



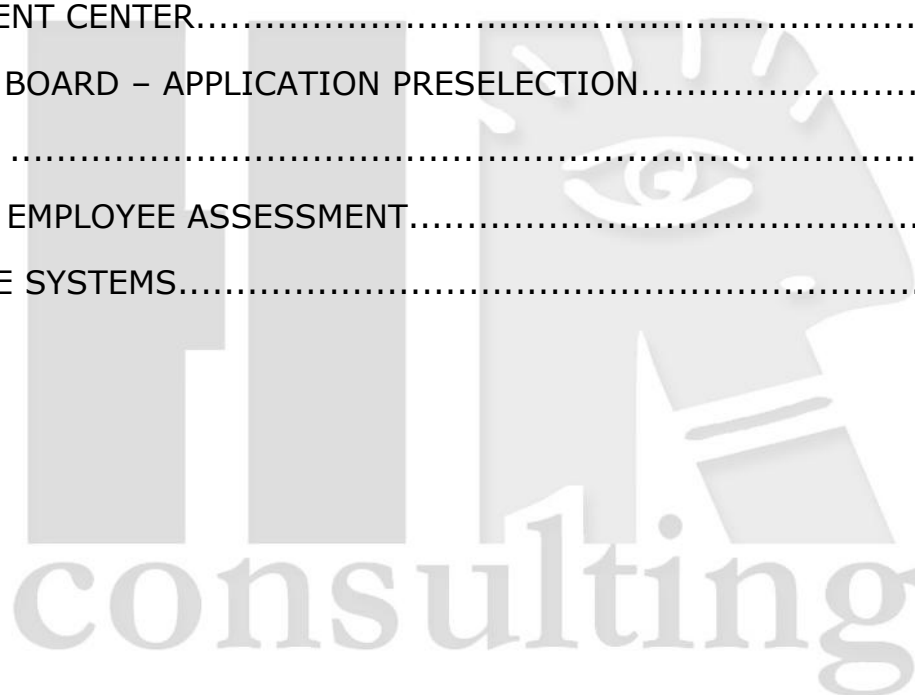
PROPOSAL FOR COMPANIES





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Dear Sir or Madam,

HR Consulting was set up in Poznań in order to fill a niche on the market of human resources consulting services.

Our company was established by qualified coaching psychologists and received a **Certificate of the Ministry of Economy, Labour and Social Policy** to run a temporary work and human resources consulting agency.

We have decided to depart from established ways of operation in order to adjust our business to the changing conditions and requirements of our Clients. Our goal is to provide services of the **highest quality**.

For that reason **HR Consulting** always aims at getting to know and understanding our Clients' organisational culture, their needs and current circumstances.

We are a well-integrated and ambitious team that is ready to perform each task with the greatest diligence and care for the end results.

The main advantage of working with **HR Consulting** is **quick performance** of the service as well as provision of personnel that fully meets the expectations of our Clients. We ensure that by way of constantly expanding our employee database as well as carefully selecting persons with whom we cooperate, even in short assignments.

Should you require more detailed information, please do not hesitate to contact us at: (61) 8 47 10 14, 501 32 15 23

Yours sincerely,
Marta Komorowska

HR Consulting Sp. z o.o.



TEMPORARY WORK

According to the *Act on hiring temporary workers dated 9 July 2003*, a **temporary worker** is employed by a temporary work agency in order to perform temporary work for the benefit and under the management of the **user employer**.

What is Temporary Work Service?

The Client sets his requirements as well as the time when he wishes to use external workers. The employment and the administrative and payroll service (i.e. payment of remuneration, preparation of payrolls, Personal Income Tax calculation and payment), as well as the recruitment and skill verification are the task of **HR Consulting**.

A recruited **worker is employed by HR Consulting** and then **delegated for temporary work at the Client's company** (e.g. for several hours, days, weeks, months or for the duration of a project, construction, etc.).

The system of temporary work can be applied at various positions and industries. This concerns both physical workers, office staff, as well as persons holding specialist or management positions.

Situations when it is beneficial to hire a temporary worker

1. **Seasonal** work
2. Periodic **increase of work volume**, increase of orders
3. **Sickness** of a permanent employee
4. **Holiday leave** of a permanent employee
5. **Maternity leave** or parental leave of a permanent employee
6. Training, **secondments** of permanent employees
7. **A small number of permanent positions** at the company, with no possibility of increasing them
8. A wish to **reduce the number** of permanent **positions**
9. **Search for rare specialists**
10. **Reduction** of financial and administrative **costs** related to the employment and payroll service of employees
11. A wish to recruit a new employee and treating the temporary work period as a **probationary period**



Each of the **temporary workers** is **selected in a professional recruitment process** (interview, psychomotor tests, language tests, computer tests, verification of references).

Each temporary worker delegated to our Client is under constant care and supervision of consultants of **HR Consulting**.

Each time **we check the satisfaction** of our **Client with the quality of the work of a temporary employee** and, if needed, we make appropriate changes (including replacement of the employee with no additional costs for the Client).

Benefits from hiring temporary workers:

- **More flexible level of employment** (possibility to increase or reduce the number of employees overnight – with no consequences or limitations)
- **Reduction of costs** associated with maintaining a fixed number of permanent jobs
- **No binding with employees** with any **legal contracts**
- **A possibility to have an employee and verify their skills in practice without having to employ them.** Such verification period can be treated as a probationary period
- **Saving time** (recruitment and administrative service of temporary workers is the task of HR Consulting)
- **Quick reaction time** – a temporary worker is very quickly provided to the Client
- **Ensuring safety** in case of a sudden market slump involving job cuts

consulting



CONVENTIONAL RECRUITMENT – PERSONNEL SELECTION

The recruitment is aimed at selecting a candidate that best suits the requirements of a given position as well as at determining the scope of competences, experience, knowledge and personality features associated with performing specific tasks.

Benefits of recruitment conducted by HR Consulting:

- **Saving employer's time**
- **High effectiveness** in finding a suitable candidate fulfilling the needs and expectations of the employer
- Establishing and selecting an appropriate personality profile of a candidate, which meets the requirements of a given position
- Professional and **comprehensive assessment of qualifications** and professional aptitude of a candidate,
- **Using** advanced methods and **recruitment tools** in the selection process (including psychological tests)
- Possibility to **verify** all aspects of a candidate's professional personality: **interpersonal, organisational, leadership and intellectual skills, emotional maturity, stress resistance, degree of motivation for work, etc.**
- The entire recruitment and selection process is conducted by experienced **coaching psychologists and professional advisors**

Stages of conventional recruitment:

I. MEETING WITH CLIENT.

Aims:

- ✓ Determining employer's expectations and requirements concerning a candidate at a given position.
- ✓ Creating a professional profile of a prospective employee.
- ✓ Preparing a job description.
- ✓ Setting cooperation conditions.

II. HOW TO REACH PROSPECTIVE CANDIDATES

- ✓ Press advertisements
- ✓ Internet advertisements
- ✓ **HR Consulting** Candidate Database
- ✓ Executive Search



III. PRELIMINARY SELECTION OF APPLICATIONS

The submitted applications are carefully selected with respect to the candidate profile determined earlier.

IV. MEETING WITH CANDIDATE

The meeting is aimed at conducting an **in-depth interview** with the selected candidate. During the meeting a **psychologist verifies their professional aptitude** in terms of its compliance with the Client's expectations, analyses their career path to date as well as their achievements and professional competences.

During the meeting the so-called **hard skills** of the candidate are also verified:

- foreign language competence (if applicable)
- computer literacy
- knowledge of their professional field, e.g. a human resources officer must know the labour law

V. PSYCHOLOGICAL TESTS

Psychological tests are aimed at determining a candidate's aptitude and professional skills by way of psychological diagnosis using psychological tests and aptitude tests. A candidate can be tested in terms of their **interpersonal skills, ambition and initiative, organisational skills, emotional maturity, stress resistance and many other.**

Benefits:

- mitigating the risk of hiring an inappropriate person
- **objective grounds for selecting the right person from among candidates who meet all the requirements**
- determining strengths and weaknesses of a candidate
- determining training needs



ASSESSMENT CENTER

We also hold the so-called Assessment Center at the Client's request.

This method is used mainly during recruitment for managerial positions.

It allows for the most comprehensive assessment of candidates in terms of requirements associated with a given position. It is the only method that **makes it possible to fully verify both the professional competence and personality profile of a candidate.**

It involves candidates being put in situations characteristic of their future work and **observing their behaviour by a group of independent specialists, including psychologists.**

Assessment Center involves the following activities:

- A set of simulated tasks (which are most similar to the tasks at the actual job)
- Group discussions
- Presentations and speeches
- Team games
- Psychological tests (determining personality predispositions)
- Intelligence tests
- Knowledge tests
- Language tests
- Skill tests

Assessment Center allows for:

- comprehensive **verification of professional and personality predispositions** of a candidate,
- observing the work of a candidate in a team, which makes it possible to assess their **team spirit**,
- observing the behaviour in conditions close to real-life situations (also in stressful situations),
- determining the **managerial style** preferred by a candidate,
- observing a candidate's **work organisation methods**,
- assessing a candidate's **stress resistance**.



BULLETIN BOARD – APPLICATION PRESELECTION

We propose to you a service which involves **placing a recruitment advertisement** in the **press** or on the **Internet** with the correspondence address of **HR Consulting**.
Such an advertisement is prepared by our advisors or by the Client.

Our consultants collect the applications and perform **their preliminary verification**.
We select applications according to criteria specified in the advertisement or according to specific requirements of the Client.

At a special request of the Client **HR Consulting extends** preliminary **selection** of candidates **by** a telephone **interview**.

Thanks to this service the employer can save time and not reveal their identity.

Advertisements

1. We give you a possibility to offer a job through and under the patronage of **HR Consulting**
2. Advertisements can be placed in the press, at selected Internet portals as well as on our website.
3. Depending on your decision, you can provide us with a ready text or we can edit it for you.





TRAINING

We conduct a wide range of training schemes and our trainers are well-qualified and experienced specialists.

During the trainings our company is primarily concerned with increasing the effectiveness of employees: enhancing their potential, revealing and activating their motivation, providing know-how on competent and tactful customer service as well as increasing the quality of their work.

1. Being a leader – effective leadership

- the idea of leadership,
- emotional intelligence,
- management styles,
- interpersonal communication fundamentals.

2. Effective auto-presentation

- stress management,
- self-confidence,
- winning trust and positive attitude of others,
- attracting attention in an effective manner,
- effective communication – clarity of speaking,
- body language, non-verbal communication,
- time and place.

3. Assertiveness training

- what is assertiveness,
- how to effectively assert one's rights,
- recognising manipulation,
- knowing how to say 'no'.

4. Building the outer image of employees

- interpersonal communication methods,
- winning trust and positive attitude of others,
- attracting attention in an effective manner,
- building the image of the company through the image of employees.

5. Customer service over the phone

- recognising customer needs and expectations,
- empathy in customer relations,
- communication principles,
- communication culture,
- answering difficult questions,
- stress management,
- assertiveness in customer relations



6. Resolution of conflicts in the company

- sources of conflicts,
- communication during conflicts,
- methods of conflict resolution,
- what is a conflict.

7. Effective communication in a team

- argumentation methods,
- creating a positive climate for talks,
- effective listening and opinion voicing,
- easing conflicts.

8. Customer service culture

- psychological profile of a customer,
- negotiation skills,
- how to listen to and talk with a customer.

9. Interpersonal communication methods

- features of effective communication,
- communication in a team,
- feelings versus assessment,
- what is feedback,
- assertiveness,
- argumentation methods.

10. Time management and work organisation

- setting goal hierarchy,
- proper allocation of resources according to the goals,
- basic mistakes in time management,
- designing a daily work schedule,
- effective task delegation.



PERIODIC ASSESSMENT OF EMPLOYEES

The system of periodic assessment is an advanced and increasingly popular tool for **human resources management**.

Its wide-ranging application allows for a very flexible planning and implementation of **human resources management strategies**. The results of employee assessment make it possible to appropriately design remuneration systems, get to know the actual situation in the company, and improve communication.

Main goals of periodic assessment:

- **diagnosing the development potential of each employee**, which makes it possible to best use their qualifications and abilities as well as plan their career paths
- **determining the efficiency of employees** (existing and potential)
- providing the employees with **feedback** concerning tasks performed, their strengths as well as areas for improvement
- **boosting work motivation** by way of providing feedback on the work effects as well as setting professional goals of an employee for the future
- **assessment of task performance** (individually and in a team)
- **determining training needs**
- suggesting persons for **promotion or transfer**
- designing a **remuneration system**
- obtaining information on **difficulties hampering greater effectiveness of work in the company**
- **improvement of communication** between individual employees and company departments
- replacing subjective, often random opinions, with objective **assessment criteria**

Each time we adjust the assessment system to the profile of the company where the assessment takes place. The manner of carrying out the project depends on the nature of the company, its strategic goals and organisational culture.

Thanks to an earlier analysis and appropriately designed and selected assessment tools we ensure a high accuracy and reliability of results

Stages of assessment:

- determining the groups of assessed positions
- determining assessment criteria
- developing assessment spreadsheets (assessment, self-assessment, collective spreadsheets)
- preparing the rules, procedures and instructions for assessment
- providing instructions – information for employees, training of assessors
- assessment process
- consultations as regards analysis and interpretation of results



INCENTIVE SYSTEMS

HR Consulting will help you get to know the driving force behind the actions of employees, check what is most important to them, and then use this knowledge to design an optimal incentive system and give **"the right award to the right person"**.

An employee that is strongly attached to their company and satisfied with remuneration and social benefits conditions works more effectively.

If an employee treats the goals of an organisation as their own, they will try to implement them.

That is why a **good incentive system – covering both remuneration and non-remuneration aspects** – underlies the success of many companies.

The primary goals of developing an incentive system for a company include

- **boosting motivation** of a team and individual employees
- increasing **effectiveness of employees**
- tapping the potential of employees in order to implement the goals of the company
- **identifying employees** with undertaken actions and company goals
- objectifying and codifying the incentive system
- **increasing work efficiency**

An incentive system will be developed based on the objectives and tasks associated with a given position and will cover financial and non-financial incentives for employees.

Stages of incentive system implementation

- determining groups of assessed positions
- assessing motivation using tests and standardised interviews
- interpretation of results
- selection of incentive systems appropriate for a given employee