

HR Business Partner 2.0



Who Should Attend?

HR Professionals



Course Introduction

Strategic HR business partners are the new power players in modern organizations, translating business goals into people strategies. Success demands equal parts business acumen and HR expertise, with a proactive mindset to turn both into results. The HR Business Partner 2.0 Certificate Program is designed to help HR professionals claim a seat at the table with strategic HRBP competencies, including customer centricity, data literacy, employee experience, and AI skills.

KEY PROJECTS & RESOURCES IN THIS PROGRAM

Strategic vs. Operational HR Cheat Sheet

- Discover the differences between strategic and operational HR in this cheat sheet.

From Reactive to Strategic HR: A Behavioral Guide

- Elevate your credibility as an HR professional with seven essential mindset shifts.

Business Model Canvas Template

- Understand the operating context of your own business.

Strategy Preparation Pack

- Grab-and-go slide templates to incorporate into strategy presentations.

Customer Journey Mapping Template

- Map out the experiences of HR's key customers, pin point key touchpoints, and uncover pain points.

Business Context Canvas

- Recognize practical ways to gather, validate, and synthesize business information.

Stakeholder Management Template

- Map stakeholders based on their influence and interest in the consulting process.

Measurement Framework Template

- Track key metrics across the employee lifecycle.

KPI Tree Template

- Connect your HR initiatives to real business impact.

Template Prioritization Matrix

- Categorize your assumptions about possible experiences and decide which ones you want to prioritize.

Toolkit: Designing & Testing the Desired Experience

- Map the experience, develop a criteria guide for MVE, and sign off the prototype.

SCARF Diagnostic Guidebook

- Use the SCARF model to analyze and predict stakeholder behavior and maximize influence potential.

Strategic Influencing Toolkit

- Learn trust-building strategies and language patterns for different scenarios.

AI Use Cases for HRBPs

- Learn how AI can support you in preparing and running more productive meetings, crafting better messages, and analyzing information to guide business decisions.

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Attendance by two or more representatives of
your compensation committee or organization
will foster teamwork and enhance the
program's impact

ULTIMATE LEARNING SOLUTIONS

Course Agenda

Course 1: Becoming a Strategic HR Business Partner

Think strategically, act with impact, and lead with confidence.

Uncover the foundations of effective HR business partnering. This course helps you to distinguish strategic HR from operational execution to drive business value. Learn how to connect people strategy directly to business outcomes, speak the language of leaders, and bridge people and performance to deliver solutions.

Module 1	Understanding the HRBP Role
Module 2	Core Capabilities of a Great HRBP
Module 3	The Future-Ready HRBP

Course 2

Understanding Business Strategy

Turn strategic HR insights into organizational results.

This course builds your business acumen step-by-step. Learn how to link strategy, culture, and performance to improve how the organization creates and sustains value. Use practical frameworks to evaluate and convert strategy into actionable HR initiatives, then move from planning to execution to deliver measurable results.

Module 1	HR & Business Strategy
Module 2	Moving from Strategy to Execution

Course 3 Customer-Centric HR

Redefine HR through the lens of customer centricity

Turn HR process improvements into experiences that matter. This course empowers you to connect customer-centric HR practices to tangible improvements in employee and business outcomes. You'll learn practical steps to build a customer-focused culture through responsive people practices that drive engagement and long-term business value

Module 1	Customer-Centricity in Human Resources
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Course 4 HR Consulting Skills

Become a trusted HR consultant

HR professionals require consulting skills to actively understand and help solve business problems of their organization. You'll adopt a consulting mindset that enables you to diagnose issues, challenge assumptions, and partner effectively with the business. This HR Consulting training gives you a framework with predefined steps and guidelines to identify obstacles, design business-aligned HR solutions, track metrics, and communicate impact

Module 1	Setting the Stage for Consulting Success
Module 2	Diagnosing the Business Problem & Root Cause Analysis
Module 3	Designing the Right Solution for the Business
Module 4	Creating an Implementation Plan & Monitoring Impact

Course 5 Driving HR Impact with Metrics, Dashboards, and OKRs

Increase HR's strategic value with metrics

Develop the knowledge and skills you need to identify and implement HR metrics that help your organization hit its goals. With the Strategic HR Metrics online training, you will be able to determine the efficiency and business impact of the workforce, and the HR department itself.

Module 1	Introduction to HR Metrics
Module 2	Reading HR Dashboards
Module 3	Using the HR Value Chain to Drive Business Impact
Module 4	HR KPIs and OKRs for Measurable Impact

Course 6 : Driving the Employee Experience

Understand how design thinking principles transform everyday interactions into valuable employee experiences that improve performance. In this course, you'll go through a hands-on process to rethink how HR designs, delivers, and measures engagement. You'll use employee experience design principles to map employee personas with their needs, design and test new experiences, and measure the results to continuously improve impact across the employee lifecycle.

Module 1	Redefining EX with Design Thinking
Module 2	Creating Impactful Employee Experiences

Course 7: Building Influence and Credibility as an HRBP

Influence in HR with integrity, lead with HR credibility.

This course equips you with the skills to influence decisions, build trust, and enhance stakeholder relationships as a strategic HRBP. Start by exploring why influence is essential in today's organizations and how trust forms the foundation for all impactful relationships. By the end of this course, you'll have a practical toolkit to influence ethically, lead conversations with confidence, and make HR's voice heard in business decisions.

Module 1	Influencing without Authority
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Course 8: AI Tutorials for HR Business Partners

Turn AI into your everyday assistant as an HRBP

The AI tutorial for HRBPs includes a series of short demos on how to leverage Gen AI to generate meeting agendas, talking points, and follow-ups. You'll also learn how to create reusable AI prompts to write tailored, high-impact communications across channels and to different stakeholders. In short, you'll be able to use your time more efficiently and regain hours for strategic work.

Module 1	Streamlining HR Meetings With GenAI
Module 2	AI for HR Communications

ULTIMATE LEARNING SOLUTIONS

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Delegate Name:		Designation:		Email:	
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Method of payment

☐ Bank transfer ☐ Cash or Direct Deposit
Payment and/or Banking details will be sent on receipt of a completed booking form.

All payments to reflect the invoice number

Booking Fee:

☐ Early Bird Fee ☐ Normal Booking Fee

Early booking fee is for a booking received 30 days before the training date.

An invoice will be sent upon receipt of registration form. Payment must be received prior to course start and State your invoice number as reference for payment

TERMS & CONDITIONS

I have read and understood the booking terms and conditions

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If you are unable to attend, a substitute delegate is welcomed at no extra charge. Please provide the name and the title of the substitute delegate at least 2 working days prior to the Conference. Regrettably, no refund can be made for cancellation received 2 weeks before the date of the course. A complete set of documentation will however be sent to you. The organiser reserves the right to make any amendments and/or changes to the programme, venue, speaker replacements and/or topics if warranted by circumstances beyond its control

