MERCER LEARNING
EMPOWERING TOMORROW’S HR LEADERS TODAY

BUSINESS PARTNERING
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 tracks are grouped into 5 HR competencies. Each track offers a foundation level of training across 18 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.
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 crossfunctional/departmental projects and processes with the help of RACI model.
- Find out how to successfully communicate policy messages to business partners.
DRIVING EMPLOYEE ENGAGEMENT & PRODUCTIVITY

Increase the productivity and commitment of your organization’s employees by participating in the Driving Employee Engagement & Productivity 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.
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.

**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.
FOR FURTHER DETAILS ON PUBLIC AND IN-HOUSE TRAINING, PLEASE CONTACT:

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