



### COACH EDUCATE

#### The Challenge

Coach Educate first contacted People Magic following a period of business growth – with exciting potential for further growth in the coming years.

Chris Jones, Director, had identified that existing staff contracts were outdated and no longer fit for purpose. He was keen to ensure that any risks associated with this weren't embedded in his business longer term and also wanted to take the opportunity to provide clarity and consistency. Chris commented that ... "I had real concerns over the contracts with staff....they were basic, leaving me open to situations that I potentially couldn't deal with for what I needed moving forward".

People Magic were asked to develop new contracts and a Staff Handbook to address the situation and provide Chris with the peace of mind that was important to him but currently missing.

#### The Solution

As part of the process to achieve Chris' desired outcome, he spent time initially with Rhonda (lead consultant), who took the opportunity to find out as much as possible about Coach Educate, how the business operates now and what current employees do. Chris was impressed by this critical stage in the work, stating that...."Rhonda took the time to understand how my staff were currently employed but then....key for me...what did I want for the future?"

Using the information discussed People Magic were able to move things forward and support Chris to successfully introduce the contracts and Staff Handbook required within the agreed timescale.

#### The Benefits

**Greater transparency** – The original challenge had involved the need for consistency and the removal of any ambiguity in areas which were previously either open to interpretation or absent. Chris said.. " the solution provided clarity.....and now avoids situations of uncertainty"

**Improved risk management** – Successful implementation of the new documentation helped Chris to mitigate the potential for problems at a future date; something that had concerned him over time - "What I have now is preventative.....avoiding small issues becoming really costly issues"

**Simplification** – Chris recognised at the outset that Coach Educate had a number of idiosyncrasies, things that he was worried would be difficult to accommodate. However, he was delighted at the outcome...." These were all dealt with.....Rhonda listened and..... it made working with People Magic really simple to understand"

**Regulatory compliance** – Chris was aware that existing contracts were significantly out of date and that some key changes to employment legislation weren't appropriately reflected. Addressing this issue has ensured that the company can be confident that they are managing people issues in line with current guidelines. Chris was reassured by the outcome and was able to say at the end of the work ...."I feel really protected for anything that could come my way now....."

**Better staff engagement** - Consistency of approach was a key requirement for Chris. Along with greater transparency, all staff can now clearly see how Coach Educate wants to work collaboratively with their key resource - their people - and everyone now knows exactly what is expected of them; and what they get back in return. Chris commented that ...."The changes put in place have been absolutely brilliant.....both for me but for my staff as well..."

Throughout this example of collaboration between client and People Magic, both parties were committed to the interests of both the employees and, in turn, the future success of the business. Chris summed up the result as follows....."I sleep a lot easier and I know my staff are a lot happier....what I have now is really fit for purpose"

Chris Jones, Director, Coach Educate Ltd