Novavista
Developing the best in people and business
Tel: 0870 803 3246
enquiries@novavista.co.uk

COMPANY PROFILE

Novavista Limited brings the benefit of experience in the public, business and voluntary sectors to support individuals and businesses, helping personnel departments meet their human resource needs by improving performance in leadership, staff performance, service delivery and business outcomes.

We offer the following services:

- **Equality and Diversity Advice and Training**
  With our expertise in this important area we are able to help you meet your statutory obligations, appreciate the benefits of a diverse workforce and appreciate how diversity can improve the service you provide.

- **Bespoke Management and Leadership Development**
  Managers are often appointed because of the experience and technical skills they have. Most would benefit from improving their managerial skills and levels of confidence as a manager. We can provide management and leadership training that will help your managers develop leadership skills and inspire your teams to improved performance, improving results from your staff at all levels.
  We are approved to provide leadership and management support and training under the Government's Train to Gain Scheme.

- **Coaching and Mentoring**
  We are trained in corporate, executive and personal performance coaching. We support senior managers with Coaching, strengthening their decision making, managerial and leadership skills. We provide team coaching using tools and techniques to develop the skills that will improve the performance of your staff and organisation.

TESTIMONIAL

"I have discovered my strengths, improved self belief and achieved my first headship. It has altered my way of viewing and solving issues both professional and personal. I feel incredibly lucky to have had 1 to 1 coaching with Millie. Not only was she thoroughly professional but she supported me, challenged me and allowed my thinking and decision making skills to develop."
Deputy Head – Westminster City Council

- **Specialist HR Support (eg consultancy, investigations)**
  We can support your HR function by, for example, conducting disciplinary, grievance and other internal investigations.

Novavista
Developing the best in people and business
Tel: 0870 803 3246
enquiries@novavista.co.uk

- **Policy Development**
  Human resource policies and procedures are at the centre of the way your organisation functions. Reflecting your organisation's values, policies help you to develop a corporate culture that supports the wellbeing of your staff and improves productivity. We can help you create policies that not only help to develop the culture you want, but also reflect your values, meet the requirements of the law and reflect best HR practice.

"Firms can reduce the likelihood of costly staff disputes by ensuring managers are up to speed on human resources (HR) issues such as equality and diversity"
-Institute of Leadership and Management July 2008

With a background which includes employment law and policy development, we can offer specialist HR support, advice and training in management, leadership development, workplace skills, equality and diversity.

We can help to ensure that best practice and statutory requirements are embedded at every level of your organisation leading to improved customer focus and service delivery.

CASE STUDY

The Problems:

An organisation needed its policies reviewed, in particular the policies required by law. It needed to put in place clear procedures for performance management, communication and appraisals. There was a breakdown in the relationship between managers. In addition it became necessary to restructure the organisation. Many people were made redundant. Managers had to recruit staff to new posts.

The Solutions:

We listened carefully to our client, reviewed its existing policies and advised on what was required to ensure it complied with its legal obligations. We drafted Grievance and Disciplinary procedures and a Health and Safety Policy. We advised on the procedures that would assist the organisation to improve lines of communication, ensure that the organisation's values and core objectives were reflected throughout the organisation's decision making processes and support and improve the performance of staff. We drafted procedures for Appraisal and Supervision, with suggested templates, and a Performance Improvement Procedure.

To support the staff at risk of redundancy during the restructuring process we provided workshops to enable them to assess their skills, prepare CV's, complete job application, improve interview skills and cope with the process of change. We also provided one to one coaching support.

To support managers recruiting to the new posts, we provided comprehensive training on recruitment and selection, covering eligibility to work in the UK, preparing a Job Description and interview skills.

- **Bespoke Training**
  We can provide interactive workshops and training to help your staff translate policies into practice. We provide skills training that is tailored to your needs and focussed on producing measurable beneficial outcomes.

  "If managers are given correct training they are more likely to spot potential issues before they become a problem, meaning they can be dealt with more quickly"
  – Martin Smith, Executive Director of Croner – July 2008

We have delivered bespoke training on a number of topics for managers and team members, including the following:

- Assertiveness
- Communication Skills
- The Contract of Employment – expectations and standard setting
- CV's, Job Applications and Interviews
- Equality and Diversity for Managers
- Letter Writing Skills
- Public Speaking and Presentation Skills
- Recruitment and Selection
- Report Writing
- Self Management
- Time Management
- Work Ethics
- Working as a Team
- Work Relationships

We will design the content of the training to meet the specific needs of your company and workforce. All our training is interactive, aimed at making a significant difference to the long term performance of the participants.

We bring the benefit of our knowledge and experience to help you to achieve the best from yourself, your staff and your business. For more information or to discuss your requirements contact:

Novavista Limited
PO Box 2285
ROMFORD
RM7 1EF
Tel: 0870 803 3246 E-mail: enquiries@novavista.co.uk

Novavista
Developing the best in people and business
Tel: 0870 803 3246
enquiries@novavista.co.uk

MILLICENT GRANT – DIRECTOR

Millicent Grant, the director of Novavista Limited, and lead provider of the company's services, has over 12 years experience in local government following a number of years working in the private sector. She has management experience in the public sector as well as over 10 years parallel experience as a trustee and management team member in the voluntary sector. Following a career as a commercial lawyer, she worked for over 8 years with an inner London borough as an employment lawyer, advising on Corporate HR policies and conducting complex Employment Tribunal cases covering all aspects of employment law. She has conducted and trained staff to conduct Equality Impact Assessments in accordance with the Equality Standard for Local Government.

She has edited and produced Briefing Notes and a bi-monthly magazine aimed at informing councillors and senior officers of Government initiatives and legislation, highlighting the impact they would have on the work of a local authority.

She is an experienced coach, coaching managers in the public sector as well as private sector business owners and individuals wishing to improve their performance at work.

She brings the benefit of her knowledge, skills and experience to the services offered by Novavista Limited.

Millicent has the following qualifications:

LLM (Business Law)(with merit)

Fellow of the Institute of Legal Executives

Post Graduate Certificate in Management Studies

She is a member of:

The Chartered Institute of Personnel and Development

The Coaching Academy

She is an associate of:

SOLACE Enterprises Ltd

Integrity Coaching Ltd