



Human Resource Consulting

PEOPLE ● PROCESS ● PERFORMANCE

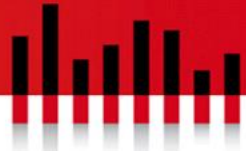


Online Brochure



MTD Human Resource Consulting
www.mtdhr.com





About Us



MTD, the HR consultancy specialists, has been working with a wide variety of clients (both large and small) in the UK and internationally for several years.

We specialise in providing:

- Specialist HR consulting
- HR strategy and planning advice
- Outsourced HR solutions

From organisation design and training services through to policies and procedures, outsourcing and employee performance - no matter what your requirements are, MTD can help you.

MTD Human Resource Consulting is a UK-based comprehensive human resources consulting company dedicated to helping organisations just like yours with their HR activities and work. Our team of highly skilled and experienced HR consultants have all had distinguished careers in senior HR management roles and bring with them a wealth of practical experience to their work.

We believe in creating productive and fruitful relationships with our clients by adding value to your business to ensure that you get the very best return on your HR spend. Our solutions, advice and guidance are uniquely designed and shaped around your exact requirements and objectives. They will fit with your culture and the business challenges that you currently face.



Head Office:
MTD Training
5 Orchard Court
Binley Business Park
Coventry
Warwickshire
CV3 2TQ

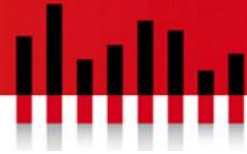
Website: www.mtdhr.com
Email: enquiries@mtdhr.com
Telephone: 0800 849 6732



MTD Have Worked With...

Credibility and trust are two important factors when selecting an external partner as you will want to know that you are in safe hands. From multi-nationals through to the small business, no matter what your industry, size or complexity is, we have delivered HR and training solutions for over 900+ clients that include:

- 118 118 Directory Enquiries
- AAH Pharmaceuticals
- ABN Amro Bank
- ACS International Schools
- Advanced Access Ltd
- Advantech AMT Ltd
- Aggreko UK Ltd
- Alblemarle Of London
- Allianz Cornhill
- Allport Ltd
- Amara Spa Ltd
- Apex Hotels Ltd
- Arab Bank plc
- Argos Business Solutions
- AR Group
- ASG Essex Ltd
- Aspire Business Solutions
- Avon & Somerset Police
- Balfour
- Bank Of Scotland Merchant Services
- Barclays plc
- Benfield Group Ltd
- Bennett & Co
- Berg Toys
- Blue Banana
- BMW
- Birds Eye Walls
- Bradford and Bingley
- Brinks Security
- British Board Of Film Classification
- British Gas
- British Telecom
- Business Link South Yorkshire
- Cambridge City Council
- Camrex Chugoku Ltd
- Capital One Bank
- Capita TVL
- CGL Rail
- Charterhouse Group International
- Circus Star
- CISCO Systems
- Claire's Accessories
- Close Invoice Finance
- Coca Cola
- Comet
- Comtel Communications AS
- Creativevents
- Cybex International
- Dade Behring Ltd
- DAL Group
- Danone Foods
- Datacraft Design Ltd
- Dechra Pharmaceuticals
- Demco Communications Ltd
- Department of Work and Pensions
- Derbyshire Police
- DidBOX Ltd
- Dimar Ltd
- District Council – Malvern Hills
- District Council – Epping Forest
- Dolphin Dynamics Ltd
- Domestic & General
- Dynalite Europe Ltd
- EARS Plc
- Emmetts
- EMS Ltd
- Equalities Associates Ltd
- F Hoffmann La Roche
- Faber Maunsell
- Faccenda
- Fastlink
- FHP Ltd
- First Group
- First Software Solutions Ltd
- Ford Motor Company
- Formjet PLC
- Fusion Workshop Ltd
- Friends Provident International
- Friends Reunited
- Gap HR Services
- Garage Conversion Company
- G Costa
- Geest
- Geller Business Machines
- Genesys
- Gilbert and Mellish
- Godiva Bearings
- Gold Hill Housing Association
- Guardian Homecare Services (Leeds) Ltd
- Halfords
- Heath Lambert Insurance
- Hereward Financial Services Ltd
- Hilti (GB) Ltd
- Honda UK
- HoundDog Technology Ltd
- Hygrade
- Ideal Standard Ltd
- IDEX Corporation
- Interhealth Care Services
- Interfleet Technology Ltd
- Intervet UK Ltd
- ISG Interior Exterior
- ISP Corporation
- Ironport
- ITW Alpine
- Jag Communications
- Jaguar UK
- John Lewis Group
- Johnson and Johnson
- JP Morgan Chase
- Kawasaki Motors UK
- KEM Edwards Ltd
- Kodak Ltd
- Kyowa Hakko
- Leisureforce
- Levitronix LLC
- Lookers PLC
- Lloyds TSB
- Lorien plc
- Mainline Communications
- Maritz
- Marks & Spencer
- Medical Access Ltd
- Merck Serono (Switzerland)
- MM UK Ltd
- MOD – Joint Services And Command College
- Monarch Airlines
- Moy Park
- National Probation Service
- NEC Europe
- Nestle
- NHS Counter Fraud & Security Management Service
- NTP Meridian
- NTP Transmit
- One Stop Data Ltd
- Opportunity Housing Trust
- Panasonic
- PD Hook
- Peugeot
- Pfizer
- PFP Group
- Rhino Asphalt Solutions Ltd
- RMS Ltd
- Royal College of GP's
- Phillips plc
- Pilkingtons
- Porcelanosa
- Portman Building Society
- Quintessentially
- Remtec Search & Selection Ltd
- Renault Motor Company
- Rock Insurance
- Roland
- Scooter World Ltd
- Signet Armorlite
- Solardome Industries Ltd
- Starbucks
- Stellent Ltd
- Symingtons Ltd
- Symrise
- Telesoft Technologies
- Tempus Software Ltd
- Terex Halco
- The Coach Holiday
- The Holiday Place
- ThyssenKrupp Services
- Tiles & Baths Direct Ltd
- Toys R Us
- Trainline
- Transport Innovation
- Traplet Publications Ltd
- Tribal Group
- Tropicana
- Twinings Tea
- Unilever
- VCM Events
- Venture Finance PLC
- Waitrose
- Xilinx



Why Choose MTD?

Here are 5 great reasons to choose us for your HR requirements.

You are not just another client to us

You will have specific requirements that will require a specific and unique solution. You will find that when you partner with MTD it will be as though you are our only client. The level of service that you will receive will only be surpassed by the quality of the solutions that we deliver for you and your company.

The quality of our staff

Our highly skilled and experienced consultants will make the difference to your company. Our consultants have the miles on the clock to provide proven, workable and effective solutions. We believe in investing heavily in our consultants skills and knowledge to ensure that you receive the very latest and up to date information and techniques for your HR solution.

Custom made solutions

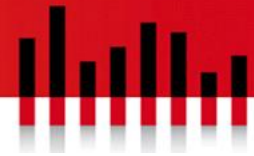
Your solution will be designed and shaped around your exact requirements and will be one that fits with your objectives, vision, values, culture and desired outcomes.

Value for money

When you partner with MTD it is our sole mission to add value to your business way beyond that of what you were expecting. Working with you will be like a business relationship rather than a business transaction. We will provide advice, guidance and work that will make the difference. We are not into just taking your money for services rendered -we will go way beyond that and will become an extension to your business rather than an addition.

Our range of services

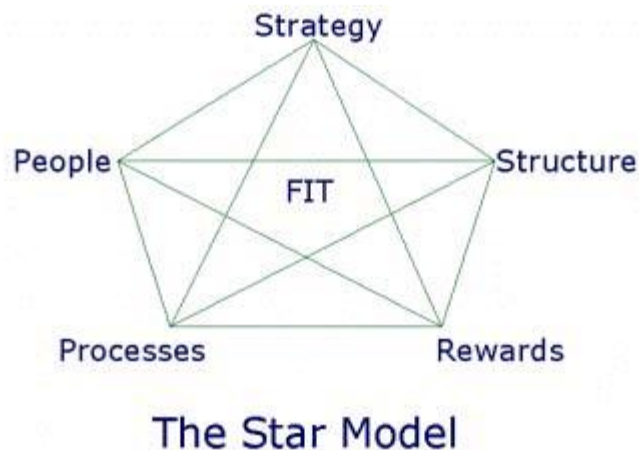
MTD have specialist expertise in all human resource areas. From organisation design and training services through to policies and procedures, outsourcing and employee performance -no matter what your requirements are, MTD can help you.



Organisation Design & Strategy

We specialise in **developing new** organisation designs for "start ups" as well as **restructuring current designs** for existing businesses

We can work with you to formulate your strategy and/or organisation design. The strategy and structure of your organisation forms the foundation from which you can grow and develop as a business. However, too many organisations are held back with red tape and politics due to complicated structures which in turn does not allow the company to innovate, grow and become the place to work.



Lawler (1996) *

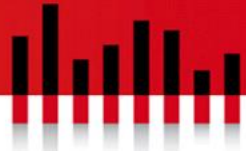
MTD believe in making things simple for you.

We will work with you to formulate the best-fit design for your organisation that is based around "The Star Model" above.

Your "Best-fit" design will depend on what you want to achieve and your current ways of working to include your strategy, structure, rewards, processes and people.

We can work with you to deliver:

- Best-fit organisation design options
- Best-fit department design options
- The re-design of business-unit structures, major functions and business teams
- Assessments on how effective your current organisation structure is
- Company and HR strategy design
- Identify the impacts of re-design on processes, procedures and policies
- Identify the impacts on measurements, rewards, clarity, culture and leadership
- An effective Change Plan for migration and/or implementation activities
- Communication strategies to manage the process to:
 - Get key stakeholder buy-in
 - Educate those affected by the change
 - Deliver the key messages as to the reasons behind the design/change and what it means on a macro and micro level.



The MTD Approach To Organisation Design

Our approach is completely consultative and we will involve your management and employees throughout the design process. We appreciate that every company is different and hence every solution is different as well.

Coming up with the best-fit organisation design for your company is a bit like putting a jigsaw puzzle together. Once you get to know the technique and strategy of how to put one together you can apply it to any jigsaw.

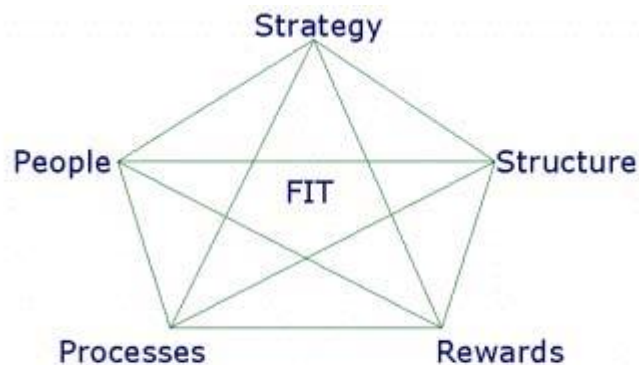
The same goes with formulating an organisation design. We have extensive experience in this field and our approach will ensure that there are no missing pieces at the end!

This process starts with some preliminary questions designed to get to know your company, your objectives and the possible barriers that may be put in the way!

For example, to kick things off we will need to know:

- What is your strategy?
- What are you looking to achieve through organisation design?
- How will you know when you have succeeded?
- What key-stakeholders do you need to satisfy?
- What problems, barriers or constraints do you face?

We will then look at your:



The Star Model

Lawler (1996) *



Strategy

Where does your company operate and what are the current market conditions, climate and prospects like within your industry? Where is your company heading?

What is your long-term strategy? Who are your competitors and what can you tell us about their strategy and ways of working?

What are your organisation's mission, values and goals? What is your unique selling proposition?

What makes you different from the rest? What is your company brand? What does it stand for? What is it like to work at your company?

Structure

What are your requirements? What is your current structure and why is it that way? What do you want to achieve with your new design? How can we best categorise the work, tasks and responsibilities into groups or functions? Analyse various options for the "Best-Fit" with the pros and cons of each and impact assessment upon strategy, goals, values and desired outcomes.

Processes

Do the current work processes and systems (e.g. decision making, rewards and recognition, HR, knowledge, communications, policies and procedures, etc.) support the mission, values, strategy, and design outcomes of the redesign process?

If not, how should they be modified to bring them into strategic alignment?

Implementing the new design:

Implementation

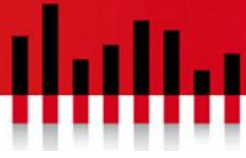
What is the change plan? Who will manage and monitor this? What is the communications plan? What are the critical aspects of this? What are the impacts upon the business of a phased implementation approach? What are impacts upon the business for a "big bang" approach?

Is It Working?

How will you know if the new design is a success?

How will you measure this?

How will changes to the design be implemented without a long-winded change process? When will you review the new design?



Job Analysis/Role Profiling

Job Analysis & Role Profiling -defining the key essential skills & accountabilities of a job

Job analysis is the process that ultimately leads to a set of job descriptions, role profiles and/or job family models.

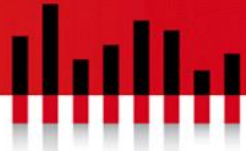
We can look at the key accountabilities of a job and produce a set of key performance indicators against that job that will help to determine the skills, knowledge, experience, competencies and behaviours associated with the successful performance of that job.

The process of job analysis is a critical function as job descriptions and roles and responsibilities form the baseline information that drive:

- Recruitment & Selection
- Performance Management
- Reward
- Recognition
- Career Progression
- Organisation Design
- Restructuring
- Training Needs
- Self-Development

MTDHR has extensive experience and skill in carrying out job analysis which can include:

- Job interviews and/or observing employees at their work place, using structured or unstructured approaches.
- Interviewing individual workers away from their work place.
- Interviewing groups of workers.
- Interviewing supervisors and technical specialists.
- Utilising structured or open ended questionnaires.
- Requiring workers to complete self report diaries.



Recruitment, Selection & Retention

We can help you to recruit and select
the best staff **more cost effectively**
than any recruitment agency

Attracting and selecting the right person for the job is such a vital activity.

The whole process of recruitment can be very time consuming, expensive and can also bring with it many dangers especially with the current employment legislation around equal opportunities and discrimination -you have to be very careful!

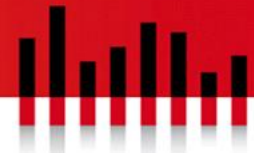
The costs of getting it wrong can be very expensive indeed! If you think that the costs associated with recruiting the wrong person are bad enough, the costs can be even higher for you both in monetary and in reputation terms if you discriminate throughout the recruitment process even if you did not do it knowingly!

We can put your mind at rest by getting the best person for the job and at the same time make sure that you do everything by the book from a legal perspective.

We can help you with your one-off appointments or major recruitment drives by completing the whole process or a part of the process like writing a particular job description or selection criteria - no job is too big or small.

Here is a list of the recruitment services that we can help you with:

- Identifying the requirements and need for the role
- Job design
- Benchmarking salaries
- Designing job and person descriptions
- Recommending most appropriate advertising methods
- Designing advertisements
- Placing advertisements
- Applicant information pack design
- Candidate screening
- Candidate profiling
- Long listing applicants
- Short-listing applicants
- Designing assessment centres
- Running assessment centres
- Practical based selection exercise design
- Psychometric assessments
- Interviewing
- Pre-employment checks & gathering references
- Design offer letter and contract of employment
- Design and delivery of Induction training
- Discrimination and equal opportunities audit



You will find that we are a very cost-effective method of finding and attracting the staff that you need. Unlike the recruitment agencies, our fee structure is not based upon a % of the starting salary. Instead, our fees are agreed up-front and are based around getting you the best value for money services on the market.

Case Study -Recruitment Of A Chief Executive Recruitment and Selection – Mental Health Care

The Brief:

Following a strategic HR review of the business (carried out by this consultant) the organisation wished to appoint it's first Chief Executive. Our consultant was tasked with taking this from the Board decision, through to appointment.

The Solution:

Our consultant drew up a job description for the position of Chief Executive, which she agreed with the Chairman. She sourced advertising opportunities appropriate to the seniority and sector for the position and conducted the initial paper sift, in order to divert time consuming responsibilities from the Directors. She presented her initial short list to the Chairman and then circulated the list for consultation with all other Board members.

Following the short and invitation to interview, our consultant led on the selection event, advertising on the appropriate assessment methods (i.e. presentation and structured interview), as well as advising on the appropriateness and legality of interview questions.

Our consultant led on the de-brief discussion in making the final selection decision and informed all candidates. Subsequently, she drew up the Service Contract for the appointment of the Chief Executive and holds the records of appointment for confidentiality.

The Outcome:

The candidate selected by the panel was appointed and accepted the position. The individual has been a significant success and seen the company grow considerably since appointment. Board members were fully involved in the process, but were not given time consuming and onerous tasks – but rather asked to comment on existing proposals.

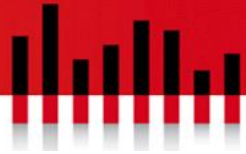
On completion of this project, the Board were so impressed with our consultant that they invited her to join the Board of Directors!

In Summary

Whatever your recruitment needs are, we can help you.

We can help you to recruit the one-off appointments that you find difficult to fulfil through to major company wide recruitment campaigns where 100 staff are required. We can help you with designing and implementing assessment centres and tests through to conducting your interviews and designing your job specifications.

Please call, email or complete our online form today for a no-obligation chat. You will not be put through to any sales team. Instead you will be put through to our specialist HR recruitment consultants who will let you know what the options are.



Business Performance

We can help you to **improve** your business performance

The term "Business Performance" can mean many different things.

When we talk about helping you to improve business performance we can do so in any of the following ways.

We can:

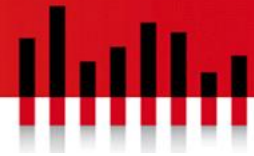
- Implement performance management processes and systems
- Design and implement appropriate reward systems
- Develop career planning and progression programmes
- Implement appraisal processes and systems
- Develop Key Performance Indicators and measurements
- Develop balanced scorecards
- Review your human capital processes and make them more effective
- Implement talent management initiatives
- Design employee recognition and suggestion schemes
- Develop management information systems
- Deliver managing performance training
- Design and implement customer satisfaction surveys
- Design and implement employee satisfaction surveys
- Analyse your quality initiatives
- Audit your business processes and make them more efficient

In short, our consultants can help you with anything related to making your business perform to a higher standard.

Every company must measure, manage and improve its performance if it is to survive and your business is no exception.

If you are looking to improve your business performance and have some ideas or requirements in mind please call, email or complete our online form below and **make a no-obligation enquiry.**

You will not be put through to any sales team. Instead, you will come straight through to our consulting department who will be able to advise you on the options available.



Policy, Procedures & Contracts

Haven't got the **time, expertise or resources** to complete your policies, procedures & contracts?

We can do them for you! MTD can provide you with the option of taking away all of the hassle, additional work and cost associated with the development of your policies, procedures and contracts.

We have ready-made content that you can use off-the-shelf or we can design a set of policies, procedures and contracts that are unique to you that are developed around your specific requirements and needs.

Here are some examples:

- Employment Contracts
- Equal Opportunities
- Grievance
- Code of Conduct
- Disciplinary
- Bullying and Harassment
- Long Term Illness
- Attendance
- Recruitment, selection and appointment
- Training and development
- Staff development
- Exam/study Leave
- Redundancy
- Conflicts of interest and ethics
- Employee consultation
- Probationary Period
- Performance Management
- Substance Abuse
- Travel and subsistence
- Expenses
- Dress code
- Termination
- Retirement
- Transfer
- Maternity Leave
- Paternity Leave
- Compassionate Leave
- Jury Service
- Annual Leave
- Pay
- Pension
- Occupational health
- Data protection
- E-mail and internet use
- Health and Safety
- Occupational Health
- Racial Equality
- Workplace violence
- Security
- Temporary appointments



Our policies, procedures & contracts consultants have all had senior management positions in Human Resource functions. They are mostly made up of experienced ex "Head of HR" and "HR Manager" roles so you know that they are highly qualified in HR and the law.

Case Study Policies & Procedures

– North and North East Lincolnshire Primary Care Trust

The Brief:

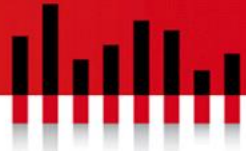
The PCT was an amalgamation of a number of different organisations with different trade unions and terms and conditions. Our consultant was tasked with developing a new set of HR policies which would take account of the people orientation of the organisation, whilst also providing some degree of protection against abuse.

The Solution:

In order to achieve the highest degree of buy in to the process, our consultant established a number of key players across the organisation who undertook different job roles and originated from different organisations. She undertook individual consultation with these individuals, whilst also completing questionnaires with other staff – to ensure that the maximum number of employees felt that their views had been taken into account. In addition, she attended meetings of the Trade Unions to present the policies and her thinking behind them.

The Outcome:

The client received a full suite of HR Policies which had been agreed with all sides, prior to implementation. The difficulty of consultation was minimised by bringing in an external consultant. The existing staff, who were already busy developing all aspects of the HR system, were not pulled from their own projects in order to develop these policies, but still had the opportunity to be involved in the process.



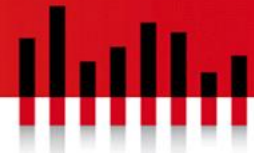
Training & Development

We offer an **unrivalled range** of training and development services

We not only offer training courses and development programmes but we can also help you with projects such as designing competency frameworks, training plans, training needs analysis, training department set up and training consulting.

The courses we offer can be split up into the following categories:

- You come to us (open management courses)
- We come to you (in-house management courses)
- We come to you (in-house courses for all staff)
- Management Development Programmes



Outsource Your HR

Do you **lack the time and experience** to deal with some or all of your human resource activities?

If you do, then outsourcing your HR can be the right move for your company.

MTD can help you by taking care of all of your HR requirements that allows you to concentrate on growing your company's profitability and productivity.

We provide a comprehensive range of outsourcing services ranging from payroll and benefits administration through to designing and arranging contracts and hiring, recruitment and training.

We provide "turnkey", low cost, high quality, "nuts and bolts" HR solutions. We are not just consultants; we do the work.

By outsourcing your non-core functions such as HR, you are able to focus exclusively on what you do best.

Here are some of the services that we can help you with:

- Payroll
- Ad-hoc Support
- HR Helplines
- HR Advice
- Certain Amount Of Days On Site Per Month
- Benefits Administration
- HR Systems
- Handbooks
- HR Materials
- Training Materials
- Personnel Administration
- Recruitment
- Training
- Selection
- Contracts
- Policies
- Procedures
- Training Needs Analysis
- Reward And Recognition
- Benefits



HR Project Management

MTD can help you with **specific HR projects** where you need a specialist

If you are frequently faced with the task of executing HR projects and programs but do not have the time, resources or specialist knowledge to carry these out then we can help you.

Whether it be for a one off project or whether you want on-going continued resource, we can supply you with the best skilled and most experienced HR consultant to help you with your requirements.

Large or small, we can help you with any of your HR Project needs. Here are some recent examples:

HR Project Management Solution -Northern Stage

The Brief:

The client asked for a strategic HR review to establish what systems were in place and what needed to be developed. There was also a concern about the views of staff and how engaged they were within the organisation.

The Solution:

Our consultant firstly established a Steering Group to oversee the project and agreed the terms of reference. She then identified the "key players" in the organisation and arranged to interview them face to face. In addition, a representative sample of staff were formed into a group to discuss and react to some of the initial findings and possible recommendations.

Further research was undertaken to benchmark the client organisation with others in a similar marketplace, to compare terms and conditions and HR systems.

A final report was submitted to the Steering Group and presented to the senior Directors, with short, medium and long term recommendations.

The Outcome:

Following the report being submitted, the client accepted the need for a job evaluation system and a performance appraisal system. Our client was contracted to design and implement both of these HR systems.

Outsourced HR Solution – North East Community Forest

The Brief:

The client wished to outsource full responsibility for the HR function at a strategic and operational level, to an external consultancy firm. The aim was to access the highest quality HR advice and support, without incurring salary and ongoing costs of an employee.

The Solution:

Our consultant took operational and strategic responsibility for the running of the HR function within the client organisation, reporting and accountable to the Executive Director. This involved preparing and issuing contracts of employment and dealing with all other legal issues related to employment; developing an employee handbook and related HR policies; leading on recruitment and selection of staff and sitting on the selection panel of senior appointments; dealing with long term sickness absence and short term conduct related absence; developing new HR systems as the business has developed (e.g. job descriptions and a performance management system); diffusing a potential constructive dismissal claim by making a compromise agreement; negotiating TUPE transfers;



holding HR clinics to address the needs and concerns of staff; issuing a quarterly legal update; undertaking an annual HR healthcheck to ensure ongoing compliance with employment law issues.

The Outcome:

All legal requirements of employment are complied with and a framework is in place to protect the employer whilst dealing fairly with employees. The time spent away from core business by Directors and senior managers, dealing with HR related issues are now minimised. The overall cost of the HR function, operating at this level, is reduced.

**Recruitment and Selection Solution
– Mental Health Care**

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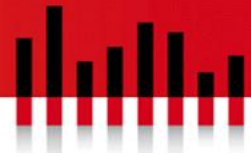
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Policies, Contracts and Procedures Solution – North and North East Lincolnshire Primary Care Trust.

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The client received a full suite of HR Policies which had been agreed with all sides, prior to implementation. The difficulty of consultation was minimised by bringing in an external consultant. The existing staff, who were already busy developing all aspects of the HR system, were not pulled from their own projects in order to develop these policies, but still had the opportunity to be involved in the process.



Some Other Relevant Projects



Designed, implemented **Performance management approach for 2500 employees** including 3 major changes to approach with new job evaluation, job analysis, salary systems, performance appraisals, competency framework linked into pay, training and development programmes. Delivered within the HR/L&D function as Group L&D manager



Implementation of training in areas of objective setting, competencies and developmental coaching for **450 managers** within a rapidly changing organization and working closely with their HR function in London and Bracknell



Designed a global competency framework for sales & marketing – technical & behavioural aspects for the Lubricants business division covering some 1200 employees including linked approach to assessment, development & **performance management**.

Part of the design and implementation was to also link into selection interviewing, career discussions and succession planning. Worked closely with the Global Competency Manager and line managers in Houston



Designed, implemented **Performance management approach for over a 1000 employees** based in Germany and Switzerland including revised performance appraisals, competency framework, development planning and training of line managers. Worked closely with HR function in Zurich and Germany