



# CONSULTING

## DRIVING RESULTS THROUGH HR PROCESSES AND INTERVENTIONS

Pilat HR Solutions has dedicated over thirty years to bringing rigor to HR, working with organizations to increase employees' performance and to realize true potential. Pilat's expertise in research, and designing and implementing robust HR processes and interventions that produce enhanced bottom-line results, has positioned Pilat as the premier partner for "best fit" human capital solutions.

### Pilat's Professional Consulting Services

Pilat works to a disciplined and creative consulting model, the "Pilat Way" that ensures that all solutions impact the bottom-line. The key is to ensure that nothing less than overall "best-fit" solutions, uncompromised service, and superior outcomes are delivered. An understanding of each client's business drivers, challenges, and culture is achieved through analyzing and testing ideas/desires.

Pilat proactively equips clients to ensure positive impacts are sustained long after the interventions are complete and the initial enthusiasm and excitement of change have waned.

It is through Pilat's experience and blend of expertise to six critical facets of HR that contribute to the understanding and meeting of client business needs. These areas of specialism are **Performance Management**, **Talent Management**, **Organizational Development**, **Development Management**, **Reward and Compensation**, and **Business and HR Metrics**.

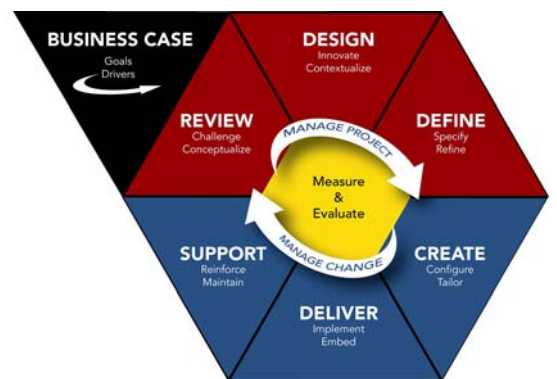
*Pilat is a member of the CPD Certification Service, a Continuous Professional Development (CPD) and Continuing Education System (CES) service organization.*



### The Pilat Way

An initial consultation identifies each client's goals, drivers, pain points, success criteria, state of readiness, and capability to implement a solution. "The Pilat Way" is Pilat's proprietary methodology for delivering results-focused, tailored solutions to address that Business Case. "Best Fit" is achieved via a disciplined process:

- **REVIEW** - challenging desired solutions, concepts, and existing processes and systems to ensure that they, the business case and the organization's readiness are fully understood.
- **DESIGN** - exploring innovative options and testing them in the organization's context.
- **DEFINE** - specifying and reviewing chosen functionality until full agreement is reached.
- **CREATE** - configuring the solution, with active client participation to optimize ownership.
- **DELIVER** - implementing in a way that embeds the solution into day-to-day work.
- **SUPPORT** - reinforcing and maintaining system usage.



Through Pilat's unique on-site **Process And System Review And Specification (PASRAS)** process, all dimensions of the client's needs are Reviewed, Designed and Defined. The meeting ensures that Pilat fully understands your needs, that the internal team has considered all improvement options, and that all team members have a shared understanding of the goals, deliverables, roles and responsibilities, and project plan.

Pilat works with clients to manage the change needed to ensure acceptance and embedding of the new tools. This will deliver maximum internal acceptance to ensure that the targeted benefits are accrued - *but it does not end there!*

The Pilat Way becomes a characteristic of the on-going Client-Pilat partnership, not merely an initial implementation methodology. In addition to all of the above, additional elements ensure project success:

- **CONTINUOUS PROJECT AND CHANGE MANAGEMENT** – ensuring timelines and budgets are met, and user buy-in is achieved.
- **MEASUREMENT AND EVALUATION** – monitoring achievements and identifying areas for potential enhancement. The latter lead into a new Pilat Way cycle starting at "Review".

## Example Consulting Solutions

Pilat provides an extensive range of solutions including design, training, process implementation, facilitation and evaluation in such areas as:

### POWERING ORGANIZATIONAL EXCELLENCE<sup>SM</sup>

- Developing Business focused HR Strategies
- Reward & Compensation - including job evaluation, grade band design, pay and benefits strategy
- Organizational Development - including organization design, culture change, change management, transition management
- HR Metrics - including surveys (opinion, climate, engagement, satisfaction, ...), process audits, dashboards
- Talent Management - including competency and capability modeling, succession planning, talent pool management, career management, workforce planning, transition management
- Development Management - including coaching, competency and capability modeling
- Performance Management - including competency and capability modeling, performance planning and alignment, monitoring and measurement, performance enhancement, assessment, evaluation

### POWERING TEAM EXCELLENCE<sup>SM</sup>

- Managing Change
- Building Team Effectiveness
- Facilitating Feedback and Action Planning
- Measuring Employee Engagement and Retention - Levels and Drivers
- Coaching Tool Kit and Managers Action Guide

### POWERING INDIVIDUAL EXCELLENCE<sup>SM</sup>

- Assessment (Centers/360/Psychometrics) & Feedback
- Performance, Career, Executive Coaching & Mentoring
- Leadership Excellence & Behavioral Change
- Creating a High Performance Culture
- Building a Mission Critical Talent Strategy
- Unlocking Potential
- Engaging for Performance
- Giving Feedback
- Managing Successful Meetings
- Managing Change
- Strategic and Creative Thinking
- Powering Individual Performance
- Influencing and Persuading
- Negotiating
- Training and Developing
- Managing in Intensity
- Project Management
- Budgeting and Managing Finances
- Recruiting and Selecting

## Much More Than an HR Consultancy

Pilat HR Solutions, founded in 1974, has dedicated over three decades to bringing rigor to HR, working with organizations to increase their employees' performance and to realize their true potential. We do this through our combined focus in three areas of specialism - Consulting, Technology and Data.

Clients who partner with us tell us that they value their experience of Pilat's:

- PASSION - "We will demonstrate a contagious passion for helping you achieve your business dreams; they will become our dreams."
- ETHICS - "Honesty; no excuses; no blame. We will keep or exceed our promises; and the people who make them will be there with you!"
- EXCELLENCE - "Rigor in all we do. Based on our knowledge and experience, we will work together to deliver measurable excellence, nothing less."
- BEST-FIT - "We will partner with you to understand your precise requirements, and provide the best-fit solution - if we can't, we will point you toward others who can."

Additional information can be found at [www.pilat.com](http://www.pilat.com). To schedule an exploratory discussion with a member of our team, e-mail [info@pilat.com](mailto:info@pilat.com) or call (US office) +1 800 338 9701 or (UK office) +44 (0)20 8343 3433.



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