

In these challenging times,
it's essential organisations
get hold of the very best
Employee Relations advice.

We're pleased to say,
you just have.

Marshall-James, the independent Employee Relations experts, are ideally placed to help you develop and maintain healthy employee relations. Our consultants and experts are all senior executives with up-to-date employment relations experience. Between them they have worked in unionised and non-unionised environments, large and smaller organisations, within the UK and overseas. They are also experienced in working with both the public and private sectors and understand how to manage the inherent differences of both.

Employee and Industrial Relations

Creating an employee relations strategy or getting your existing one to work can be full of challenges and pitfalls. And dealing with trade unions can be daunting for even the most seasoned HR professional or line manager requiring specific skills, experience and confidence.

Work with Marshall-James and we will:

- **Help you to design the right strategy or bring your existing strategy to life**
- **Show you how to develop internal skills and competencies**
- **Provide expert guidance to major change projects**
- **Help you with tricky negotiations**
- **Guide you in setting up employee reps forums, and working harmoniously with representatives (union or non-union) and managers**

Employee Engagement

Successful organisations recognise the value of meaningful employee engagement. It's a well documented fact that engaged employees are an asset to an organisation and work with managers to achieve stated goals and objectives. The damage that de-motivated, disinterested employees can do should never be under-estimated.

We focus on how organisations communicate with employees, the messages that employees hear and the impact these messages have on how employees feel about their employer. Our goal is for employees to feel engaged, but not confused or overwhelmed.

During challenging times or when major changes are on the horizon, powerful and effective communication will be one of the key components to your organisation's success.

Grievance and disciplinary investigations

Conducting meaningful investigations internally is time consuming and expensive. On average, organisations waste 15 days on each case, and should these cases end up at tribunal, they cost £9000 to resolve. We offer a comprehensive, hassle-free solution which keeps costs down, frees up managers' time and completes each case in five days, on average.

Choose our outsourcing solution and we will:

- **Take over your case load and manage it professionally and speedily**
- **Free up valuable internal resources**
- **Cut costs dramatically**
- **Limit the risk of an investigation going wrong and ending up at tribunal**
- **Guarantee you peace of mind that investigations are conducted impartially and thoroughly**

Workplace Mediation

Many workplace disputes are caused by a breakdown in communication or relationships and are difficult for an employer to resolve. In our experience, mediation works well and restores working relationships, avoiding the inconvenience of moving employees around or exiting them from the organisation.

As soon as an incident arises, we will send an independent, fully trained mediator to you. We usually expect to see a satisfactory conclusion reached in one or two days.

Shared Services

If you are thinking of adopting a shared service model or you're having issues with the success of your existing one, talk to us. Our experience is comprehensive and we offer practical advice on how to structure shared services within your specific organisation. We also support implementation and communication of new working procedures.

We do not believe the 3-box model is the panacea some think it is. Invariably, organisations find that a modified version works best for them. The biggest issues we find organisations face relate to structure, processes and infrastructure – and in enabling meaningful communication within the HR team and across the organisation. These are all significant challenges, but, with our experience in this field, ones we can help you overcome.

Executive Appointments: recruiting the best in Employee Relations

Talented Employee Relations leaders can be hard to find so let us track down the most qualified professionals for your next vacancy. We've already placed senior professionals in transport, retail, financial services and public sectors.

Our extensive experience in the field of employee relations, combined with years of talking to key players on a daily basis, makes us the perfect partner. Our Executive Appointments division has built an impressive portfolio of senior HR professionals with specialist ER experience. Taking your brief, we will manage the recruitment process from start to finish, overseeing each stage carefully through to the exchange of contracts.

Contact us today to discuss your requirements.

Developing ER and Engagement Skills

We offer a full programme of training and development workshops run by experienced and knowledgeable practitioners. They are designed to be delivered in-house, are flexible according to your requirements and represent excellent value for money.

We also provide one-to-one coaching and mentoring sessions, perfect for HR professionals and line managers keen to increase their knowledge and confidence in the area of employee relations, industrial relations and employee engagement.

To find out more, visit marshall-jameshr.com and view our workshop brochure.

To discuss how we will free up your managers' and your HR department's time, whilst saving your organisation a considerable amount of money, please call us on +44 (0)20 7783 3970 or email info@marshall-jameshr.com

