

Course No. 2069

HR Shared Services & Service Delivery Excellence 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 framework for managing HR Shared Services and achieving excellence in HR service delivery. It focuses on developing efficient, standardized, responsive, and employee-centered service models that improve operational performance and overall employee experience.

Participants will explore the design and operation of HR Shared Services models, including service scope, operating structures, roles and responsibilities, service channels, process standardization, employee inquiries, case management, and escalation procedures. The programme also addresses effective coordination between HR Shared Services, HR Centres of Expertise, HR Business Partners, managers, and employees.

The course emphasizes service-level management, performance measurement, service quality, employee satisfaction, root cause analysis, workflow optimization, and continuous improvement. Participants will also examine opportunities for digitalization, automation, employee self-service, and HR technology to improve efficiency and service accessibility.

Through practical exercises, case studies, process analysis, and workshops, participants will develop an integrated HR Shared Services framework designed to improve service quality, reduce operational inefficiencies, strengthen governance, and deliver a consistent employee experience.

Objectives

- By the end of the course, participants will be able to:
- Analyze HR Shared Services principles, structures, and operating models.
- Evaluate the effectiveness of existing HR service delivery models.
- Design an HR Shared Services model aligned with organizational requirements.
- Define service scope, ownership, responsibilities, and delivery channels.
- Standardize HR service processes to improve consistency and quality.
- Apply effective approaches to managing employee requests and inquiries.
- Develop measurable service-level standards and performance requirements.
- Improve HR service response times, quality, and employee satisfaction.

- Identify opportunities for HR digitalization, automation, and self-service.
- Establish appropriate KPIs for monitoring HR Shared Services performance.
- Apply continuous improvement techniques to recurring service delivery issues.
- Develop an actionable roadmap for HR Shared Services and service delivery excellence.

Who Should Attend

This course is designed for HR Directors, HR Managers, HR Shared Services Managers, HR Operations Managers, HR Service Centre Managers, Employee Services Managers, HR Operations Specialists, and HR Business Partners.

It is also suitable for HR service delivery professionals, HR administrators, case management specialists, HR technology professionals, digital HR specialists, shared services professionals, and managers responsible for HR service quality and operational performance.

The programme is particularly relevant for HR leaders and decision makers seeking to establish or transform HR Shared Services, improve employee experience, standardize service delivery, increase operational efficiency, reduce administrative costs, and strengthen HR governance.

Learning Outcomes

- Upon successful completion of this course, participants will be able to:
- Assess the maturity and effectiveness of HR Shared Services operations.
- Evaluate different HR service delivery models and their organizational applications.
- Define the scope and structure of an HR Shared Services function.
- Establish clear service ownership, roles, responsibilities, and escalation paths.
- Develop standardized HR service processes and operating procedures.
- Manage employee requests and inquiries through structured service workflows.
- Establish appropriate service-level agreements and performance standards.
- Monitor service quality, response times, resolution rates, and employee satisfaction.
- Identify recurring service problems and conduct root cause analysis.
- Develop digitalization, automation, and employee self-service opportunities.

- Build HR Shared Services dashboards and performance reporting frameworks.
- Develop a continuous improvement roadmap for HR service delivery excellence.

Course Outline

DAY 01

HR Shared Services Strategy & Service Delivery Models

- Fundamentals of HR Shared Services
- Evolution of HR service delivery models
- Strategic objectives and benefits of HR Shared Services
- HR Shared Services versus strategic HR functions
- Defining the scope of HR Shared Services
- HR Shared Services operating structures
- Governance, roles, and responsibilities
- HR service delivery channels
- Key success factors for HR Shared Services

PRACTICAL APPLICATION

Assessing the current HR service delivery model

DAY 02

HR Shared Services Operating Model & Process Management

- Designing an HR Shared Services operating model
- Defining services, processes, and ownership
- HR process standardization
- Employee request and inquiry management
- Request classification and prioritization
- Case management and escalation procedures
- HR knowledge management
- Standard operating procedures

DAY 02 — CONTINUED

- Service workflow design

WORKSHOP

Developing an HR Shared Services operating model

DAY 03

HR Service Delivery Excellence & Employee Experience

- Principles of HR service excellence
- Understanding employee service expectations
- Delivering a consistent employee experience
- Service-level management
- Service-level agreements and performance standards
- Managing employee complaints and service issues
- Root cause analysis for recurring service problems
- Improving response and resolution times
- Measuring service quality and employee satisfaction

PRACTICAL APPLICATION

Developing an HR service quality improvement framework

DAY 04

Digital HR Services, Automation & Performance Management

- Digital transformation of HR Shared Services
- Employee and manager self-service
- HR workflow automation
- HR case management technologies
- Integration of HR systems and service channels
- HR data quality and operational controls
- HR Shared Services KPIs

DAY 04 — CONTINUED

- Dashboards and operational reporting
- Service performance monitoring

WORKSHOP

Designing an HR Shared Services performance dashboard

DAY 05

Governance, Continuous Improvement & Service Excellence

- HR Shared Services governance frameworks
- Service performance reviews
- Continuous improvement methodologies
- Identifying and prioritizing service improvement opportunities
- Operational risk and service continuity
- Benchmarking HR service performance
- Building a culture of service excellence
- Improving efficiency and employee experience
- Developing an HR Shared Services transformation roadmap
- Final Integrated Workshop: Developing a comprehensive HR Shared Services and Service Delivery Excellence roadmap for organizational implementation.

Register or Request More Information

Course page: <https://quest-training.com/courses/hr-shared-services-service-delivery-excellence-training-course>

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