

Course No. 2070

HR Process Automation & Workflow Optimization Training Course

HR OPERATIONS & SERVICE EXCELLENCE
HUMAN RESOURCES & TALENT MANAGEMENT

DURATION

5 Days

DELIVERY

Classroom



Course Overview

This comprehensive training course provides a strategic and practical approach to automating Human Resources processes and optimizing workflows. It focuses on transforming manual and fragmented HR activities into streamlined, efficient, standardized, and digitally enabled processes that improve service quality and operational performance.

Participants will explore how to identify HR processes suitable for automation, analyze existing workflows, eliminate unnecessary steps, reduce duplication, and redesign processes around employee and business requirements. The programme covers key HR processes across the employee lifecycle, including recruitment, onboarding, employee records, leave, attendance, approvals, performance management, employee requests, and offboarding.

The course also examines workflow automation principles, process standardization, digital approvals, employee and manager self-service, system integration, data quality, process controls, and automation governance. Participants will learn how to evaluate automation opportunities based on business value, process complexity, risk, and expected efficiency improvements.

Through practical exercises, process-mapping activities, case studies, and workshops, participants will develop practical skills for designing automated HR workflows that reduce administrative effort, improve processing speed, strengthen accuracy, and enhance the employee experience.

Objectives

- By the end of the course, participants will be able to:
- Analyze HR processes to identify automation and optimization opportunities.
- Evaluate existing workflows and identify inefficiencies, bottlenecks, and duplication.
- Map HR processes and document current and future-state workflows.
- Apply process optimization techniques before introducing automation.
- Design streamlined workflows aligned with HR and organizational requirements.
- Identify suitable HR activities for digitalization and automation.
- Develop automated approval and request management workflows.
- Integrate employee and manager self-service into HR service delivery.

- Evaluate automation solutions based on efficiency, risk, cost, and business value.
- Establish controls for automated HR processes and workflow governance.
- Define performance indicators for measuring automation and workflow improvements.
- Develop an actionable roadmap for HR process automation and workflow optimization.

Who Should Attend

This course is designed for HR Directors, HR Managers, HR Operations Managers, HR Shared Services Professionals, HR Process Specialists, HR Administrators, and HR Business Partners.

It is also suitable for HR Technology Specialists, HRIS Professionals, Digital HR Professionals, Process Improvement Specialists, Organizational Development Professionals, Business Analysts, and professionals responsible for workflow management and HR digital transformation.

The programme is particularly relevant for managers and decision makers seeking to reduce manual HR administration, improve workflow efficiency, standardize processes, accelerate service delivery, strengthen process controls, and enhance the digital employee experience.

Learning Outcomes

- Upon successful completion of this course, participants will be able to:
- Assess HR processes for automation readiness and improvement potential.
- Map current HR workflows and identify critical inefficiencies.
- Distinguish between process problems that require redesign and those suitable for automation.
- Design optimized future-state HR workflows.
- Develop standardized workflows for recurring HR transactions.
- Automate HR requests, approvals, notifications, and task assignments.
- Incorporate employee and manager self-service into HR workflows.
- Identify integration requirements between HR systems and digital platforms.
- Establish workflow controls, ownership, and governance requirements.
- Measure improvements in processing time, accuracy, cost, and service quality.
- Monitor automated workflows using relevant operational indicators.

- Develop an implementation roadmap for HR process automation and workflow optimization.

Course Outline

DAY 01

HR Process Automation Strategy & Digital Workflow Transformation

- Fundamentals of HR process automation
- Strategic role of automation in modern HR operations
- Identifying manual and inefficient HR processes
- HR digital maturity and automation readiness
- Employee lifecycle processes suitable for automation
- Automation opportunities across HR functions
- Business requirements and automation objectives
- Process ownership and governance

PRACTICAL APPLICATION

Assessing HR processes for automation potential

DAY 02

HR Process Mapping & Workflow Optimization

- Process mapping techniques for HR operations
- Current-state and future-state process analysis
- Identifying bottlenecks, duplication, and unnecessary activities
- Workflow dependencies and handoffs
- Root cause analysis of process inefficiencies
- Process simplification and standardization
- Designing optimized HR workflows
- Developing standardized operating procedures

DAY 02 — CONTINUED

WORKSHOP

Redesigning a high-volume HR process

DAY 03

HR Workflow Automation & Self-Service

- Principles of automated HR workflows
- Automating employee requests and approvals
- Digital forms and electronic approvals
- Automated notifications and task assignments
- Employee and manager self-service
- Recruitment and onboarding workflow automation
- Leave, attendance, and employee records workflows
- Performance and employee lifecycle workflow automation

PRACTICAL APPLICATION

Designing an automated HR workflow

DAY 04

HR Technology, Integration & Automation Governance

- HR systems and workflow automation
- HRIS and digital workflow integration
- Data flow and system interoperability
- Data quality and automated process controls
- Automation risks and exception management
- Security, access, and authorization considerations
- Workflow governance and process ownership
- Monitoring automated workflows

DAY 04 — CONTINUED

WORKSHOP

Developing an HR automation governance framework

DAY 05

Automation Performance, Implementation & Continuous Improvement

- Measuring HR automation performance
- Automation KPIs and operational indicators
- Processing time and service-level improvements
- Measuring accuracy, efficiency, and cost reduction
- Evaluating automation benefits and business value
- Managing implementation and organizational change
- Scaling automation across HR functions
- Continuous workflow optimization
- Developing an HR automation implementation roadmap
- Final Integrated Workshop: Developing a comprehensive HR Process Automation and Workflow Optimization roadmap for organizational implementation.

Register or Request More Information

Course page: <https://quest-training.com/courses/hr-process-automation-workflow-optimization-training-course>

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