

Background and Problem

The organisation is a growing software development/e-learning company currently with 6 staff.

Having recently been recruited into the business, the MD was keen to have much more robust client and supplier agreements in place to manage the breadth of complexity in place.

Actions Taken

It was clear that existing contractual arrangements were not watertight and the immediate request was to put together commercial agreements that met the needs of the business and its' breadth of clients in both the public and private sector as well as overseas.

Feeling very comfortable with the hands on, practical advice the next step was to manage the risk on employee documentation. Admitting that existing documentation was pulled off the web, it transpired that existing employees were on fixed term contracts.

Having a much more culture friendly contract was supported by the production of a mini staff handbook on some of the core employment policies that the MD felt were needed to establish a consistent approach as new recruits joined the company and to help him delegate some of the operational matters to a senior member of his staff. Given the competitive market place and his desire to retain his staff and attract new staff, work is starting on an employee share option scheme.

In conversation, it transpired that there was a real need for telemarketing experience to research the market ahead of a new piece of legislation, which would require extensive training in the sector. The approach would lend itself very well to an e-learning package. There was then the opportunity to introduce marketing specialists to the organisation to help clarify thinking and meet a very tight deadline in terms of producing research based material ahead of a trade show.

The Result

The MD feels confident that some of his risks are now managed and he has the capability and documentation to deal with future contract matters. He has also built up an understanding of how the LGBA team can help him in providing senior specialists when needed.

By having an advisor listen, question and challenge, it became easier to identify the MDs real drivers and identify the most appropriate specialists who understood the business and culture he was trying to create.

**If you want to find out more about any of the areas covered in this case study
and how we can support your business – contact us today.**