



People & Culture Solutions



Your People | Your Performance | Our Passion

Who We Are

✓ OUR BACK STORY

Smart HR Solutions Limited ('SmarHR') is an award-winning, leading provider of people and culture consultancy, outsourcing, and development solutions.

Since 2010, our team of qualified people management experts have successfully partnered with a diverse range of organisations across multiple sectors and jurisdictions.

From supporting new business start-ups and SMEs through to global organisations, we pride ourselves on our reputation for delivering professional, knowledgeable, and value-adding solutions and the excellent testimonials we receive.

✓ OUR EXPERTISE

Our expertise gained over many years and flexibility ensures that clients receive tailored people and culture solutions bespoke to their needs; supported by a friendly, collaborative, and client-focused service.

Working both onsite and offsite, our solutions range from fully outsourced people management through to ad hoc consultancy and advisory support as well as development solutions.

✓ OUR ETHOS

We are passionate about delivering effective solutions which support attracting, engaging, developing, retaining, and getting the best from your people so that your team and your organisation can thrive.



We have been incredibly impressed with the services provided by SmarHR, led by Gail Yeowell. As a small team, we often find HR processes and compliance overwhelming, but Gail and her team have been a tremendous support at every step. Their knowledge and expertise in all areas of HR have been invaluable to us, ensuring that we are always fully compliant and well-supported in managing our team."



Client Testimonial



SMARTHR.CO.IM



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Our Solutions

Our diverse range of people and culture solutions include:

 Outsourced People Management Services	 Employment Contracts & Offer Documents	 HR Advisory Services (Ad-hoc / Retained)	 HR Policies, Procedures & Staff Handbooks
 HR & Equality Audits and Action Planning	 Reward & Recognition Frameworks	 Equality & Diversity Awareness Training	 Values Embedding Frameworks
 HR Strategy & Action Planning	 Recruitment & Selection Support	 Developing Leadership Capabilities	 Designing Induction Programmes
 Engagement Surveys & Action Planning	 Learning & Development Solutions	 Mental Health & Wellbeing Programmes	 Performance Review Frameworks
 HR Due Diligence & Acquisition Support	 People Management Coaching	 Organisational Design & Restructuring Support	 Talent & Succession Planning Frameworks
 Redundancy Planning & Support	 Discipline & Grievance Advice and Support	 HR / Personnel File Audits	 HR Communications & Board Reporting
 Termination Advice & Severance Agreements	 HR Projects & Interim Solutions	 Online HR Document Shop	 Absence Management Frameworks & Advice

Why Work With Us

Our clients benefit from knowing that they are being supported by professionally qualified, competent and experienced people management and development professionals who have a wide range of expertise. Other benefits include:

REDUCED RISK

We can help you reduce your risks, comply with employment legislation, and minimise your exposure to potential litigation (and its associated costs - financially and to your business reputation).

ENHANCE YOUR CULTURE

We can assist with enhancing your organisational culture, leadership and management skills and competence, productivity, performance, engagement, morale, wellbeing, and staff retention.

UTILISE DIFFERENT SKILLS

It can enable you to utilise a different skill set or avail of additional support, including: HR audits and strategic people planning, improving day-to-day people management practices, creating and delivering culture and engagement surveys, creating reward and recognition frameworks, designing and delivering leadership development programmes, creating performance management frameworks, wellbeing programmes, and supporting business restructures.

FLEXIBLE BUSINESS SUPPORT

We can provide business support on a flexible basis as and when you need it - either on a retained basis, an interim basis, or on an ad-hoc advisory basis.

PEACE OF MIND

Outsourcing to a competent, qualified, and experienced people and culture services provider can take the pressure off you and give you peace of mind that your people management and culture activities are being professionally managed.

INNOVATION

Using an external service provider can free up management time to focus on new ideas and future planning, plus the input of an independent perspective can offer fresh ideas to foster innovation within your organisation.

Our Support Packages

We understand that one size doesn't fit all, which is why we customise our people and culture support packages to meet the bespoke needs of our clients. Typical support packages we provide include:



Retained People Management Outsourcing Package:

A 12-month retained services Consultancy Agreement with a fixed amount of people management support hours to be used during the period of the agreement. For example: this could be 1 day of onsite support per week plus some additional remote working hours to be used as required. A fixed monthly fee is charged to aid cost budgeting.



People and Culture Support Package:

A Consultancy Agreement is put in place to complete an agreed project or specific services/deliverables for a fixed fee such as reviewing and updating your template employment contracts, HR policies and employee handbook; completing an HR audit with recommendations, or creating and delivering a culture and engagement survey, report and recommendations.



Retained People Development Package:

A 12-month Consultancy Agreement is put in place. A review of learning & development (L&D) policies and practices, a training needs/skills gap analysis, a review of professional development in line with industry/CPD requirements, and a detailed report with key recommendations would be provided. A strategic L&D framework would then be created. This could be delivered via 1 day per week or fortnight for example.



Retained Engagement & Wellbeing Package:

A 12-month Consultancy Agreement is put in place. Current engagement and wellbeing practices reviewed, an engagement and wellbeing survey created and implemented, and a detailed report would be provided with key recommendations. In addition, 4 wellbeing-focused workshops delivered to management and staff during the period of the agreement. Additional support could be provided to create and implement any new initiatives.



Did you know: we also offer a 'Pay-As-You-Use' arrangement with no minimum hours required and an hourly fixed fee rate for the full term of the agreement.



“I have no hesitation in thoroughly recommending SmarHR”

“In transitioning from being part of a large FTSE250 Company with all the support of the Group Functions to being a standalone entity, we engaged with SmarHR to help us establish all our new HR policies and procedures, including a new Staff Manual and staff contracts. Doing so has proved to be one of the best decisions we made: what at first seemed a mountain to climb was quickly and efficiently dealt with by Gail whose engaging manner and deep knowledge of her subject allowed her to quickly assess our existing group policies and tailor them to meet our new needs with the minimum of fuss. Since then she has also proved to be an invaluable confidante and adviser on HR matters across the board.”

HR Audits

In today's competitive, litigious landscape, it is vital for an organisation to conduct regular HR audits to ensure compliance with employment legislation and to align with company goals and culture.

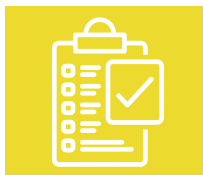
A HR Audit looks at your current people management infrastructure and identifies whether your organisation's strategy, policies, practices, and documentation are adequate, effective, and most importantly legally compliant.

At **SmartHR**, our team of experts have decades of experience in strategically reviewing an organisation's people management infrastructure. Our comprehensive assessment is accompanied by a detailed report containing key recommendations to support your business and ensure it operates legally and efficiently to enable you to attract, engage and retain your biggest asset - **your people!**

How your organisation can benefit from having an HR Audit completed:



Key recommendations to strategically enhance your people management infrastructure.



Increased compliance with employment legislation and best practice people management.



Reduced risk of exposure to legal action and associated costs against your organisation.



Improved people management, organisational culture, employee engagement and morale.

Smart Solutions

SMART COACHING SOLUTIONS

At **SmartHR**, we value the coaching process and have witnessed individuals **grow**, **develop**, and **thrive** throughout their careers.

We are passionate about people and offer an **affordable, flexible, coaching service** designed to **boost confidence** and **motivation**, develop **leadership** and **problem-solving** skills, **enhance communication** and interpersonal relationships, improve time management and **productivity**, and help **overcome challenges** and **achieve goals**.



SMART DEVELOPMENT SOLUTIONS

The way people are managed can have a direct impact on **productivity, business results, client service, employee engagement** and the ability to **motivate and retain your people**.

Our development solutions are designed to improve the **skills, knowledge** and **competence** of your people. We can deliver a wide range of **Skills Workshops** which are ideal for Supervisors, Team Leaders and Managers, design and deliver bespoke **Learning and Leadership Development Programmes**, and deliver **employment and equality legislation** workshops.

Our highly popular **Essential HR for Line Managers** development programme is designed to **improve people management skills** and can be customised to align with your organisation's HR policies and practices.



Essential HR for Line Managers

Our Essential HR for Line Managers Development Programme covers the key 'employee lifecycle' people management areas - from recruitment and selection through to termination of employment.

This highly practical and participative programme contains a broad range of workplace scenarios, case studies and exercises. It can be customised to suit your organisation's HR policies and procedures. Key programme content areas include:

- The role and traits of a great Line Manager and the key people management activities
- The importance of managing people fairly and consistently
- Motivating, engaging, and developing your team
- Key people management skills
- An overview of the 'employee lifecycle' activities - from recruitment to termination
- Equal opportunities in the workplace and practical day-to-day considerations
- Effective recruitment and selection within an equality framework
- Making conditional offers of employment and conducting pre-employment checks
- Managing the induction and onboarding process
- Managing employee probationary periods
- Managing flexible working requests
- Setting standards, managing performance, and SMART objective setting
- Preparing for and delivering effective performance and development reviews
- Providing constructive feedback and handling objections
- Handling performance problems and having difficult conversations
- Managing holidays and absence (short-term and long-term)
- Disability and making reasonable adjustments
- Conducting workplace investigations
- Key principles of managing disciplinary and grievance processes
- Succession planning considerations and managing leavers
- Mental health and wellbeing in the workplace
- Identifying the signs of stress and signposting resources for support



Upon completion of the programme, participants will gain enhanced skills, knowledge, competence and confidence in dealing with a wide range of people management practices.

This can support attracting, engaging, motivating, developing and retaining team members; and reduce time spent unnecessarily on people management matters as they are dealt with effectively first time. In turn, this can help to reduce staff turnover and its associated costs and potential costs from employment litigation.

Smart Dispute Resolution

Workplace conflicts arise for a wide range of reasons including poor communication, personality clashes, misunderstandings, conflict with colleagues or management, behavioural concerns, unclear roles and responsibilities, poor management, unfair or discriminatory treatment, intense pressure, rapid changes, and previous unaddressed conflicts.

They can arise if **Managers are unsure how to support team members** with physical or hidden disabilities. If left unaddressed, these could escalate into **costly external legal disputes** and potential employment claims.

What we do:

Our aim is to partner with organisations and deliver trusted solutions which prevent conflict from escalating. We can **support resolving disputes**, restore working relationships, **protect wellbeing**, and enhance organisational culture.

Benefit from our expertise:

- Faster intervention by highly experienced professionals
- Knowledgeable and trusted advice and guidance
- Highly confidential and impartial service
- Effective early dispute resolution
- Helps prevent escalation, formal disputes or employment tribunals
- Protects relationships and reduces internal tension
- Reduces organisational disruption
- Cost effective and pragmatic solutions



Why SmartHR?

Our distinct advantage lies in the breadth and depth of our team's extensive expertise and our solutions focused approach.

We work across diverse industries and jurisdictions to support clients effectively and resolve workplace disputes in a sensitive and confident manner.

Smart Dispute Resolution Solutions

Our wide-ranging and impartial employment-related dispute resolution solutions include:

- ✓ **INDEPENDENT ADVICE:**
Impartial advice and guidance on wide-ranging topics, including complex cases.
- ✓ **EARLY INTERVENTION AND FACILITATED CONVERSATIONS:**
We prevent smaller issues from escalating, help leaders and managers identify early signs of conflict and support conversations before they become formal disputes.
- ✓ **WORKPLACE MEDIATION AND CONFLICT RESOLUTION:**
A neutral, structured process that helps employees move past conflict, rebuild communication, and restore working relationships.
- ✓ **CONFLICT COACHING AND SUPPORT:**
One-to-one support for leaders, managers and employees to build clarity, confidence and constructive communication skills.
- ✓ **SUPPORT FOR COLLECTIVE AND GROUP ISSUES:**
Guidance and facilitation for teams, departments, and union-related concerns, helping organisations navigate sensitive issues calmly and collaboratively.
- ✓ **INDEPENDENT WORKPLACE INVESTIGATIONS:**
We can conduct independent workplace investigations or provide guidance and support to your leaders and managers.
- ✓ **DISCIPLINARY AND GRIEVANCE PROCESS SUPPORT:**
We provide practical advice, guidance and support in managing disciplinary and grievances situations, including creating supporting documentation. We can act as an independent note-taker, chair or appeals chair.
- ✓ **TRAINING AND CAPABILITY BUILDING:**
We deliver skills workshops to enhance leadership/management capability including handling difficult conversations, conflict awareness for managers, psychological safety and respectful workplaces, effective grievance and dignity at work approaches.
- ✓ **POLICIES AND PROCEDURES SUPPORT:**
We can create or review and update your organisation's policies and procedures including equal opportunities, diversity and inclusion, anti-bullying and harassment, sexual harassment, discipline, grievance, and dignity at work.



To find out more, please contact one of the team for a free, confidential, no obligation call.



SMART ENGAGEMENT SOLUTIONS

We can work with you to gain an insight into how **motivated** and **engaged** your staff are. Design and deliver a bespoke **Employee Engagement Survey**, analyse the data, create a comprehensive **Engagement Survey Report** and present the findings. We can then work with you to develop an **Engagement Action Plan** and support you to implement the agreed activities.

SMART WELLBEING SOLUTIONS

We can partner with you and create a customised **Wellbeing Programme** including a **Wellbeing Survey**, analysis and recommendations; and create a **Wellbeing Action Plan**. We can also create and deliver **Wellbeing Awareness Training** workshops to management and staff, review and update **HR Policies, Procedures, and Staff Handbooks** to reflect the organisation's commitment to wellbeing, review **flexible working practices**, and create frameworks to support the escalation of mental health and wellbeing issues to ensure your team are supported through more serious wellbeing issues.



ONLINE DOCUMENT SHOP

Stay compliant with Isle of Man or UK employment legislation at the click of a button with our **Online Document Shop**. Browse through our **extensive online template document library** to source **HR policies and procedures, letters, forms, and checklists**. Aimed at SMEs, this unique offering for Isle of Man employers is available without any subscription fee, enabling you to **purchase only what you need, when you need it!**





Why Choose SmartHR?

We believe your people are your greatest asset. That's why our expert-led solutions are built to support your business, develop your teams, and create a workplace culture where everyone can thrive.

A strong people and culture strategy isn't just good for morale - it's a competitive advantage!

With SmartHR, you'll build resilience, boost retention, and foster a culture where people are engaged and want to do their best work



Our Core Solutions

Outsourced People & Culture Support

- Scalable solutions tailored to your business
- Onsite and remote support options
- Practical advice, dispute resolution, audits & compliance guidance

Employment Documents

- Bespoke employment contracts, handbooks, policies & procedures
- Fully compliant with local employment legislation
- Clear, up-to-date, and built to protect your business

Coaching & Development

- Executive and leadership coaching
- Tailored development programmes
- Skills audit and succession planning frameworks

Engagement & Wellbeing

- Employee engagement surveys and action plans
- Mental health & wellbeing strategies and programmes
- Training workshops and initiatives that drive real impact





SmartHR
delivering effective solutions



Let's Partner

We work with forward-thinking organisations across the Isle of Man and beyond. Whether you're just starting out or looking to take your people strategy to the next level - we'd love to help.



**WHAT OTHERS
SAY ABOUT US...**

SCAN
ME!



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