

HR SERVICE DELIVERY
BEST PRACTICES
IMPACTING
HR EFFECTIVENESS

2 DAY COURSE

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Abstract

The HR function has in the past faced challenges in organisations where it is seen as merely an administrative function and not necessarily contributing to the achievement of the organisation's strategic business objectives. The HR function has evolved over the years and is now regarded as a business partner that contributes in the achievement of the HR strategy which in line with the organisation's strategic business objectives. The HR Service Delivery is an important tool to ensure the HR function delivers on its mandate to assist the organisation achieve its business objectives. HR Service Delivery assists the HR function to improve its effectiveness and efficiency. HR Service Delivery models ensure that the HR function is well suited for the type and size of organisation.

HR Service Delivery is one of the 13 SABPP HR standards and it plays a significant role in ensuring the delivery of HR services in the organisation. HR Service Delivery is the influencing and partnering approach in the provision of HR to meet the needs of the organisation and its employees in the delivery of organisational goals.

Special features

- 2 Days
- 14 CPD points

Course outline

Module 1: What is HR Service Delivery

The module gives background to HR Service Delivery and outlines the definition of HR Service Delivery

Module 2: HR Service Delivery Models

The module outlines the different HR Service Delivery models by Ulrich. The different tiered service delivery platforms based on the three-legged stool model are discussed.

Module 3: The benefits of HR Service Delivery

The module looks at the benefits of HR Service Delivery for HR function and the organisation. Some of the benefits include:

- Distribution of the workload
- Employee experience
- Better monitoring
- Better use of resources
- Cost-effectiveness
- Better Efficiency
- Use of technology

Module 4: HR Service Delivery Standard

HR Service Delivery is one of the 13 standards identified by the SABPP. The module looks at the requirements of HR service delivery in the context of the SABPP HR standards. Lessons and best practices of the HR Service Delivery Module in HR audits are highlighted.

Module 5: Linking HR Service Delivery to other functions in the organisation

The module looks at how the HR function can partner with other functions within the organisation through service level agreements and conducting surveys to test the effectiveness of HR Service Delivery.

Module 6: Implementing of an HR Service Delivery in an organisation

The module offers a practical approach in implementing HR Service Delivery in organisations.