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COURSE BROCHURE

# Leading Human Resources Transformation Training Course

16 – 20 August 2027
Milan

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Registered in the United Kingdom and Saudi Arabia

# Leading Human Resources Transformation Training Course

**Ref:** 2524_95840 **Date:** 16 – 20 August 2027 **Location:** Milan **Fees:** 6200 GBP

Leading Human Resources Transformation is a 1-week training course for human resources directors and transformation leads who must redesign how the people function is organised, staffed and experienced, and it ends with a human resources transformation roadmap. Shared service models, digital employee platforms and rising executive expectations are reshaping the function, so redesign choices now decide its credibility. Jupiter Prime Training offers Leading Human Resources Transformation for leaders shaping that shift.

## Why Leading Human Resources Transformation Matters Now

Three forces push the people function to change shape. Executives want a function that supplies workforce insight and capability, not just transactions. Employees compare every request with the self-service experience they enjoy as consumers. Digital platforms automate routine casework, freeing capacity but exposing weak process design. A function that redesigns well moves expertise to where decisions are made; one that redesigns badly adds cost, confuses managers and loses specialists. The course draws on pillar-based service structures, service catalogue design, process mapping and international human capital reporting guidance for measuring the function's contribution.

## Who Gains Most from Leading Human Resources Transformation

- Directors accountable for the shape, cost and service standards of the people function
- Transformation leads who sequence redesign waves and track benefits
- Shared service heads responsible for tiered case handling and self-service channels
- Centre of expertise leads who own policy, reward or talent design
- People technology owners who select and configure employee platforms

Gains are greatest when a function's leadership group attends together, because operating model choices only hold when the director, service heads and expertise leads agree on them.

## Leading Human Resources Transformation Capabilities

Participants work from diagnosis of the current function to a sequenced redesign that executives, managers and employees can support.

- Assess the maturity of the current people function against business demand — executive sponsors
- Design a target operating model with clear roles for partners, expertise centres and shared services — function leadership
- Build a service catalogue with tiers, channels and service levels — managers and employees
- Specify digital process redesign before platform selection — technology investment decisions
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Communicate the case for change to sceptical stakeholders — union representatives and line leaders
- Calculate benefits and sequence redesign waves — finance and the executive committee

## Key Leading Human Resources Transformation Terms

- Target operating model — the intended design of a function's roles, processes, technology and governance that the redesign aims to reach.
- Pillar-based service model — a structure splitting the people function into business partners, centres of expertise and shared services.
- Service catalogue — a published list of the services the function provides, with owners, channels and expected response times.
- Tiered case handling — routing employee queries from self-service to generalist agents to specialists according to complexity.
- Employee journey map — a visual of the steps, touchpoints and feelings an employee experiences during a moment such as onboarding.
- Benefits realisation — tracking whether the gains promised in a business case are actually delivered after change.

## Leading Human Resources Transformation Day by Day

## Day 1: Forces Reshaping the People Function

- Business Demand Scan — Deciding What the Organisation Needs From People Services
- Function Maturity Diagnostic — Locating Current Strengths and Capability Gaps
- Cost-to-Serve Baseline — Comparing Effort Spent Across People Services
- Employee Journey Mapping — Exposing Pain Points in Key Moments
- Case for Change Canvas — Framing Why Redesign Is Needed Now

## Day 2: Designing the Target Operating Model

- Pillar-Based Service Structure Options — Choosing Fit Rather Than Copying Templates
- Role Charters for Partners and Expertise Centres — Clarifying Decision Rights
- Shared Service Scope Matrix — Deciding Which Activities to Consolidate
- Service Catalogue Design — Setting Owners, Channels and Response Standards
- Tiered Case Handling Model — Routing Queries by Complexity

## Day 3: Digital People Processes

- End-to-End Process Mapping — Removing Handoffs From Hire-to-Retire Flows
- Self-Service Channel Design — Balancing Convenience With Human Contact
- Platform Requirements Specification — Avoiding Technology-First Redesign
- Workforce Data Standards — Building Reliable Reporting Foundations
- Human Capital Reporting Metrics — Measuring the Function's Contribution

## Day 4: Stakeholder Buy-In and Change Sequencing

- Stakeholder Impact Assessment — Anticipating Reactions Across Managers and Staff
- Consultation Approach With Employee Representatives — Sequencing Sensitive Role Changes
- Redesign Wave Planning — Ordering Changes to Protect Service Continuity
- Benefits Realisation Register — Linking Redesign to Measurable Gains
- Transformation Governance Cadence — Steering Decisions and Escalations

## Day 5: Practising the Human Resources Transformation Roadmap

- Sector Case Comparison — Testing Model Choices in Healthcare and Manufacturing
- Operating Model Stress Test — Challenging the Design With Peer Panels
- Executive Pitch Rehearsal — Presenting the Case for Change
- Risk and Dependency Review — Adjusting Wave Sequence Before Commitment
- Human Resources Transformation Roadmap — Finalising Waves, Owners and Milestones

## Applying Leading Human Resources Transformation After the Course

- Run a function maturity diagnostic with the leadership group and agree the three largest capability gaps.
- Draft a service catalogue for one service line and test it with a sample of line managers.

## Leading Human Resources Transformation Questions FAQ

### What is Leading Human Resources Transformation and why does it matter now?

It is the redesign of how the people function is structured, delivers services and uses technology. It matters now because executives expect insight rather than transactions and employees expect simple digital service.

### Which roles gain most from Leading Human Resources Transformation?

Directors and transformation leads gain most. Shared service heads, expertise centre leads and people technology owners also benefit, because each owns part of the redesigned model.

### How does Leading Human Resources Transformation differ from a general change management course?

It focuses on redesigning the people function itself. A general change course covers any organisational change, whereas this one works through service models, case tiers, process redesign and human capital metrics.

### What do you bring back from Leading Human Resources Transformation?

You bring back a human resources transformation roadmap. It sets redesign waves, owners, benefits and milestones, supported by a target operating model and service catalogue draft.

## Leading Human Resources Transformation: The Way Forward

The human resources transformation roadmap first informs which service line to redesign in the opening wave and which roles move between pillars. The director and transformation lead use it to steer sponsors and service heads. After the first wave, revisit the tiered case model and the cost-to-serve baseline, since real query volumes often reshape the original design.