



**GREAT MINDS
DON'T THINK
ALIKE.**

That's why we bring the best expertise in
Legal Services & HR Consultancy, together.

makeuk.org/hr-services

SUPPORTING YOU TO MAKE CONFIDENT DECISIONS

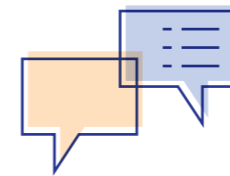
We understand the ever-shifting complexity of HR and Employment Law and the pressures this can create for you and your business. Make UK Legal Services brings together an experienced team of employment lawyers and HR specialists to empower you to stay ahead of change, keep you informed, and support you to make effective decisions with confidence.

Combining the expertise and capabilities of a law firm with the practical experience of an HR consultancy, we give you the in-depth support you need, with an accessible, high-quality service, personally delivered by our dedicated senior advisers.

So whether you're dealing with a critical change project, managing a complex dispute or simply need some advice on how to manage absence, our team of experts are on hand with balanced, risk-based advice to deliver the peace of mind you need.



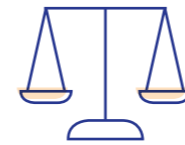
EVERY YEAR WE...



Handle

30,000

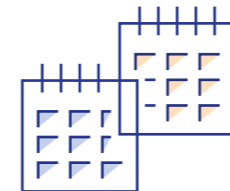
advice calls



Answer

110,000

employment law queries



Deliver

10,000

training and consultancy days



Manage

2,400

settlement agreements

WE HAVE A

91%

WIN-RATE AT EMPLOYMENT TRIBUNAL



Make UK's HR experts are professional, knowledgeable and trustworthy. You really do feel like you're in safe hands – and you are! The team have been instrumental in supporting our organisation. We will definitely continue working in partnership with Make UK for future projects. //

Julie McKean
HR Manager | Knauf Insulation

ADVICE AND GUIDANCE PACKAGES FOR YEAR-ROUND SUPPORT

Our HR and employment law support packages make it easy to keep your business up to date with legislative changes and give you the tools, support and guidance to implement them.

You'll benefit from:

- ✓ Fixed fee access to unlimited employment law & HR expertise
- ✓ Senior experienced advisers
- ✓ Optional inclusive tribunal cover
- ✓ Discounted training courses
- ✓ Instant access to a comprehensive library of tools, templates, model documents and best practice papers

Choose the right plan for you	Level 1	Level 2	Level 3
Access to online resource	●	●	●
Telephone and email support	●	●	●
Legislative updates	○	○	○
Face to face advice		○	○
Personal adviser		○	○
Settlement agreements		○	○
Trade union telephone support		○	○
Annual compliance & HR review		○	○
End to end tribunal management			○

● Unlimited ○ Included

I have always found Make UK HR experts and lawyers reactive, fast, professional and supportive in providing advice and guidance. The support they offer is of a very high standard and delivered at an exceptional level.

Paul Smith
Head of HR & Secondary Operations | Sanofi

CONSULTANCY SERVICES TO MAXIMISE YOUR PEOPLE POWER

Tailored expertise when you need it

For complex projects, specialist expertise, or when you simply need an extra pair of experienced hands, talk to us about our consultancy service. We can provide hands-on expertise or carry out project work across areas including:

- ▶ Redundancy programmes and outplacement
- ▶ Changing terms, conditions or working practices
- ▶ Policies & employee handbooks
- ▶ Subject access requests under GDPR (SARs)
- ▶ Managing disputes through mediation or discipline & grievance processes.

Supporting your people strategy

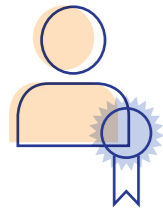
We can also help you ensure that your HR function goes beyond compliance to support your business objectives and build sustainable growth. Our experts can help you shape, align and deliver your HR strategy, across all areas of your organisation, through:

- ▶ HR strategy development
- ▶ Organisational design
- ▶ Executive, team and one-to-one coaching
- ▶ Pay gap reporting and employee surveys
- ▶ Job evaluation
- ▶ Competency frameworks
- ▶ GDPR compliance
- ▶ Health and wellbeing.



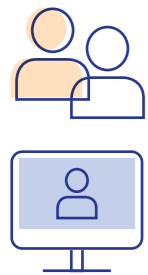
FLEXIBLE HR TRAINING TO BUILD SKILLS AND CONFIDENCE

We offer a comprehensive range of training courses to help you manage, protect and develop your people while staying compliant. And because business never stands still, we constantly develop and update our course offering to reflect changing legislation and meet evolving business needs, delivered through your choice of face-to-face or virtual learning.



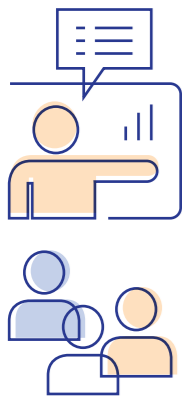
Expert trainers

Our trainers are active employment law advisers and HR consultants, experienced at providing day-to-day employment law advice, training and consultancy to companies of all sizes on all HR and employment law matters.



Your choice of in person or virtual training

Our face-to-face training is held at conveniently-placed training centres across the country, including our Gold AM accredited conference centres in Bristol, London and Leamington Spa. Our virtual training is live, personal and interactive - bringing high-quality classroom training right into your home or office for complete convenience.



Your choice of public or bespoke delivery

We teach our public courses in a welcoming classroom setting, providing a rich learning experience where participants benefit from the experience of the trainers as well as interaction with peers from other organisations. We also offer bespoke training, tailored to meet your individual business needs and get right to the heart of your objectives and goals, as well as one-to-one coaching to support individual technical and personal growth.

OUR TRAINING COURSES

HR

Essential HR for managers

Give your managers the knowledge and skill to confidently handle essential HR issues and know when to escalate within the business.

Employment law and worker status

Develop core HR skills with our practical programmes for compliance with key legislation such as IR35 or GDPR.

Dignity, Diversity and Inclusion

Equip your employees with the skills to champion dignity, diversity and equality and cultivate an inclusive workforce, free from bullying, harassment and banter.

GDPR and data protection

Full compliance training for your workforce and fellow HR professionals.

PEOPLE SKILLS

Performance management

Get the best from your people through appraisals, objective setting, and coaching and mentoring skills.

Behaving assertively

Learn practical techniques to improve interaction with staff, clients and managers by adopting a constructive and assertive behavioural style.

EMPLOYEE RELATIONS

Discipline and grievance

Train your line managers how to manage underperformance and handle disciplinary and grievance issues.

Redundancy and terminating employment

Support managers and the workforce with training to manage the redundancy process and outplacement support.

Working with employee representatives

Learn techniques to improve relations and work successfully with trade unions, and how to develop employee and safety representatives.

PERSONAL DEVELOPMENT

Managing health and wellbeing

Develop skills to manage stress or sickness absence and take accredited mental health and first aid programmes.

Time management

A practical course that helps attendees to take more control of their time through use of proven tools and techniques that enable prioritisation.

Financial training for non-financial managers

Give your non-financial executives, directors and managers a practical working knowledge of finance for more effective business performance.

WE'RE HERE TO HELP

If you would value expert support, help and advice with HR and employment law questions, strategy or training our expert team are ready to help.

Call us: 0808 168 5874

Email us: enquiries@makeuk.org

makeuk.org/hr-services

