

## Managing HR



### Company Culture

Proactively seeking to identify the workplace issues that impact productivity, work environment, culture and satisfaction is the best way to keep your finger on the pulse of your business. This knowledge can be deployed to make any number of decisions affecting your company's direction and overall health, from staffing issues to client satisfaction.

Employee Engagement - find out how your employees feel about the company and the management. Be able to manage this in a constructive manner with assistance in providing feedback to managers and employees and produce action plans that involve everyone to improve the workplace culture. Investors in People (IiP) - Implementation will be less challenging if all of the above have been actioned and employees feel they have input and impact on the success of the business.



### Policies & Procedures

Do your people have the right clarity of purpose in their roles and understand the parameters in which they should operate? We can support you in creating a whole suite of policies and procedures to help you manage the HR implications in your business:

- Employee Standards - how you expect an employee to behave at work.
- Recruitment and Selection - the process, interviewing and selection, Assessment Centres (whether to use them or not), Fixed Term Contracts and Temporary Employees.
- Compensation and Benefits - policies to fit the business and employee needs.

#### POLICIES

- General Administration - new starter admin, Referencing, safe use of information, Social Media.

#### PROCEDURE

- Learning and Development - Training and Competency (FCA), Further Education.
- All of the above brought together in an employee handbook to provide to both existing and new employees.

### **Employment Contracts**

Whether reviewing viability of existing contracts or helping you to develop new contracts of employment for the first time, ensuring both legal compliance and managing the consultation process can be time consuming. An independent advisor can facilitate this process.



### **Job Descriptions, Evaluation and Pay & Grading**

- Job Descriptions - Specific and generic competencies.
- Evaluation - Process to ensure that grades are consistent and fair throughout the organisation.
- Pay and Grading - a process which ties back to the Evaluation Process and ensures competitive and fair pay within the organisation.
- Incentive Schemes.



### **Performance Management**

Helping organisations understand the way they manage performance for every individual in the organisation. Businesses need to think hard about the outputs they expect, whether they have the right skills and behaviours to support delivery of the right outcomes.

Bespoke Performance Review (Appraisal) Process - helping managers become confident in conducting one to ones, annual and interim reviews.

Performance Improvement Plans - Good success rate, but able to "exit" someone, professionally and promptly.

The Disciplinary Process and practical support with the implications around employment law.

When do you deal with it yourself, when do you ask for mediation and when do you find a lawyer!

Absence Management - get this below 3%, dealing with the long-term and interim sickness.



### **Conflict Management and Resolution**

Comprehensive understanding of employment legislation and the impact this has on the business.

Ensure your managers are ready to deal with employment issues in a fair and practical manner and are not afraid to discuss issues with employees.

## Recruitment, Selection and Assessment Centres

Time-consuming? Ineffective? Trust Palladium's HR team to take the burden of your recruitment processes. From response handling to designing & delivering assessment centres... we can help you to recruit the right candidates for your business.

Do you need the job? Has the vacancy been properly assessed? Is it within budget?

Has a comprehensive job description been written which will attract the person with the right experience to the job?

What is the best method of recruitment? One to one's, Assessment Centres, Panel Interviews and/or presentations?

Selling the company at the start of the recruitment process.

If they don't become an employee they may become a customer.

Induction and Probation processes.

What does the first six months look like and how to get staff engagement from the start.



## HR Understanding and Development for Management

Invest in your managers and let them spend time with a HR professional with significant experience to help solve issues, mentor them through difficult situations and help with development in their roles. Get a well informed and sensible view on the development needs of your people.

For further information on any of these support services please do not hesitate to contact us directly to arrange an initial meeting. There is no charge for this initial consultation. It is in our interests to ensure we have a full understanding of your requirements to enable us to scope and propose an acceptable solution.