context of people and organizational change.
- HR operating model design and implementation.
- Business case modelling for people change.
- Organization structure re-design and modelling.
- IT selection, architecture, and design.
- Business change road mapping and risk mitigation.
- HR and finance analytics.
- Benefits definition and measurement.

6. COURSE OVERVIEW

For ten consecutive years now, economists around the world have measured declining people productivity which is creating a drag on business performance. The reasons for this are varied and complex, however, the COVID 19 crisis is emerging as a catalyst to fix these issues. Crises often knock us onto a different path, and some argue that when it comes to the workplace, the current crisis has changed the world of work forever, and for the better.

Changes in the way we work – where, when, how – have come quickly and will drive a more digital and integrated working experience. This workshop will give you the tools, models, and capabilities to get the right people, in the right place, at the right time, with the right skills and motivation to permanently improve workforce engagement and performance. Solutions based on proven methods and tools by the world's most successful companies. This workshop uses up to date case studies of those organizations who have solved the productivity puzzle.

Based on Tim Ringo's award-winning new book, Solving the Productivity Puzzle, (Kogan Page) – Winner of Business Book Award 2021 – HR and Management, this workshop will explore linking people productivity to business strategy, and results, and give you the tools and ideas to take back to your workplace to make lasting change.

7. LEARNING STYLE

Two-day, interactive, workshop with:
- compelling presentations with the latest research.
- live polling.
- real life case studies of successful companies.
- group exercises with digital participant guide, to take away and use back on your job.
- group discussion and debate.

COURSE OUTLINE

Day 1

Session 1:

• The New Normal

Key Trends Covered :

- Rethinking Performance Management.
- AI and Machine Learning in the Workplace.
- Workforce Analytics.
- Home Working.
- Employee Wellness.

• What Does Good Look Like W hen Solving the Productivity Puzzle - Case Study: IBM

Key Trends Covered :

- Integrated Talent Management.
- Strategic Workforce Planning.
- Integrated HR Technology.
- Employee Experience.

How to leverage emerging trends to create positive change in the workplace:

- 21st Century motivation techniques.
- The machines are coming; are you ready?
- Workforce Well-being takes center stage.
- Diversity and Inclusion is not optional.
- From Big Data to Smart Data.
- Flexible working.
- Solving the Productivity Puzzle.

How top companies define and implement people productivity and performance solutions:

- The integrated talent management mindset: key to define it in your organization.
- The integrated human capital lifecycle .
- Strategic workforce planning is key.
- Integrated people processes and technology.
- The human experience; what does good look like?

Session 2:

• People Performance Best Practices for the 21st Century

Key Trends Covered :

- 21st Century Motivation Techniques.
- Transform Rewards and Benefits.
- Flexible Working.
- Performance Development.
- Empowerment Drives Innovation.

Tap into peoples' intrinsic and extrinsic motivation for maximum performance:

- The "carrot and stick" does not work anymore
- People are motivated by what they do as much as by what rewards they get
- Time to transform rewards and benefits to match today's work
- Performance management is becoming performance development
- Flexible working can be very productive and motivational

Session 3:

• Changing Organization Structure– Case Study: Spotify

Key Trends Covered :

- Hierarchical to Self-Directed Teams.
- Organization Empowerment.
- Building Trust and Respect.
- Change Management and Communication.

19th and 20th century organizations structures do not work in a digital world; what needs to change?

- Spotify was faced with an existential crisis.
- The CEO threw out the hierarchical organization structure.
- The change saved the organization and earned the trust of employees.

Session 4:

• Day One Wrap-up

Session 1:

• What Role Does Technology Play in People Performance

Key Trends Covered :

- Cloud vs On-Premise .
- Replace Legacy Systems.
- Employee Experience Platforms.
- People Centric Technology.
- Success Factors of HRIT programs.
- Build an HRIT Roadmap.

• The Evolution of Modern People Performance Systems

Key Trends Covered :

- From Ledger Books to AI.
- Key HRIT Inflection Points.
- EHRIT Fit for Purpose.
- Voice-controlled HRIT.

Session 2:

• Making the Case for Change

Key Trends Covered :

- Cost vs Benefit.
- The Value of Transformation.
- Defining Business Needs.
- Effective Business Case .
- Development.

Technology is key, but should it be the top priority in implementing people performance solutions? Where does it fit?

- Integrated human capital experience is a mindset and a set of processes first.
- Third, comes technology; these are not IT projects.
- Once the foundation is place, it is key to choose the right technology.
- Where and how to start?

How did technology evolve for the workplace and what does the future hold for intelligent talent and people performance systems?

- HRIT has been around since the 1950's.
- There have been several technology inflection points.
- The latest innovation is cloud HR with AI and machine learning.
- Where is HR technology going next?.

Once you know what the new people performance strategy does and it is linked to business strategy the next step is to make a business case for investment in transformation and technology.

• Developing a RoadMap for Change

How to get from A to B for implementing organization changes to improve people performance

Key Trends Covered :

- Effective Change Roadmap.
- Prioritization of Initiative.
- Pilot Programs.
- How to Baseline and Forecast.
- Risk Mitigation.
- Communication and Change.

- An effective change programme has a roadmap to show the way forward that everyone agrees to.
- Must be a balance between time, risk and business priorities.

Session 3:

• Presenting a Business Case for Investment in People Performance Solutions

How to convince your CEO and CFO to invest in people performance change and technology.

Key Trends Covered :

- CEO: What, Where and How Much?
- Presentation Techniques.
- The Cost of Doing Nothing.
- Winning the Debate.

Bring it All Together: A Complete Case for Change - Case Study: a Large Media Company

Tim will present and actual Case for Change prepared for a Media company.

Session 4:

• Certificates and Goodbyes

INSTRUCTOR PROFILES
Tim Ringo

Chartered FCIPD, is an award-winning author, speaker and executive board advisor on topics related to HR and Human Capital.

His latest book, Solving the Productivity Puzzle, published August 2020 on Kogan Page, recently won Business Book of the Year 2021 (Management & HR) by The Business Book Awards.

Tim is a former senior executive in Accenture, IBM and SAP. He has over 30 years' experience as a senior executive in the HR Consulting and HR Software industry. He has architected and led some of the largest and most successful HR change programs in North America, Europe, Asia and the Middle East.

His background and deep expertise give him a unique perspective on how engaged people harnessing smart technology is transforming the world of work.

He began his career in Andersen Consulting (now Accenture) in 1990 where he was Managing Director, in Accenture's Talent and Organization, Service Line. In 2006, he was recruited to IBM Global Business Services where he led IBM's global Human Capital Management (HCM) consulting practice.

Most recently he was Vice President, SAP SuccessFactors for Europe, Middle East and Africa. He led SuccessFactors' HR Advisory teams across the region.

In January 2021, Tim was named "Most Outstanding HR Consultant & Conference Speaker 2021 – UK" by Corporate Vision Magazine.

Tim has a Bachelor of Science in Business Administration from the Max M. Fisher College of Business, The Ohio State University. He is also a Chartered Fellow of the CIPD.

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