

A Flexible Approach to HR and Workplace Mediation



We are a leading HR and Workplace Mediation service operating across the UK. Our mission is to support clients in being recognised as the employer of choice in their sector by operating a high-performance, inclusive and rewarding culture in which people can and will deliver their very best.

We aim to be the consultant of choice in the UK and be known as a business partner that clients and their people know, like and trust. Building and operating relationships of trust with our clients is at the core of everything we do to ensure that our services are relevant, timely and value adding. We offer outcome focused workplace mediation to reduce or eliminate workplace conflict, grievances and tribunal claims through the power of proper honest conversations.

We work with clients to proactively streamline and solve HR challenges by cutting through the complexity of HR to develop high performing, rewarding and engaging workplaces. Our service supports clients to drive growth and achieve business objectives through people. We know that one size does not fit all, we anticipate and listen to your challenges and requirements and design solutions that are right for you and your people.

We understand the challenges of strategically and operationally leading a people and development function within a business having operated at Director and Executive Board level for 20 years (including during the pandemic).. Our approach to managing your employment matters can be demonstrated by the value that we add to your business from day one.

We will be with you at every step working in partnership with you as an extension of your business. We do not deliver textbook advice, we understand your business and deliver pragmatic and commercial advice that achieves your objective.

We have a broad range of technical skills and experience available to enable you to acquire, develop and retain your talent, including

- Employee relations (including disciplinary, grievance, investigations)
- Workplace mediation (Civil Mediation Council Accredited and Registered)
- Strategic Projects, (People Strategy, Culture and Values)
- Health and Wellbeing (including absence management)
- Restructures, Redundancy, TUPE
- Recruitment and Retention
- Learning and Development
- Talent Management, Workforce Planning, Succession Planning, Change management
- Process, Procedures, Policy and HR compliance
- Data analysis and interpretation

Our straight talking service lets you focus on your most valuable (and expensive!) asset, your people. Our advice is unique to you and your business, we will carefully consider the circumstances for your business and provide bespoke commercial advice. We operate a relationship of trust enabling you to ensure you remain relevant for the future world of work and stand out as the employer of choice.

If required, we can also work with your lawyers to support and deliver a seamless solution to any employment matter.

We also have a trusted network of Associates that can deliver wider leadership coaching and mentoring, learning and development and specialist recruitment assignments that we are able to connect you with.

Introduction to Nicola Verheijen



I am the founder and Managing Director of Platinum People Consulting Limited. Having spent 20 years at HR Director and Executive Level I decided to take a leap of faith in myself and follow my dream to offer an authentic, commercial and reliable HR and Mediation Service to employers. I previously led a specialist People and Development Team as well as Office Services, Shared Services and Central Business Support within a Top 100 Best Company Law Firm where we achieved a world class people engagement standard and ranked Top 3rd Law Firm to work for in the UK.

I sat alongside the firm's Operational Directors to support the management board and partnership by delivering a clear and engaging people strategy aligned with that of the wider business.

Prior to my HR career, I practiced criminal law for 7 years so have been in some pretty sensitive and difficult conversations and negotiations as you can imagine.

I am also an accredited and registered workplace mediator having completed the Civil Mediation Council rigorous assessment.

I live on the Wirral with my husband and three dogs and enjoy travel, meditation and spending time with my family and friends.

What are the benefits of outsourcing your people service?

Reduced Costs, Reduced Risk, Increased Flexibility and Efficiency, Increased Speed of Response to HR issues, up to date HR Knowledge.

There are many benefits to outsourcing your people service, there may be a specific issue that you need to deal with quickly or you don't have specific demand for a permanent HR professional within the business. Understanding and keeping up with the changes in employment law can be overwhelming and time consuming. Outsourcing your people service can give you peace of mind that you are supported by specialists to guide and support you.

The cost of outsourcing enables you to focus on your core business and normally costs significantly less than hiring a full time professional, this means that SME's can benefit greatly from the cost saving yet still benefit from the knowledge of a people specialist when they need it.

We work with a select group of associate HR professionals who collaborate with us. There is both breadth and depth to the skills, industry sector and ability to deliver at both strategic and operational levels. We know how to analyse the situation, assess options, make recommendations, and implement bespoke programmes that deliver real change to your business.

Workplace Mediation

Left to fester, conflict in the workplace will escalate causing more damage, not just for the parties but for those around them. This can have a detrimental impact on wellbeing and lead to depression, anxiety, insomnia as well of course the impact to employer reputation, brand and bottom line. Once a mediator gets involved and gives everyone an opportunity to express their views in a safe environment, the parties can start to get a better understanding of the cost and consequences of the dispute and make a more informed choice. Mediation carried out at the right time can avoid costly grievances, disengagement or loss of key talent and as it is normally carried out very quickly so can reduce loss of productivity.

Our Managing Director, **Nicola Verheijen** is a Civil Mediation Council accredited and registered workplace mediator.

Workplace Mediation is a confidential process for resolving disputes, where an intermediary helps conflicting parties have a conversation to jointly resolve their concerns. Mediations can be held in person or online dependent on the circumstances and length of the mediation. Mediators might provide participants with information about what the law says or particular options available to parties, but they do so from a neutral perspective with no interest in the outcome or dispute and cannot impose a solution. Formal or legal processes are generally put on hold. Parties can return to these if the mediation doesn't work, although as mediations are conducted on a 'without prejudice' basis, parties cannot use information that has been revealed as part of those formal or legal processes.

It starts and ends with what the participants care about: -

- Mediation takes seriously the issues that people say matter most to them – relationships, fairness, emotions, justice recognition, respect, inclusion or fixing a problem
- People get a chance to tell each other their frustrations or hurts, to express regret and to ask for what they need
- Parties can bring up whatever topics concern them; they are not restricted to resolving only the official complaint

Mediation provides structure for difficult conversations: -

- It is a private and supportive setting for checking out misunderstandings and suspicions and for speaking honestly
- Mediators explore and reframe the parties' interests in ways that help people move into problem solving mode
- A mediated agreement can lessen subsequent friction and misunderstandings, even if the conflict is not fully resolved

Mediation works best when: -

- The parties realise that continuing their dispute may have costly consequences
- They genuinely want to change the situation and needs each other's co-operation to do so
- The parties are eventually able to express their reasons for their discomfort and their distress
- The parties are capable of making plans and keeping promises

If you have circumstances that you feel may benefit from mediation, please give Nicola a call (07375051607 or 0151 513 6649) for a no obligation chat to see if we can help you.

"I have greatly valued your help and support when I had particularly difficult issues to grapple with"

"Your unending patience, tenacity and strong, fair and balanced guidance through the last two years has been incredible"

"We need women like yourself to look up to and break barriers"

"Thank you for your support, I've always felt fully backed and that we have been able to have open and honest conversations"

"You have had a monumental impact on the culture and values of our business and that means a great deal to me as an owner. You have encouraged us to think differently"

"I have found you to be an amazing, empathetic, highly knowledgeable, supportive and a very 'real' person to deal with"

"Our business is a better place because of the changes you have instigated"

"I have always thought of you as a safe bet to give a rational view on things and keep us on the right track"

"You helped me strategically deal with a senior exit from the business for which I am eternally grateful"

*Full Testimonials available on request

Our Standard Pricing Structure (2022)

One size does not fit all. We recognise that businesses will have differing needs that will peak and trough over time. This gives an indication of our pricing structure that we would discuss on an individual basis with each client.

Hourly Rate

£125 per hour (excl VAT)

Standard Monthly Retainer (retainer commitment of 6 months)

5 hours per month with one site visit £550 plus VAT

Mediation

Includes all preparation work, initial calls with parties, individual meetings, facilitation, joint agreements and follow up.

Half day Mediation	£375 (excl VAT, Travel and accommodation costs)
Full day Mediation	£750 (excl VAT, Travel and accommodation costs)
Additional sessions thereafter	£75 per hour (excl VAT, Travel and accommodation costs)