

# Elevate the Performance and Strategic Value of Your Human Resources Function

## EquaTerra's Transformation Training Program for Public Sector HR Professionals

Today's public sector HR professionals are faced with two seemingly conflicting goals: reducing costs and improving service. While these two objectives may appear to be at odds with each other, they don't necessarily need to be. By "transforming" themselves – from a transactional focus to a strategic one – HR organizations can achieve both goals.

Toward this end, HR organizations have begun to restructure themselves through consolidation, centralization, shared services, technology, process improvements and outsourcing. They are reducing costs and building a solid foundation from which more strategically focused services may be provided. However, such actions do not address the people needs – that is, teaching HR staff how to become strategic partners to their organizations' business leaders.

EquaTerra's Public Sector HR Transformation Training Program is designed to provide participants with the necessary approaches and skills to transform their HR operations to a strategic partner model – one that operates successfully within the unique environment of government and not-for-profit organizations. The project-based training is designed to ensure that new HR, IT and organization redesign initiatives are fully implemented within your organization.

### EquaTerra's Public Sector HR Transformation Training Program Delivers These Results

EquaTerra's Public Sector HR Transformation Training Program is a series of workshops that provide HR professionals with the theories, methods and applications of strategic HR management, change management, and process and service improvement. The Program includes extensive tools and applications as well as consulting support for ongoing group project management, resulting in improved organizational performance and measurable return on investment (ROI).

The Public Sector HR Transformation Training Program is valuable where IT projects are being designed and implemented and HR is being transformed to shared services. This program complements other HR initiatives, such as: moving from transactional to transformational HR, redesigning talent acquisition programs, developing new performance management systems, and designing new compensation programs. This program provides HR leaders with the mindsets and skills necessary to maximize the value of these IT, HR, and restructuring initiatives.

The Program provides HR practitioners with:

- Strategic business partner and change management knowledge, skills, and experience
- Introduction and application of strategic management and change management
- Change management project experience, feedback and improvement efforts
- Clear knowledge of how public sector organizations benefit from understanding and implementing the principles of lean management

EquaTerra offers you the opportunity to gain a thorough knowledge base and deep understanding of why transformation of HR – from a transactional to a more strategic role – is important and what it takes to transform the function.



We provide you clarity around creating a more efficient and effective HR organization.

## Program Delivery and Curriculum

EquaTerra's Public Sector HR Transformation Training Program content is delivered through lecture, workshop manuals, readings, project and program exercises and discussion, workshop discussions, group project application, and the extensive use of change management methods and tools.

The training design is based on the use of project teams and associates for enhanced learning. Teams and associates work on real-world projects related to implementing new IT, HR and restructuring approaches. The training sessions are outlined below:

### Session I: The HR Function as a Strategic Business Partner

- Leadership models and strategic management
- Models of strategic management and HR
- Hoshin Kanri: A strategic planning and execution process
- Principles and concepts of a lean enterprise
- Five Alignments: Plan deployment and performance management system
- Creating the necessary "bundles" of functions and initiatives for HR to add strategic value to the organization's talent
- Future vision and roles
- Scenario planning and future vision
- Performance and balanced scorecard models
- Value stream mapping
- Project identification and management
- Change models for increasing human capital and social capital

### Session II: The HR Professional and Change Management

- Understanding change
- Overview of change management models
- Consultants, consulting and key roles in change management
- Scouting, gaining entry and problem definition
- Contracting and engagement
- Data collection and shared discovery
- HR and process improvement
- Reengineering and Kaizen to drive improvement
- Ideas about resistance
- Process mapping

### Session III: The HR Professional and Service Improvement

- Joint diagnosis of content and process
- Rational problem solving
- Decision analysis
- Root-cause analysis
- Benchmarking
- Organizational learning strategies
- Planning and value-added implementation
- Creating an implementation plan
- Learning and continuous improvement
- Diffusion and leveraging change

### Transformation Projects: Application and Implementation

Participants work in teams to optimally design and deliver HR services in improved ways. These projects are used in the workshops to immediately apply lessons taught. Instructors provide continuous coaching in the workshops. Instructors also provide direct consulting in work sessions following the training sessions. This process ensures immediate impact on organizational performance by the direct application of projects in their organizations, resulting in a measurable ROI.

### Who Should Attend

This workshop is intended for HR professionals, managers and senior-level leaders responsible for providing superior organizational performance through HR transformation. This workshop is a valuable learning experience for HR professionals who are passionate about advancing their organizations' performance and are looking to achieve immediate results.

### About EquaTerra

EquaTerra sourcing advisors help clients achieve sustainable value in their IT and business processes. Our advisors average more than 20 years of industry experience and have supported over 2000 transformation and outsourcing projects across more than 60 countries. Supporting clients throughout the Americas, Europe, and Asia Pacific, we have deep functional knowledge in Finance and Accounting, HR, IT, Procurement and other critical business processes. EquaTerra helps clients achieve significant cost savings and process improvement with internal transformation, shared services and outsourcing solutions.

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