

The highly acclaimed seminar that gives you the background to implement metrics and improve your contribution to the business



Gain the background to use metrics to improve the perception and performance of HR



DALLASHR™
Advancing the value of HR.



Want a practical, plain language, no-nonsense, mostly math free explanation of an powerful tool that is too often treated as a magic formula, or a big company, big data concept?

You have come to the right place.

As businesses of all sizes continue to embrace technology, there is increased opportunity to use it to improve HR. To do your job well, you need to gather the right data, and set guideposts that enable your department to work more effectively. Drawing on plain English lessons from HR thought leaders, balanced scorecard implementations, quality assurance

initiatives, and scientific measurement, this seminar gives you the tools, tactics, and strategy that you need.

Gain the knowledge to be more credibly involved and use metrics to improve the performance of HR.



“Very informative. Has helped me think more clearly about the practical application of metrics in any HR organization and the businesses that I support.”

HR Generalist



Here are just a few of the companies that have sent employees to this seminar

The BTS Team ◀ Baker Hughes ▶ Global Flow Technologies ▶ Insperty ▶ Petrobas America ▶ Southwest Airlines ▶ Ernst & Young ▶ Flexjet ▶ Asurion ▶ Brighton Homes ▶ United Texas ▶ ADP ▶ Prairie View A&M University ▶ Upper Trinity Regional Water District ▶ Fiserve ▶ Smart Federal Credit Union ▶ Liberty Mutual ▶ CareFusion ▶ Fluor ▶ Jack Henry and Associates ▶ PON ▶ HR7 Executive Services ▶ WellTec US ▶ City of Sugarland ▶ EOG Resources ▶ City of Houston Public Works and Engineering ▶ United Supermarkets ▶ FMC Technologies ▶ Anadarko Petroleum ▶ Transocean ▶ Thermal Energy Corp. ▶ Walter P. Moore and Associates ▶ Arruth ▶ Houston Airport System ▶ Webber LLC

▶ Memorial Hermann ▶ TX DOT ▶ First Continental Mortgage ▶ US District Court ▶ National Oilwell Varco ▶ BMC Software ▶ REC Silicon, Inc. ▶ Neighborhood Centers Inc. ▶ BSN Sports, Inc. ▶ Enogex ▶ Wellington Insurance Services, Inc. ▶ Hagggar Clothing Co. ▶ Interstate Batteries ▶ Concentra ▶ City of Leander ISD ▶ Quest Diagnostics ▶ Xerox Business Services ▶ Transamerica Life Insurance Company ▶ Dallas/Fort Worth International Airport ▶ Methodist Health System ▶ Bell Helicopter ▶ San Jacinto River Authority ▶ NEC Corporation of America ▶ Harris County Emergency Corps ▶ Texas State University ▶ Elevate ROI, LLC ▶ University of Dallas ▶ Corsicana Bedding ▶ LQ Management

Understanding HR Metrics

The Content

DAY ONE (9AM to 4:30PM)

DAY TWO (9AM to 4:30PM)

PARTIAL AGENDA

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- Making sense of the concept of metrics – how it relates to corporate culture, employee engagement, strategy and competitiveness
- The danger of reducing people to a number
- A tactical tool - what a well-chosen metric should do
- It's not a quick fix – key questions to ask before beginning
- GIGO and hidden biases – why well intended efforts to use metrics are often a waste of time and money
- Silos, intangibles, white collar productivity, and a 500 year old accounting system – the real case for metrics
- Lessons from companies using benchmarking and human capital metrics
- From efficiency to effectiveness to strategy – getting a clearer picture of your business maturity level and how different metrics play a supporting role
- Evaluating the financial worth of a metric before spending money on data collection
- Before you begin - making a rough estimate of the range of data that a metric will produce
- Central lessons from failed balanced score card initiatives and top performing HR departments
- The evolution of scientific management
- Productivity: its relation to quality and defined customer expectations
- Viewing the department and its functions as a process – how the process view relates to metrics selection, customer criteria, and KPI's
- Key lessons from scientific management
- Using checklists to determine if a metric is worth using
- Applying metric selection principles in a real world context
- Why it is difficult to improve productivity by trying to improve productivity
- Common metric areas for service functions
- Moving beyond process to improvement - approaches that work for improving productivity
- Identifying possible metrics for quantifying intangibles
- Selecting metrics to make better decisions regarding the allocation of time, people, and resources
- Using the scientific method to intelligently innovate
- An brief overview of common data visualization tools
- Developing an action plan
- Wrap up



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Understanding HR Metrics

Attendee Reviews

Actual quotes from attendees like you

I will be better able to explain and quantify HR's impact on a company.

CEO

I have a better understanding of metrics and its application to the business.

HRIS Manager

I will be able to drive metrics differently and now understand them myself.

Associate Director HR

Great course. Gave me a new perspective to consider when developing and implementing metrics for my department.

Assistant HR Director

I now have a better ability to identify and prioritize what I should be measuring.

Sr. Director HR

I have a different perspective on metrics and now view them more strategically.

HR Business Partner

The instructor has thoroughly researched the topic and is extremely knowledgeable. His approach laid a foundation and I will be more thoughtful in my approach to metrics, instead of just throwing up numbers.

HR Manager

Gives a very good grounding in the various issues and takes you to the core of the topic with practical ideas and concepts. Can take material back and immediately apply it at work.

Chief Human Capital Officer

Very practical and applicable. I am sure I will use this information right away and will continue to use it in the future.

Director HR

I will be able to identify measures that are indicators of business performance rather than those that are just easy to measure.

Sr. Director of HR

This class opened my mind and expanded my knowledge on this very complex subject. I can now work on practical application.

Sr. HR Specialist



Who should attend

Executives, directors, managers, HR practitioners, and business professionals wanting to credibly understand and implement metrics and improve their contribution to their business



Understanding HR Metrics

Your instructor

Jim Vance, PE (inactive), SPHR is a former HR Director who came from a project management and operations background. Vance has served as a top presenter for a national seminar company, and is a speaker, trainer, and consultant who has addressed business audiences in over 30 states. Known as a true teacher who engages audiences from start to finish, he regularly presents seminars on a variety of HR topics including Strategic Leadership: Guiding and Leading the Change Process, Behavioral Interviewing Strategies: How to Make More Effective Hiring Decisions, Relationship Management for the HR Business Partner, Enhancing Your EQ: Practical Principles for Managing Employees, and HR 101. He is president of Advanced Business Resources, a Houston-based management and communication training company, and coauthor of the books Magnetic Leadership and HR Strategies that Work. He has been featured with Ken Blanchard in the anthology Speaking of Success.



About DallasHR

The Dallas Human Resource Management Association is a not-for-profit professional organization representing a broad spectrum of the Greater Dallas business community. An affiliate of the 250,000 member Society for Human Resource Management, DALLASHR is one of the largest chapters in the nation. DALLASHR has earned SHRM's Superior Merit Award every year since its inception, and is a winner of the prestigious Pinnacle Award.

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When, Where, How Much

- ◆ August 20-21, 2014
- ◆ 9:00 AM to 4:30 PM
- ◆ Check in begins at 8:15 AM
- ◆ Consult www.dallashr.org for seminar location
- ◆ Participant manuals, breaks, catered lunch provided
- ◆ Reservations required
- ◆ Register early, space is limited
- ◆ Full seminar — \$720 members, \$920 non-members
- ◆ Day 1 only — \$360 members, \$560 non-members
- ◆ Day 2 only — \$360 members, \$560 non-members



This seminar has been pre-approved for by the Human Resource Certification Institute for 12 strategic management credit hours toward SPHR recertification and 12 credit hours toward PHR certification

UNDERSTANDING HR METRICS

CHECK BOXES	AND FILL IN	THE BLANKS
Are you a member of DALLASHR?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Check the correct box below		
August 20-21, 2014 two day program	<input type="checkbox"/> Member rate \$720	<input type="checkbox"/> Non-member rate \$920
August 20 - day one only	<input type="checkbox"/> Member rate \$360	<input type="checkbox"/> Non-member rate \$560
August 21 - day two only (day 1 is a prerequisite)	<input type="checkbox"/> Member rate \$360	<input type="checkbox"/> Non-member rate \$560
Method of Payment	<input type="checkbox"/> Check Enclosed	Check # _____
	<input type="checkbox"/> Am Ex	Card number _____
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	Expiration Date	_____
I authorize DALLASHR to charge my card for the session(s) selected above	Enter Amount \$ _____	
Name as it appears on card	_____	_____
Signature	_____	_____

HOW TO REGISTER

- ◆ Questions? Call 214-631-8775 or email info@dallashr.org
- ◆ Register online at www.dallashr.org
- ◆ Mail your check to DALLASHR, 4100 Spring Valley Road, Ste. 300, Dallas, TX 75244
- ◆ or fax the completed form with credit card authorization to 214-631-4533