

# MERCER HIKE

HR, Infrastructure,  
Knowledge and  
Experience

A COMPREHENSIVE  
LEARNING SOLUTION  
TO ACCELERATE YOUR  
TEAM'S HR CAPABILITY

“We need the right kind of HR professionals to fulfill our aggressive growth plans. It's tough to find talent in the market so we need to build capability in-house, rapidly.” — Business leader

Organizations are constantly challenged to meet aggressive business goals, even during a continuing war for talent and in a climate where HR practices have never been more scrutinized. HR's role in driving business success is becoming more important than ever, and demonstrating return on investment is a constant request.

With so much pressure, how can HR achieve success?

## SOLVING YOUR MODERN HR ISSUES

The HR function of today faces increasing demands to innovate, while employers lack clear expectations of what is required in the rapidly changing business environment. Incoming employees are often uncertain about their roles and how to develop the required competencies, and high-potential employees see no clear career path in HR. Most organizations currently have no systematic approach to developing the capabilities of the HR team, creating uneven performance in an increasingly critical function.

Mercer's practical experience and concrete knowledge, gained through our work with clients in real-world situations, offer you a systematic approach to developing your HR professionals. The HIKE program allows you to build satisfying career paths for your HR employees and a means by which to track their progress and measure return on investment. From Infrastructure, Knowledge, and Experience, the program is adaptable to your company's specific needs.

MAKE TOMORROW, TODAY



“We need world-class HR professionals. The demands on HR have changed a lot in the last few years, and we need clear expectations of what is required today.”  
— CHRO

“We spend too much on ad hoc training programs and are not seeing the impact of this spend on our people’s capability today.” — Head of learning

## INFRASTRUCTURE

The first step in building a modern HR practice is setting expectations. Based on Mercer’s experience of what drives modern HR operations, HIKE offers a suite of global best practices to draw from. This includes a suite of technical and behavioral competencies that can help describe what good looks like. This helps those new to the profession and those wanting to advance or broaden out with a clear line of sight of what to aim for. Once adapted to meet the organization’s needs, this can form an underpinning framework for learners to structure their knowledge/experiences as they progress in their careers.

## KNOWLEDGE AND SKILLS

The second step is equipping your team members with the **knowledge** required to be capable HR professionals.

### Acquire Essential Knowledge

- Flexible training suite of 18 online programs for essential HR knowledge and know-how development.
- Content designed to increase engagement and stimulate learning and knowledge retention.

### Build Critical Skills Internally

- Suite of 9 in-house classroom programs to build critical skills, which we can train your HR team to deliver, enabling these to be adapted to reflect your language and process. This also helps HR team own the process and further hone their professional skill set.

### Develop Professional Know-how

- Suite of 4 high-end Mercer-led programs to develop deep professional know-how in HR hot topic areas, such as HR business partnering, strategic talent management, advanced analytics and modeling, and strategic workforce planning.

### Assess Knowledge and Track Progress

- Return-on-investment data to track progress and results.

## HR PRACTITIONER COMMUNITY PORTAL

HIKE encourages continuous learning through sharing knowledge and **experience**. Knowledge is an important foundation, but to truly develop HR, interactions with other HR professionals are crucial. An exclusive online community of HR practitioners lets members review existing discussion topics; share their own tips, articles, and tools; and learn from others in the HIKE community.

## MERCER VALUE PROPOSITION



Global Perspective, Local Insight



Practice-driven content written by those that deliver solutions



Compelling content combined with real-life application stories



Downloadable tools and value-add materials

## MEASURING IMPACT

As with every investment, return-on-investment data is essential to track progress and results. HIKE also enables teams to assess their own knowledge to track their professional development. This

helps organizations see how their HR team is progressing in their learning journey and recognize their achievements. Through the online platform, it's easy to measure HIKE usage, knowledge, and skills acquisition, which helps quantify progress made by participating individuals and teams to easily share with key stakeholders.

## YOUR OPTIONS

Mercer's HIKE solution is available in three package options:

<b>LEVELS</b>	<b>PLATINUM</b> 18 online modules, 9 internal instructor-led modules and knowledge transfer, 4 Mercer-led workshops		
	<b>GOLD</b> 18 online modules, 9 internal instructor-led modules and knowledge transfer		
	<b>SILVER</b> 18 online modules		
<b>DELIVERY METHOD</b>	Online	Face to face (internal transfer)	Mercer-led
<b>BUSINESS PARTNERING</b>	Effective business partnering Driving employee engagement and productivity Designing effective HR policies	Influencing without authority HR strategy and planning	Strategic partnering skills
<b>LABOR AND EMPLOYEE RELATIONS</b>		Facilitating effective conflict resolution Coaching employees	
<b>TALENT ACQUISITION</b>	Recruitment and EVP fundamentals Engaging hiring and onboarding strategies Utilizing assessment tools effectively	Effective interviewing skills	Strategic workforce planning
<b>PERFORMANCE AND REWARDS</b>	Performance and rewards fundamentals Optimizing benefits Sales incentive design Executive remuneration fundamentals	Building performance-management skills Advanced total rewards strategy	
<b>TALENT MANAGEMENT</b>	Talent management fundamentals Career management fundamentals Organizational design Training design and evaluation	Effective succession management and talent reviews	Strategic talent management
<b>ANALYTICS AND CHANGE</b>	Producing quality position descriptions Getting change right/change fundamentals Driving business results with workforce insights Leveraging technology	Facilitating organizational change	Advanced analytics and modeling

All three packages above include a comprehensive competency framework for HR and access to the exclusive HR practitioners online community.

Additional learning and consulting options are available to further customize your HIKE solution.

## CONTACT US

For more information, please visit  
[www.mercer.com/HIKE](http://www.mercer.com/HIKE) or contact:

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