

HR OPERATIONS: BUILDING A CUSTOMER- CENTRIC HR SERVICE DELIVERY MODEL



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Introduction

Human Resources departments increasingly function as internal service providers, and employees expect the same responsiveness they receive as customers elsewhere. This HR Operations: Building a Customer-Centric HR Service Delivery Model Training Course equips HR professionals with practical methods to redesign HR services around employee needs. Participants explore service delivery models, shared services structures, and self-service platforms that streamline HR operations. Furthermore, the course examines how service level agreements, ticketing systems, and feedback loops improve consistency and speed. As a result, attendees leave with a clear framework for measuring HR performance through employee satisfaction, not just process compliance. The course blends proven service management principles with HR-specific applications, helping organizations shift from transactional administration to genuine service excellence.

HR Operations: Building a Customer-Centric HR Service Delivery Model Course Objectives

- Apply service delivery models to restructure HR operations
- Design a tiered HR shared services structure
- Build service level agreements (SLAs) for HR functions
- Implement HR ticketing and case management systems
- Map employee journeys to identify service gaps
- Use Net Promoter Score (NPS) and employee satisfaction surveys
- Develop self-service HR portals and knowledge bases
- Apply Lean and Six Sigma tools to HR processes
- Create HR service catalogs for internal stakeholders
- Establish continuous improvement mechanisms using feedback data



Course Methodology

- Interactive workshops using real HR service scenarios
- Case studies from shared services and HR transformation projects
- Hands-on exercises building SLAs and service catalogs
- Group discussions on employee journey mapping
- Practical templates for HR ticketing and reporting
- Peer benchmarking against service delivery best practices

Who Should Take This Course

- HR Operations and Shared Services professionals
- HR Business Partners and HR Managers
- HR Service Delivery and HR Systems specialists
- Employee Experience and HR Transformation leads
- Talent and Total Rewards professionals seeking operational skills

HR Operations: Building a Customer-Centric HR Service Delivery Model Course Outlines

Day 1: Foundations of HR Service Delivery

- Evolution from administrative HR to service-oriented HR
- Core principles of customer-centric service design
- Overview of HR shared services models (tiered support)
- Comparing centralized, decentralized, and hybrid structures
- Identifying key HR service stakeholders

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- Introduction to service level agreements (SLAs)
- Benchmarking against industry service standards

Day 2: Designing the HR Service Model

- Building a tiered support structure (Tier 03)
- Creating an HR service catalog
- Defining roles within HR shared services
- Mapping HR processes to service categories
- Setting SLA metrics and response-time targets
- Selecting HR case management and ticketing tools
- Aligning service design with organizational strategy

Day 3: Employee Journey and Experience Mapping

- Introduction to employee journey mapping techniques
- Identifying moments that matter across the employee lifecycle
- Diagnosing service gaps and pain points
- Applying design thinking to HR service problems
- Using personas to represent employee segments
- Prioritizing improvements based on employee impact
- Linking journey insights to service redesign

Day 4: Tools, Technology, and Continuous Improvement

- Leveraging HR self-service portals and knowledge bases
- Applying Lean and Six Sigma tools to HR workflows



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- Using root cause analysis for recurring service issues
- Measuring performance with Net Promoter Score (NPS)
- Building HR dashboards and reporting frameworks
- Establishing feedback loops for ongoing refinement
- Managing change during HR service transformation

Day 5: Sustaining a Customer-Centric HR Culture

- Training HR teams in service mindset and communication
- Setting governance structures for service quality
- Reviewing SLA performance and escalation protocols
- Building a culture of accountability and responsiveness
- Communicating HR service improvements to employees
- Creating an action plan for post-course implementation
- Course review and closing discussion

Conclusion

By successfully completing HR Operations: Building a Customer-Centric HR Service Delivery Model, participants will have acquired practical skills in designing tiered service structures, mapping employee journeys, and applying continuous improvement tools to HR operations. In addition, they will understand how to measure HR performance through employee satisfaction rather than administrative compliance alone. This knowledge enables HR teams to operate as trusted internal service providers. Gentex Training Center delivers this course to help HR professionals transform daily operations into a consistent, responsive, and employee-focused service experience.





FAQs

Q1 What is the "HR Operations: Building a Customer-Centric HR Service Delivery Model" course about?

This course teaches HR professionals how to redesign HR operations using service delivery principles. It covers shared services structures, SLAs, and employee journey mapping to build a more responsive and consistent HR function.

Q2 What are the key benefits of the "HR Operations: Building a Customer-Centric HR Service Delivery Model" course?

Participants gain the ability to reduce service delays, improve employee satisfaction, and align HR processes with measurable performance standards. As a result, HR teams become more efficient and better positioned as trusted internal partners.

Q3 What skills will I gain from the "HR Operations: Building a Customer-Centric HR Service Delivery Model" course?

Attendees develop skills in HR service design, employee journey mapping, SLA management, and continuous improvement techniques such as Lean and Six Sigma applied to HR workflows.



Q4 What tools, methods, or standards are covered in the "HR Operations: Building a Customer-Centric HR Service Delivery Model" course?

The course covers tiered shared services models, service level agreements, HR ticketing systems, Net Promoter Score (NPS), Lean and Six Sigma tools, and design thinking methods applied to HR contexts.

Q5 How is the "HR Operations: Building a Customer-Centric HR Service Delivery Model" course applied in real-world practice?

Graduates apply these methods by restructuring HR support tiers, launching self-service portals, tracking SLA compliance, and using employee feedback data to continuously refine service quality within their organizations.