



The
People
Partner
HR &
Training Ltd.

COMPANY BROCHURE



WHO WE ARE.....

The People Partner is 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 Company was set up in 2021 by Louise Holloway, after 20+ years experience in a variety of businesses and sectors. I work with a range of different businesses, from start up to expansion, and SME'S to large Corporates providing a wide range of HR and Training support.

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

I am based in the beautiful Peak District town of New Mills within easy reach of Manchester, Stockport, Buxton and Glossop, and operate either remotely via Teams or Zoom, or face to face where preferred.



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WHAT I DO...

We all know that HR can be bit a bit of a minefield, and it can be difficult to know where to start or what you can and can't do. I regularly work with small and medium sized businesses, helping them get their HR policies and processes sorted out in a way that works for them, and freeing them to focus more time on delivering their services.

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. I 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.





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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.....

I have been working in HR and Training for over 20 years and hold a Post Graduate Diploma from the University of Salford in HR Management. I'm also a Chartered Member of the CIPD.

I began my HR career whilst working for a large fashion retailer, and quickly developed an ongoing passion for advising and supporting managers and employees. I 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, I developed the HR and Training function from scratch. Later I moved on to work with an international payroll outsourcing company, acting as HR Business Partner within one of the organisations key divisions.

Most recently I 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.

I set up The People Partner HR and Training in 2021, with the aim of using my 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 I have:

- 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.

My 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.



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HR CONSULTANCY OVERVIEW

Employing people for the first time is such an exciting time for your business but can also be daunting. I can provide affordable support you need to help you negotiate what you need to cover:

- Bespoke contracts, policies and employee handbook which reflect your business
- Support with recruitment and onboarding
- Reward and recognition
- Managing performance

Contract Options

Pay As You Go: Agreed services provided at agreed hourly rate, so you only pay for what you need

Project Rate: One off projects at an agreed all-inclusive rate, so you know in advance with the costs will be

Ongoing Partnership: Monthly retainer package which covers:

- Discounted HR Audit and action plan
- Access whenever you need it (during business hours) for queries and advice by phone, email or via Microsoft Teams
- Automatic updates to your inbox on any changes in employment law and how it will affect you
- Discount on any additional services

Sometimes you know you need help, but don't really know where to start. And let's face it, you are busy enough without trying to keep up with changes in employment law and what that means for you. To take this off your plate, I provide:

- HR Audits
- Policies and procedure reviews and updates
- Ongoing practical advice on issues as they arise
- Change management support
- Employee Relations advice
- Design and implementation of development programmes such as appraisals, competencies, succession planning and engagement activities



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TRAINING OVERVIEW

I specialise in training new managers to get to grips with people skills, and we offer a range of courses to suit all levels of need. I have a three packages which include a rounded view of certain areas of management, or any of the courses can be booked as individual one-off events. I also provide non-management training in areas such as customer service, presentation skills and time management. Get in touch to find out more!

The First Time Manager

Three workshops which cover:

- The role of a Manager - Understanding Management and Leadership
- Getting Things Done - Delegation and Goal Setting
- Effective Communication - Getting the best out of your team

Leading People

Four workshops which cover:

- Communication Skills
- Embracing Change
- Emotional Intelligence
- Goal setting and Delivering Results

Managing People

Four Workshops which cover:

- Recruitment and Selection
- Managing Sickness Absence
- Managing Poor Performance
- Managing Disciplinarys and Grievance

All of my courses are adapted to meet your business needs, and I will work with you to ensure that you get the results you are looking for.

I can also provide individual support for managers via my 360 Feedback programme, which helps them to identify their key development areas, and identifies their greatest strengths.



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