

Technology

*digital simplicity
for HR process*



empower
by  AdviserPlus

*Enable your managers to own people management issues with easy access to the right ER tools and step-by-step coaching and guidance **throughout the process.***



empower technology provides a simplified digital experience for line managers, providing them with easy access to the right ER tools, at the right time, and supporting them to take the necessary action with confidence. Hosted and maintained by AdviserPlus, the **empower** technology solution comprises three seamlessly connected components:

- **Process Manager:** a tool for both line managers and HR that guides and coaches the user through the ER process, aligned to your policies, processes, procedures, culture and commerciality.
- **Document Manager:** a tool to support the timely, accurate and consistent production of case-related documentation.
- **Knowledge Manager:** translates your company policies, processes and procedures into a simplified articulation of what a line manager needs to do and when.

It's so intuitive. It's built around how HR advice is actually provided. We're not fitting around the software; the software fits around us".

Ann Haydock,
Head of HR Advisory Services,
Iceland Foods

Risk-managed, guided ER process management

Process Manager is a built-for-purpose employee relations process management solution. Its structured framework delivers consistency of approach and allows matters to be progressed by managers, by HR or seamlessly passed between the two. With advanced case management features for HR, **Process Manager** allows you to digitally enable efficient people management, balanced between managers and HR as you see fit.

Consistent creation of case documentation

Document Manager integrates employee and case information with template letters to support timely, accurate and consistent production of case documentation. Letters may be created autonomously by managers or through an approval system with HR. This solution encourages managers to take greater ownership for decisions and outcomes on people matters.

Learning resources to build manager confidence and capability

Knowledge Manager translates your company policies, processes and procedures into a simplified articulation of what a line manager needs to do and when. Highly navigable, searchable and intuitive, it is presented in an easy-to-use flowchart-driven style and, like all technology components of **empower**, it is accessible on desktop, laptop, tablet and mobile devices.

Driving timely progress and intervention

The **empower** technology is underpinned by a rules engine that engages the right participants at the right time, drives activity through prompts and notifications and ensures that a matter is progressed in a timely way. In the event of inactivity or delay, the rules engine may mitigate risk by escalating up the line or to HR.

Alignment with your approach

We configure the **empower** technology to align with your policies, processes, procedures and culture. We feed in our expertise on how to realise the greatest efficiencies from your HR processes and develop a digital experience for line managers that is simple to access, easy to follow and is aligned with your approach and objectives.

Digital simplicity for HR process

"I want my line managers to take ownership of people matters in their teams, but they don't have the right tools to support them."

Digital enablement of line manager ownership

The **empower** technology delivers a risk-managed, structured framework, aligned with your policies, procedures and processes, to support managers to manage people matters effectively. Easy to access and navigate, the solution is task-driven so that a manager knows exactly what they need to do next, and by when, for each issue.

"I want my line managers to intervene early in people matters, but they either don't or draw upon precious HR resource to do so."

Support for early intervention and informal management

The **empower** technology guides managers through every aspect of process management, including coaching the manager through early intervention and informal resolution, building their confidence in identifying and addressing matters early and without a dependency on HR support.

"I want to reduce cost in my HR function without losing any of the value it needs to deliver to the business."

Reduced cost to serve

The **empower** technology digitalises your HR processes, enabling managers to self-serve to the degree that you want them to. By taking away some of the more procedural and lower risk aspects of people management from your HR team, you can either reduce HR cost or repoint it at more strategic deliverables.

"I want my managers to take greater ownership of people matters, but they don't have the capability or confidence to do so without introducing risk."

Increased manager capability and confidence

The **empower** technology supports manager learning. **Knowledge Manager** means a manager need never look at an HR policy again, translating what a manager needs to do into plain English and bite-sized chunks. **Process Manager** embeds coaching and guidance within HR process, so that manager knows exactly what to do and why at each step of managing a people matter.

"I want my managers to take greater ownership of people matters, but I need assurance they're doing the right thing and not introducing risk."

Risk management and assurance

The **empower** technology supports manager ownership of people matters in a risk-managed way. By providing a structured framework it supports consistency of approach. By integrating coaching, tactically along the process, it uplifts manager capability and confidence and with every action and interaction tracked, it provides a comprehensive audit trail and evidence of approach and decision-making.

Innovative technology sits at the heart of the **empower** proposition, with complementary services available to provide enhanced business benefits.



Technology

Digital simplicity for HR process



Advice Line

Expert support where it can most add value



Analytics

Translate data into actionable people insight



Consultancy

Point solutions to further strategic objectives



Learning Solutions

Develop manager capability and confidence



Legal Support

Robust preparation and representation

To find out about our other solutions, please get in touch.

0844 327 2293

info@adviserplus.com

www.adviserplus.com/empower

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