Taking the complexity out of HR through
digital simplicity

empower
by +AdviserPlus

Goodbye ER process complexity.
Hello digital simplicity.

Underpinned by digital simplification of people processes, **empower** takes the complexity out of HR.

Our technology, providing digital simplicity, lies at the very heart of what we do. This is supported by complementary services that help build a positive culture, making employee relations simple, easy to access and agile.

Based upon your objectives and our expertise and experience, we'll work with you to review and simplify your ER process and build your bespoke version of **empower**.

visibility

digital simplicity

consistency

efficiency

empower addresses the challenges facing HR leaders today:

"I want to take out cost, improve service delivery to the business and drive employee engagement."

"I want line managers to take greater ownership of people matters, but they have an over-reliance on HR and lack the tools, capability and confidence to do so."

"I have limited people metrics and so I lack visibility of what's happening across the organisation to inform my decisions."

"I have an HR team distracted by tactical matters, when I want them focused on delivering against strategy."

"I have processes applied in different ways in different parts of the business and this inconsistency introduces risk."

"I have a sickness rate that is too high and lack the tools for managers to address it at the front line."

Why use **empower***?*

Consistency ensures fairness, mitigates risk and drives compliance

- Managers are guided through process, driving and evidencing the right action taken at the right time.
- Complete alignment with your policies, processes, procedures, culture and commerciality.
- Comprehensive audit trails provide assurance and evidence robustness of approach.

Visibility provides oversight and understanding

- Full visibility up the line, and to HR, allows monitoring of cases as they progress.
- Operational and strategic management information helps you proactively identify areas for review and action.
- Understand trends, identify opportunities and benchmark performance.

Efficiency drives down costs and delivers value

- Reduce HR cost to serve by empowering managers and ensuring HR involvement only where the greatest value is added.
- Reduce ER case cycle time and increase average caseload per case adviser through built-for-purpose tools and monitoring.
- Enhance the value of the HR function by delivering an efficient service whilst freeing up HR time to focus on strategy.

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Technology
Digital simplicity for HR process

"It's so intuitive. It's built around how HR advice is actually provided. We're not fitting around the software; the software fits around us".

Ann Haydock, Head of HR Advisory Services
Iceland Foods

Innovative technology sits at the heart of **empower**, providing your managers with:

- Easy access to tools to take ownership of people management issues.
- Coaching through structured, guided process journeys.
- Seamless integration with HR support where it can add most value.

The **empower** technology solution is:

- Hosted and maintained by AdviserPlus.
- Wholly aligned with your policies, processes, procedures, culture and commerciality.
- Able to support as broad and varied policy set as you require, including variances by brand or group company.

The **empower** technology solution comprises three seamlessly connected components:

- **Process Manager**: a tool for both line managers and HR that guides through ER process journeys.
- **Document Manager**: a tool to support the timely, accurate and consistent production of case-related documentation.
- **Knowledge Manager**: translates your company policies, processes and procedures into a simplified articulation of what a line manager needs to do and when.

The **empower** technology solution provides managers with a supportive and structured user experience, presenting a combination of:

- Coaching and guidance to build capability, and instruction to drive action.
- Data capture points to feed management information.
- Configuration to set the boundaries of where the manager stops and HR starts.

A rules engine overlays the **empower** solution, providing:

- Prompts and notifications to a manager to take action.
- Alerts and escalations up the line or into HR where a case is not progressing in line with expectations or target timelines.

Other empowering features include:

- Tasks clearly outlining immediate requirements and timebound next steps to manage processes in a timely way that mitigates risk.
- Every action is tracked, creating a robust audit trail and providing continuity and assurance.
- Cases may be opened manually or initiated automatically through data points, for example where a sickness absence trigger is hit.
- The solution is implemented by a team of policy and technology experts, aligned with your objectives.

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Advice Line
Expert support where it can add most value

"The AdviserPlus solution is about more than HR processes. It's about coaching and up-skilling line managers to improve their capability, confidence and effectiveness and take responsibility for people management.

Sally Cabrini, Business Services Director
United Utilities

Analytics
Translate data into actionable people insight

"We have access to more data, allowing us to identify potential issues much earlier and address challenges before they become issues."

Rob Divall, Group HR Director
Aldermore Bank

Your people managers don't have to be employee relations experts. They just need the right support, guidance and coaching, at the right time.

empower technology provides a simplified digital experience for line managers, providing easy access to the right ER tools, supporting taking the necessary action in a timely manner with confidence. But when you need more support with complex matters, complementing the empower technology with ER people expertise is what makes the **empower** proposition truly unique.

The Advice Line service is delivered:
- By a dedicated team wholly aligned with your policies, processes, procedures, culture and risk appetite.
- By qualified HR professionals based in the UK as a seamless extension of your HR team.
- In line with as broad or narrow policy scope as you require.

Our approach is to:
- Develop manager capability and confidence through in-case coaching.
- Offer a continuity of case adviser for optimum line manager experience.
- Proactively manage cases with diarised follow-ups to reduce risk.

empower *Analytics combines information captured through the Technology and Advice Line services with your people and organisational structure to:*
- Create visibility across your organisation of all aspects of people management.
- Help you understand your ER challenges.
- Lead to smarter workforce decisions.

The output is a series of user-friendly dashboards, which:
- Visualise key measures.
- Use trend analysis and benchmarking to surface insight.
- Evidence the impact of past actions and project the impact of future change.

With your data refreshed as frequently as daily, you have:
- Instant sight of volumetrics.
- The ability to break down activity by reasons and outcomes.
- The further option to drill down to case-by-case detail.

Complementing this, our Insight Team delivers quarterly and annual service reviews with their own insight, aligned with your HR and business strategy.

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Consultancy
Point solutions to further people strategy

"We needed to act fast and without the support of AdviserPlus we never would have been able to mobilise so quickly. It was such a comprehensive and invaluable process."

HR Manager
University of Warwick

empower Consultancy provides you with access to HR experts to support your strategic priorities, from transformation to tactical campaigns.

Many organisations go through a period of change that requires significant HR support. Whether it's a merger or acquisition, business restructure, redundancy or changes to policies or contractual conditions, they all put pressure on HR teams to provide strategic, people and administrative support.

Our Consultancy may:
• Be delivered face-to-face or remotely.
• Support tactical or strategic initiatives.
• Inject a stretched in-house HR team with expertise and capacity at short-notice.

Our Consultancy activity includes:
• Policy and document services.
• Strategy and operations initiatives.
• High volume admin support.
• Negotiations and issue resolution services.

Learning Solutions
Develop manager capability and confidence

"We're working with AdviserPlus around mental health awareness, enabling managers and equipping them with the tools they need to spot the early signs of distress."

Amber Kelly
Engagement, Talent and Learning Director
Post Office

Give your managers the skills and confidence they need to handle people issues early and more effectively with our flexible, expert-led training and coaching services.

We recognise that sometimes there is a requirement to uplift manager capability more broadly than through individual case interventions. By giving your line managers dedicated people management training, performance issues, absence issues, and factors that lead to high staff turnover can be addressed early on or even avoided.

Each course:
• Is led by an experienced HR trainer.
• Can be tailored to suit your organisation's specific needs.
• May be delivered face-to-face, remotely or electronically.

Our training courses will:
• Uplift manager confidence and capability.
• Reduce absence due to mental health issues.
• Increase productivity and improve retention.

Courses include:
• Manager Essentials.
• Building Resilience.
• Mental Health Awareness.
• Mental Health First Aid.

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Legal Support
Comprehensive preparation and representation

"Halborns are the most impressive legal partnership I've experienced in my career. They're commercial, supportive, and feel more like an extension of your in-house team."

HR Director
Motorpoint

empower delivers material returns on your investment, including:

1. Direct cost savings:
- Reduced cost to serve HR through manager ownership and more effective adviser case management.
- HRBP time freed up for more strategic deliverables by drawing on their expertise only when required.
- Reduction in quantity of ETs and settlements, reducing cost of representation and pay-outs.
- Reduction in licensing costs of current case management solutions.

2. Indirect cost savings:
- Reduction in ER process cycle times e.g. length of suspensions / investigations.
- Reduction in sickness absence rate improved employee wellbeing.
- Improved employee performance and productivity.

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empower Technology provides instant access to all the materials you need to start building a robust defence should you find yourself responding to an employment tribunal claim.

*If you require additional legal support then Halborns, our group employment law specialists, can help you maximise **empower** with straight-talking support for:*

- ET preparation and representation.
- Conciliation.
- Settlement agreements.

Halborns have extensive experience in supporting and defending claims for national businesses and major brands, creating efficiency and reducing demand on your internal resources by:

- Proactively managing the process to ensure you maintain control.
- Assessing risk and identifying strengths and weaknesses around the case.
- Recommending a defence and advising potential strategies.

5 Simple Steps to Empowering Your Managers

1. Problem Statement
We seek to understand what challenges you are looking to overcome, how these affect your HR delivery and the impact on the broader business. We'll workshop this with you, challenge perceptions and overlay our experiences.

2. Solution Design
With digital enablement at the heart of the solution design, we will work with you to determine the degree to which our adjacent services, such as our advice line, may complement the technology to meet your needs (for further information about the solution components, please refer to pages 4-10).

3. Business Case
empower delivers material returns on your investment, as outlined above. We will work with you to overlay our experiences and precedents to create a robust business case for investing in **empower**.

4. Solution Build
We build the solution to scope, cost and timescale. Governed by our PMO and led by an experienced project manager, a team of technology, process and policy experts will shape a service in line with solution design and aligned with your policies, processes, procedures, culture and commerciality.

5. Engage and Launch
Key to a successful launch is engagement with HR, with line managers and, where appropriate, unions. We will work with you, in both the planning and execution of a communications and engagement strategy, to ensure that by the time the service is launched there is buy-in from stakeholders, familiarity from end users and anticipation from the business.

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Your transformation to simplicity starts now.

Innovative technology sits at the heart of the **empower** proposition, with complementary services available to provide enhanced business benefits.

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Expert support where it can most add value

Analytics
Translate data into actionable people insight

Consultancy
Point solutions to further strategic objectives

Learning Solutions
Develop manager capability and confidence

Legal Support
Robust preparation and representation

Contact us at empowermymanagers@adviserplus.com so that we can support you with your business case.

0844 327 2293

empowermymanagers@adviserplus.com

www.adviserplus.com/empower

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