



**INVESTORS
IN PEOPLE**

IMPROVING BUSINESS PERFORMANCE



**HOW TO
ACHIEVE
INVESTORS IN
PEOPLE**

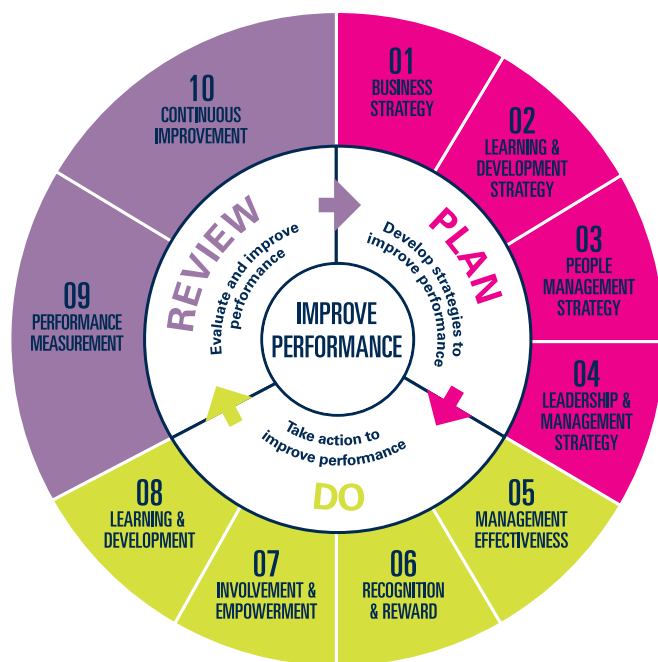
HELP AND SUPPORT
AVAILABLE FROM
INVESTORS IN PEOPLE
SOUTH

WELCOME TO INVESTORS IN PEOPLE

People are an organisation's greatest asset and, for most, the only asset that appreciates in value. Optimising staff performance is critical to the continued success of your business.

Investors in People is simply the most successful framework for business improvement through people: it is easy to use, flexible, and focused on practical outcomes.

The Investors in People framework is used by more than 35,000 organisations in 50 countries – from start-ups with two people to major players employing hundreds of thousands.



Why become an Investor in People?

Organisations working with Investors in People experience many benefits, including:

- Improved performance – skilled and motivated staff work harder and better
- Greater sales and profitability
- Improved recruitment and retention of staff
- Improved and developed HR systems
- Reduced costs and wastage

Research reports on the impact and benefits of Investors in People are available. Call the IBP Helpline on **0800 612 3098** for more information.

How do I find out where we are now?

There's a choice of ways to find out where your organisation is right now:

- Investors in People Interactive free diagnostic (www.investorsinpeople.co.uk/interactive)
- An Investors in People Specialist can undertake a diagnostic and produce an action plan.
- Assessment: You can be assessed against the Standard whenever you want – many choose early assessment as a diagnostic tool.

What next?

Make a formal commitment to work towards achieving Investors in People recognition. Send a letter of commitment with your action plan to Investors in People London and South East; a sample is available on the IBP website. You are now on your way!

Contact the IBP Helpline on **0800 612 3098** or visit the website (www.ibp.uk.com) for sample commitment letters, action plan formats or to discuss which option is right for you.

Working towards The Standard

A typical Investors in People journey for many organisations would be as follows:

- Gain top level commitment to go ahead
- Undertake a diagnostic so you are clear about your starting point
- Produce a clear action plan of what you need to do to meet the Standard
- Implement your action plan
- Seek assessment when you feel the time is right - apply on-line via the IBP website
- IBP allocates an Assessor to visit your organisation and interview a sample of staff
- Positive recommendations are referred to a Recognition Panel
- Recognition is approved for a 3 year period
- Celebrate!!!!

INVESTORS IN PEOPLE SUPPORT AND WORKSHOPS

IBP offers a range of workshops to provide you with the support you need throughout your Investors in People journey.

IBP's Investors in People support options include:

- Helping you to select an experienced Adviser to support you throughout your Investors in People journey
- Consultancy - a wide range of Investors in People implementation, HR and organisational development, e.g. management development, coaching and employee engagement
- IBP's workshop programme – at IBP or a location of your choice



Surgery Sessions

IBP also offer 1:1 advice on any aspect of Investors in People or your Action Plan that is concerning you.

Whether you want to feel more confident about the implications of the Standard, need support to meet the development points in your Assessor's feedback or possibly want some personal coaching to help you implement Investors in People successfully, these 90-minute sessions fit the bill.

Surgeries can take place at IBP's offices in central London or at your premises for £250 plus VAT.

Contact the IBP Helpline on **0800 612 3098** for more information or to book your session.

You may wish to attend one of the following Investors in People workshops:

Investors in People: An Overview (1/2 day)

These introductory sessions are designed for people wanting to know more about Investors in People, the framework, benefits, and the support available to help your organisation achieve Investors in People recognition. The workshops are held at IBP's offices and are led by an experienced Investors in People Assessor.

Implementing Investors in People: What do I need to do? (1 day)

Help to develop a more detailed and comprehensive plan for the way forward with Investors in People in their organisation.

Intelligent use of an Intelligent Standard (1/2 day)

How to maximise the impact of Investors in People for your organisation.

Preparing for your Investors in People Assessment or Review (1/2 day)

What to expect during your Assessment or Review and how to make the most out of the experience.

Internal Review (2 days)

This workshop gives you in-depth knowledge of the Standard plus tools and techniques for successful implementation, enabling you to become an in-house Investors in People co-ordinator.

Visit our website at www.ibp.uk.com for more details on any of the above workshops and to book online.

We also offer free online leadership and management training and resources through www.ManagersPitStop.com

ManagersPitStop.com
development on demand for today's busy manager

ASSESSMENT AND RECOGNITION PROCESS

When should your organisation go for assessment? It's up to you! You can apply for assessment at any stage.

Speak to your Adviser or call the IBP Helpline on **0800 6123098** to discuss what is right for you. Your assessment is entirely based on interviews with people from across your organisation and doesn't require any paperwork or form-filling.

This is not a tick box exercise. It's about real life, and it's about outcomes. The assessment is customised to your needs and priorities. Feedback is given in the terms and language that are meaningful to you and your organisation. Apply for assessment on-line at www.ibp.uk.com

Assessment options

To give additional value you can choose to go for Bronze, Silver or Gold recognition, acknowledging your practice beyond the core Standard.

We advise early consideration of the level you are aiming for and including this in your action plan or strategy.

What happens during your assessment?

An Investors in People Assessor will visit your organisation to interview a representative sample of people; this may include anyone making a significant contribution to your organisation. Your Assessor will give immediate feedback at the end of their visit, followed by a written report and Improvement Planning Meeting.

Interviews are confidential and evidence collected during them is not attributed to individual employees. Any reports or information resulting from the assessment is in confidence between the organisation, the Assessor and IBP. The Assessor will advise whether the Standard has been met on completion of the interviews.

A Recognition Panel, made up of representatives from recognised organisations, considers positive recommendations from Assessors of first time assessments.

Once recognised, you may wish to celebrate your recognition by attending an IBP Celebration Event and posting the photographs of your plaque presentation on your website!



Once Investors in People status is granted, your organisation must be reviewed at least every three years, although many organisations choose more frequent reviews to ensure they are keeping on the right track.

The choice of when to go for review is totally yours. You may find that your objectives or goals can change quite considerably from one year to the next. As a result, increasing numbers of organisations are linking their reviews into their annual planning processes rather than waiting the full three years.

“The whole assessment process was a worthwhile experience for the organisation. It united all staff from different levels towards the common goal of achieving reassessment. It reminded the organisation of its core values and vision and reiterated the fact that everyone within the organisation has an important part to play towards achieving short and long-term goals.”

Nina Will - Headteacher, Stag Lane Infant and Nursery School

CONTINUOUS IMPROVEMENT

Once the celebrations are over it is time to think about the future. Continuous improvement is the name of the game!

You might like to consider **Internal Review**, which gives recognised organisations more involvement and ownership of their post-recognition reviews. Internal Review works on selected principles of quality assured self- assessment and must be conducted with the full involvement of IBP. We develop your people to a nationally approved standard, providing you with the internal resource to monitor your own performance, target your resources appropriately and participate more fully in the post-recognition review process.

Annual Review is one alternative to a 3-yearly cycle of Investors in People reviews. Rather than waiting for the full three years for a review of the organisation, the Assessor and organisation work together to undertake reviews on an annual basis. As the evidence from the previous review is still likely to be valid, annual review visits tend to be of a 'lighter touch' than the full three year version.

Rolling Review is a popular and forward-thinking alternative to the usual 3-yearly cycle of Investors in People reviews. Rather than an 'all-or-nothing' assessment on a single occasion, under Rolling Review the evidence is built up over a three year period - consolidating at the end. This offers more control, more flexibility, a review strategy more closely aligned with your own objectives, and cash flow advantages over the three year cycle.

You can stretch your organisation further by going for **Gold, Silver or Bronze**. These different levels recognise continuous achievements, rewarding organisations for building on what they have previously done.



Investors in People Champions are a prestigious group of role model organisations that are committed to sharing and promoting best practice. Champions do this through:

- Delivering four best practice activities a year (presentations, mentoring or open days).
- Encouraging suppliers, where appropriate, to work with Investors in People.
- Promoting Investors in People and their Champion status via their company website or newsletters.
- Contributing to the development and evaluation of the Investors in People framework.

To be eligible for consideration as a Champion your organisation must achieve Gold level recognition.



From improving employee engagement and productivity to enabling your workforce to be ready to embrace change, the new **Health and Wellbeing Good Practice Award** will help you achieve sustained performance from your people. The Award follows the same tried and tested formula as the Investors in People Standard. It is flexible and outcome focused, outlining what you need to achieve, but never prescribing how.

Visit the **Continuous Improvement** section of our website (www.ibp.uk.com) for more information on any of these options or contact the IBP Helpline on **0800 612 3098** to speak to one of our team.

INSPIRING BUSINESS PERFORMANCE

Providing solutions to inspire the improvement of people and business performance.

About IBP

IBP works nationally and internationally with skilled and experienced Specialists to provide a range of assessment and recognition services, comprehensive workshop and training programmes, plus customised consultancy on human resource issues and organisational development.

In addition to Investors in People services, IBP also offers certificated SFEDI assessment and accreditation against the Standards for Business Support - suitable for both Business Advisers and Information Services Personnel. We also assess against Lexcel, the Law Society's practice management standard.

Our range of business improvement tools also include:

- 360 Degree Feedback
- e-Survey
- Headway for Schools
- Organisational Development Consultancy
- Action Learning Sets
- Leadership and Management Development

Investors in People South

IBP is the licensed Investors in People Centre for the South of England. Our business is helping organisations improve performance through their people. Our 7,500 recognised clients are proof that Investors in People benefits organisations of every shape, size and sector.

We only work with experienced Investors in People Specialists, ensuring quality support and sustainable performance improvement.

As every organisation has different needs and resources, we offer flexible support options from which you can pick and mix to meet your particular requirements.

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