

# DUPONT AND ASSOCIATES

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## INFORMATION SHEET: HUMAN RESOURCE MANAGEMENT SERVICES

Human Resource Management (HRM) – the management of an organisation’s workforce – directly impacts on your organisational performance. It’s a broad field that encompasses recruitment; staff development; performance appraisal; workplace communication; staff well-being; and leadership.

If your organisational strategies are inadequate or not implemented well, it can result in low morale, widening skill gaps, performance issues and increased staff turnover all of which impact on an organisation’s ability to achieve its goals. Skilled HR practitioners are strategic in the way they approach workforce development and manage the complex issues that arise on a daily basis. They can help manage communication processes, maintain staff morale and psychological well-being, and develop career patterns (including separation) before, during, and after organisational change. However, at times and particularly in small organisations, it can be difficult for HR practitioners to be expert in all aspects of HR management, or provide an objective viewpoint.

*Dupont and Associates’* consultants can provide independent assessments; support for managers and staff; help de-escalate or resolve difficult situations; and provide more general assistance with intense peaks of work.

### Performance Management

Performance management is made easier if your organisation has clear objectives, a system for managing individual performance and processes for developing employees. These are critical to ensure effectiveness and efficiency within a workplace. However, dealing with under-performing or distressed employees can be a difficult process for those involved. Our consultants can provide support and education to both the supervisor and employee in giving and receiving feedback, and in undertaking the process of managing underperformance. They are experienced at dealing with staff at all levels within the public, private and community sectors.

### Coaching

Coaching can help people to improve their communication, productivity, skills, knowledge and general performance. Engaging an independent coach can be a wise investment helping you to identify areas for improvement and programs to address issues. Our consultants can utilise a number of tools to encourage self-understanding and improve learning. Methodologies used by our HRM consultants include emotional intelligence awareness, mindfulness and conflict coaching.



### Investigations

When things go wrong, or people believe they have, it can lead to deteriorating interaction between employees sometimes escalating to formal action. Our consultants can investigate complex issues - including grievances, breaches of the Code of Conduct and complaints of discrimination - and provide you with a factual report that includes appropriate recommendations.

### Workplace Assessments

This process is a style of intervention where understanding and diagnosis is the preferred first step. Workplace assessments (also known as workplace conflict assessments or team assessments) are not investigations, as the consultant is more concerned with understanding experiences and perceptions rather than fact-finding. Fact-finding might still occur, but is not the primary purpose of the process. The process seeks to draw on the knowledge and experiences of the team members to make change in the team to improve morale and performance. Our consultants are skilled in this relatively new approach.

### Training

The development of effective communication skills and better team dynamics and practices can prove valuable in an organisation. *Dupont and Associates* can provide training tailored for a circumstance, or more broadly for an organisation. Our consultants are experienced in a variety of topics and are able to pitch the training at an employee, management or executive level.

### Compensation/Rehabilitation

As experienced providers in rehabilitation, our consultants can provide advice to HR practitioners regarding specific situations including legislative requirements, suitable services and the best approach to help staff. *Dupont and Associates* also have consultants who can provide contract Case Management services to cover staff on leave (working on site), undertake one-off Case Management for specialised or confidential cases, or provide mentoring for inexperienced Case Managers. An independent review of files (i.e. high cost or stuck cases) may also prove beneficial.