



*Specialist provider of:*

Training  
Executive Coaching  
HR & Management Consultancy  
Psychometric testing  
Employment law support  
Investigations and dispute management

Company Brochure



## Introducing CompleteHR

At CompleteHR Ltd we are well known by our clients as providers of excellence.

We offer a full range of people based services including training courses and development programmes. Our trainers are well known as leaders in their field and work on public programmes as well as with some of the countries leading employers. In addition to classic training provision we also offer executive coaching for a different development approach.

Our consultancy arm offers a full range of HR services and project management. Our involvement can start with drafting contracts and revising staff handbooks to areas including managing exits and preparing compromise agreements as well as all the stages in between. Our employment law experts can handle any issue up to and including employment tribunal case preparation or conducting investigations and hearings in all cases of bullying, discrimination, harassment, disciplinary and other grievance related issues.

Managing your workforce correctly and maximising their skills, knowledge behaviours and performance is essential and is key to any business success.

With a team of outstanding professionals in their field our comprehensive services will assist you to develop your staff and their performance, manage difficult issues and will often enable significant savings in the long run.

Whatever the need we will be able to provide the right solution.



## Training

What follows is an example of some of our courses delivered in-house to various clients.

Our sessions are always memorable, participative and designed to meet agreed aims and objectives. In addition all programmes are tailored to match your exact requirements.

### Human Resources Courses

- quarterly updates for HR teams
- effective HR secretary / assistant
- effective HR officer
- effective HR manager
- introduction to HR
- understanding employee relations
- train the trainer
- successful recruitment and selection
- interviewing skills
- discrimination and equal opportunity
- managing employee release
- redundancy management
- employment law courses (specific and general)
- absence management

“ One of the best course presenters I have seen in some time..... ”

*Katrina Parsons, AXA Insurance*

### Management development Courses

- improving performance management
- moving from compliance to commitment
- presentation skills
- introduction to supervision
- introduction to management
- the manager as a coach
- interviewing skills
- managing people within the law
- appraisal skills
- managing discipline and grievance
- employment law courses
- HR for line managers
- understanding policies and procedures
- absence management
- negotiation skills
- assertiveness skills
- managers as leaders
- time management



“ The tutor was VERY knowledgeable and had an excellent grasp of specific cases which illustrated the points very well ”

*Course attendee, British American Tobacco staff*

### Employment Law Courses

- managing people within the law
- introduction to employment law
- advanced employment law
- family friendly rights
- managing employment tribunal complaints
- recruiting legally
- managing discipline and dismissal
- understating the law of discrimination
- annual employment law refreshers and updates

## Consultancy

Our consultants are dedicated to providing expert practical and effective HR support to ensure integrated solutions. We can provide consultants from a range of disciplines to provide you with the specific skills, experience and advice you need either on an ad hoc, interim or retained basis.

**Below is an example of the matters we have recently managed**

- Transfer of undertakings
  - Practical support with staff representative forums
  - Company reorganisations
  - Training and Development needs analysis
  - Redundancy/downsizing Programmes
  - Writing and reviewing Policies/Procedures/Employment Contracts/Staff Handbooks or creating standard letters
  - Recruitment campaigns (including on-line applications, assessment centres, designing interview processes and all related candidate administration etc)
  - Psychometric profiling
  - Full HR Audits - to ensure you operate legally and effectively
- Implementing equal opportunities, diversity policies and cultural change programmes

“ CompleteHR via a number of their consultants have worked with us for some years now. The support and advice has been and continues to be outstanding. Projects worked on includes the design of a large scale recruitment campaign (approx. 50 people), a substantial TUPE transfer, employment tribunal case management, investigation services, various training courses and the list continues. I would strongly recommend them to any employer. ”

**George Vale, Head of HR, CTRL (Network Rail) Ltd**

## Coaching

Coaching is a one-to-one development process, formally contracted between one of our consultants and an employee to facilitate performance improvements. Executive coaching is one of the fastest growing development initiatives in successful businesses today. Let us find you the perfect coach.

“ Toni Trevett worked with the senior management team / board in an executive coaching capacity initially in relation to presentation and communication skills. She undertook some outstanding work with us in that area and in one to one sessions and that relationship continues to date. I would strongly recommend her for executive coaching. ”

**Peter Weir, Managing Director, Air Menzies International**

## Investigations and Dispute Resolution

It is often difficult to impartially and effectively internally manage investigations and grievance or disciplinary issues. Consultants from CompleteHR Ltd have assisted many organisations with such sensitive matters from conducting large scale investigations into bullying and harassment claims to hearing disciplinary meetings and appeals.

## Employment Law

We have supported numerous organisations over the years by rewriting contracts and agreements as well as policies, procedures and staff handbooks. Without regular reviews, these can very quickly become out of date and legally incorrect.

We also manage Employment Tribunal claims for our clients, and work with you in preparation of any hearing, completing ET3's, writing witness statements and reports and so on.

Some of our clients also receive quarterly updates delivered direct to their HR Teams in order to keep on top of developments, legislation, case law and news.

The CompleteHR team includes an Employment Law Barrister and other specialist advocates who can assist in any legal matter.

“ We have used Complete HR for a range of training, development and consultancy matters over the years and have found them to be exceptional. More recently a management development programme for some 350 managers has been designed and delivered covering matters from performance management and improvement to understanding employment law. Feedback from our managers has always been second to none. In addition Complete HR has assisted us with policy and procedures improvements as well as management of employment tribunal issues. They also provide a quarterly update briefing for the HR teams. All in all they cannot be recommended highly enough.

”

**Donna Breakspere, HR Manager, British American Tobacco**

“ Knowledge of employment law is obviously essential these days, but the second half on managing various aspects of underperformance has given valuable confidence and direction to tackle this.

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**Course attendee, British American Tobacco staff**



## Contact Complete HR

You can contact us via telephone on:

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You can also contact us via email at:

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