

Emma Hansford
Challenge Manager
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Emma is an accomplished HR Professional with over ten years experience in the service, hospitality, retail and care sectors. Emma offers a creative and innovative approach focussing on developing people strategies that are at the core of business growth. Clients say that Emma has the ability to get results and maintain a strong business focus; offering value for money and a return on investment.

Some key successes to date include:

- Devised a Management Appraisal system that measures performance and plans for the future, whilst motivating and encouraging individuals to take responsibility for their own development as well as the growth and success of the organisation
- Coached and trained senior managers to improve performance and build strong effective working relationships with their team. This has resulted in greater job satisfaction, motivation and improved performance
- Developed an Absence Management procedure resulting in reduction of staff costs of 5% in 6 weeks
- Managed disciplinary procedures to ensure compliance with legislation, resulting in performance improvements, greater compliance with company policy and a reduction in employee misconduct issues
- Devised national peak trading recruitment campaign with a 50% cost saving of £48,000 and 87% of vacancies filled
- Managed a national management recruitment campaign generating 1,000 candidates within 24 days with 52% of vacancies filled within 2 months
- Managed, coached and developed a Senior Manager with the result that within four months they had exceeded 100% of objectives with noticeable positive performance changes
- Advised managers on disciplinary issues and undertook disciplinary meetings with Trade Union Representatives. Negotiated commercial loss of tens of thousands of pounds to just £2,000
- Re-negotiated staff benefit package saving £50,000 over 5 years

- Managed transfer of undertakings of a particular service resulting in a profit of £19,000 rather than the loss that was expected
- Prepared and delivered an annual training programme to accommodate all staff in relation to the Business Objectives
- Designed and presented 'POD' management training courses to address the customer need for short sharp bursts of learning
- As part of the Challenge Manager Team, Emma works to provide outstanding consultancy, as well as unique and truly memorable development programmes to meet a broad spectrum of needs across a range of industry sectors; we pride ourselves on exceeding business requirements whilst providing delegates with fun, innovative and challenging development opportunities