



Contingent Workforce and Gig Talent Management Training Course

17 – 21 May 2027
Kuala Lumpur

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Ref: 1620_219609 **Date:** 17 – 21 May 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

Overview

Contingent Workforce and Gig Talent Management Training Course is a one-week course for HR leaders, workforce planners, procurement partners, compliance stakeholders, and managers, who leave with a Contingent Workforce Operating Plan. The course connects workforce segmentation, sourcing, classification governance, onboarding, performance, cost control, platform oversight, and offboarding across technology, healthcare, infrastructure, and professional services. Agile Leaders Training Center develops contingent workforce and gig talent management practice.

Who Should Attend

- Functions responsible for workforce demand, capacity, and talent segmentation
- Teams sourcing and onboarding contractors, freelancers, or platform talent
- Functions managing suppliers, service outcomes, rates, and external labor costs
- Risk, legal, compliance, information security, and data-governance stakeholders
- Managers accountable for contingent-worker access, performance, inclusion, and offboarding

The course assumes participants coordinate external workers or related stakeholders, and leaves out legal advice, payroll processing, and generic recruitment administration.

Departments and Industries

The course supports contingent workforce operations across private, public, and project-based organizations.

- Human resources, workforce planning, and talent acquisition departments
- Procurement, vendor management, finance, and commercial functions
- Technology, professional services, and financial services organizations
- Healthcare, infrastructure, construction, and energy operations
- Risk, compliance, information security, and business continuity teams

Learning Objectives

By the end of this course, participants will be able to:



- Analyze workforce demand using build-buy-borrow segmentation
- Build role specifications and channel-based sourcing plans
- Apply classification, contract, access, data, and IP controls
- Use onboarding, inclusion, and performance scorecards
- Evaluate rates, costs, vendors, platforms, and service outcomes
- Prioritize continuity, offboarding, and operating-plan actions

Course Agenda

Day 1: Workforce Segmentation and Demand

- Contingent Workforce Segmentation Map
- Build-Buy-Borrow Decision Matrix
- Role Criticality and Demand Forecast Grid
- External Talent Risk-Tier Model
- Workforce Stakeholder Accountability Chart

Day 2: Sourcing and Engagement Design

- Contractor and Freelancer Role Specification
- Sourcing Channel Evaluation Scorecard
- Vendor and Platform Selection Matrix
- Service Outcome and Deliverable Framework
- Rate Card and Total Cost Analysis

Day 3: Governance and Control

- Worker Classification Decision Checklist
- Co-Employment Risk-Control Map
- Contract Governance and Escalation Matrix
- Data, Intellectual Property, and Access Control Register
- Third-Party Compliance Evidence Checklist

Day 4: Experience and Performance

- Contingent Worker Onboarding Journey Map
- Inclusive Team Integration Practices
- Contractor Performance and Outcome Scorecard
- Vendor Service Review Dashboard
- Continuity and Knowledge Transfer Plan



Day 5: Operating Practice and Capstone

- Exercise: Build-Buy-Borrow Scenario Analysis
- Exercise: Classification and Access Control Review
- Exercise: Rate and Vendor Performance Evaluation
- Exercise: Offboarding and Knowledge Transfer Simulation
- Capstone: Contingent Workforce Operating Plan

Practical Exercises

The course uses suggested activities to convert contingent workforce decisions into governed operating actions.

- Suggested activity: segment roles and select build, buy, or borrow responses for technology and infrastructure demand
- Suggested activity: assess a contractor scenario using classification, contract, access, data, and intellectual-property controls
- Suggested activity: compare vendor rates, service outcomes, performance evidence, and continuity exposure
- Suggested activity: present a Contingent Workforce Operating Plan with owners, controls, measures, and review points

FAQs

Who suits contingent workforce management training and what does it assume?

HR, workforce planning, procurement, compliance, and operational managers suit the training; it assumes responsibility for external workers or related stakeholders without requiring specialist legal expertise.

How does contingent workforce management differ from general recruitment training?

Contingent workforce management spans demand segmentation, classification controls, contracts, access, vendor oversight, performance, cost, continuity, and offboarding; general recruitment training concentrates on attracting and selecting candidates.

What is a build-buy-borrow decision in gig talent management?

A build-buy-borrow decision compares developing employees, hiring permanent talent, and accessing external capability against demand duration, role criticality, cost, risk, control, and knowledge-retention needs.



How should contractor performance be measured?

Contractor performance should be measured against defined deliverables, service outcomes, quality, timeliness, risk controls, stakeholder feedback, and knowledge-transfer commitments rather than employee-only measures.

Why does contingent worker offboarding require governance?

Governed offboarding closes physical and digital access, retrieves assets, protects data and intellectual property, confirms deliverables, transfers knowledge, records lessons, and reduces continuity exposure.

Conclusion

Participants take back a Contingent Workforce Operating Plan. It connects demand, sourcing, classification, contracting, onboarding, performance, cost, vendor oversight, continuity, and offboarding decisions. The plan changes fragmented external-worker activity into an operating cycle with accountable owners, evidence, controls, measures, and review points.