



# HR Development at Work

positive progress for people & organisations

## Contact

Bridget Hogg

## Telephone

08 8322 8455

## Email

[bh@developmentatwork.com](mailto:bh@developmentatwork.com)

## Web Site

[www.developmentatwork.com](http://www.developmentatwork.com)

HR Development at Work

HR Development at Work is Adelaide's specialist HR service. We help you to attract and retain talented staff, support staff through their career development and support staff affected by change, transition and redundancy. We also help you to create a happy workplace, to develop workforce wellbeing and to manage change effectively.

We help public and private sector organisations across many disciplines, including: advertising and design, health and aged care, construction, electronics, defence, engineering, business services, industry associations and local government.

## How Can We Help You?

We have outlined our most popular services in a menu, below, to help you pinpoint how you can best use us to improve attraction and retention.

Please call us to find out more about how we can assist you with your particular needs. We will send a consultant to meet you free of charge for an initial meeting to find out more about your needs and to discuss how we can assist you.

## How To Use The Menu

- a) Decide where your most pressing need is!
- b) Look at the menu options under the section that most applies to you.
- c) Tick those that interest you and call or email us to discuss your needs.

### 1. Retention

1. Attraction and Retention Masterclass (in-house or public). Develop your organisation's attraction and retention plan on the Masterclass and find out the key factors which affect staff attraction and retention.
2. Focus groups to identify key retention needs leading to program development (such as: retirement intentions, phased retirement programs, DEEWR age management program, flexible working hours to improve tenure).
3. The Manager's Role in Retention™ – workshop for executives, managers, supervisors and leaders.
4. Measuring Satisfaction, Retention and Intentions To Quit
  - 4.1. Measuring intentions to retire amongst baby boomers
  - 4.2. Measuring intentions to leave amongst all staff
  - 4.3. Exit interviews – let us find out why your staff choose to leave and what you can do about it.
  - 4.4. Staff satisfaction research and recommendations for action. Focus groups, interviews and surveys to determine the key factors influencing satisfaction, retention and performance in your workplace.

## 2. Selection

1. Developing your values and competence framework
2. Defining job roles and job descriptions
3. Design of selection methods (including assessment centres)
4. Designing interview questions – assistance and training
5. Recruitment interview skills - training and coaching in behavioural event interview skills
6. Assessment centres – design and implementation, assessor training

## 3. Managing Change Effectively

1. Reviewing organisational structure, roles and responsibilities
2. Managing the people aspects of change and uncertainty – workshops and coaching
3. Managing self in times of change / building resilience – workshops
4. Outplacement services – individual programs and group workshops

## 4. People Development

1. Training modules including: Wellbeings Program, The Manager's Role in Retention, Managing the People Aspects of Change, Identifying workplace distress and assessing the Support needs of staff, Building Resilience, Situational Leadership, Leaders Workshops, Living the Values, Performance Conversations, Managing Your Mindset and many others.
2. Training needs analysis
3. Development Centres – design based on your competencies, implementation, assessor training.
4. Counselling, Coaching and Mentoring – Employee Assistance Counselling on an as needs basis, design of in-house mentoring programs.
5. Succession planning and talent management – design of in-house programs, identification of high potential, talent retention.

## 5. Organisation Development and Best Practice

1. Wellbeings – a wellness program for your people focusing on development of psychological health and wellbeing, resilience and the creation of a happy, high performing workplace.
2. Commission special reports for your needs
  - a. Latest HR trends for managers
  - b. Best practice in selection
  - c. Best practice in retention
  - d. Best practice in employee counselling
  - e. Best practice in training delivery and evaluation of training
3. Audits and reviews of human resources functions and programs, including “Bouncing Board” - (where you bounce ideas off us as we help you review your in-house processes)
4. Development of organisational values and values assessment processes (e.g. selection methods, self-assessment checklists, links to appraisal process)
5. Development of in-house HR processes such as appraisal, selection, development, recruitment interviewing and coaching.
6. In-house research – attitudes, satisfaction, intentions.

## 6. Training – our top training events

1. Workforce Wellbeing Programs - Creating Life Balance, Managing Your Mindset etc
2. Attracting and Retaining Talent Masterclass – in house and public.
3. The Manager's Role in Retention™
4. Performance Conversations – how to motivate, recognise and retain staff through regular performance conversations.
5. Managing the People Aspects of Change – for change leaders, managers and staff
6. Recruitment Interviewing (using competence-based behavioural-event interview techniques).
7. The Three Signs of Miserable Job – with DVD
8. Getting the Values off the Wall - Workshops to get your organisation's values off the wall and into the hearts and minds of people, and the processes of your organisation.
9. Situational Leadership - how to decide the best way to lead and manage your staff
10. Job Seeker Programs – free resources for job seekers, writing a resume, networking, interview skills and lots more for job seekers and those whose position was made redundant

## Testimonials

"It is critically important that we all take the time to stop and participate in training ... in the wellbeing and resilience space. I enjoyed the opportunity to listen, engage and learn... as well as have the direct conversation with a trainer who shares a breadth of knowledge and experience relative to the subject matter at hand. I recommend the training as a valuable exercise to ensure people are being effective and understanding in the work environment" **Jason Downs, Department of State Development**

"We have selected HR Development at Work as our outplacement provider for several years and have always been impressed by the responsiveness and high levels of service. Bridget Hogg, Principal Consultant, has personally provided outplacement services to many people at all levels of SACA from hospitality staff to very senior managers. She has assisted outplaced people to manage the emotional impact of redundancy... Bridget's NLP credentials and background in psychology, coupled with her many years of experience as an outplacement consultant enable her to address the core issues with our people - helping them to see and find light at the end of the tunnel." **Craig Brooks, Manager, Human Resources, South Australian Cricket Association**

"... Bridget was great. She was able to accommodate me at short notice and provided me with really useful tools and resources as well as a very supportive and practical learning experience that no doubt aided my success in winning the position." **Alison Martin (previously Organisational Development Consultant, Educational Services, SA Ambulance Service)**

"HR Development at Work revolutionised my recruitment process. The training and materials were tailored to my needs. Now I am able to clearly define what I am looking for and have interviewing tools and skills to help me choose the right candidate for the job. Recruiting now is less subjective and is something that I can do with confidence." **Gavin Klose (previously Director at DO-DA)**

"Bridget's ability to meet the needs of our organisation around interview skills was professional, efficient and extremely useful. The impact of the content was made possible by her engaging facilitation style and individualization of the content for the audience ... I would recommend this workshop to any organisation wishing to build their capacity in the recruitment of quality staff." **Vanessa Ryan, Education Team Coordinator, Program Delivery, Adelaide to Outback GP Training**

"The Attracting and Retaining Talent Masterclass was probably the best one day training course I have attended in the last ten years.... The Masterclass was extremely informative and provided a very useful, practical and appropriate model for the development of a Workforce Attraction and Retention Plan. I have already used the model to develop a strategic plan for a specific work group. I wish more training courses were as good as the Masterclass!" **John Windsor, Human Resource Manager, SA Dental Service**

"I thoroughly recommend the Wellbeings training facilitated by Bridget Hogg. I take recruiting and retention of my staff seriously and part of my retention strategy is to assist my staff maintain their health and wellbeing. I want my team to be the best they can be at work and in their life outside of the workplace. I particularly recommend the active constructive response exercise which will enable people to reflect on their general communication style, improve working relationships and offer some strategies to improve communication in any situation." **Susan, Manager, Adelaide**

"Bridget's workshops are such a refreshing change from the plethora of workshops I have attended over many years. They are insightful, knowledgeable and full of practical ideas that can immediately be applied back at work. She makes learning fun. She challenged me to look at things in an entirely different way and what I have learned I have applied and noticed an immediate difference in my approach, whether that be interviewing for staff or knowing how to interpret people's reaction to change. She has made a real difference to our organisation!" **Simon Ridgway, ASC (formerly Australian Submarine Corporation)**

"Thank you for your comprehensive information and support when conducting the Improving Team Dynamics to Create a Happy Workplace workshops. You handled a difficult theme with sensitivity to achieve honest interaction..." **Brooke Blackburn, Flinders University**

Read more here: <http://www.developmentatwork.com/hr-development-at-work-testimonials.html>