



# HR Business Partner-Roles, Responsibilities and Competencies Course

## Venue Information

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**Venue:** London UK

**Place:**

**Start Date:** 2026-03-24

**End Date:** 2026-03-28

## Course Details

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**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** HRMC

**Course Code:** HRMC-57

## Syllabus

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## Course Syllabus

### Course Objectives

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

- Describe the full implications of the modern role of HR 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 that the role of HR business partner is actually made up of four jobs, not just one
- Apply the various roles and responsibilities associated with the role of HR business partner

## **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
- Employee mediator
- Impact on the business of the different jobs of the HR business partner.
- An example of HR business partner process related responsibilities
- The SHRM job description for the HR business partner role

## **Skills and Competencies for HR Business Partners – Part One**

- Data judgment
- Business acumen
- Knowledge business strategy, market challenges and customer needs
- Focus on organization's financials
- Leading vs. lagging indicators
- Demonstrating strong business analytics
- Talent management acumen
- Workforce planning
- Succession planning

• ~~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
- Aligning HR KPIs with organizational KPIs
- Use of HR KPIs in measuring the impact of HR initiatives that contribute to the bottom line.

## **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
- Quickly responding to complaints
- Responding to manager's needs
- Responding to employee's needs
- Preparing for different situations