

UKG Pro Workforce Management (PWFM)

COURSE CONTENT

GET IN TOUCH



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About Multisoft

Train yourself with the best and develop valuable in-demand skills with Multisoft Systems. A leading certification training provider, Multisoft collaborates with top technologies to bring world-class one-on-one and certification trainings. With the goal to empower professionals and business across the globe, we offer more than 1500 training courses, which are delivered by Multisoft's global subject matter experts. We offer tailored corporate training; project Based Training, comprehensive learning solution with lifetime e-learning access, after training support and globally recognized training certificates.

About Course

UKG Pro Workforce Management (PWFM) Training is designed to help professionals develop expertise in workforce scheduling, attendance management, labor forecasting, compliance monitoring, and workforce optimization. The course provides practical knowledge of workforce planning processes, employee time management, labor analytics, and operational reporting. Participants will learn how to improve workforce productivity, optimize staffing levels, manage labor costs effectively, and support strategic workforce decisions through modern workforce management practices and technology-driven solutions.

Module 1: Introduction to UKG Pro Workforce Management

- ✓ Workforce Management Fundamentals
- ✓ UKG Pro Workforce Management Overview
- ✓ Platform Architecture
- ✓ Key Features and Capabilities
- ✓ Workforce Management Lifecycle
- ✓ Navigation and User Interface

Module 2: Workforce Structure and Employee Data Management

- ✓ Organizational Structure Setup
- ✓ Employee Profiles
- ✓ Workforce Data Management
- ✓ Job and Labor Attributes
- ✓ Employee Groups and Classifications
- ✓ Workforce Hierarchies
- ✓ Data Maintenance Best Practices

Module 3: Workforce Scheduling Fundamentals

- ✓ Scheduling Concepts
- ✓ Schedule Creation and Management
- ✓ Shift Assignment

- ✓ Scheduling Policies
- ✓ Open Shift Management
- ✓ Schedule Adjustments
- ✓ Workforce Scheduling Best Practices

Module 4: Advanced Scheduling and Optimization

- ✓ Demand-Based Scheduling
- ✓ Workforce Forecasting
- ✓ Labor Requirement Planning
- ✓ Schedule Optimization Techniques
- ✓ Staffing Balancing
- ✓ Skill-Based Scheduling
- ✓ Schedule Performance Monitoring

Module 5: Time and Attendance Management

- ✓ Timekeeping Fundamentals
- ✓ Clock-In and Clock-Out Processes
- ✓ Time Capture Methods
- ✓ Attendance Tracking
- ✓ Timecard Management
- ✓ Exception Handling
- ✓ Attendance Compliance

Module 6: Absence and Leave Management

- ✓ Leave Management Concepts
- ✓ Absence Tracking
- ✓ Leave Request Workflows
- ✓ Leave Balances and Accruals
- ✓ Vacation and Sick Leave Management
- ✓ Approval Processes
- ✓ Leave Compliance Monitoring

Module 7: Labor Forecasting and Workforce Planning

- ✓ Labor Demand Forecasting
- ✓ Forecasting Models
- ✓ Workforce Capacity Planning
- ✓ Demand Analysis
- ✓ Staffing Requirement Calculations
- ✓ Workforce Planning Strategies
- ✓ Forecast Accuracy Monitoring

Module 8: Compliance and Labor Regulations

- ✓ Workforce Compliance Requirements
- ✓ Labor Law Considerations

- ✓ Overtime Management
- ✓ Break and Meal Compliance
- ✓ Workforce Policy Enforcement
- ✓ Audit and Compliance Reporting
- ✓ Risk Mitigation Strategies

Module 9: Employee and Manager Self-Service

- ✓ Employee Self-Service Functions
- ✓ Schedule Viewing and Requests
- ✓ Leave Requests
- ✓ Shift Swaps and Shift Bidding
- ✓ Manager Self-Service Tools
- ✓ Approval Workflows
- ✓ Workforce Communication Features

Module 10: Workforce Analytics and Reporting

- ✓ Workforce Reporting Framework
- ✓ Labor Performance Metrics
- ✓ Attendance Analytics
- ✓ Scheduling Effectiveness Reports
- ✓ Workforce Dashboards
- ✓ Operational KPIs

- ✓ Data-Driven Decision Making

Module 11: Labor Cost Management

- ✓ Labor Cost Analysis
- ✓ Budget Monitoring
- ✓ Overtime Cost Control
- ✓ Workforce Efficiency Measurement
- ✓ Labor Productivity Tracking
- ✓ Cost Optimization Strategies
- ✓ Financial Impact Analysis

Module 12: Integration and Data Management

- ✓ Integration Architecture
- ✓ HR and Payroll Integration
- ✓ ERP Integration Concepts
- ✓ Data Synchronization
- ✓ Workforce Data Exchange
- ✓ Interface Monitoring
- ✓ Integration Best Practices

Module 13: Administration and Security

- ✓ User Administration

- ✓ Role-Based Security
- ✓ Access Control Management
- ✓ Workforce Data Security
- ✓ System Configuration
- ✓ Audit Management
- ✓ Operational Support Activities

Module 14: Implementation and Best Practices

- ✓ UKG PWFM Implementation Methodology
- ✓ Business Requirement Analysis
- ✓ Workforce Process Design
- ✓ Testing and Validation
- ✓ Change Management
- ✓ Industry Use Cases
- ✓ Real-World Workforce Scenarios
- ✓ Best Practices for Workforce Optimization