

# THE ULTIMATE HR CHEAT SHEET

KEY FUNCTIONS OF HR				HR FOUNDATIONS	HR KPI's	HR METRICS
<b>01</b>	<b>Human resource planning</b> Ensures the organization has the right people in the right roles at the right time to achieve its strategic goals.			<b>Workforce strategy:</b> HR should lead in creating a strategic plan for workforce needs, including staffing, pay, benefits, and performance management.	<b>Absence Rate:</b> Measures the frequency of employee absences, indicating potential issues with workplace satisfaction or health.	
<b>02</b>	<b>Recruitment and selection</b> Attracts and chooses the best candidates to meet the organization's needs and improve productivity.			<b>Organizational design:</b> HR helps manage and implement a company's strategy, influencing its organizational structure and culture.	<b>Absence Cost:</b> Evaluates the financial impact of employee absences on the organization.	<b>Recruitment and retention</b>
<b>03</b>	<b>Performance management</b> Maintains productivity and engagement through clear goals, feedback, and continuous development.			<b>HR services:</b> HR is responsible for researching and implementing services that support both employees and business operations, like self-service tools and assistance programs.	<b>Benefits Satisfaction:</b> Assesses employee contentment with benefits, which can reduce turnover.	
<b>04</b>	<b>Learning and development</b> Equips employees with the necessary skills for future organizational needs and personal growth.			<b>HR technology:</b> HR drives the adoption of cost-effective technology solutions to enhance HR services, payroll, compliance, and other functions.	<b>Employee Productivity Rate:</b> Indicates the efficiency and effectiveness of employees' work performance.	
<b>05</b>	<b>Career planning</b> Aligns employee ambitions with organizational goals to enhance engagement, succession planning, and retention.				<b>Employee Satisfaction Index:</b> Gauges overall employee happiness and satisfaction within the company.	
<b>06</b>	<b>Function evaluation</b> Ensures fair compensation and strategic alignment by assessing job roles based on their value and requirements.				<b>Employee Engagement Index:</b> Reflects the level of employee involvement and enthusiasm for their work.	
<b>07</b>	<b>Rewards</b> Encompasses compensation, benefits, career opportunities, and work-life balance to attract and retain employees.				<b>Employee Innovation Index:</b> Measures the extent to which employees contribute innovative ideas and solutions.	
<b>08</b>	<b>Industrial relations</b> Maintains positive interactions with labor unions to manage conflicts and ensure smooth operations.				<b>Internal Promotion Rate:</b> Shows the organization's ability to advance employees internally, reducing hiring costs.	
<b>09</b>	<b>Employee participation and communication</b> Keep employees informed, engaged, and heard on relevant topics.				<b>Net Promoter Score (NPS):</b> Determines how likely employees are to recommend the organization to others.	
<b>10</b>	<b>Health and safety</b> Creates a safe work environment and integrate safety into the company culture.				<b>Labor Cost Percentage:</b> Evaluates the proportion of organizational costs attributed to employee expenses.	
<b>11</b>	<b>Total wellbeing</b> Supports employees' mental, physical, and financial health to enhance performance and engagement.				<b>Quality of Hire:</b> Indicates the effectiveness of the recruitment process by measuring new hire performance.	
<b>12</b>	<b>Administrative responsibilities</b> Includes managing personnel procedures and HR information systems for efficient operations.				<b>Turnover Rate:</b> Tracks the rate at which employees leave the organization, impacting stability and costs.	
EMPLOYEE RELATIONS						
Tips for an effective strategy						
<input checked="" type="checkbox"/>	<b>Understand the psychological contract</b> Fulfill implicit employee-employer expectations to maintain trust and satisfaction.					
<input checked="" type="checkbox"/>	<b>Ensure honest communication</b> Foster open, timely communication and gather employee feedback through surveys.					
<input checked="" type="checkbox"/>	<b>Promote the company's vision</b> Regularly share the company's goals and values to show employees how their work contributes to the bigger picture.					
<input checked="" type="checkbox"/>	<b>Trust people</b> Empower employees with clear expectations and trust in their decision-making.					
<input checked="" type="checkbox"/>	<b>Improve recognition and appreciation</b> Regularly acknowledge employees' efforts with public praise and celebrations to boost motivation and engagement.					
<input checked="" type="checkbox"/>	<b>Invest in your people</b> Provide development opportunities and wellness programs, offering flexibility for work-life balance and personal growth.					
<input checked="" type="checkbox"/>	<b>Foster DEIB</b> Promote a fair and inclusive workplace through equitable policies and training that support diversity and inclusion.					
<input checked="" type="checkbox"/>	<b>Consider legal aspects of employee relations</b> Ensure compliance with legal standards to protect employees' rights and avoid legal issues.					
<input checked="" type="checkbox"/>	<b>Monitor employee relations</b> Use metrics and feedback to assess and improve employee relations. Leveraging technology for effective tracking and management.					
<input checked="" type="checkbox"/>	<b>Monitor employee relations</b> Develop clear policies for fair treatment and proactive conflict resolution.					
SKILLS EVERY HR PROFESSIONAL NEEDS						
<b>HR-specific skills</b>	<b>Soft skills</b>	<b>Business acumen</b>	<b>Digital &amp; data literacy</b>			
<ul style="list-style-type: none"> <li>HRM knowledge &amp; expertise</li> <li>Recruitment &amp; selection</li> <li>Administrative expertise</li> <li>Cultural awareness &amp; sensitivity</li> <li>Wellbeing evangelism</li> <li>Employee experience expertise</li> </ul>	<ul style="list-style-type: none"> <li>Proactivity</li> <li>Communication skills</li> <li>Active listening</li> <li>Teamwork</li> </ul>	<ul style="list-style-type: none"> <li>Coaching</li> <li>Advising</li> <li>Commercial awareness</li> <li>Managing priorities</li> <li>HR strategy creation &amp; execution</li> </ul>	<ul style="list-style-type: none"> <li>Being analytical &amp; data-driven</li> <li>HR reporting skills</li> <li>Command of technology</li> </ul>			



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