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**Career Transition  
& Outplacement  
Services**

**Renovo Employment Group are one of the UK's leading providers of Career Transition and Outplacement Services to the Public, Private and Third sectors.**

Each month, we help more than 3,500 displaced employees on their career path. We're ready to help your people move on to jobs where they'll be happy and fulfilled.

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# Introduction



**“Thank you for an excellent service which has made a big difference to me during this difficult time.”**

**Ann Sanders, Loughborough**



**Renovo's Career Transition and Outplacement Services are designed to help those facing redundancy or redeployment to find a new direction in their life quickly. Our low-cost, highly effective programmes will enable you to support more of your people through transition for longer.**

**At Renovo we believe that outplacement is not just about job search. That's why we will tailor a programme of support that takes into account your employee's emotions, work and personal circumstances.**

You can tailor your outplacement support to meet the needs of your employees by selecting from the following components:

- **Face-To-Face Support** offers employees bespoke workshops which provide a very personal level of support to those facing career change or redundancy
- **Personal Work Coach** each of your employees is assigned their very own work coach, available by telephone and email 9am to 5.30pm, Monday to Friday
- **24 hour Career Transition Helpline** available 7 days a week providing your employees with emotional, financial and legal support and job search coaching whenever they need it
- **Online Tools and Resources** 24/7 access to Workfriend, our interactive, online career management portal, containing a wealth of video, audio and written resources, tools and exercises
- **Online Workshops** allow your employees to access workshops online, covering a range of topics, without leaving home and incurring additional expense

Our Programmes give continuous, one-to-one support for each employee on the programme, and you can choose to provide this for three or six months, or for as long as you choose. Our flexible pricing models enable you to design just the right programme for your employees, your budget and your timescales.

We can support both small and large volumes of people being redeployed or made redundant. The programme is tailored to each person's needs and is suitable for any job type in any location. We help everyone from unskilled workers through to senior management.

Importantly, we treat your employees as individuals. We empathise with their unique circumstances and their goals, working with them to provide a brighter future.

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# Face-to-Face Support



**“The face-to-face workshop I attended was very informative and I would like to express my thanks to you for your constructive advice and support.”**

**Rachel Smart, Manchester**



## Face-to-face support for your employees

**We have three options of face-to-face support available for you to choose from.**

### Group outplacement support

Our work coaches work with employees in small groups to cover all the important issues and questions arising at times of change.

Typical outplacement workshops include:

- Managing the transition of redeployment or redundancy
- Writing winning CV's, applications and covering letters
- Interview techniques and preparation
- Networking and the hidden job market

### Individual outplacement support

Renovo's one-to-one outplacement support provides a very personal level of support to those facing career change or redundancy.

Our individual outplacement programmes include personal support from one of our experienced work coaches. Employees benefit from face to face meetings followed up with telephone, online and email support. Features of our individual outplacement programme includes:

- Meetings at a location to suit the candidate
- A flexible, individual approach
- Careful matching of work coach to candidate

Subjects discussed are very much tailored to the individual but can include:

- Networking and the hidden job market
- CV writing and updating
- Job search skills - adverts, agencies, search firms
- Interview skills coaching
- Evaluating job offers

### Executive outplacement support

Renovo's executive support is a specialist package aimed at senior managers and executives. It offers a high level of tailored support from one of our senior work coaches. Support is tailored to the individual but can include:

- A confidential introductory face-to-face meeting with a senior work coach, to agree the employee's objectives, priorities and career aspirations
- Regular contact with their work coach to develop a programme tailored to the employees needs
- Unrestricted access to their work coach by email and telephone in between any face to face meetings to maintain momentum and progress
- Unlimited coaching and advice on the employees progress, including help with CVs, letters of application and networking
- Online reputation management report
- Guidance on "Settling into your new job" with help and advice on acclimatising to the new role and rapidly assimilating important information within the first 90 days of the employee's new job

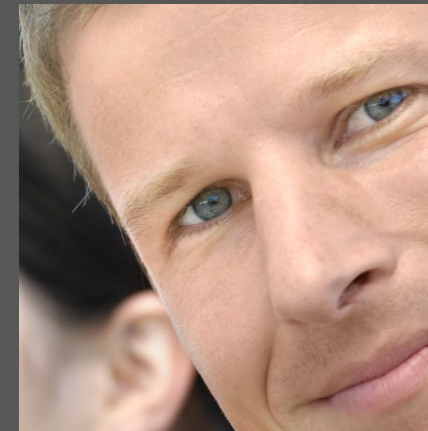
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# Personal Work Coach



**“I have found the one to one support which was tailored specifically for me to be really useful and your help has been so valuable - I thank you for the help and advice you have provided.”**

**Nasreen Hussain, Bristol**



## Dedicated one to one support for your employees

**Of all the elements of support you make available to your employees during transition, providing them with their own personal work coach is likely to be the most valued by them.**

Their personal work coach, who will be available on the phone and via email from 9am to 5.30pm Monday to Friday, is able to:

- Provide sessions tailored to their own circumstances and goals
- Discuss their career options
- Help them formulate a powerful job search action plan
- Show them the latest and most effective job hunting techniques
- Help them harness the power of the internet in their job search
- Provide them with inside knowledge on how to work with recruitment agencies
- Review or help them write their CV or complete an application form
- Help them prepare for interviews
- Provide emotional reassurance and practical guidance
- Be on hand when they need someone to turn to for support and advice

Whether your employee is unsure how to tailor their CV for a particular role they have just seen advertised or is nervous about an upcoming interview, their work coach is ready to help exactly when they need them. They decide how much or how little they access the support based upon their own needs.

Everyone reacts to change differently and our work coaches are highly experienced at quickly understanding your employee's unique circumstances. If they are struggling to come to terms with what has happened, the work coach is able to support them through this stage first before turning their attention to the future. Through regular and planned communication, the work coach will be there as a constant support to your employee throughout the programme.

Your employee's work coach will contact them to introduce themselves within 48 hours of you registering them for the service. During the initial conversation, they will gather some information, evaluate their needs and work with them to develop a plan of action.

### REDEPLOYMENT

Transferable skills assessment  
Help with applications  
Preparing for interviews

### REDUNDANCY

Evaluating options  
Job search | Career planning  
CVs/Applications  
Interview skills | Networking

### CAREER DEVELOPMENT

Skills assessment  
Action planning  
Planning development needs  
Identifying opportunities

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# 24 Hour Career Transition Helpline



**“It is so encouraging and helpful to have your support at any time – day and night. It has really made a difference to me”**

Abdul Hayat, Guildford



## Someone there whenever your employee needs it

Seeking support from other people can be key to getting through stressful situations. Ironically, our reaction when under stress can often be to withdraw from those who might offer the most support. Even worse, stressful times can put a strain on the relationships we most depend on.

That's why Renovo's 24 Hour Transition and Redeployment Helpline provides your employees with emotional, financial, work and career support with up to 5 telephone counselling and/or telephone career coaching sessions available to each employee:

### Redeployment and Redundancy support

- Evaluating career options
- Identifying transferable skills
- Career Planning
- Completing redeployment applications
- CV writing
- Interview preparation

### Emotional Support

- Stress and anxiety
- Personal and family problems
- General life problems
- Work-related challenges

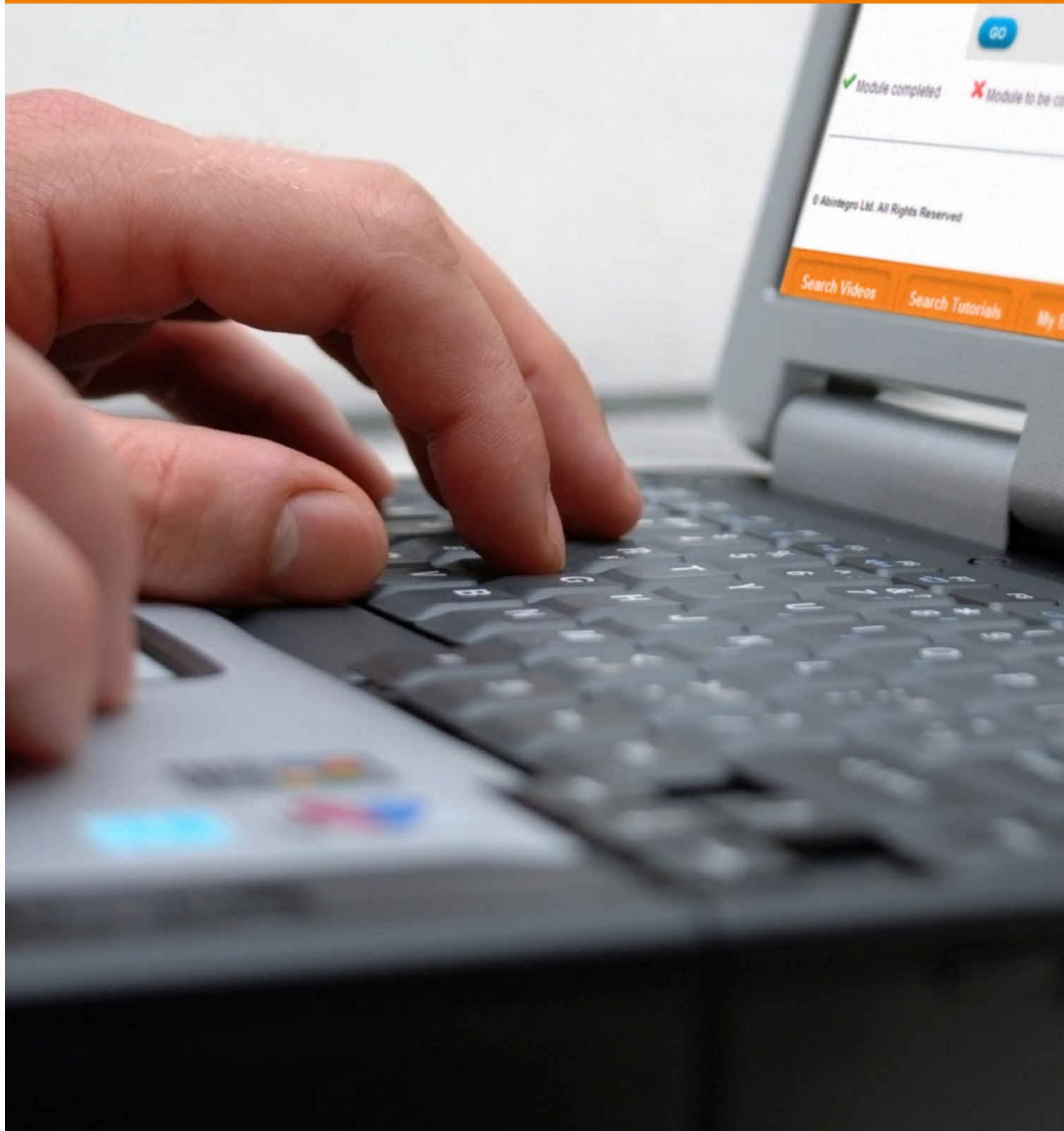
### Support with financial problems

- Family budgeting
- Welfare benefits and rights
- Debt and credit problems

Accessing the Renovo Support Line is easy using the freephone number provided to your employees. Our qualified advisers are available 24 hours a day, 7 days a week. The Renovo advisers will gather some information, evaluate the caller's needs and suggest a plan of action. All they have to do is make the first call.

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# Online Tools and Resources



## 24 hour access to a wealth of information

Workfriend is a job-seeking website, bringing everything the user needs to support them in their job search into a single, customisable portal that can be branded to reflect your own organisation.

### CV Builder

Enables users to build and personalise a professional CV. Users can select output templates that match their level of experience.

### Interview Simulator

Users can rehearse over 100 of the most common interview questions. Suggested answers from employers and engaging videos help users prepare professionally for interview.

### Video, Audio and Written Resources

A library of professional job-seeking advice: the content is thought provoking, structured to match a true career development journey and presented in multimedia formats to match the learning styles of the largest possible audience (video, audio and written).

### Psychometric and Aptitude Tests

Unlimited job preparation testing through a series of 12 tests, specifically selected to cover typical job application and assessment scenarios.

### Aggregated job postings

Our job aggregator tool allows users to access virtually all job postings from across the web at the click of a button.

### Employer Database

In addition to Hoover's company information, our own Employer Database is designed as a tool to prompt users into investigating companies to work for. The database has been developed specifically for job seekers, rather than as a generic information service.

### Career Planner

Using the GROW coaching model, users build up a career and skill development plan. In addition to the career plan, users also have access to Career Pathways which can help them discover possible new career paths. Over 1,000 videos show real life career journeys.

### Networking with employers and job seekers

Employees who are on our Career Assistance Programme can become members of Renovo's LinkedIn alumni, and so get on-going access to support, resources and careers networking, even after the programme has ended.

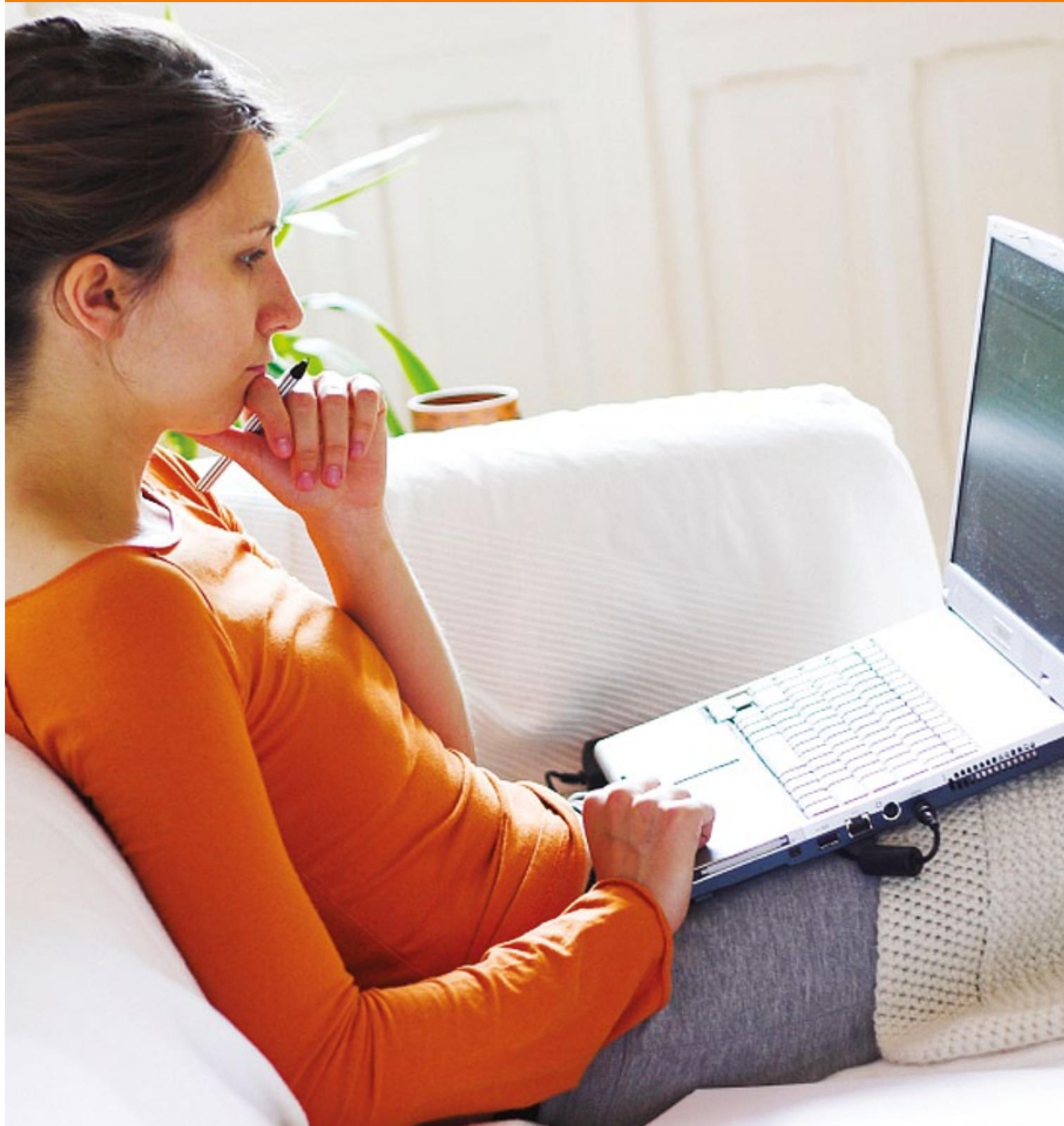


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“I was pleasantly surprised to find some very good material and guidance which I had simply overlooked. The information and especially its layout is excellent. I feel like I've made real progress already.”

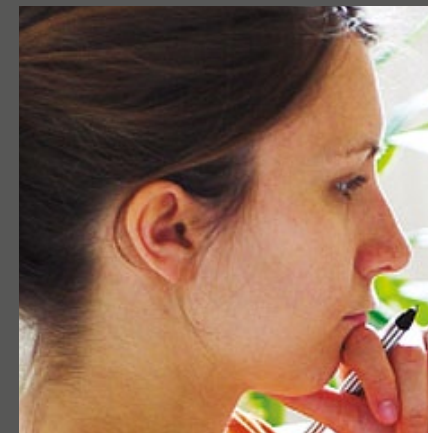
Christopher Toplis, Leeds

# Online Workshops



**“I enjoyed the online workshop and found the advice very constructive. For me, it was particularly useful to be able to ask questions at any stage without feeling inhibited or that I was disrupting the session for anyone else.”**

Elizabeth Bowen, Edinburgh



#### **Example topics covered include:**

##### **All you need to know about interviews**

Users gain an insight into our top tips on interviews. They learn how to prepare for different types of interviews and how to follow up afterwards. They can pose difficult interview questions to our Work Coaches and hear sample responses.

##### **LinkedIn – The essential online networking tool**

Job-seekers learn how social media and in particular LinkedIn, is transforming the job market and discover how to make it work for them.

##### **Winning CVs and covering letters**

Advice on how to compose that winning CV and write covering letters that will help secure that all important interview.

##### **Access the hidden job market**

Over 70% of all available vacancies are not advertised – we'll show your employee how to find them!

##### **Effective online job searching**

Users discover the inside track on using the internet in their job search. They learn how recruiters use the internet to find candidates and make sure that they get found.

#### **How to work with recruiters**

Job-seekers discover how recruitment agencies like to work – they learn how to position themselves as a valuable commodity.

**Users simply log on to Workfriend and click the “Online Workshops” button to see when the next live workshop is available and then register their place. All they need is their computer and speakers. Alternatively, if they do not have speakers on their computer, they can use their telephone (calls charged at local rate).**

## **Let your employees attend workshops without leaving home!**

**Renovo's Online Workshops, sometimes called webinars, are presented by our own work coaches and generally last 30 to 45 minutes. Your employees can ask a question and have it answered immediately or listen to the questions others have. They can take part in Online Workshops from the comfort of their own home, without the need to travel and incur additional expense.**

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# Case study



**“...I start in my new organisation next week with a £6,000 salary increase, better pension and holidays and operating at a higher level.”**

**Sophie Gough, Norwich**



**The Renovo team would like to share the experience of one of the many employees we have supported, Sophie Gough.**

**Sophie explains how using Renovo's outplacement support helped her face and effectively tackle the daunting world of job hunting. Perhaps her situation and initial fears are similar to those your employees are experiencing.**

Dear Megan,

I thought I would just provide you with some feedback now I have completed the Outplacement Support Programme.

Workfriend, whilst incredibly informative and useful, can at first feel a little daunting especially as the world of job hunting and securing a new role has moved on considerably since I last looked. This is where my work coach stepped in. It was with some reservation that I spoke with a work coach, wondering what and how they could help me.

The first and most essential piece of excellence she demonstrated was her ability to build the relationship with me; she listened to how I was feeling; my reservations, my negativity, my lack of confidence having had my job taken away from me. Her critical, but sensitive questioning enabled me to start to take control back, to pull my finger out and take a look at my CV and re-evaluate where I was.

She demonstrated excellent coaching skills, as she allowed me the time and thinking space to find my own solutions but provided gentle guidance and support whenever I expressed uncertainty. I even experienced a webinar through her gentle but persuasive guidance. Her sense of humour is also a bonus, as is her knowledge of the how and the what to do.

At the point of sending my revised CV back to her for comment, I still wasn't convinced she could help - I was so wrong. She responded when I needed her to; she took time to review and make suggestions for improvements. Small but significant ones that helped me to focus on my strengths and achievements.

She made me self review, so that I realised that I am really employable and have skills that are wanted. In the end, I didn't need the actual final CV we settled upon (even though it's now looking pretty good) in securing a new job, as I got head hunted. However, I believe that I would not have secured my new job without having gone through the process with her. It gave me back confidence and belief in my own abilities so that when I went to the meeting to secure the post, I was in the most positive mindset ever. As a result, I start in my new organisation next week with a £6,000 salary increase, better pension and holidays and operating at a higher level.

Thank you for providing me with a world class work coach.

Kind regards

Sophie Gough

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To discover more about  
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