



Consultants

Providers of Counselling, Training and Facilitation Services to Your Workplace

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| Proposal For: | John Readings Pty Ltd. |
| Services: | The provision of a range of superior solutions to assist JOHN READINGS and its employees manage and grow its workforce |
| Consultant: | Dane Bell |
| Date: | 30 March |

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Introduction

People Matter staff have diverse backgrounds, including those in adult education, counselling, vocational, organisational and clinical psychology. Uniting these often-distinct fields, permits us to offer effective, tailored solutions to the most complex of workplace and individual issues.

Our success in the delivery of services to our clients is due to our willingness and ability to build strong connections with organisations, and our history in providing a service that goes beyond that of a typical consulting company.

We have experience in providing a range of human resources, consulting, counselling and rehabilitation services that assist in improving business practices and significantly contribute to the productivity of employees within an organisation.

People Matter's approach is professional, solution based and people focused.

Features of our services include:

- Qualified and experienced staff deliver all services,
- Professional and expert advice in human resources management and development,
- A cost effective and flexible service,
- A tailored approach, ensuring maximum benefits are derived for all involved,
- Professional and practical reports,
- 24-hour assistance,
- A choice of locations for the provision of services and the flexibility to work offsite.

The Proposal

People Matter can tailor services directed specifically towards the needs of John Readings in the areas of restructure and other change management programs, **training, counselling, and career advice.**

1. Workplace Training

Using tailored training is a way to ensure you are meeting your employees' developmental needs.

The training offered by People Matter takes into account the individualities of your employees, including their different learning styles and current skill levels. Our educational psychologists will assess what areas need to be developed and build a quality training program that will address the identified areas.

We offer training programs that include, but are not limited to:

- Team building,
- Dealing with difficult people,
- Stress management,
- Stress and burnout prevention,
- Managing customers effectively,
- Coping with and managing change,
- Conflict management,
- Complaint resolution,
- Motivation,
- Communication skills,
- Providing customer service,

- Customer service skills,
- Telephone skills,
- Project management.

2. Employee Assistance Program (EAP)

An EAP allows employees to consult an external professional to address a wide range of issues and difficulties that are affecting their well-being, satisfaction and productivity at work. We will work to resolve issues quickly and effectively within a confidential arrangement between an employee and a People Matter professional consultant.

These issues may include:

- Work-related or personal stress,
- Conflict difficulties,
- Grief and bereavement,
- Drug and alcohol problems,
- Career counselling,
- Adjustment to organisational change,
- Coping with work pressure,
- Relationship issues,
- Trauma.

The EAP services offered by **People Matter** are solution focused and delivered by a team of qualified and experienced psychologists.

Features include:

- Individual confidential counselling for staff members needing assistance,

- Consultation and support for managers,
- Group programs and in-service workshops when required,
- 24-hour telephone counselling,
- Solution focused and a pro-active approach,
- 24-hour assistance for emergency situations,
- Usage reports, which can include recommendations that address broad issues for preventative action,
- Manager assist hotline,
- Four professional development seminars per year,
- Client access website.

Our tailored approach to offering our EAP service means there are a number of options for John Readings to consider, including:

- How the referral process will work: self-referral by employees, manager-assist referrals or both,
- The maximum number of sessions approved for each referral,
- The implementation strategies. This may be employee handouts/brochures, management training, posters for the office and so on,
- The frequency of usage reports,
- The cost structure - pay as you go (whereby you only pay for services as they are used) or a contractual fee arrangement based on a yearly amount.

In establishing an EAP for John Readings, we will consult with you on the options and are able to provide recommendations based on your particular needs and situation. There is no fee involved in establishing an EAP instead, this is calculated on services

rendered. We are happy to discuss all of the issues and options with you to ensure the service you receive meets your needs and expectations.

3. Vocational Services

Our psychology team's skills in vocational assessment and career guidance are a valuable resource for anyone at John Readings seeking clarification of their career options. Furthermore, our up-to-date knowledge of the latest labour market trends is a vital source of information for those people considering career selection or change. We can help avoid a career mismatch and provide clarity and guidance with career planning.

Our vocational counselling service helps to combat the negative emotional and mental costs associated with being released from a workplace position. It also importantly equips people with the skills they need for effective career transition.

- **Careers assessments**

Careers assessments are designed for those people who are uncertain about their career and are embarking on a career change, or are looking at alternatives to their career. Careers assessments can also be used by John Readings for those employees who seem unsuited to their current role but are too valuable to lose. In this instance a career assessment will assist in re-deploying an employee into a more suited role.

- **Outplacement services**

In these times of continual change, it is hard to forecast when and if an organisation may need to implement a redundancy process. Should John Readings find this necessary, People Matter's experience and expertise in providing outplacement services will ensure the transition is as easy as possible for both released and remaining employees. Moreover, our professionalism and adaptability in meeting an organisation's specific needs means that you will receive the best service and advice during the difficult redundancy process.

Our main aims are:

- To assist the organisation in managing and dealing with the redundancy process,
- To decrease the after effects of the announcement for released employees, remaining employees and the organisation. To ensure the organisation gets back on track with productivity and satisfaction as soon as possible and avoid 'survivor syndrome',
- To provide released individuals with the skills and confidence in choosing, pursuing and securing a new future,
- To provide a support net to all management and staff who are involved in the process,
- To offer a tailored and cost-effective service.
- **Management consulting**

Prior to making the announcement, People Matters can provide consulting services that will ensure best practice and assist in making the process as straightforward and easy as possible for all involved. This may include evaluating the need to retrench, assisting in the planning stages, consulting on the organisational and individual issues that need to be considered and assisting with making the announcement.

- **Debriefing and support**

Following the redundancy announcement, employees will often need support and an opportunity to express their emotions and experiences. Debriefing deals with the situation as it happens and provides reassurance and focus for employees. This serves to minimise the negative effects of the announcement. We offer a professional debriefing service for all employees after the announcement has been made. This may be on a group or individual basis depending on the needs and the circumstances at the time.

- **Outplacement services for released employees**

Individual Programs: Our individual outplacement programs involve one-on-one meetings with a consultant psychologist and can be tailored in terms of the length of the program and session times. In addition, as it is based on one-on-one consultation, the program content is personalised and focused on the individual's specific barriers and needs,

Group Programs: Our group outplacement programs incorporate workshops designed to provide individuals with the skills necessary to find alternative employment. All workshops are interactive and practical in their approach.

- **Outplacement services for remaining employees**

The management of remaining employees after making a redundancy announcement is a crucial consideration in ensuring that the organisation can move on in a productive and effective way. Staff morale, productivity, insecurity and work satisfaction are among the many issues that management needs to be aware of and effectively deal with.

We can offer debriefing after the announcement for those employees who are remaining. It can consult with management on strategies to deal with any issues that may arise, aiming to prevent morale and productivity problems.

We welcome further requests for information about how we can assist in the growth of John Readings and its people.