

# HR Provider Management

**DURATION 4 Days**

**PARTICIPANTS**

HR managers and professionals who want to manage HR Providers and Shared Services.

## **SUMMARY**

Explores the challenges that arise when managing HR outsourced services and the practical solutions that can be implemented to manage 3rd party vendors. Gets to grips especially with adapting from flexible, people-based, in-house HR management approaches to contract governed, process based vendor management.

## **TRAINING OUTCOMES**

- Be clear how provider management differs from in-house HR.
- Develop a robust governance framework for outsourced services.
- Manage Service Levels and apply Quality Assurance.
- Control incidents and issues resolution.
- Address disputes and underperforming services.
- Manage Pricing and Payment.
- Know how and when to use Change Control and Gainshare.
- Understand the legal and IT context.
- Know how to establish a continuous improvement plan.

## **PROGRAMME**

### **A different kind of relationship**

- No resources, no control but all of the blame
- The profit elephant in the room
- New roles, responsibilities and skills

### **Creating an effective Governance Structure**

- The difference between oversight and management structures
- Standardised meetings, players and reports
- Relying on robust, day-to-day procedures
- Coping with Audit

### **Managing the Services**

- Validating Service Level performance
- Applying penalties, earnback and trade-offs
- Validating Charges and withholding payments
- Change Control, benchmarking and negotiating change fees

### **Quality Assurance**

- Using Standard Operating Procedures
- Knowledge Management
- Provider Staff Turnover and Certification
- Inspection, call recording & Audit

### **The Legal Framework**

- Liabilities, Indemnities
- Damages and Breach
- Intellectual Property Rights
- Confidentiality
- Representation & Warranties
- Term, rollover, renewal and termination

### **The Systems perspective**

- Data security
- Continuity and Disaster Recovery
- Upgrades and Data Maintenance.
- Vanilla vs bespoke enhancements
- Applications portfolio planning and interface management

### **Resolving Issues**

- Incidents vs Issues
- Making a resolution and escalation process work
- Dispute resolution and Step-In rights

### **Don't Stand Still**

- Improvements and Enhancements plan
- Shared endeavour means shared gains
- Policies as a source of cost

### **Keep Your own house in order**

- The Customer isn't always right
- Don't let exceptions proliferate
- Don't let false perceptions stand