

# Selecting the right HRO Partner

## DURATION 3 Days

## PARTICIPANTS

HR & Procurement managers and professionals charged with selecting an HR Outsourced services provider.

## SUMMARY

A practical guide to what needs to be done, when and in what way to successfully select an HR outsourced services provider. The course is packed with real-life content and pragmatic advice. It addresses risks and pitfalls as well as textbook approaches. Participants will be able to lead a successful HRO bid process and make the right decisions along the way.

## TRAINING OUTCOMES

- Know how to develop a strategic proposition for HR outsourcing.
- Understand how to incorporate change planning.
- Know who the main HRO providers are and how to get their attention.
- Be clear about the steps in a structured Bid Process
- Be able to evaluate the key risks.
- Know how to develop an RFP for HR outsourcing.
- Understand how to conduct effective due diligence.
- Know the critical elements of an outsourcing contract.

## PROGRAMME

### **Strategic Proposition**

- Industry Models
- Evaluate the Opportunity
- Volume and performance Data
- Establish Success Criteria and Service Level expectations
- Articulate the proposed Solution

### **Change & Communications**

- Transfer and affected staff
- Employees and consultation strategy
- Developing communication tools
- Onboarding Leadership

### **Engage Suppliers**

- Qualifying and Win Criteria
- Researching the market
- Winning suppliers over and getting commitments to bid

### **The Request for Proposal (RFP)**

- What a provider needs to know
- Structure and content of an RFP
- How to develop the content
- Practical considerations

### **The Bid Process**

- Being mindful of supplier pursuit costs
- Transparency and communication.
- The Evaluation Process
- Bid Conformance, iterations and shortlisting
- Best & Final Offer, Preferred Supplier & MOUs

### **Due Diligence**

- Single provider or competitive due diligence
- Data Confidentiality and data rooms
- Preparation and players
- Critical omissions and failure of focus

### **Contract Basics**

- Outline contact structure and elements
- Key T&Cs to establish prior to final offers