

Strategic Workforce Planning

Strategically Aligning Workforce Planning with Business Direction

An uncertain labour market coupled with a rapidly changing marketplace creates the need for organisations to proactively plan for expected and unexpected shifts in business demand and talent supply. However, many organisations are only beginning to see the value of such planning and may be at a disadvantage in the coming years without building a structured planning process that ties human capital strategies to business goals.

Workforce planning allows organisations to better meet the challenges of a rapidly changing economy. By using business strategy to align shifts in demand with the existing and future supply of human capital, organisations optimise the workforce to meet business goals, increase market share, and improve employee engagement.

Objectives of this Breakfast Talk

This talk introduces participants to methods for translating business strategy into process priorities and workforce requirements by combining the HR perspective with the process perspective.

Amy Tan and Dr Uwe Kaufmann will show – on a case study – how process excellence can be utilised to fine-tune business processes and define workforce needs – number of staff and competencies needed – at the same time. This talk will also demonstrate the application of basic Lean, Six Sigma and BPR tools to optimise business processes before planning workforce. Starting with traditional approaches for workforce planning (WKFP) such as basic, situational and scenario WKFP the talk will explain the key difference made possible by advanced WKFP.

Facilitators

Amy Tan BC is Partner and Director of COE. She has a wide-ranging experience in Human Resource Matters and Workforce Planning in a multitude of environments such as manufacturing companies, financial service providers as well as Singapore government entities like MOM, HSA and MCYS.

Dr Uwe H Kaufmann is the Managing Director of COE. He has extensive experience in implementing a variety of approaches to collect and analyse customer feed-back, to optimise and to redesign processes as well as to enable organisational redesign and change.

COE's Workforce Planning

Understand Strategy and Demand

- Translating Strategy
- Identifying Customer Requirements
- Measuring Customer Satisfaction
- Benchmarking
- Establishing Demand Pattern

Establish Process Priorities

- Mapping Strategy into Processes
- Identifying Process Gaps
- Closing Process Gaps
- Increasing Productivity

Define Workforce Priorities

- Deciding about Workforce Needed and Necessary Competency
- Deciding about Structure
- Establishing Workforce Plan

Registration

Fee: SGD 150 per participant. Discounts available for groups of 3 and more.
Please register at <http://www.coe-partners.com/Surveys/CourseRegistration.html> or email us.