Certified Courses

Professional Certificate

HR Business Partner Roles, Responsibilities and Competencies

Why Attend

- Ask ten different people what it means to be an 'HR Business Partner' (HRBP), and you will probably get eleven different answers. As a matter of fact, there is a large number of roles with the title of HR Business Partner, each one underpinned by a different job profile, role accountability and job expectation. This course aims at providing attendees with a clear understanding of what is exactly meant by HR business partnership based on best practices in the field of modern HR management. Moreover, the course introduces the various skills and competencies that HR business partners must develop in themselves in order to add the most value and contribute to business objectives.

Course Methodology

- This course will be facilitated as a workshop whereby the facilitator will engage attendees to identify the various roles and responsibilities that modern HRBPs are expected to play, as well as the necessary competencies that they should develop in themselves to play the role effectively. Various methodologies will be used including:
- Short lecturettes
- Brainstorming
- Case studies
- Group activities
- Role playing

Course Objectives

By the end of the course, participants will be able to:

- Describe the full implications of the modern role of the HR business partner in becoming the 'architect of the talent machine'
- Recognize how the role of HR business partner can add value to the organization and contribute to the achievement of planned objectives
- Identify the four roles of the HR business partner
- Apply the four roles of the HR business partner and their associated responsibilities
- Develop and demonstrate the fundamental competencies required for an effective HR business partner performance

Target Audience

- HR professionals responsible for aligning business objectives with employees and management in designated business units. This course may be attended by line or business managers interested to know how to take advantage of the internal consulting services that HR business partners can offer.

Target Competencies

- Consulting
- Analytical thinking
- Networking
- Problem solving
- Communication
- Conflict management
- Data analysis
- Leadership

Traditional HR: service provider

- Traditional definition of HR: get, keep, grow
- Overview of traditional HR functions
- HR now and then
- Competency based HR
- Lagging HR indicators: is HR hitting the wall?

The new HR: from service provider to 'architect of the talent machine'

- HR modern day definition: business results, not just HR results
- Anatomy of the HR challenge
- HR management risk
- The corporate talent system; an integrated approach
- Attracting and acquiring talent
- Understanding and planning talent
- Extending talent
- Managing and developing talent

The fundamental HR business partner model (Ulrich model)

- Definition of HR business partner
- The fundamental Ulrich model: four roles to play
- Strategic partner
- Administrative expert
- Employee champion
- Change agent
- Application of the Ulrich model: four jobs for an HR business partner
- Strategic partner
- Operations manager
- Emergency responder

Skills and competencies for HR business partners – part one

- Data judgment
- Business acumen
- Knowledge of business strategy, market challenges and customer needs
- Focus on the organization's financials
- Leading vs. lagging indicators
- Demonstrating strong business analytics
- Talent management acumen
- Workforce planning
- Succession planning
- Talent acquisition
- Talent retention
- Strategic partner
- Understanding how HRBPs can support the business
- Understanding the talent needs of the business
- Adjusting HR strategies to respond to changing business needs
- Identifying talent issues before they impact the business
- Identifying and implementing critical HR metrics
- SMART HR KPIs

Skills and competencies for HR business partners – part two

- Operations manager
- Mastering HR theory and adapting it to unique situations
- Flawless implementation of HR policies, procedures and systems
- Communicating organizational culture to employees
- Assessing employee attitudes
- Tracking trends in employee behavior
- Communicating policies and procedures to employees
- Keeping the line manager updated on HR initiatives
- Employee mediator
- Managing conflict between employees
- Managing competing personalities in the organization
- Managing conflict between managers
- Responding to organizational changes
- Resolving problems in the execution of business plans
- Emergency responder
- Quickly responding to line manager questions

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