

**Master class:**

# Transforming Organizations through Strategic HR Metrics and Analytics

**Sylvia Zachariah**  
**World Class Consultant**

**Dates** 9<sup>th</sup> & 10<sup>th</sup> March 2026

**From** 09:00 to 17:15

**HILTON Nicosia**

**Language** – English

## About the Master class



This two-day training program equips HR and Management professionals with strategies and tools to align HR Metrics and Analytics with business strategy.

Participants will benchmark world-class practices, measure HR impact, forecast workforce trends, optimize costs and develop data-driven insights.

By fostering a culture of continuous improvement and strategic decision-making, the program enables companies to innovate, strengthen competitiveness and become employers of choice.

## Aims of the Master class

**This two-day seminar will equip participants with the tools, techniques, and practical knowledge to:**

- Align business strategy with HR metrics, AI tools, and informed managerial judgment.
- Distinguish between analysis, measurement, and measurement for impact, ensuring that metrics drive strategic value.
- Leverage AI, analytics, and business intelligence tools to forecast workforce trends and support scenario planning.
- Calculate and interpret key HR costs (recruitment, turnover, training) and link them to business performance.
- Apply international best practices by benchmarking against world-class companies and adapting lessons to the Cypriot context.
- Create reliable data systems with clear protocols for collection, governance, and quality assurance.
- Design an actionable roadmap that links HR metrics directly to long-term organizational transformation and success.
- Walk away from this seminar with Tools and techniques for immediate results

## Programme Structure

**Part 1** – TRAINING SEMINAR 9<sup>th</sup> and 10<sup>th</sup> March 2026 - HILTON Nicosia hotel

**Part 2** – SITE VISIT

The company of each person who attends the Seminar is expected to subscribe to a half-day session of 4 hours, in the second stage of the program. The instructor will visit each company and spend time working with those who attended the Seminar, and, where appropriate, with their senior colleagues.



**CYPRUS EMPLOYERS & INDUSTRIALISTS FEDERATION**

Human Resources Department

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Master class:

# Transforming Organizations through Strategic HR Metrics and Analytics

## Benefits of Attending

The seminar will equip participants with the knowledge and tools to design and implement effective metrics that capture both operational performance and strategic impact.

In practice, the program helps organizations answer critical questions:

- Do we have the right data to support decision-making?
- How do we calculate and interpret the true cost of recruitment and staff turnover?
- How can metrics be used to strengthen employee engagement, retention, and productivity?
- What is the role of AI and HR analytics tools in forecasting and scenario planning?



## Who Should Attend?

Directors, Human Resource managers and Officers, Senior managers, Finance managers, and other managers and Officers who have responsibilities for managing, training and developing staff and /or have an involvement in shaping HR strategy.

## Issues to be Addressed

- **Why metrics, analytics and AI are becoming integral to how organisations, large and small, operate.**
- **HR metrics – How are you measuring up?**
  - ✚ Learning from Real-World Examples
  - ✚ Getting Started with impactful Metrics
  - ✚ Key Benefits of Metrics
- **Business Intelligence (BI) vs Artificial Intelligence (AI) – understanding the difference.**
  - ✚ The growth of Artificial Intelligence (AI) in HR- the next step
  - ✚ Basic strategic business metrics and calculations
- **Metrics for Recruitment** - Participants will be introduced to six key recruitment metrics that serve as essential benchmarks
- **Metrics for compensation** – Is your pay on track? – The 4 key Metrics and what they can tell you and how they support recruitment and retention
- **Metrics for Retention** – The Six Key Indicators
- **Range of Organizational/Strategic and HR Metrics that drive business success.**
  - ✚ Metrics for Employee Engagement
  - ✚ Metrics for Training
  - ✚ Metrics for Talent Management
- **Metrics and company culture.**
  - ✚ Measuring Management Effectiveness
- **The role of Managers in a metrics driven culture - Practical applications -**
- **Effective IT tools to support data gathering, analytics and AI.**

# Transforming Organizations through Strategic HR Metrics and Analytics

## Programme Leader

### **Sylvia Zachariah - World Class Consultant**

A successful consultant, practitioner and Investors in People Assessor. Throughout her professional life, she gained practical and academic insights, which now conveys to audiences in a way that enthuses and empowers them to want to implement better approaches. Her Investors In People work provides direct and indirect consultancy support. She has worked with a wide range of organizations across all sectors, which has taught her a great deal about how to do things well and what excellence should look like



In previous work she gained practical experience as Operations Manager, HR Manager and Director. She lived and worked in many countries including the USA / Singapore / India / Lebanon / Thailand and Spain, she has gained an excellent understanding of cultural differences and that "one size – does not fit all", which is invaluable when sharing knowledge and experience. She approaches her training and hands-on support in a pragmatic way – using academic knowledge, but contextualizing it in a practical way so that business and individuals can actually apply this knowledge to the benefit of their organization.

## Fully Subsidised Master Class

The training program approved, by the Human Resource Development Authority (HRDA), as a vital importance seminar and is fully subsidized to eligible organizations that meet the HRDA criteria.

A mandatory prerequisite for participating to the seminar, is the registration of the Enterprise (Employer), as well as the participant (Employee) to the "ERMIS" digital portal of Human Resource Development Authority of Cyprus (HRDA).

If you are registered to ERMIS, you can register for the program through this link <https://ermis.anad.org.cy> Program No. # 579084

## APPLICATION FORM – 09<sup>th</sup> & 10<sup>th</sup> March 2026

**SURNAME / NAME**

**POSITION**

**I.D. NO**

**Mob. Phone NO**

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

### **COMPANY / ORGANISATION**

Company's Name: \_\_\_\_\_ Social Insurance No: \_\_\_\_\_

Contact Person \_\_\_\_\_ e-mail \_\_\_\_\_

Tel.: \_\_\_\_\_ Fax: \_\_\_\_\_ No. of Employees: \_\_\_\_\_



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