

Course No. 2072

# HR Operating Model Design & Transformation Training Course

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**HR OPERATIONS & SERVICE EXCELLENCE**  
**HUMAN RESOURCES & TALENT MANAGEMENT**

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DURATION

**5 Days**

DELIVERY

**Classroom**



## Course Overview

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This comprehensive training course provides a strategic framework for designing, evaluating, and transforming Human Resources operating models to support organizational strategy, workforce requirements, and evolving business needs. It focuses on creating an HR function with clear structures, roles, services, capabilities, governance, and operating processes.

Participants will explore how to assess existing HR operating models and identify opportunities to improve organizational alignment, service delivery, efficiency, accountability, and business partnership. The programme examines the integration of HR Business Partners, Centres of Expertise, Shared Services, HR Operations, and digital HR capabilities.

The course also addresses operating model transformation, including organizational design, service delivery models, process ownership, governance, technology enablement, workforce capabilities, and change management. Participants will learn how to develop future-state HR models that balance strategic impact, operational efficiency, employee experience, and organizational requirements.

Through practical exercises, case studies, operating model assessments, and workshops, participants will develop the skills required to design and implement an effective HR operating model and create a structured transformation roadmap.

## Objectives

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- By the end of the course, participants will be able to:
- Analyze the key components of an effective HR operating model.
- Assess the alignment between the HR operating model and organizational strategy.
- Evaluate current HR structures, roles, services, processes, and capabilities.
- Identify gaps and inefficiencies within existing HR operating models.
- Design appropriate HR service delivery structures and organizational arrangements.
- Define roles and responsibilities across HR Business Partners, Centres of Expertise, and Shared Services.
- Develop governance and decision-making frameworks for HR operations.

- Align HR processes, technology, and workforce capabilities with the future operating model.
- Evaluate alternative HR operating models based on organizational requirements.
- Develop transformation priorities and implementation initiatives.
- Establish measures for monitoring HR operating model performance.
- Develop an actionable roadmap for HR operating model transformation.

## Who Should Attend

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This course is designed for HR Directors, Chief Human Resources Officers, HR Transformation Leaders, HR Strategy Managers, HR Operations Managers, HR Shared Services Managers, and HR Business Partners.

It is also suitable for Organizational Development Professionals, HR Transformation Specialists, HR Process Improvement Professionals, HR Technology Specialists, Workforce Planning Professionals, and senior HR managers involved in organizational design and service delivery transformation.

The programme is particularly relevant for executives and decision makers responsible for restructuring HR functions, improving HR service delivery, implementing new operating models, strengthening HR governance, or aligning HR capabilities with organizational transformation.

## Learning Outcomes

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- Upon successful completion of this course, participants will be able to:
- Explain the fundamental components and principles of HR operating models.
- Assess the effectiveness and maturity of an existing HR operating model.
- Analyze HR organizational structures and service delivery arrangements.
- Define appropriate roles, responsibilities, and accountabilities across HR functions.
- Design effective relationships between HR Business Partners, Centres of Expertise, and Shared Services.
- Develop future-state HR operating model structures.
- Establish governance, decision rights, and process ownership.
- Align HR technology and digital capabilities with operating model requirements.

- Identify opportunities to improve HR efficiency, service quality, and employee experience.
- Develop transformation initiatives and implementation priorities.
- Establish KPIs for monitoring operating model effectiveness.
- Build a practical HR operating model transformation roadmap.

## Course Outline

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### DAY 01

## HR Operating Model Fundamentals & Strategic Alignment

- Fundamentals of HR operating models
- Evolution of modern HR operating models
- Components of an effective HR operating model
- Aligning HR with organizational strategy
- HR structure, capabilities, services, and processes
- HR service delivery principles
- Assessing current operating model maturity
- Common HR operating model challenges

#### PRACTICAL APPLICATION

Conducting an HR operating model assessment

### DAY 02

## HR Organizational Structure & Service Delivery Models

- HR organizational design principles
- Centralized, decentralized, and hybrid HR models
- HR Business Partner structures
- Centres of Expertise and specialist HR functions
- HR Shared Services and HR Operations
- Defining service ownership and accountability
- Roles, responsibilities, and decision rights

## DAY 02 — CONTINUED

- Designing effective HR service delivery

**WORKSHOP**

Developing an HR organizational and service delivery model

**DAY 03****HR Process, Governance & Capability Design**

- HR process architecture
- Process ownership and accountability
- Standardization and process integration
- HR governance frameworks
- Decision-making and escalation structures
- HR policies, controls, and operating standards
- Workforce capabilities required for the future HR model
- Competency and capability gaps

**PRACTICAL APPLICATION**

Designing HR governance and capability requirements

**DAY 04****HR Digital Transformation & Operating Model Enablement**

- Digital HR and operating model transformation
- HR technology requirements
- HR systems integration and automation
- Employee and manager self-service
- Data and analytics capabilities
- Digital service delivery models
- Technology-enabled HR processes
- Managing organizational change during HR transformation

## DAY 04 — CONTINUED

**WORKSHOP**

Developing a digitally enabled future-state HR operating model

**DAY 05**

## HR Operating Model Transformation & Implementation

- Assessing current-state versus future-state HR models
- Identifying transformation priorities
- Developing HR transformation initiatives
- Business case and implementation considerations
- Managing stakeholders and organizational change
- Operating model performance indicators
- Governance and continuous improvement
- Implementation sequencing and transition planning
- Developing the transformation roadmap
- Final Integrated Workshop: Designing a comprehensive HR Operating Model and Transformation roadmap for organizational implementation.

### Register or Request More Information

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Course page: <https://quest-training.com/courses/hr-operating-model-design-transformation-training-course>

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