



BPIF SPECIALIST SERVICES

# HUMAN RESOURCES

Including Occupational Health

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# HUMAN RESOURCES

How often have you heard the phrase 'Your people are your business?' This is so true, and the crucial underlying message is that as you grow your business, you need to grow your people....your Human Resources!

Your first line managers are your ambassadors in this quest. They should always be alert to ways they can help develop the contribution and strengths of those in their teams. The more effective your people are, the more likely the business efficiency and productivity will improve.

However, once promoted, many first line managers are not provided with appropriate training for handling their Human Resources effectively – and are unaware of how to follow correct and lawful procedures.

This can lead to a lack of confidence in dealing with difficult issues such as poor performance, poor attitude and poor attendance - and often results in conflict, lack of control and operational inefficiency. At worst, it could lead to disciplinary and dismissal disasters, with successfully argued and costly Employment Tribunal claims.

Get ahead of the competition and ensure your productivity is always at its best. Ensure you have safeguarded your risk against the damaging claims of discrimination or bullying.

We can help you achieve this by training your managers and equipping them with vital people management skills - to empower them to be the confident professionals they really are.

# HR TRAINING WORKSHOPS

## HR Toolkit for Effective Line Managers Workshop

- Do your managers possess the skills needed to handle tricky employees?
- Are they good communicators on all levels?
- Are they aware of HR policies and procedures to assist them in their role?
- Do they pro-actively manage employee absence?
- Are they aware of the differences between conduct and capability?
- Do they know how to get the best performance from their staff?
- Are they fully effective in their role?

If your answer to any of the above questions is no, then this interactive training workshop can help.

Providing your line managers and supervisors with the tools they need to do their jobs effectively, it will empower them to get the best results from their staff. This can result in;

- Maximised output and improved profitability
- Improved communications across your business
- Improved management of performance issues
- Encouragement of talent to emerge and be measured
- Line managers with increased confidence and accountability
- Increased trust and motivation
- Greater involvement and ownership in achieving business objectives
- Fewer conflict situations and reduced employee claims
- Improved efficiency and effectiveness
- Enhanced employee partnership

## Managing Discipline and Grievance Procedures Workshop

If a workplace performance or behavioural issue spirals out of control, the consequences are likely to be costly - in time, money and stress. The key is to spot the problem early and deal with it effectively.

The Managing Discipline and Grievance Procedures Workshop will provide managers with a comprehensive toolkit, enabling them to know exactly what is required if faced with a dispute in the workplace.

Managers will gain the essential knowledge, skills and insight to help prevent the need for formal disciplinary action in the first place, and so averting a formal grievance procedure. Early management intervention is vital to ensure that a workforce is well managed and that both staff and management are clear about their obligations to each other.

This workshop will:

- Enable managers to understand their role in the discipline and grievance process
- Ensure essential procedures are followed
- Highlight implications of the Employment Act and ACAS Code of Practice
- Provide tools to prepare and hold disciplinary and grievance hearings confidently
- Help managers identify and decide on appropriate action required

## **Managing Poor Performance Workshop**

- Do you know the consequences of not addressing performance issues?
- Are you aware of how lack of action might impact on other team members, the company and your customers?

Lack of capability will in most cases lead to unsatisfactory job performance, which is likely to cause problems both for the line manager and the employee's colleagues. If problems are being experienced with an employee's performance, it will be very important for the line manager to identify the root cause of the problem and deal with it accordingly.

Performance Management is a key responsibility in management and leadership positions. This workshop will provide line managers and supervisors with the tools and skills required to help them manage these issues.

This workshop will help managers to achieve:

- Increased performance and improvements in standards of work
- Reduced absenteeism
- Raised morale across the workforce
- Improved staff retention
- Improved customer service and client perceptions of the company

## **Bullying and Harassment Workshop**

- Do you fully understand the Equality Act, its features, definitions and protected characteristics?
- Are you aware of the need for dignity at work?
- Would you be able to recognise bullying and harassing behaviours and understand how to deal with them?
- Do you have a workplace culture free from bullying and harassment?

If your answer to any of the above questions is no, then this interactive training workshop can help.

You will learn ways to tackle bullying and harassment in the workplace and how to raise employee motivation, attendance and productivity. We will discuss practical issues such as the distinction between strong management and bullying; preventing harassment within the workplace and how to develop an effective policy.

This workshop will:

- Provide an understanding of the Equality Act
- Outline its new features, definitions and protected characteristics
- Provide practical and legal advice on compliance
- Engage delegates with examples and case studies
- Help management identify and deal effectively with discrimination
- Define bullying and harassment, tackle incidents of unacceptable behaviour and how to handle complaints

## **Performance Appraisal Training and Development Workshop**

Are you measuring employee performances to ensure they are contributing to the goals of the business?

A properly conducted appraisal is a powerful tool to improve employee engagement and performance, and is one of the most important responsibilities of a manager. An effective system will play a crucial role in gaining competitive advantage by supporting accurate assessments of employee productivity and quality of work. Productive feedback will encourage employees to raise their performance, increase job satisfaction and inspire them to achieve their full potential.

Our HR Adviser will help you create a performance appraisal system and communication strategy that assures companywide understanding, support and acceptance. Once designed, the HR Adviser can also provide training materials and programmes.

The training programme will assist in;

- Increasing productivity and effectiveness of employees
- Providing feedback that allows the individual to see the impact they have in their workplace
- Enabling the recognition of an individual's contribution to the company
- Building closer working relationships based on mutual trust and respect
- Identifying strengths and development areas for the employee
- Identifying gaps between the actual and required performance of the employee
- Identifying further individual training and development needs

### **Absence Management Workshop**

- Did you know that the cost of absence is £520 per employee?
- Are you creating an attendance culture?

Absence from the workplace continues to have a damaging impact on profit and productivity for many companies. We will provide you with essential tools to reduce absence rates and minimise its impact on your business, including helping you to develop an absence management strategy. This will demonstrate to your employees that you treat absence seriously and will outline their responsibilities to minimise the impact of absence on your business.

You will learn how to monitor and measure the effect of absence rates and define the rights and responsibilities of both employer and employee. The workshop will provide vital guidance on how your business should act when dealing with short-term absences and also equip you with the tools and procedures to follow when dealing with longer-term absences, often due to ill health. Minor illness remains the most common cause of short-term absence, followed by musculoskeletal injuries, back pain and stress.



This workshop will:

- Provide a comprehensive toolkit for dealing with absenteeism
- Enable development of a policy and system for managing all types of staff absences
- Help improve overall attendance and productivity
- Identify absences covered by legislative protection
- Outline procedures for obtaining expert medical advice in cases of long-term ill health
- Show how to record, monitor and measure staff absences

Course	Duration	Course Location
All Training Workshops	1 day	Off-site

Maximum delegate numbers apply and will be stated at the point of enquiry.

Further information on the following additional services are available upon request:

- HR Documentation
  - Contracts of Employment
  - Employee Handbook
- HR Policies and Procedures
- Redundancy Handling
- Absence Management
- TUPE Transfers
- Disciplinary & Grievance & Appeal Handling
- Managing a specific Industrial relations problem
- Recruitment and Selection
- Performance Management
- Coaching

## TO GET STARTED PLEASE CONTACT

BPIF Specialist Services

T: 01924 203335

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# OCCUPATIONAL HEALTH

## ARE YOU TAKING A GAMBLE ON YOUR STAFF'S HEALTH?

Regardless of legislation, promoting and maintaining good health policies and practices in your workplace can set you apart from the competition. You'll be able to recruit and retain the best staff, reduce sickness levels and improve productivity and profitability.

To help members, a range of Occupational Health Services are available exclusively from BPIF Healthcare Services and can be delivered at your premises or in fully equipped mobile screening units, as well as free initial telephone advice.

A wide range of one-off or ongoing individual assessments and consultations are available including an exclusive Employee Wellness Scheme (EWS).

### SEVICES AVAILABLE:

- Site Health Needs Assessment
  
- Health Surveillance & Screening
  - Drug & Alcohol Screening
  - Hearing Tests
  - Skin Checks
  - Lung Function
  - Urine
  - Blood
  
- Medical Assessment Reporting & Sickness Absence Management
  - Telephone Health Assessments
  - Face to Face Health Assessments
  - Counselling
  - Physiotherapy
  - Occupational Health Management Referrals
  
- Employee Wellness Scheme (EWS)
  - Health Screening
  
- BPIF Health Insurance

## SITE HEALTH NEEDS ASSESSMENT

In order to establish if your business requires any occupational health support it is recommended that you undergo an onsite health needs assessment.

This will enable the development of a robust occupational health system which not only meets legislative requirements but also meets your staff's needs in the most cost effective way.

## DRUG & ALCOHOL SCREENING

A drug and alcohol policy is an essential tool which will protect both employee and employer in terms of abuse. Alcohol is estimated to cause 3-5% of all workplace absences and costs employers around £1.8 billion every year. It is therefore essential to identify a possible problem before it seriously affects your company.

Discreet and efficient drug and alcohol screening can be arranged on a 24/7 basis with a 2 hour call out if required. In order to participate in the scheme a member will be required to sign a drug and alcohol contract.

# HEALTH SURVEILLANCE & SCREENING

Members are able to select a combination of Health Surveillance and Screening services to suit their needs. The cost will be subject to the number of employees and services selected based on the day rate.

## Hearing Tests

Hearing tests are a requirement of the Noise at Work Regulations Act and the Control of Substances Hazardous to Health Regulations (COSHH) to reduce the risk of hearing damage. Employees working in environments with noise levels over 80dB should wear hearing protection or appropriate personal protection equipment (PPE).

An audiometry test checks hearing frequencies at different levels and can identify deafness, loss of hearing and certain brain tumours. Around 20 minutes long, tests can be conducted in a quiet room (<65dB) for up to 21 employees or on a mobile unit for 56+ employees. Audiograms must be compared to the last test in order to establish any deterioration.

## Skin Checks

Employees who regularly handle skin sensitisers or irritants such as oils, powders, solvents and adhesives are at risk from skin problems including but not limited to dermatitis, dry skin, psoriasis and eczema. COSHH Regulations require employers to protect their employees from potential harm and regulate compliance with PPE.

A physical skin examination and questionnaire takes only 10 minutes and can be conducted on up to 40 employees a day. This should be conducted annually or more frequently if problems arise.

## Lung Function Tests

Respiratory illnesses such as work related asthma, silicosis and chronic obstructive airways disease are all potential health risks for those working with dusts, isocyanates, vapours, sprays and silica. COSHH Regulations outline these hazards and the importance of assessing and reduce exposure.

A lung function test helps to diagnose various lung conditions. It includes a detailed questionnaire, as well as measurement of lung capacity and forced volumes. It takes around 10 minutes per person and can be conducted on up to

40 employees a day. Tests should be scheduled annually or more frequently if problems arise.

### **Urine Screening**

Urine sample testing can identify arsenic poisoning and other illnesses arising from exposure to metals, solvents, styrenes, chemicals and contaminants. As a consideration of COSHH Regulations these risks should be identified and minimised and a simple 5-10 minute urine sample is an easy way to assess such hazards whilst simultaneously testing for diabetes and infections.

### **Blood Screening**

A blood test can detect Weil's, Lyme Disease, lead and other metal poisoning arising from exposure to lead, sewage, paints and metals. By adhering to COSHH Regulations and identifying any potential risks to health, these illnesses can be avoided.

A 15 minute blood sample test includes obtainment of employee consent and extraction of blood from the arm. It should be conducted if there are concerns about exposure levels and be compared with previous results to assess any change.

# MEDICAL ASSESSMENT REPORTING & SICKNESS ABSENCE MANAGEMENT

Assessment reporting services help to facilitate a prompt return to work or early identification of potential sickness absence. In all cases these services include a full written report from a physician or nurse depending on the particular case.

## **Telephone Health Assessments**

Where appropriate, health assessments can be carried out over the phone. This can be a prompt and cost effective way to assess health.

## **Face to Face Health Assessments**

Sometimes it is necessary to meet an employee when carrying out a health assessment. The clinician in attendance would be an occupational health physician or a nurse, dependent on the case concerned.

## **Counselling**

Counselling can be a very effective way of helping an employee to deal with issues in their life and returning to work.

## **Physiotherapy**

When utilised in a proactive way physiotherapy can be the solution to numerous musculoskeletal issues prior to absence, thus improving the health of an employee and retaining the workforce. Such a service can be provided in the workplace, and ergonomic advice can be provided in relation to specific tasks.

## **Occupational Health Management Referrals**

Occasionally, you may need to have a second opinion – for example, if an employee has been signed off by a GP but wishes to return to work or if a staff member has recurring health issues. In these cases, our Management Referral Service provides a highly qualified Occupational Health Expert to discuss the situation with you, and will contact the employee to produce a detailed report of what should happen next. The report will be agreed by the employee and can form the basis of future action. It can also be used in a tribunal if necessary.

# EMPLOYEE WELLNESS SCHEME

We have designed an exclusive Employee Wellness Scheme (EWS) to provide cost-effective and confidential support for a wide range of work, family and personal issues.

This includes but is not limited to the following:

- Work-life balance and daily living
- Personal performance and time management
- Stress, anxiety and depression
- Psychological and emotional issues
- Marital, family and relationship difficulties
- Bereavement and loss
- Childcare and parenting challenges
- Elderly and disability care
- Debt counselling and budget management
- Traumatic incidents or life changing events
- Health and wellbeing information

Your employees can call a freephone number and immediately speak with a trained service representative who will help them to determine the best course of action.

Regular statistical reporting management information is available for group sizes of over 100.

There are 4 levels of the BPIF EWS. All are available 24 hours a day, 365 days a year, online and via telephone to answer your employees' questions immediately or to refer them to the most appropriate adviser, counsellor or source of information.

Employee Wellness Scheme Benefits;

- Triage telephone counselling
- Formal telephone counselling (up to 4 sessions)
- Formal telephone counselling (up to 6 sessions)
- Formal telephone counselling (up to 8 sessions)
- Face to face counselling (up to 4 sessions)
- Face to face counselling (up to 6 sessions)
- Face to face counselling (up to 8 sessions)

- Management consultation support
- Telephone legal advice
- Telephone financial advice
- Telephone debt counselling
- Telephone trauma support
- Online Cognitive Behavioural Therapy (CBT) including 5 telephone support sessions
- Face to face CBT (up to 8 sessions)

## **Health Screening**

We offer affordable health screening both in the workplace and at home. If you are concerned about how stress is impacting your own health, or want to offer the service to an employee, then we have a solution for you.



# BPIF HEALTHCARE INSURANCE

BPIF Healthcare has over 25 years' experience in sourcing and providing health cover to suit the needs of our members. We can work with you to develop the most effective health solutions designed to deliver a tangible return on your investment.

Whether for your business, employees or your family, we provide impartial advice and guidance on the following:

- Private Healthcare
- Employee Assistance Programmes
- Health Cash Plans
- Health Screening & Assessments
- Dental Insurance
- International Healthcare
- Group Risk & Protection
- Travel Insurance
- Occupational Health

Contact BPIF Specialist Services to register your interest.  
A BPIF Specialist will then contact you to discuss your needs.

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