

~ Key Clients & Projects Managed ~

Alcohol Concern - London

We have worked closely with the organisation's training department to develop a 2 day workshop aimed at meeting the identified training needs of managers and supervisors. The workshop is called "Managing Human Performance" and has been closely mapped to the relevant DANOS standards applicable to the sector. We are now involved in delivering this workshop to internal candidates who have "purchased" places on the open course. Alcohol Concern also sell their development workshops to other organisations within the substance misuse sectors and again we are involved in delivering the workshop to our client's customers.

ASET Management Limited – York & Macclesfield

ASET is a National Awarding Body specialising in providing quality assurance and certificating vocational learning programme's to meet the needs of providers and learners in the education and skills sector. Human Performance carried out a full HR Audit that looked at every aspect of this fast growing business. The HR Audit was wide ranging and we have now embarked upon developing and updating their HR Policies and procedures to support the organisation as it continues its growth. This has included a complete update of handbooks, contracts and disciplinary procedures to name but a few areas. In addition we developed a full recruitment process including applications and assessment tools and now assist ASET in recruiting quality employees. Most recently we have carried out a substantial bench marking exercise and produced a complete review of directors and employee remuneration and benefits. Human Performance Limited is retained as the organisations HR Manager.

Camden Neighbourhood Sport Development - London

We were requested to assist the organisation with internal team problems following integration of different departments. This initially involved interviewing each team member individually and following this up with a detailed report and a plan of action. Action points included personal mentoring and individual development plans as well as some focussed and structured team building activity.

CfA – Council for Administration - London

We are retained by the CfA as the organisations HR Manager. We have conducted a full HR audit and have commenced working on producing the full range of HR stationery documents as well as policies and procedures. Human Performance Limited is supporting the organisation with its presentation standards across its entire workforce as well as developing the key management skills of its senior managers. On behalf of the Chief Executive we have undertaken and produced a wide ranging pay policy review with recommendations to take the organisation forward.

Charlton Athletic Football Club – South London

Human Performance Limited was commissioned to evaluate a Learn Direct funded coaching course aimed at young men with little formal education. The purpose of the evaluation was to produce objective evidence of the validity and genuine need for this type of entry level programme.

The Children's Fund - Grimsby

We have been commissioned by The Children's Fund to deliver Successful Project Management Workshops which they have sold to other agencies within the North East Lincolnshire Council. The workshop has been designed and developed by Human Performance Limited against the relevant DANOS competencies.

CTP Wipac Limited - Buckingham

Designed a competency based assessment and appraisal programme to assist the client to move towards structured competency HR processes. Project included development of all documentation and the delivery of all appraisal skills training to senior personnel.

Drug & Alcohol Action Team – Calderdale, Middlesbrough & Sussex

On behalf of our sister company MAPS we have been conducting numerous workshops in Calderdale and Middlesbrough where we have been introducing the DAAT's various employees to DANOS Performer©. DAAT's support and work with people who have a substance misuse issue. DANOS Performer© is a web based tool that supports the DAAT's various specialist substance misuse teams to identify, assess and develop their competence based on occupational standards. Designed and delivered "Managing Human Performance" workshop to Sussex DAAT's agencies on behalf of Alcohol Concern.

Employment Youth Service - Luton

The Employment Youth Service (EYS) work with young people from disadvantaged backgrounds and over a 26 week programme endeavour to support them to develop basic skills to assist them into employment and further training. We have been working with some of these young people to build confidence skills in areas of personal presentation, communication and other areas of job search such as letter writing, CV's and interviews. Developed a pro-forma application letter and CV with detailed guidance to assist individuals to develop a quality CV and provided feed back to candidates that produced CV's against this template.

Maps Limited - Birmingham

MAPS is our sister company and we work assist them by delivering all their DANOS Performer© computer training around the country for their clients in the substance misuse sector. In addition, Human Performance Limited are sole agents for the retail version of Performer© and are currently seeking retail partners to develop this exciting web based assessment tool. This product is of most interest to Sector Skills Councils, large retailers and any retailers who have developed either e-Learning and/or an intranet.

Pelican Rouge – High Wycombe & Bristol

We have been assisting this company on 2 fronts. Firstly we have developed some highly practical 1 day skills development workshops for their junior and middle management teams. These have included: Effective Time Management, Recruitment & Selection Skills, Disciplinary Skills for Line Managers as well as a Creative Thinking workshop. We have also been assisting them with performance management issues and supporting them at disciplinary hearings where union representatives are present.

Positive Futures – UK Nationwide

The Positive Futures project started with numerous workshops being conducted around the country to introduce the employees of this Home Office initiative to DANOS Performer©. We are soon to be embarking on our 4th year of supporting Positive Futures in their use of DANOS Performer©. Positive Futures support young people who have become involved in drugs and crime and uses involvement in sport to help change destructive behaviours. DANOS Performer© is a web based tool that supports the Positive Futures staff to identify, assess and develop their competence based on occupational standards. Around the middle of 2004 we developed 2 management workshops, "Managing Successful Projects" and "Delivering Quality Service" which had been identified through the use of DANOS Performer©. We delivered practical workshops at 9 different geographical locations throughout the country. We have now been commissioned to develop a further 3 management workshops, "Managing Poor Performance", "Disciplinary Skills" and "Managing Time Effectively" and are currently delivering these around the UK.

Scotia Bearings - Scotland

Human Performance assisted this new business start up to develop its thought processes on how it wished to position itself as an employer. This involved support in recruiting their initial employees as well as offer letters, contracts of employment, application forms and employee handbooks. Further work is ongoing in supporting the organisation to develop the management skills of its key employees. In addition we designed, built, managed and hosted their website to give the client their first web presence and which received extremely high praise within the industry.

St. Mary & St. Margaret's Primary School - Birmingham

We worked with the head teacher and senior staff to develop their skills in carrying out performance appraisals.

TM Retail Limited – Nationwide

TM Retail has over 1200 newsagent and convenience stores across the UK and employ over 12,000 staff. The organisation trades through Forbuoys, Martins, McColls, More, RS McColls and Dillons. HPL have been working continuously with this client to support them at board level with numerous high level development projects. Some of these projects include:

Developed a year long, 3 stage development programme and now managing and facilitating the 4th year of this highly successful programme to develop Retail Branch Managers into Area Managers. The 3 stage process includes recruitment and selection of suitable candidates using a full day assessment centre; a 2 day outward-bound experiential learning course to identify skill gaps and personal development needs; and 3 x 2 day workshops to develop skills and address personal development objectives.

We designed, built, managed and hosted their website to give the client their first web presence which proved highly successful in attracting visitors. We also worked upon the effectiveness of their website marketing and succeeded in getting the website onto the front page of google for many of their keywords

Wrote and produced a one day assessment centre aimed at measuring the core competencies required for Area Managers. Have now delivered over a dozen recruitment assessment centres for this national employer and successfully recruited and retained quality senior personnel.

We assisted the national field operations team in focusing on employees working in excess of the Working-Time regulations. Provided advice, assistance and support to address the issues which resulted in a 20% reduction of employees working excessive hours.

Designed a competency based assessment and appraisal programme to assist the client to move towards structured competency HR processes. Project included development of all documentation and the delivery of all appraisal skills training to senior personnel.

Swanswell Trust - Birmingham

Swanswell Trust is a support and counselling service for substance misuse. We supported their managers in developing their skills in key areas of HR management with the design and delivery of 3 x 1 day workshops covering "Effective Time Management", "Managing Poor Performance" and "Disciplinary Skills".

WJP Floyd Advertising - London

We built, managed and hosted their website to give WJP Floyd their first web presence which proved highly successful in attracting visitors.