

COMPANY OVERVIEW



The
People
Partner
HR &
Training Ltd.



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WHO WE ARE.....

We are the support you need to help you to make the most of your people, and give you the time to concentrate on running your business.

The People Partner HR & Training was set up in 2001 by Louise Holloway, who decided to go it alone after 20+ years experience in a variety of businesses. We work with small and medium sized businesses, from start up to expansion, and provide a wide range of HR and Training support.

Our aim is to build great relationships with the businesses that we work with, so we become the trusted 'go-to' resource whenever they need us – whether that is for one-off projects or on a retainer basis.

We are based just outside Manchester, in the beautiful Peak District, and operate either remotely via Teams or Zoom, or face to face where required.



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WHAT WE DO...

When people think of HR they often think of jargon and unnecessary processes, but our aim is to support businesses by getting to know how they work, understanding what they want to achieve, and then finding the most pragmatic solutions to get there.

Our services cover:

HR Services:

Compliance

- HR Audit/ Set Up – ensuring your HR Processes are in line with legislation, and right for your business
- Policies and Procedures – ensuring you are up to date, and project the culture that you need

Business Culture

- Induction & Onboarding – getting your new starts off on the right path
- Culture and Employee Engagement – working with your managers to get the best out of your team

Employment Matters

- Performance Management – whether it's a poor performer or a rising star, we can help
- Employee Relations – disciplinary and grievance support when you need it
- Organisational Change – managing redundancy, TUPE, or restructuring can be difficult. We can guide you through the process to get to where you need to be.

Training Provision:

- Management & Leadership Training – helping your managers to develop those core people skills that you need to grow your business
- Personal Development Training – whether its communications skills, time management or presentation skills, we have courses to support employees at all levels.
- Core Skills Training – we can develop your team with customer service training, team building and equality and diversity training.

All our courses are adapted to meet your business needs, and we will work with you to ensure that we deliver the results that you are looking for.

We can also provide individual support for managers via our 360 Feedback programmes, which helps them to identify their key development areas, and identifies their greatest strengths





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INTRODUCING LOUISE HOLLOWAY...

People ask 'how did you get into HR?' – well, by accident, to be honest. I got a job as the Store Secretary for a large fashion retailer in their flagship store in London. A lot of my work was with the Personnel team, and I found what they did fascinating. I love working with people and the variety of things they got involved with was intriguing.

My HR career started because of a couple of fantastic managers – they coached, cajoled and downright made me make a career of it, because they saw potential in me, even if I had quite a lot of rough edges. They showed me how to unlock a passion for work in someone, and I can never thank them enough for that lesson. My career has been about learning every since. The importance of knowing the reality of your business, rather than looking at it from the 'ivory tower' of Head Office and the difference between HR in a large corporation and being the 'stand alone HR', with no admin team, training team, reward team or training budget.

I've been lucky enough to do both. I've built an HR Department from scratch, putting in place processes that actually worked, dealing with issues that had long been ignored, and getting rid of stuff that just wasn't needed, and I've worked for International businesses, dealing with large and complex strategies.

I want to help people, see them get the results that they want, but also have time and energy left for me. I love working with businesses and helping them sort out problems. The kick I get out of it – whether it's HR or Training – is being able to help managers do their 'people' things better and getting rid of the pain points.

What I've learned over my career is people have hired me for me. Yes, my skills and knowledge are essential to do the job that I do, but the reason they have hired me is the way I do it. I want to enjoy my work and enjoy being with the people that I work with. I don't believe in being stiff and formal, and certainly don't want to blind people with endless jargon. HR is about people, and people are all different – they can be good, bad or indifferent, but everyone has a story, and everyone needs something different from their HR support.

I don't believe in overcomplicating things (don't even get me started on the Company Car Policy at one of my previous employers), but I do believe in doing things right – and those two things do not have to be mutually exclusive.



HR & TRAINING EXPERIENCE.....

Louise has been working in HR and Training for over 20 years. She holds a Post Graduate Diploma from the University of Salford in HR Management, and is a Chartered Member of the CIPD.

She began her HR career whilst working for a large fashion retailer, and quickly developed her ongoing passion for advising and supporting managers and employees. She moved up through the company as both HR Manager and Training Manager, before joining an iconic local art gallery and restaurant in a stand alone HR Manager role. In this role, Louise developed the HR and Training function from scratch. She then moved on to work with an international payroll outsourcing company, acting as HR Business Partner within one of the organisations key divisions.

Most recently Louise worked for an international distribution retailer, heading up the Northern European HR team, as well as being a member of the global Learning and Development centre of excellence.

She set up The People Partner HR and Training in 2021, with the aim of using her experience of setting up HR departments and developing training programmes to support businesses across the UK in making the most of their people.

During her career Louise has:

- Set up HR processes in line with legal requirements and business cultures
- Created and delivered performance management and appraisal programmes
- Lead on large scale change management programmes
- Designed and delivered training from Senior Leadership to customer service agents.

Louise's philosophy is simple. Get to know the business, understand what it wants to achieve, and then find the most pragmatic and effective solution to get there.

Minimal jargon, minimal complexity, maximum results.



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