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Talent Management

Mediation & Conflict Resolution

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# Recruitment

To ensure you attract the best talent into your company, you need to plan ahead and put a recruitment strategy in place.

- Know what you want
- Draft an accurate job description
- Promote company culture, values & benefits
- Agree resourcing plan & timelines
- Prepare for the interview
- Prepare suitable questions
- Try other assessments



# Induction & Onboarding

Implementing an effective induction & onboarding process is key in supporting a new employee transition into the business. This allows the employee to settle in quickly, makes the employee feel valued

and respected and reduces employee turnover. In today's world, with companies working remote or hybrid, some inductions now need to be held virtually which can be more challenging. However, there are some creative ways to ensure this method can also be successful - regular communication with cameras switched on will be very important.



# Compliance

HR compliance is about ensuring your business follows and adheres to the working standards as set out within the employment legal framework. This not only includes the creation of contracts of employment but also the implementation of policies and procedures making sure both employees and employers understand and follow these guidelines and requirements.



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# Compensation and Benefits

HR plays an important role in advising the business & in designing a compensation and benefits package. An attractive benefits package can help with recruitment, employee engagement, morale and with turnover. Remember it doesn't only need to be amount money – there are many other benefits that are equally if not more important to employees.



## Performance Management

Companies that provide regular feedback have 3 times the engagement of those who do not. Performance management is an ongoing process whereby the employee and their manager meet regularly to have

valuable conversations, providing feedback (positive and negative) and setting SMART goals and targets. By establishing a culture of open communication, managers can build trust & respect with employees, keep employees engaged, and make sure they are able to see how their achievements contribute to the success of the business. HR plays a key role in setting up structures to support a successful performance management process.



Performance Management can serve a dual function. Aside from an evaluation mechanism, it can also foster Employee Relations between the employees and the management. It can open a door for a great employee-employer relationship through constant and proper communication, feedback, and or counselling.



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# Employee Relations

Employee relations is about creating and maintaining a positive working relationship between an organisation and its employees.

When relationships break down, it's also important to know how to deal with those disputes internally as well as through the legal system when needed, and the different ways in which you can resolve conflict. It's important to have policies and procedures in place, to ensure managers are upskilled to manage employees and to be able to deal with complex cases, such as disciplinary grievances and appeals.



## Learning and Development/ Continuous Education

Ongoing learning and development refer to both formal and informal education that allows employees to add value by expanding their skillset to adapt to an ever-changing environment. This can include continuous education at a local college or professional development courses or on-job-training. Learning & Development in the workplace creates a growth mindset with companies gaining and retaining top talent. Companies & HR should develop & review their L&D plans across the business.



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# Engagement and Retention

Employee engagement is the level of commitment employees feel for the company they work for. Passion, enthusiasm and initiative are all symptoms of engagement. In recent years, HR has recognised the transformative effects of employee engagement with studies showing that companies with highly engaged employees had 59% less employee turnover and 41% lower absenteeism. Profits were even 21% higher. The magical power of engagement should not be understated, and HR can create a targeted strategy to boost this.



## Succession Planning

An important part of HR is identifying the key roles which will be critical to business success in the future, then working out which employees could be best suited to such positions. As part of this succession planning, the business and HR will put a plan in place to support these selected successors to gain the skills which they will need to be successful in the future.



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