MERCER LEARNING
EMPOWERING TOMORROW’S HR LEADERS TODAY
Mercer Learning Online was established with one goal in mind, enhancing the capability of our client’s human resource employees by providing access to HR architecture that will allow organizations to form and implement a successful framework.

Companies are constantly challenged to meet aggressive business goals. As a result, HR’s role in driving success is more important than ever and yet most organizations do not have a systematic approach in developing the capabilities of the HR team.

Mercer Learning Online is a comprehensive learning solution that is designed to build HR capabilities: both core and technical. These e-learning modules are grouped into 5 HR disciplines. Each programme offers a foundation level of training across 19 e-learning modules. This is a standard product without customization designed to help new and seasoned HR practitioners wanting to broaden or advance their skill set.

**PERFORMANCE & REWARDS**
- Performance and rewards
- Optimizing benefits
- Sales incentive design
- Executive remuneration
- Global mobility
- Producing quality position descriptions

**ANALYTICS & CHANGE**
- How to lead in change management
- Driving business results with workforce insights
- Leveraging technology

**TALENT MANAGEMENT**
- Talent management
- Career management
- Organizational design
- Training design and evaluation

**BUSINESS PARTNERING**
- Effective business partnering*
- Driving employee engagement and productivity
- Designing effective HR policies

**TALENT ACQUISITION**
- Recruitment and employee value proposition
- Engaging hiring and onboarding strategies
- Utilizing assessment tools effectively

*Accredited by WorldatWork, excluding the Sales Incentive Design module
*Accredited by WorldatWork
PERFORMANCE & REWARDS
PERFORMANCE & REWARDS FUNDAMENTALS

HR professionals need to complete our Performance & Rewards Fundamentals course to build performance structures and rewards to motivate employee productivity.

Performance & Rewards Fundamentals helps you set up performance goals, build performance structures, and provide rewards and compensation to support those goals. A clear performance goal and an appropriate reward system can help your company leverage and increase its HR capacity and remain competitive. This course gives you a better understanding of the relevance of performance and rewards to employee productivity. You can review your company’s current system and implement innovative solutions to performance and rewards problems based on the fundamentals you take from this course, including performance management cycles, the 3–P model, and compensation frameworks.

TOPICS COVERED

RELEVANCE OF PERFORMANCE AND REWARDS TO EMPLOYEE PRODUCTIVITY

• Importance of performance and rewards
• Definition of performance management
• Components of the performance management cycle
• Effective ways to complete the performance management cycle

FUNDAMENTALS AND STRUCTURES OF COMPENSATION

• Aspects of compensation strategy
• Basic terms around compensation
• Best ways to establish pay levels
• Compensation focus areas

3–P MODEL FOR PERFORMANCE REWARDS

• Components of 3–P model

COMPENSATION FRAMEWORK AND CASE STUDIES

• Definition of compensation framework
• Case studies: problems and solutions
• Review of your company

BENEFITS TO PARTICIPANTS

• Build performance structures and rewards to support performance goals.
• Use the performance management cycle to improve employee productivity.
• Establish pay levels based on compensation strategy.
• Review your company using a compensation framework.
• Implement innovative solutions to improve performance management and rewards.
OPTIMIZING BENEFITS

The cost of employee benefit plans is ever increasing, so HR professionals need to optimize benefits to maximize the company’s return on investment!

HR professionals are responsible for motivating employees to improve their performance in order for the company to progress. The benefit plan is a crucial part of incentivizing employees to perform, but most HR professionals struggle with designing a plan that suits the majority of employees. This course begins with clarifying the content of employee benefit plans and then explains the types and phases of benefit program design. Participants get a chance to apply that knowledge to analyze an implementation case study and then use their new skills to design an employee benefit program for their company.

TOPICS COVERED

EMPLOYEE BENEFITS
• Employment policy benefits
• Supplementary benefits
• Work-life balance benefits

FLEXIBLE BENEFITS
• Diverse needs
• Definition and types
• Motivation and challenges

BENEFIT PROGRAM DESIGN AND IMPLEMENTATION
• Three types
• Four phases

FEASIBILITY CASE STUDY

BENEFIT COMMUNICATION AND MAINTENANCE

BENEFITS TO PARTICIPANTS

• Identify which benefit items can best fulfill your employees’ needs.
• Design and implement a flexible benefit program for your company.
• Make the right decisions based on the diverse needs of your workforce.
• Use the communication methods at your disposal to engage employees.
As an HR professional, have you ever been challenged on your sales incentive program (“Is it fair?”, “Why is it this way?”)? Attend this course to ensure your sales incentive plan is designed appropriately, and be able to effectively answer all these questions, and more!

Incentive plans are used to encourage employees to perform at high levels of productivity. However, every sales incentive plan must be designed to fit the unique needs of the business — it must be aligned with the strategy and circumstances of each organization and role. This course covers, in detail, how to design a sales incentive plan, and in particular how to deal with 10 critical design decisions.

The aim of this course is not to give you the correct answer, but to enable you to make appropriate judgment calls that are suitable to your organization. At the end of this course, you will be well-equipped to start designing or redesigning your own sales incentive plan, and this in turn will help you to better communicate the details of the plan — both the what and the why!

**TOPICS COVERED**

- Defining a Sales Incentive Plan
- Objectives of a Sales Incentive Plan
- Process of Designing a Sales Incentive Plan
- The 10 Decisions Critical to Designing a Sales Incentive Plan

**BENEFITS TO PARTICIPANTS**

- Design or redesign your sales incentive plan.
- Better communicate the details of the plan to employees — both the what and the why.
- Make appropriate judgment calls when designing your company’s sales incentive plan.
EXECUTIVE REMUNERATION FUNDAMENTALS

Leverage executive remuneration to create a competitive advantage and attract and retain the best and brightest executive talent!

Globalization and industry consolidation have led to a shortage of executives with the knowledge and expertise to run leading multinational firms. Proven, successful, and aligned executive remuneration plans can therefore be an important competitive advantage. The competition for the best employees will continue to challenge HR professionals, but this course sheds light on the fundamentals of executive remuneration and discusses the current issues. After completing this course, you will be equipped with the knowledge to design or modify your company’s executive remuneration plan.

TOPICS COVERED

CONTEMPORARY EXECUTIVE REMUNERATION ISSUES

THE UNIQUE CONSIDERATIONS OF EXECUTIVE REMUNERATION

“PAY FOR PERFORMANCE” AS A CONCEPT AND PHILOSOPHY

THE FUNDAMENTALS OF EXECUTIVE REMUNERATION

GENERAL REGULATION AND GOVERNANCE OF EXECUTIVE REMUNERATION

BENEFITS TO PARTICIPANTS

- Design or modify executive remuneration in your company.
- Contribute to your company’s overall dialogue concerning compensation philosophy and strategy.
- Use executive remuneration strategically, and make it one of your competitive advantages.
GLOBAL MOBILITY FUNDAMENTALS

HR professionals are advised to complete Mercer’s Global Mobility Fundamentals as the learning starting point in how to deploy employees on international assignments and to understand the complexities, costs, risks and opportunities associated with managing and international workforce.

This 30-minuted online module will help you understand the essential, basic principles of expatriate compensation and benefits, exploring various remuneration approaches that are suitable to specific situations. The course also looks at the typical assignment life cycle, identifying the key activities and potential challenges that need to be anticipated and addressed for a successful assignment. The course also includes an explanation of the “Balance Sheet” remuneration approach, which is a widely used expatriate remuneration approach for expatriates worldwide. It also explains the typical components of an expatriate remuneration package, as well as introduces the ‘Cost of Living’ and ‘Hardship’ allowances. The module will help prepare HR professionals to work more effectively in today’s globalized business and talent environment, where organizations need to move employees across borders in order to have the right skills in the right place.

TOPICS COVERED

FUNDAMENTALS OF GLOBAL MOBILITY AND EXPATRIATE COMPENSATION PRINCIPLES

- Trends in Global Mobility
- Definition of Global Mobility and key terms
- Types of International Assignments
- Overview of expatriate benefits and allowances

MANAGING EXPATRIATES

- Common challenges in managing expatriates
- Designing an effective compensation package

BASIC OVERVIEW OF THE “BALANCESHEET” REMUNERATION APPROACH

- Overview and case-study of the “Balance Sheet” remuneration approach
- Managing the cost of assignment
- Supporting the expatriate during assignment
- Failure of international assignment

THE ASSIGNMENT LIFECYCLE

- The 7 stages of a typical international assignment
- Repatriation, Redeployment, and Localization

BENEFITS TO PARTICIPANTS

- Understand prevalent trends in Global Mobility to align your organization to market practices.
- Use the assignment life cycle to plan the key steps of the assignment and prepare for common challenges.
- Identify the most suitable assignment type according to the specific business needs.
- Build effective expatriate compensation packages by including relevant allowances and benefits.
- Maximize the Return On Investment of the international assignment by managing the risks and the cost of the assignment.
- Downloadable tools and models for everyday use.
PRODUCING QUALITY POSITION DESCRIPTIONS

When asked what you do for a living, can you clearly describe your role? A clear position description enables HR professionals to answer this question!

A clear position description not only ensures individuals know what is expected of them and where to focus their energy, but it also ensures consistency across multiple areas of the company. Furthermore, it has a direct impact on HR outcomes, such as productivity, employee engagement, and M&A integration.

This course covers the importance of position descriptions and explains the CAD job analysis model, an effective tool for HR professionals to make clear position descriptions within their companies.

TOPICS COVERED

UNDERSTANDING POSITION DESCRIPTIONS AND THEIR IMPORTANCE

PERFORMING JOB ANALYSIS
  • Importance
  • CAD (Collect, Analyze, Document) job analysis model

COLLECTING THE COMPONENTS OF JOB ANALYSIS

SEARCH AND GATHER

ANALYZING THE COMPONENTS OF JOB ANALYSIS
  • 7 tips

DOCUMENTING THE COMPONENTS OF JOB ANALYSIS
  • 10 essential elements and optional add-ons

BENEFITS TO PARTICIPANTS

• Use position descriptions to motivate employee productivity and engagement.
• Ensure consistency across multiple areas of the company.
• Use job analysis to improve workload distribution.
• Apply the CAD job analysis model to position descriptions in your company.
ANALYTICS & CHANGE
HOW TO LEAD IN CHANGE MANAGEMENT

In a world full of VUCA, HR professionals must DARE to change!

Change is now the norm in the everyday life of most companies, and HR professionals play an important role in change management. They are expected to lead the change or at least advise on change by communicating with employees and leaders without provoking a major emotional response.

The DARE (Discover, Arrange, Roll-out, Evaluate) model for change management is an effective tool for HR professionals to help ensure successful change. This course covers specific approaches at each step of the model and highlights the importance of communication. Participants in this course will be able to employ this model to manage change successfully in your company.

TOPICS COVERED

PART 1 — CHANGE AND CHANGE MANAGEMENT

• The changing world and HR’s function in change
• The impact of change on individuals
• Definitions of three types of change
• Change drivers
• Change management

PART 2 — DARE MODEL FOR CHANGE MANAGEMENT

• DISCOVER
  - Change defined and impact assessment
  - Change readiness assessment
  - Formulation of change strategy

• ARRANGE
  - Stakeholder mapping
  - Leadership alignment
  - Communications approaches

• ROLL-OUT
  - Embedding strategy
  - Reducing resistance
  - Monitoring and adjusting your plan

• EVALUATE
  - Measuring success
  - Celebrating and reinforcing success
  - Performing post-implementation review

BENEFITS TO PARTICIPANTS

• Use impact assessment to define and measure the impact of the change.
• Identify stakeholders with the help of the impact diagnostic tool.
• Communicate efficiently and successfully.
• Anticipate and manage resistance to change.
• Monitor and adjust your plan.
• Evaluate your plan and create recommendations for the future.
DRIVING BUSINESS RESULTS WITH WORKFORCE INSIGHTS

In an age of big data, utilizing information to create workforce insights is a top priority for HR professionals!

According to an analytics survey conducted by Corporate Executive Board in 2013, companies whose leaders support workforce analytics and planning improve talent outcomes by 12% and gross profit margins by 6%, respectively. However, HR professionals struggle to effectively use metrics and analytics to deal with emerging challenges caused by big data. This course explains how workforce insights can be the solution for HR professionals. You will develop a comprehensive understanding of workforce insights through specific examples and learn the steps that help you apply them in your daily work.

TOPICS COVERED

INTRODUCTION: THE IMPACT OF BIG DATA

IMPORTANCE OF WORKFORCE INSIGHTS

CONTENT OF WORKFORCE INSIGHTS

• Maturity of workforce analytics and planning
• HR metrics versus workforce metrics

APPLICATION OF WORKFORCE INSIGHTS

SHARED OWNERSHIP OF WORKFORCE INSIGHTS PROCESS

BENEFITS TO PARTICIPANTS

• Make reasonable decisions based on facts and trends.
• Ask the right questions based on the data to determine the impact.
• Develop your analytics skills to enable you to use and analyze data efficiently.
• Get started with workforce insights in your own company.
• Work in partnership with your business managers.
• Come up with the measurements that will help drive the impact you want to create.
LEVERAGING TECHNOLOGY

The continued rise of technology is inevitable, but HR professionals can harness new technologies to make significant efficiency gains!

Since the internet emerged in the 1980s, new technologies have emerged at an alarming rate, bringing new challenges for HR professionals. Leveraging technology is becoming increasingly critical to HR professionals; as a strategic business partner, HR needs to make analytics-driven, evidence-based decisions about employee management and reporting.

This course explains the seven key steps for selecting technology solutions and four key touch points of digital technology to HR professionals. After taking this course, you will be able to maximize the advantages of technology and minimize any downside.

TOPICS COVERED

UNDERSTANDING TECHNOLOGY
• The rise of technology
• Technology as an enabler

KNOWING THE IMPACT OF TECHNOLOGY ON HR
• Technology challenges
• Additional trends

SELECTING THE RIGHT TECHNOLOGY
• 7 key steps

USING DIGITAL TECHNOLOGY TO CREATE SOLUTIONS
• Data storage and confidentiality
• Social networking
• Apps
• Bring Your Own Device (BYOD)

UNDERSTANDING TECHNOLOGY ADVANTAGES AND TRENDS

BENEFITS TO PARTICIPANTS
• Make technology an enabler of efficiency gains.
• Use technology to help you with your day-to-day workload.
• Enable analytics-driven, evidence-based decisions about employee management and reporting.
• Predict workforce trends by using data effectively.
• Implement technology to play an increasingly strategic role in achieving business objectives.
• Be equipped with data quality and data analysis.
• Know the seven key steps for selecting technology solutions.
• Make HR tasks easier through digital solutions.
• Increase your ability to engage with all employees.
TALENT MANAGEMENT FUNDAMENTALS

Talent management is a critical component of the HR function. With an ever-growing focus on people, every HR professional needs to understand the basics of talent management!

HR professionals are faced with many challenges related to employee turnover, and lack of career development is seen as top driver for such turnover. Therefore, HR professionals need to employ strategic talent management to retain and reward the company’s best employees, develop the next generation of corporate leaders, and create a corporate culture that attracts the best talent.

This course explains the key steps of the performance management cycle and succession plan. Moreover, it points out common mistakes made in talent management and ways to avoid them.

TOPICS COVERED

PRINCIPLES OF TALENT MANAGEMENT
• Strategic talent management
• Business objectives
• Talent implications
• Critical roles
• Talent review

ALIGNMENT AND INTEGRATION OF PROCESSES
• Talent as priority
• Performance management cycle
• Five steps

BEST WAYS TO CONDUCT SUCCESSION MANAGEMENT
• Talent pools
• Mistakes to avoid

BENEFITS TO PARTICIPANTS
• Strengthen your company’s talent.
• Review performance achievements during a formal review.
• Identify and create an individual development plan.
• Realize employees’ potential to support the future talent pipeline.
• Enhance your talent management practices.
A career management framework helps clarify expectations at each step of the career journey for employees, keeping your organization competitive!

According to survey data across Asia, “career” was one of the top-three ranked motivations for employees in four of the five markets surveyed. Employees are asking for clarity on expectations at each step of the career journey as they move up and laterally. Employers need to identify the right skills, create career paths, and build their talent. As HR professionals, you need to figure out how to deal with issues from the perspective of both employees and employers.

This course explains the FORME Career Management Framework with illustrative examples so you can handle those problems mentioned above. In this course, you will learn the fundamentals of career management and be able to implement the FORME Career Management Framework in your organization.

**TOPICS COVERED**

**WHAT IS CAREER MANAGEMENT?**
- Career management framework
- Active career management
- Evolution of career management
- Benefits of career management

**MAIN ELEMENTS OF CAREER MANAGEMENT**
- Transparency
- Velocity
- Control

**CREATING A CAREER MANAGEMENT FRAMEWORK**
- Components of 3-P model

**COMPENSATION FRAMEWORK AND CASE STUDIES**
- FORME FRAMEWORK:
  - Foundational processes
  - Organizational commitment
  - Right data and technology
  - Manager capability
  - Employee relevance

**BENEFITS TO PARTICIPANTS**
- Modify or design career management framework in your company.
- Drive functional excellence by helping people know what they need to do to perform professionally.
- Strategically map the growth of critical skills to fulfill future business needs.
- Attract, retain, and engage employees by demonstrating multiple options for growth based on career aspirations.
- Gain greater control of employee careers by using customized career-pathing tools.
- Obtain clarity on expectations at each level and track within the organization.
- Gain an understanding of internal equity across the organization thanks to a consistently applied career framework.
ORGANIZATIONAL DESIGN

As an HR professional, you need to know how to effectively design the structure of your organization in a way that will best support your business.

There is no “one size fits all” model that is appropriate for all organizations. However, if you understand and appreciate the processes of organizational design and apply the right model, you can shed light on a myriad of performance issues and avoid common mistakes. This course explains the differences between organizational design and organizational development/change, and recommends best practices and the Congruence Model to help you design the structure of your organization.

TOPICS COVERED

WHAT IS ORGANIZATIONAL DESIGN?
- Design vs development/change

BEST PRACTICES
- Traditional models
- Design structures
- Approach
- Basic best practices
- Aspects of success
- Key principles

CONGRUENCE MODEL
- Understand the organization

IMPLEMENTATION
- Organizational alignment
- Communication
- Plan design
- Risk mapping
- Knowledge transfer
- Workforce planning

BENEFITS TO PARTICIPANTS
- Understand and appreciate the complexity and processes of organizational design changes.
- Design the structure of your organization in a way that will best support your business.
- Use the Congruence Model as a tool for organizing your thinking about any organizational situation.
- Make sure the business model, culture, organizational model, and people are tightly aligned to allow an organization to compete and succeed.
TRAINING DESIGN AND EVALUATION

The importance of successful design for training programs and proper evaluation of their effectiveness is being further highlighted by current trends in business.

The ease of collecting and analyzing data has placed a growing emphasis on measuring the return on training investment. HR professionals must do more with less, so designing a successful training program and valuating its effectiveness is a priority. This course begins by identifying performance problems that can indicate that a training program is necessary. We then explain how to design a training program, including needs analysis and delivery methods. Finally, you will learn how to evaluate a training program using our evaluation model.

TOPICS COVERED

TRAINING PROGRAM
• Major trends
• Uncovering concerns
• Relationship between performance problems and training program

TRAINING DESIGN
• Needs analysis
• Delivery methods
• Buy-in and support
• Knowledge and practice
• Learning cycle

TRAINING EVALUATION
• Measuring success
• Model of evaluation

BENEFITS TO PARTICIPANTS
• Design an appropriate, needs-based training program.
• Make recommendations based on needs analysis.
• Learn key adult learning theories and principles.
• Evaluate training programs’ effectiveness.
BUSINESS PARTNERING
EFFECTIVE BUSINESS PARTNERING

Do you know how to grow professionally and become a true business partner rather than merely an HR supporter? Take our Effective Business Partnering course to find the answer!

Recent HR studies show the trend that many senior leaders view that their HR function is not a strategic business partner. This course teaches HR professionals how to grow professionally to become the HR business partners (HRBP) their organizations require. It compares HR and HRBP, then elaborates on the role of strategic business partner, explaining the required skills and behaviors. We can show HR professionals the steps to become more professional and truly contribute to business achievements.

TOPICS COVERED

HR VS HRBP
- Readiness for change
- Role definitions
- Changing landscape

FOUR KEY ROLES OF HRBP
- Strategic partner
- Operations manager
- Employee mediator
- Emergency responder

HOW TO BECOME AN HRBP
- Steps to follow
- Skills and competencies

BEHAVIORS OF STRATEGIC HRBP
- Building partnering credibility
- Setting up SMART goals
- Building influence

*Accredited by WorldatWork

BENEFITS TO PARTICIPANTS

- Acquire the attributes, knowledge, and skills required to be an effective HRBP.
- Build credibility and influence key stakeholders.
- Incorporate strategic thinking into your planning and decision-making.
- Contribute to the achievement of business goals.
Empower your employees and learn how to increase their productivity and drive their commitment by participating in this course.

Most companies are struggling to engage employees and increase productivity — and then struggling to retain those productive employees. As HR professionals, you need to advise managers and the organization as a whole to improve engagement, and to turn employees into heroes. This course covers the fundamentals of engagement and productivity, including parts, dimensions, and phases that comprise engagement; the connection between productivity and commitment; and the best ways to engage employees. After completing this course, you will be able to support your managers to engage employees and increase productivity.

**TOPICS COVERED**

**ENGAGEMENT**
- Three parts of engagement
- Benefits of engagement

**THREE DIMENSIONS AND FOUR PHASES OF ENGAGEMENT**

**PRODUCTIVITY**
- Productivity and commitment
- What can managers do?
- Employer Value Proposition (EVP)
- Measuring engagement

**BENEFITS TO PARTICIPANTS**
- Engage employees and increase productivity.
- Promote efficiency and productivity by optimizing your use of resources.
- Encourage an emotional commitment from employees — inspire them to be willing to go the extra mile and stay with the company.
- Ensure business continuity and employee productivity at the same time.
- Use the company’s EVP to successfully engage employees.
DESIGNING EFFECTIVE HR POLICIES

If businesses are to grow, they need effective HR policies that create a workplace that encourages maximum productivity!

As small enterprises grow, they take on more and more employees, and these new employees need clear directions on how to do their jobs — effective HR policies are vital. This course explains essential policies that are common to all organizations and breaks them into categories so you can develop a clear understanding of how to design such HR policies for your organization. You will master the nine steps to tailoring a policy to your company’s circumstances. We also highlight the importance of communication to effective HR policies.

TOPICS COVERED

PURPOSE OF HAVING HR POLICIES

ROLE OF HR POLICIES

POLICY MODEL

KEY ISSUES OF HR POLICIES
  • Essential policies

REVISING HR POLICIES
  • Policy approval
  • RACI model
  • Labor relations
  • Communication
  • Policy-creation process

BENEFITS TO PARTICIPANTS
  • Learn to design efficient HR policies.
  • Master giving clear direction to all employees.
  • Discover how to monitor policies to determine when to update them.
  • Learn to clarify roles and responsibilities in cross functional/departmental projects and processes with the help of RACI model.
  • Find out how to successfully communicate policy messages to business partners.
RECRUITMENT & EVP FUNDAMENTALS

Are you struggling to recruit the best qualified employees for your organization? Take this course to learn effective recruitment strategies and use them!

As the war for talent rages on, how to implement an effective recruitment strategy is becoming ever more important. At any moment, HR Professionals are required to be ready to attract and select high-quality employees. This course explains the key elements of an effective recruitment strategy and the steps of the recruitment process, including the methods for sourcing and attracting the right candidates, and encouraging a “talent scout” mindset throughout the organization. Moreover, it sheds light on the components of a comprehensive Employee Value Proposition (EVP), its value in recruiting and career management, and how to communicate it to prospective and current employees.

TOPICS COVERED

RECRUITMENT STRATEGY
- Align with business/HR strategy
- Consider recruiting as brand marketing
- Determine process, methods, approaches, etc.

STEPS OF THE RECRUITMENT PROCESS
- Evaluate the need and requirements of the job
- Source candidate
- Attract and select the best qualified candidates

COMPONENTS OF A COMPREHENSIVE EMPLOYEE VALUE PROPOSITION

BUILDING PASSIVE TALENT PIPELINES

BENEFITS TO PARTICIPANTS
- Use effective recruitment strategy in your organization
- Attract, screen, and select best qualified candidates
- Align with business strategy to evaluate the need of the job
- Choose process, methods, and approaches that best match the strategy of the organization
- Build a strong EVP to attract candidates
- Create a “talent scout” mindset and build passive talent pipelines
ENGGAGING HIRING AND ONBOARDING STRATEGIES

Excellent HR professionals know how to contribute to the candidate selection process and support hiring managers in choosing the right candidate!

The process of hiring and onboarding new employees has three key considerations.

- How do you choose the right candidate?
- How can you ensure the decision is right?
- How can you make sure he/she is successful in the role?

Engaging the ideal candidate for each role in your organization is of vital importance. This course begins with identifying the key considerations of the selection process, then gives recommendations on engaging potential employees, makes suggestions on how to write job offer letters, and provides onboarding best practices.

TOPICS COVERED

KEY CONSIDERATIONS OF HIRING AND ONBOARDING NEW EMPLOYEES

- Best practices in the selection process
- Determining the key elements of the selection process
- Selecting the ideal candidate
- Knowing the consequences of not clearly defining the ideal candidate
- Defining a position

STEPS IN CONDUCTING THOROUGH REFERENCE CHECKS

- Accurately representation of the brand
- Steps prior to the job offer

JOB OFFER LETTER

- Components
- Negotiating techniques

ONBOARDING / INDUCTION PLAN

- Onboarding process
- Importance of the process
- Best practices

BENEFITS TO PARTICIPANTS

- Choose the right candidates and make sure the decision is right.
- Define the job description clearly.
- Represent your brand accurately during the hiring process.
- Design a comprehensive job offer letter.
- Use effective techniques to negotiate an offer.
UTILIZING ASSESSMENT TOOLS EFFECTIVELY

The enormous variety of assessment tools can be confusing and daunting, but can also be essential to talent acquisition and development!

In emerging markets or high-growth industries where rapid promotion and career advancement are the norm, traditional assessment techniques are insufficient to measure “readiness” for a significantly different role or gauge leadership “potential.” HR professionals struggle to choose the right assessment tools to best measure employees’ potential, readiness, and fit, rather than merely their performance. This course explains different types of assessment tools and what they measure and provides a model for HR to choose the right assessment tool, as well as how to interpret results and give feedback.

TOPICS COVERED
- Four Dimensions Used to Measure Assessments
- Competencies and Success Profiles
- Different Types of Assessment Tools and What They Measure
- Other Trends in Assessment
- ABCD Model for Choosing the Right Assessment Tool
- Interpretation of Assessment Results

BENEFITS TO PARTICIPANTS
- Choose different assessment tools depending on the elements of the success profile for a specific level or role.
- Utilize assessment tools effectively to measure four dimensions.
- Implement ABCD model to choose the right assessment tools for your specific needs.
- Interpret and apply results and give feedback.
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> Mercer Learning Online
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EUROPE
TOMASZ MAZUR
T: +48 695 010 126
E: tomasz.mazur@mercer.com

ASIA, MIDDLE EAST, AFRICA
WILMA MADJUS
T: +65 6398 2605
E: mercerlearning.amea@mercer.com

LATIN AMERICA
JUAN BASTIDAS
T: + 57 321 490 3460
E: juan.bastidas@mercer.com

PACIFIC
ANDY ANESTOU
T: +61 3 9623 4179
E: andy.anestou@mercer.com

For further information on Mercer Learning in your region, visit our website at bit.ly/mercerlearning

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