



SmartHR provides a wide range of *professional and effective outsourced HR solutions* to businesses and individuals. With almost 20 years' HR management experience, we utilise our skills and knowledge to assist clients in 3 areas: Recruitment, HR Consultancy and Training.



Recruitment:

- Executive Appointments
- **General Recruitment**
- Interim Positions



HR Consultancy:

- HR Consultancy and Advice
- **Tailored Business Support Packages for a fixed monthly fee**
- HR Healthchecks and Planning
- **Employment Contracts and Staff Handbooks (IOM and UK)**
- HR Policies and Procedures
- **Induction, Performance Review and Succession Processes**
- Ad hoc / Interim HR Projects
- **Redundancy Support and Outplacement Services**
- Online E-HR Shop to purchase template employment documents



Training:

- 'Skills Workshops' to improve people management skills
- **Coaching e.g. managing absence, managing discipline & grievances**

Welcome to SmartHR's June 2012 E-Newsletter

*We hope you find this newsletter of interest and share it with your colleagues. Gail Yeowell Chartered FCIPD FInstAM(Dip) FCMI FIRP
Managing Director, Smart HR Solutions Limited*

Read our Client Testimonials here: [Testimonials](#)

DID YOU KNOW YOU CAN PURCHASE A RANGE OF TEMPLATE HR DOCUMENTS FROM SMARTHR'S ONLINE E-HR SHOP?

Via our online **E-HR Shop** at (http://www.smarthr.co.im/prod_cat/) you can download and purchase a wide range of template employment documents (c250) - from Offer Letters and Contracts of Employment through to HR Policies and Procedures and supporting documents e.g. template letters, forms and checklists. These can be purchased individually or as discounted subject packages, providing you with flexibility and freedom of choice – these are ideal for small/medium sized IOM or UK employers.

Documents can be purchased covering the following topics:

Absence & Attendance Management, Adoption Leave, **Alcohol & Drugs**, Annual Leave, **Anti-Harassment & Bullying**, Business Travel & Expenses, **Discipline & Dismissal**, Discretionary Performance Bonus, **Employee of the Month**, Equal Opportunities, **Flexible Working**, Grievances, **Hours of Work**, IT & Security, **Induction**, Learning & Development, **Maternity Leave**, Overtime, **Parental Leave**, Performance Management & Appraisal, **Probationary Period**, Public Holidays, **Recruitment Reward**, Recruitment & Selection, **Redundancy**, References, **Relocation**, Remuneration, **Resignation**, Secondary Employment, **Special Leave**, Stress Management, **Study Support**, Suggestion Scheme, **Talent Management & Succession Planning**, Whistleblowing, **Working Environment**.

You can choose to purchase the template documents and make any required changes to suit your particular business needs, or we can tailor the documents on your behalf. We can also create a tailored Employee Handbook.

Smart HR Solutions Limited
6 Hilltop Rise, Farmhill, Douglas, Isle of Man, IM2 2LF

Phone: +44 1624 619619 / Mobile: +44 7624 478764

Email: gail@SmartHR.co.im

www.SmartHR.co.im

THE BENEFITS OF CPD – FOR AN INDIVIDUAL:

- ✓ It is a way of planning your development that links learning directly into practice
- ✓ It can help you to keep your skills and knowledge up-to-date and make you more productive and efficient
- ✓ It can help prepare you for greater responsibilities
- ✓ It can boost your confidence, strengthen your professional credibility and help you become more creative in tackling new challenges
- ✓ It can make your working life more interesting
- ✓ It can increase your job satisfaction
- ✓ It can accelerate your career development and help you achieve your career goals
- ✓ It showcases your achievements – a handy tool for appraisals!

THE BENEFITS OF CPD – FOR AN ORGANISATION:

- ✓ It helps maximise staff potential by linking learning to actions and theory into practice
- ✓ Training and development activities can be linked to business needs and individual development needs
- ✓ It promotes staff development and helps to increase staff morale and motivation
- ✓ It is a value adding development tool
- ✓ Increased individual employee knowledge, competence and performance can positively impact on the organisation's performance

SPECIAL FEATURE: CONTINUOUS PROFESSIONAL DEVELOPMENT

What is Continuous Professional Development (CPD)?

CPD is a personal commitment to keeping your professional knowledge up-to-date and improving your capabilities on an ongoing basis. It focuses on what you learn and how you develop throughout your career. You identify and set development objectives and then chart your progress towards achieving them. *It is about where you want to be, and how you plan to get there.*

The focus of CPD should be on **results** – the benefits that professional development can bring you in the real world. Continuous learning is essential in a turbulent, changing and transformational world. CPD is about capturing useful experiences and assessing the practical benefits of what you have learned. When evaluating your learning ask yourself “What can I do now that I couldn’t do before?”

Why record CPD?

Formally recording your learning and CPD activities will show that you are actively committed to the development of your career. As a professional you have a responsibility to keep your skills and knowledge up-to-date. CPD provides a positive opportunity to identify and achieve your own career objectives. It is an investment you make in yourself and your career. Reflective practice also helps you to continually review and assess what you have learned and what you need to learn in the future – showing your commitment to lifelong and self-managed learning.

Where associated with a professional body or organisation providing CPD evidence it is often an important part of membership and/or upgrading.

How should I record my CPD?

Create a **CPD Plan** – this should set out your aims and objectives and your proposed development actions for the next 12 months. It should include the resources required, success criteria, and target dates for review and completion. Once you have completed CPD activities, these can be captured in a **CPD Record**. This lists the activities and learning experiences completed, the dates undertaken, an explanation of why the activities were undertaken, what was learned, and how this learning was or is to be applied in practice. *Your CPD Plan and CPD Record should be regularly reviewed, updated and adjusted as necessary.*

What activities can typically be included?

These are varied and usually include learning through work-based activities; attendance at courses, seminars and conferences; completing professional qualifications; reading; attending branch meetings/events held by professional bodies e.g. CIPD, ICOSA, IOD etc

QUEEN'S SPEECH - PARENTAL LEAVE PLANS & EMPLOYMENT TRIBUNAL REFORM

The Queen's Speech confirmed that the UK Government plans to adopt a more flexible system of parental leave; as well as reforming employment tribunals and pensions, and cutting red tape for businesses to follow.

The Children and Families Bill will contain a parental leave system whereby parental leave can be shared flexibly between both parents. It will allow parents to choose how to manage caring responsibilities to suit their particular circumstances.

The Enterprise and Regulatory Reform Bill will include details of reform to the employment tribunal system to increase efficiency, transparency and judicial diversity.

A notable omission in the Queen's Speech was extending the right to request flexible working to all employees. The UK Government's response to the Modern Workplaces consultation is expected in the near future.

UK GOVT CONSULTATION COMMENCING ON AMENDING RULES RE THIRD PARTY HARASSMENT - Further details at

<http://www.homeoffice.gov.uk/publications/about-us/consultations/third-party-harassment/consultation-document?view=Binary>

To find out how SmartHR can add value to your business call Gail on 619619 / 478764, email: gail@SmartHR.co.im or visit our website at www.SmartHR.co.im

OBESITY DISCRIMINATION

Currently there is no specific employment legislation in place to protect an employee from potential obesity discrimination. However, employers should look to guard themselves against obesity or anti-fat prejudice that could lead to other claims.

The University of Manchester and Monash University in Melbourne, Australia, recently conducted a survey which has indicated that obese women are more likely to be discriminated against when applying for jobs and will receive lower starting salaries than their slimmer colleagues.


Under the UK's Equality Act 2010, employers must not discriminate against or victimise a person who has a 'protected characteristic'. There are various 'protected characteristics', namely: age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, pregnancy and maternity reasons.


Although IOM employment legislation does not currently cover age, disability and gender reassignment; it could be introduced in future as part of a new Equality Bill. Your organisation may already adopt the principles of anti-discrimination in these areas as best practice.


Discrimination on the grounds of a person's weight, hair colour or height are not currently prohibited by legislation.

Women are protected against sex discrimination; however, the study completed by Manchester & Monash shows that discrimination is occurring against women - not because they are women *per se*, but because they are *obese women*.

Some things to consider...

 If a person's obesity results from a disability e.g. due to diabetes or depression, then that person may potentially be able to gain protection in the UK under the Equality Act 2010 by claiming disability discrimination.

 If a person is bullied or harassed at work due to their weight, they may potentially be able to claim constructive dismissal.

 An employee could raise a grievance alleging that he/she has been treated badly by colleague(s) due to his/her weight.

Review your management practices, including recruitment. Promote equality, anti-discrimination and 'dignity at work' as part of your organisation's culture; and ensure any complaints are investigated and dealt with sensitively and appropriately.

- **Generation Y 'demands improved performance management'**. At a recent 3C Associates round table entitled '21st Century Performance Management', senior practitioners agreed that changes were being driven, in part, from the bottom up within organisations as Gen Y enters the workplace. Younger workers are pushing Managers to provide better performance management and are seen as more challenging and demanding than older age groups. The Gen Y workforce has high expectations about how their Managers should help them develop, improve and achieve their career goals – and they expect feedback all the time, not just annually or half yearly at appraisal meetings.
- **CIPD research shows that reward isn't being communicated by employers.** The CIPD/ Benefax Reward Management Survey shows that only 18% of respondents provide 'total reward statements' to their employees in order to explain the value of their organisation's benefits. In addition, only 2 in 10 organisations provide any financial education to their staff in order that they can understand more complex financial benefits such as pensions. *Employers should look for ways to engage and communicate the value of benefits packages to staff.*

SmartHR delivers a range of 'Skills Workshops' in order to enhance people management performance:

- June 19: Effective Team Meetings (am)
- June 19: Effective Time Management (pm)
- June 21: Customer Care, Telephone & Time Management Techniques
- June 27: Managing Stress (am)
- June 28 & 29: Train The Trainer
- July 12: Negotiating & Influencing
- July 17: Effective Recruitment & Selection
- July 26: Managing Discipline & Grievances
- Aug 8: Managing Absence
- Aug 14: Effective Appraisals
- Aug 16: Managing Performance
- Aug 22: Coaching & Feedback Skills (am)
- Aug 22: Delegation Skills (pm)
- Aug 29: Managing Performance Problems



SmartHR's Recruitment Services

Executive Appointments
General Recruitment
Interim Positions

We will work in partnership with you to understand your needs and provide you with a *professional, confidential and dedicated personal service.*

Contact Gail on 619619 / 478764 to discuss your requirements

<http://www.SmartHR.co.im/recruitment>

Visit the **Training page** of our website for details of all of our training workshops. For a *cost effective quote* to deliver any of the courses internally, please email gail@SmartHR.co.im

Further details can be found at www.SmartHR.co.im
We can also create bespoke courses and deliver employment legislation overview sessions

