



## Case Study 2020

### **The Challenge**

We've worked with The People Magic Company before, when they helped with streamlining and updating our policies and procedures, and for support with getting an HR database set up, so it was a natural step to reach out to them for help when we realised we were going to have to relocate.

We'd been growing steadily since 2016, and it was becoming evident that our offices and warehouse were just too small for us – we kept tripping over each other!

The challenge was to make sure we worked within best practice guidelines and met the requirements of employment laws in consulting with our staff and keeping them informed with changes as they occurred.

### **The Solution**

We sat down with The People Magic Company and worked through the issues we were facing. They helped us to structure a simple communication plan, with a series of staff updates at key points, and starting with "we're thinking about finding new offices, what are your opinions?"; and gave us enough information to be able flex the plan as needed, all in plain English. So, every time we looked at a potential premises we were able to share it with our team without creating fear or anxiety.

### **The Benefits**

The best thing about using The People Magic Company is that they act as a partner to our business, enabling us without restricting us, and that means we can look at a range of potential outcomes and corresponding risks before we decide on a course of action. Their extensive experience in managing people – as hands-on business managers, not just HR specialists – means that any suggestions are structured to meet our business objectives. They are consultative without being prescriptive, so we never felt that we had to do it all in a particular way or style – as long as we met the legal aspects, the wording was up to us. And because of the way they share information, we felt empowered to make decisions for ourselves as to the timing and content of our internal comms. We've kept The People Magic Company on as our retained consultants to make sure that we always have the security of good advice and support whenever we need it.

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