

# Consultancy & best fit HR solutions

Helping you to engage, develop, assess and appraise your people better

**inspire brilliance** 

# About us

We provide HR consultancy and technology that helps companies to engage, develop, assess and appraise their people better and, ultimately, to improve business performance.

We partner with some of the world's most well-known businesses, as well as many other medium and large-sized organisations.

Companies trust our team of experts because we devise HR programmes to 'best fit' their needs and budget, whether they're looking for simple, effective products, or unique, bespoke solutions.

The strength of our client partnerships is shown by the fact that 40% of our new clients are referred to us by happy, existing clients.

Our growth over the last five years **44%**

**10**

The number of different industry sectors our clients operate within: retail, energy, financial services, professional services, leisure, FMCG, manufacturing, media, charities and public sector

**120**

Employees – the size of our smallest client survey project

**2 million**

The number of people who've used our 360 feedback programmes

**618,260**

Employees – the size of our largest client project (an employee survey)



# Our clients

Companies choose to work with us because we create HR programmes that fit their exact needs and will therefore be most effective.

We help leading businesses like PepsiCo, BT and M&S to maximise the potential of their employees.

Whether yours is a company of several hundred employees on a single site, or a firm with hundreds of thousands of employees spread across the world, we're sure we could help you too.

Our experts have broad and extensive experience of helping clients across all industry sectors including financial services, retail, manufacturing, leisure and professional services.



EST. 1884



# 360 degree feedback

Our 360 degree feedback programmes are trusted by the world's biggest companies, with some 2 million employees benefiting from them.

## Complete flexibility

We provide 360 feedback programmes that fit your business needs and budget, and are tailored to your organisational objectives, which ensure the best outcome.

## Technology

What's more, we can design systems to be scalable. This means they can develop and grow with your changing business needs. That's why companies choose to partner with us for their 360 programmes.

Whether you need a 360 degree feedback system that's ultra-simple for one group of managers, or something that's bespoke, sophisticated and features different questionnaires and reports, we're uniquely well-placed to help.

## Consultancy

We'll provide as much or as little expert consultancy support as you'd like. This could include help with the questionnaire, rating scale or competency framework design through to interpretative analysis of results, providing training to internal coaches or our business psychologists delivering feedback directly to participants.



*"We needed a provider who could work at great speed and deliver really high levels of quality, given the ambition we have for the 360 tool. We've been delighted with the relationship and the quality of the product and the services we've received from ETS."*

BT

# Employee surveys

We devise employee survey programmes that are helping our clients to increase employee engagement and provide insights to drive business improvement.

## Strategically-aligned surveys

We create employee surveys that support your business strategy, reliably measure employee engagement and provide actionable results.

The survey itself could be simple and effective or unique, nuanced and bespoke, or indeed, anything in between. This is why companies choose us to survey their employees.

All of our surveys can be designed for use on mobiles and tablets and, what's more, each survey is designed to fit your business, ensuring it reflects your branding, language and look and feel.

## Unrivalled consultancy support

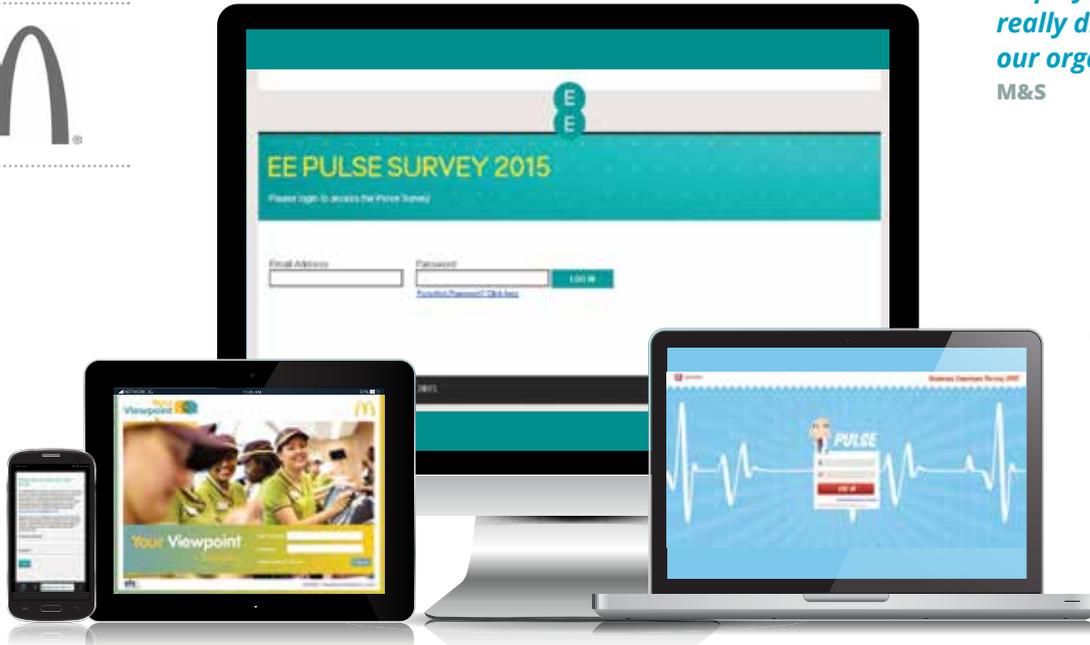
Our experts guide you from start to finish and can advise you on everything from survey planning and questionnaire design, through to analysing the results and selecting the right action areas.

For every survey project we undertake, we ensure that it is designed to drive employee engagement and business improvement.

itv

M&S

EST. 1884



*"We found the experience working with ETS a really positive one. They've presented us with bespoke solutions to some of the challenges that we face... Also, their expertise and knowledge in employee engagement has really driven benefit into our organisation."*

M&S



# Performance management

Our performance management programmes enable your employees to realise their full potential and help align individual performance with business goals.

## Bespoke programmes

Our performance management programmes are designed to fit your exact needs and can incorporate objective-setting, employee development and appraisal processes.

They can be integrated with other, existing HR systems and processes to form a talent and performance 'hub.'

The systems are also scalable, meaning they can evolve in line with your business requirements. Such flexibility is a big reason why

companies choose to partner with us for performance management solutions.

## A strategic game-changer

Our solutions ensure you get accurate, consistent and reliable performance data, which offers great strategic insight.

Clients we work with use performance data to support their talent agenda and identify future leaders, to uncover skills or knowledge gaps and to inform compensation and pay decisions.

PEARSON

beazley

AIRWAVE



*“We realised that we needed something that was bespoke to our business requirements. The performance management programme is now well embedded and we’re able to track and measure performance, talent and succession more effectively and accurately than ever.”*

Beazley



# Training workshops

Our 90 minute workshops are helping employees to enhance their capabilities, accelerate their development and deliver high performance.

## 90 minutes, well spent

Our 90 minute workshops are designed to offer the most effective learning experience for participants and the very best return on investment for you and your organisation.

Workshops are designed in line with 'bite-sized' and 'experiential learning' methodologies, which are proven to be highly-effective training formats.

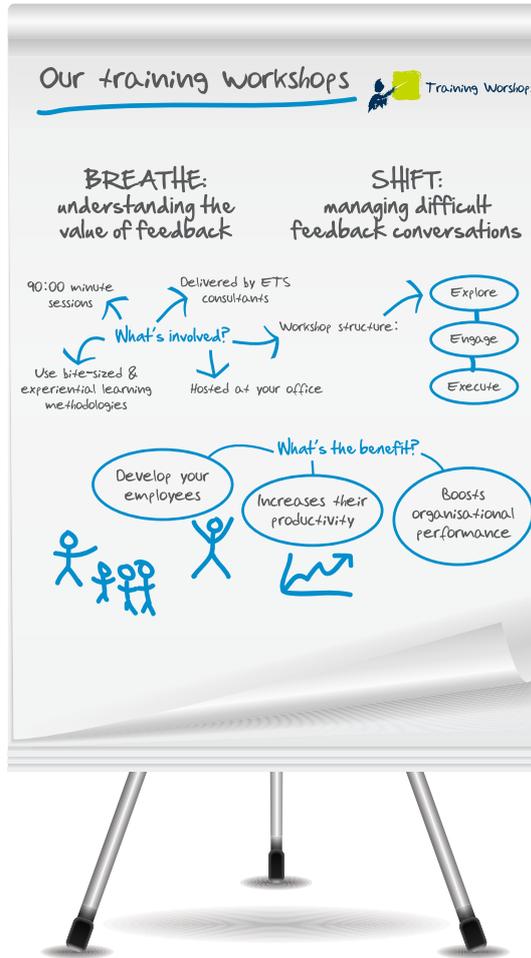
## Eliminating the fear of feedback

Our two workshops – SHIFT and BREATHE – focus on feedback; specifically, how to manage 'difficult' feedback conversations and how to get value from all feedback you receive, respectively.

By learning a simple framework, managers are much more comfortable with having the feedback conversation and individuals are better placed to receive that feedback. It's not just us saying this, it's our clients too.

**BAXI**

OneFamily



*"The workshops have had a positive response and it's great that so many people who've attended said they'd recommend the workshops... The 90 minute format worked very well; people were able to come along, get some tangible learning and get back to their desks to put it into practice."*

Save the Children





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