

Process

1. Initial Meeting

During an initial meeting with the HR or Office Manager, Trade Solutions (TS) will determine any issues relating to the employees of the organisation. In addition, a profile of each member of staff will be required, along with their individual roles, responsibilities, job descriptions and contracts of employment.

2. Independent Analysis

TS will then communicate with all or particular members of staff and carry out an interview to ascertain levels of satisfaction, maintaining full confidentiality throughout. In addition, relevant secondary research will be conducted such as industry salary averages and competitor policies.

3. Collation and report writing

A full report will be produced, detailing any performance issues, levels of satisfaction and positive and negative staff feedback. The report will include recommendations on future best practice in regards to employee relations, including procedures to increase satisfaction.

Your input

You will need to have details of each (or particular) members of staff as indicated in point 1, as well as background information to the particular issues at hand. Also required is the communication to staff of the process procedure.

Results

Conducting this exercise can have a number of benefits including:

- a. Identify staff problems that were otherwise unidentified
- b. Identify reasons for de-motivation or reduced performance
- c. By simply carrying out this process, increase motivation of staff
- d. Praise high performing staff
- e. Increase performance and productivity

Taking it further

If you are interested reviewing employee issues, please contact us:

Kate Beever
Trade Solutions
0161 286 3001
0771 980 3569
kate@tradesolutions.org.uk
www.tradesolutions.org.uk