

THE BENEFITS OF USING A HR PROVIDER

INCLUDING OUR "8 WAYS CHEAT SHEET" TO KNOW
WHEN IT'S TIME TO GET SOME SUPPORT



WHEN IS THE RIGHT TIME TO BRING IN HR/PEOPLE SUPPORT IN YOUR BUSINESS?

Your business is important to you, as business owners ourselves we understand you've watched it grow and lost sleep over it.

You do your best to make decisions that will not put your business at risk, you've worked hard to build your client list and established your reputation, but as your business and teams grow, you find yourself struggling to manage everything, or worse you wake up one morning and realise you have developed a case of Founder dependence; struggling to delegate for fear of losing control, Before long your days are getting longer, your loosing time and freedom, *(the very things you set up in business to achieve)*

So, what are your options and is outsourcing parts of your business right for you? Well if you answer 'Yes' to any of the following, then it could be time to start looking for some support....

- Are you spending more time working on the people side of your business rather than what you set up in business to do?



How much time have you spent doing or thinking about this over the last 3 months?

- Are you employee's causing a lot of 'noise' in the business right now, with demands on yours, or your leaders time increasing?



How much time would you save by not dealing with it and what could you do if you had this time back (*aaah. The gift of time*)

- Do you worry about the risk of doing things incorrectly when it comes to managing your employees and spend time worrying about ending up in an employment tribunal?



- Do you worry about what you can, and cannot say to employees and sometimes end up not addressing these issues when perhaps you should?



- Do you have the necessary skills and expertise to deal with this (be honest!)



- Could you learn the skills and if so, what would you need to know, how long would it take to learn this?



Finally, **here's the final sucker punch question,**

Do you hear yourself asking, "Why won't, or why can't they just"? Then my friend, it's definitely time we talked!

So now we've established that maybe you could do with some support, lets look at **HOW** a provider could potentially support you.

EXAMPLES OF HOW A RETAINED HR PROVIDER CAN SUPPORT YOU.

Paperwork, they can provide you with all the relevant documents that you may need to support and protect your business, which could include template letters, policies, contracts and handbooks. If you're not sure what you'll need then check out our FREE resource [How hard can it be – 4 ways to ensure you have the right paperwork.](#)

One of our clients put it very simply:

“ they deal with contracts, handbooks and all the other boring stuff none of us business owners actually care about until it's too late”

Managing performance: including absence and capability. When things don't go well, or employees become disengaged (which let's be honest, can happen!) they will be able to help you navigate through the challenges of dealing with poor performing employees or teams, including how to deal with those difficult conversations, this may take the form of

- Flowcharts and/or training
- Assisting with the meetings, or even
- Running them on your behalf.

Great for an independent viewpoint!

Increasing and reducing workforce numbers: Should you need to make people redundant they will be able to provide advice and guidance on the 'how to' side, along with the paperwork to ensure you follow the correct procedures.

Managing the day to day people issues: for example, we offer our clients a monthly surgery for the staff, a bit like a 'drop in' centre, where they can address anything with us. Our clients love it as it reduces the 'noise' in the business whilst increasing employee engagement.

Help with hiring decisions, they can provide you with a framework to aid your hiring decisions or training managers on how to effectively and confidently hire for their teams, which could include interview questions or behavioural assessments.

Did you know, 80% of employee turnover is due to bad hiring decisions. Just take a minute to think about that, you could be losing 8 out of every 10 people by not getting it right

Managing the legal risks, help with understanding the process and employment frameworks can go a long way to keeping staff engaged and motivated as well as protecting your business against spurious claims from disgruntled employees

Everything they do should be geared towards ensuring that your life is made easier and if they follow a model similar to ours, they may even be able to help with:

- o **Realigning your workforce**, ensuring your employees come to work ready to do their best work ever
- o **Developing future leaders**, to ensure they have the skills to manage their teams confidently, saving you time and resource.

Don't forget using an external HR provider also offers you a level of independence that you may not currently have, as you're too close to the business and the day to day. It will definitely help you with making some of those more difficult decisions.

SO WHERE SHOULD I START?

If in doubt about whether it's right for your business, a project can be a great way to start out and is a good way to “try before you buy” and work with them on a retained basis. You could appoint them to undertake a project which will allow you to get to know how they work and see if they are a good fit for you, your business, and the future.

Ask them to help you with a current issue you may be experiencing, and get them to provide you with a written solution, this way you can check how they are likely to communicate with you in future. If there's lots of technical jargon and they bind you up in paperwork and emails, does this suit what you need?

Once you feel you could work with them, then this may be a good time to consider a retained relationship.

HOW DO I CHOOSE A PROVIDER?

1. Ask for a referral, who do you know that is using someone at the moment?
2. Check out LinkedIn, there will be groups that you can post in for recommendations
3. Check out HR groups on Facebook and ask or post what you need in there.
4. Ask US, we know a lot of people, having been established for over 10 years, I'm sure we will know someone who will suit you and your requirements.

If you have a few to choose from, here are some sample questions to ask when considering using support:

- What do you consider your core skills and services to be, then see which ones match yours. *(Check out the 8 ways sheet below to help you identify what these might be.)*
- What types of clients and industry sector experience do they have and what challenges do they think your industry face? *(Use our challenges sheet earlier in the booklet as a guide)* and discuss your challenges with them and ask how they would propose to support you.
- Ask for a sample of the work that they have carried out over the last 90 days.
- Remember to also check out the level of insurance cover they have, hopefully you will never need it but its always good to know, and offers you some reassurance.

SMART MOVE...

Getting some support in your business is just SMART. It will save you time. Leaving you to concentrate on what you set up in business to do, rather than spending time doing stuff you don't enjoy!

As a business owner, we know that we should be focusing on the development and growth of our businesses, of course your employees are your responsibility and we don't profess to outsourcing them, however you didn't set up in business to be an HR expert so why not find someone who is, and let them advise you so you can get back to doing what you enjoy. Now that's just common sense!

If this was useful and you'd like access to more of our FREE resources, go check out our [website](#) and register for our newsletter and resources.

If you'd like to talk to us about how we, or our network can support you, call 07540 634227 or email us at hello@rowanhr.com.

You can also follow us on our social sites



8 QUESTIONS TO HELP YOU DECIDE IF IT'S TIME TO HIRE SOME HR SUPPORT



Take 5 minutes and fill this in, answer honestly, if nothing else it will help you understand the gaps in your business and will also give you a list of challenges that you can use to potentially interview possible suppliers. #Bonus!

Why are these questions important to answer? Well,

- 1) they will help you uncover where your time is being spent.
- 2) what's stopping you from doing what you enjoy and
- 3) what stopping your employees from doing their best work.

Don't skip this, dive in and do the work now, let it be easy, don't spend any more than 30 minutes to answer the questions, this is about identification and acknowledgement, not perfection. It will save you time (*and money*) in the long run.

WHAT DO YOU LOVE MOST ABOUT THE JOB YOU DO?

HOW MUCH TIME HAVE YOU ACTUALLY SPENT DOING
THIS OVER THE LAST 6 MONTHS AND WHAT'S STOPPING
YOU FROM DOING IT?

WHEN YOU ARE WORKING ON YOUR BUSINESS WHAT PARTS
OF THE BUSINESS COME NATURALLY TO YOU, WHAT ARE THE
BIGGEST CHALLENGES?

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WHAT'S YOUR BIGGEST FRUSTRATION WHEN DEALING WITH THE PEOPLE ASPECTS OF YOUR BUSINESS?

WHY DO YOU THINK THIS IS A STRUGGLE?

IF YOU COULD WAVE A MAGIC WAND AND GET THE RESULTS YOU'RE AFTER, WHAT WOULD THESE RESULTS LOOK LIKE, WOULD THIS MAKE YOU HAPPY?

WHAT HAVE YOU ALREADY TRIED BEFORE THAT HAS NOT WORKED?

HOW WOULD YOU FEEL IF THIS CHALLENGE WERE FIGURED OUT FOR YOU OR LAID OUT IN A WAY THAT WOULD HELP YOU ACHIEVE THE TRANSFORMATION YOU NEED IN YOUR BUSINESS?

NOW YOU'VE READ THE GUIDE AND
COMPLETED THE QUESTIONNAIRE, YOU
SHOULD BE IN A BETTER PLACE TO
UNDERSTAND WHAT THE PEOPLE CHALLENGES
ARE IN YOUR BUSINESS, WHERE YOU NEED
SOME SUPPORT AND TO USE THIS
INFORMATION TO HELP YOU FIND AND
APPOINT AN EXPERT TO HELP YOU.

GOOD LUCK AND IF YOU NEED ANYTHING
ELSE, PLEASE LET US KNOW

KAREN & THE ROWAN TEAM



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