

THE NCS HR UPDATE

PRACTICAL ADVICE AND SUPPORT FOR EMPLOYERS



Hello, I'm Nicola, Founder and HR Consultant at NCS HR Solutions.

This month, we've been supporting businesses with a range of HR matters, including recruitment, employee relations, leadership support and HR systems implementation.

A key focus recently has been helping businesses strengthen manager confidence. Whether it is handling difficult conversations, managing absence or supporting employee wellbeing, confident managers play a huge role in workplace culture and business performance.

We've also continued supporting clients with recent employment law changes, helping businesses review policies, processes and record-keeping.

Our focus is on providing practical, straightforward HR support without unnecessary jargon.

If you need support with HR, recruitment, leadership training or HR systems, we are here to help.

A handwritten signature in white ink that reads 'Nicola'.

Recruitment is one of the biggest investments a business can make, yet many businesses still approach it reactively.

A vacancy appears, pressure builds and the focus becomes filling the role as quickly as possible.

But effective recruitment is about far more than simply hiring someone. Poor recruitment processes can lead to:

- Hiring the wrong person
- Increased staff turnover
- Poor candidate experience
- Wasted management time
- Compliance risks

Strong recruitment processes help businesses attract the right people, improve retention and create a more positive experience for both candidates and hiring managers.

In our latest article, we explore recruitment best practice, candidate experience, salary benchmarking and how stronger recruitment processes can support long term business growth.

You can read the full article here:

[Recruitment Best Practice: Building a Stronger, Safer Hiring Process](#)

Strong leadership can have a huge impact on a business, yet many managers step into leadership roles with little or no formal training.

They are expected to manage people, navigate difficult conversations, support wellbeing, handle performance concerns and keep teams motivated, all while balancing their day to day responsibilities.

For many businesses, this is where challenges begin to appear. Managers may avoid difficult conversations because they lack confidence. Processes become inconsistent across teams and small concerns gradually become bigger employee relations issues. The reality? Most managers are not struggling because they do not care. They are struggling because they have never been properly supported or trained in people management.

Leadership training is not about turning managers into HR experts. It is about giving them the confidence, structure and communication skills needed to manage people fairly and effectively.

Strong leadership can help businesses:

- Improve communication across teams
- Increase employee engagement and retention
- Reduce people-related risks
- Create greater consistency
- Strengthen workplace culture



At NCS HR Solutions, we support businesses with practical leadership and management training designed around real workplace situations.

If you would like support with leadership training or management development within your business, we are here to help.

HR Help: What you need to know

My managers are struggling with difficult conversations – what support should we be providing?
This is incredibly common, especially in growing businesses where managers have often been promoted without formal people management training. Avoiding conversations around performance, absence or behaviour can quickly lead to bigger employee relations issues, inconsistency across teams and increased pressure on the wider business. Providing managers with practical leadership training and clear HR guidance can help build confidence, improve communication and reduce risk.

How often should HR policies and employee handbooks be reviewed?

Policies and handbooks should be reviewed regularly, particularly when employment law changes occur or business structures evolve. Many businesses unknowingly rely on outdated policies that no longer reflect current legislation or company practices. Regular reviews help ensure consistency, protect the business and provide employees with clear expectations and guidance.