



Performance Management

Performance management is about ensuring your staff have the right skills, knowledge and motivation to deliver to your organisation's objectives

Good performance management ensures staff are clear about what is expected of them and equally important that their performance is regularly reviewed and assessed.

At HR Services we understand how key managers are key to the process of achieving improved performance of staff and that of your organisation.

What we offer

Effective management processes

- ✓ Working with you to develop sound supervision and management processes
- ✓ Reviewing appraisal, pay and benefits and other systems to incentivise and reward your staff
- ✓ Assist in minimising the impact through swift resolution and developing effective consultation with employees
- ✓ Delivering training and coaching to your managers to empower them to handle performance issues

Day to day support (including)

- ✓ Work with your managers to develop performance improvement planning
- ✓ One to one support to your managers in managing difficult cases
- ✓ Attending formal hearings where issues cannot be resolved informally
- ✓ Supporting you through the legal process

Why choose us?

- ✓ Qualified experienced HR professionals
- ✓ Pragmatic approach to problem solving
- ✓ Dedicated consultants to ensure continuity
- ✓ On-site support when required



"A professional and efficient service in a friendly, pragmatic way"

I have worked with HRSP during my time as CEO of several charities and would not hesitate to recommend them to others. In my most recent role as CEO for Samaritans we have used HRSP to provide support to our branches regarding employing staff and also to provide independent advice and support to our busy HR team at the Central Charity. HRSP quickly built up good working relationships with the HR team and staff and soon grasped an understanding of our complex structure and unique way of working. HRSP have provided a professional and efficient service in a friendly, pragmatic way.

Catherine Johnstone, CEO – Samaritans

**Visit our website for
further testimonials**

**Call us for
more information**

**Tel: 01403 240205
www.hrservicespartnership.co.uk**

How can I improve skills?
 HOW DO I INTRODUCE A NEW PAY STRUCTURE?
 What is the process we need to follow?
 How can we adapt?
 WHO CAN I TURN TO?
 We need a strategic approach?
 We haven't got the time!
 HOW DO WE UPDATE OUR STAFF POLICIES?
 HOW CAN WE DO THIS LEGALLY?
 What do my staff really think?
 What is the risk?
 WHO CAN I RELY ON?
 Why are some staff always calling in sick?
 How can I reduce recruitment costs?



The Right choice HRSP

We definitely made the right choice in choosing HRSP and would have no hesitation in recommending them.

Tracie Colin-McKenzie, Trustee,
 Worthing Women's Aid.

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Catherine Johnstone, CEO – Samaritans

"Tailored their service and advice"

"On being appointed, the HR Services Partnership very quickly understood the ethos and culture of our organisation and tailored their service and advice accordingly. In my experience of a range of HR service providers, their help in bringing our HR policies and procedures in line with good practice and regulatory requirements has been second to none. In addition and equally important, working with all members of their team has been a pleasure".

Adrian Maunders, CEO, English Rural Housing

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