ProHR Solutions

simplifying HR

ProHR Solutions is the brain child of a team of HR Professionals & Psychologists with rich experience. We aim at providing one-stop HR Solutions to our customers. Be it defining a process to streamline HR functions or grooming the resources to perform better and take up higher responsibilities or recruiting dynamic people. We deliver result at the speed of your thought.

Our Industry experience includes multiple domains and system driven HR Processes. We believe in working *with* the clients, *not for* the clients. This inclusive approach has helped us understanding our customers' core needs and designing smart HR systems to cater to the needs.

Mission

To provide value added and hassle free solutions as per the need and conformability of customers.

Objective

To be the customers' most preferred HR services provider.

- ➤ NCI India Pvt. Ltd.
- ➤ Arkitechno Consultants
- ➤ Qualtech Consultants Pvt. Ltd.
- ➤ TCube Solutions
- ➤ Tatwa Technologies
- ➤ International Traceability Systems Ltd.
- ➤ Mentor e-Services
- ➤ Chabria Infotech
- ➤ Embee Sofware Ltd.
- ➤ Unique Marketing
- ➤ Vestige Marketing Pvt. Ltd.
- ➤ Rukmini Infrastructure Pvt. Ltd.
- ➤ Orient Cement

RECRUITMENT AND SELECTION

We provide support for choosing the **RIGHT FIT** for our customers **ON TIME**. We aim for a high degree of excellence; reliability and quick turnaround time in our services. We invest quality time and effort in understanding customer's needs and building up credibility with suitable candidates. We guarantee complete confidentiality and strict adherence to ethical standards of our customer.

Options and Terms

Onetime Hiring:

- The hiring fee for placing a candidate is @ 8.33% of CTC offered (i.e. 1 month salary).
- The invoice is raised on the date of candidate's joining and the fee is payable within 30 days from that date.
- If the candidate resigns / is terminated / is absconding within 90 days from his/her date of joining, we provide a free replacement for the candidate within 30 days upon receiving written notice from customer.

Staffing:

- The resource selected is on our payroll and is deployed at customer's work location. He/She is entitled for payment exclusively from us and shall not claim any further payment or compensation from customer.
- Customer pays monthly basis for each resource deployed by us and against invoice. The cost of resource is decided case-to-case basis depending on skills and experience.
- The attendance cycle is 21st to 20th of each month and the invoice is submitted by 25th of every month along with the attendance report by us.
- Customer releases the payment by the month end so as to disburse the salary by 5th of the succeeding month.
- The right to hire by customer is only after a period of 12 months of contractual services by any such resource. If it is before 12 months then it is done at a hiring fee of one month's salary. Minimum duration of contract must not be less than 6 Months.

TRAINING AND DEVELOPMENT

We focus at Professional Development of resources broadly in terms of
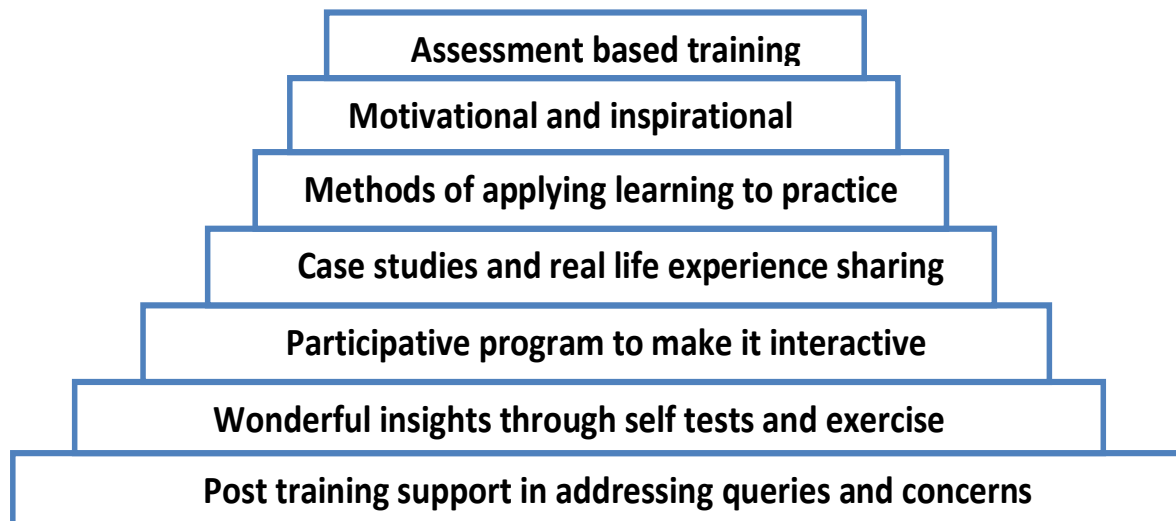
Self Management

People Management

Personal and Interpersonal Effectiveness

Professionals, in today's business scenario, face a lot of demands in terms of managing self, team and customers. Thus, there are multiple dimensions of a successful personal and professional life and everyone has to go an extra mile in order to fulfil individual as well as organization's success. Performance does not solely mean task performance. It's a matter of how than what. And this "how" makes the difference. That's why, today's core need lies not only on technical and functional competencies but demands soft skills to perform at workplace.

Our Features

Our training programs are designed to meet the core needs of the target audience, identified by a competitive need analysis. Some of our salient features that have ensured us success and positive feedback every single time are:

Assessment based training

Motivational and inspirational

Methods of applying learning to practice

Case studies and real life experience sharing

Participative program to make it interactive

Wonderful insights through self tests and exercise

Post training support in addressing queries and concerns

There are various training programs for different levels of resources.

Fresh Hires	**Middle level and Senior Professionals**	**Specific Role Holders**
Work place Etiquettes Communication Skills Time Management	Interpersonal skills Presentation skills Business communication Teamwork Change Management	Competency Based Interviewing skills Train The Trainers Customer Relationship Skills

Our Approach

We assess, understand, counsel and train.

Each individual is born with enormous possibilities. Some explore it and flourish quite naturally, some others take time to explore and the rest hardly explore it.

Why? The reasons may be a lack of understanding of the self as well as one's own unique qualities and strengths, or it may be that the control systems of one's life is in somebody else's hands. Whatever may be the reasons, whatever may be the excuses, whatever may be the limitations, individuals need to understand, they are all 'CREATED'. These are self-limiting systems resulting in an undesirable consequence in one's personal as well as professional life. If, these self-limiting systems are created, they can also be destroyed, so that one can explore the possibilities and flourish to the maximum.

We aim at helping resources to explore and flourish the possibilities through Global Assessment, Counselling and Training (G-ACT). Empowering 'THE INDIVIDUAL' is our motto. We believe that, it is the individual who creates or destroys his/her destiny through his/her thoughts, feelings and actions. G-ACT is based on a unique combination of multilevel assessment, counselling and training. G-ACT has both individual centric and group centric intervention programs. We adopt a top-down processing model for G-ACT.

We execute the whole cycle of training and development starting from Training Need Analysis to Post Training Evaluation.

This includes:

Training need identification

- Training Calendar and Schedule
- Training Material design
- Training Delivery
- Post Training Evaluation

We conduct a need analysis to understand the core needs of participants and decide the level of training (basic/advance/expert) and plan team size, duration accordingly. Our team of experts design exercises and tests suitable to the group of participants. We believe and hence prepare participative programs where in each participant plays a significant role in the success of the program.

We don't mask programs and thus create an environment of natural unfolding and learning.

Options and Terms
- We conduct training for a batch of 10-25 participants and the duration can be worked out after assessing the level, needs and expectations of participants
- Customer can choose need based module and opt for the duration and batch size
- Charges are based on module, no. of participants, scope of work and timeline

END TO END HR SUPPORT

We specialize in accepting full employer liability enabling our customers to focus on their company's core business through minimizing HR costs. Our solution providing skills and expertise make complex tasks simpler. We support in all Human Resource Functions (both Strategic and Operational) and some of the key activities are:

- Organization Restructuring
- Policy and Processes
- Competency Management
- Performance Management System
- Organizational Training Plan and Execution
- Grievance handling & Counselling
- Team building activities & Engagement Events
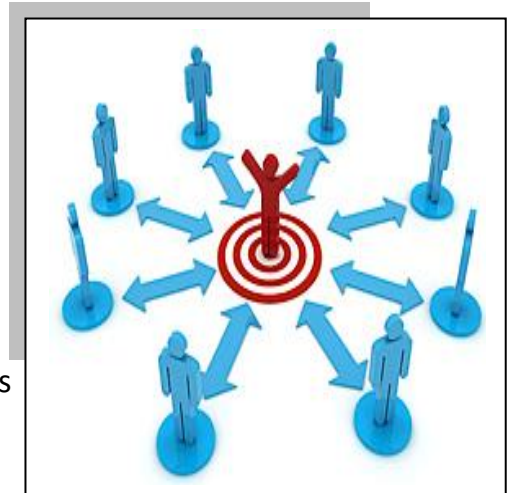
Options and Terms

- We take care of all HR related support services
- Team Size and structure: The actual team size depends on the need. However, in general, we follow the below mentioned team structure.
    - One Principal Consultant - to design, guide and give direction
    - One Consultant – to execute all operational functions and keep track of work (The resource is deployed at customer's office)
    - Trainer(s) as per the training plan and needs
- We work on a retainership model for the specified time frame mutually agreed
- Charges are based on scope of work and timeline
- Any expenses pertaining to Recruitment Advertising, Training Delivery, Employee Team Building is borne by customer.

SURVEYS

We have a set of surveys that help our customers track internal and external responses pertaining to their employees and customers.

ESAT: Employee Satisfaction Survey

Objective: To identify the satisfaction and dissatisfaction areas of the employees across the Organization.

Tool & Methodology: A structured questionnaire. Each question has multiple choices and employees are asked to choose the most appropriate option. Anonymous data i collected from employees. Each question corresponds to a specific parameter. Parameters covered are Work Environment, Job Satisfaction, Communication, Supervisor, Teamwork, Growth, Objectivity, Transparency and Self-respect.

Response Tracking and Analysis: Reports are generated as per overall organization and for different business units / departments / location etc. The survey response is analysed based on location, number of respondents, parameters and direct & indirect derivation from the set of questions and their respective indicators.

SSAT: Supervisor Efficiency Satisfaction Survey

Objective: To identify the effectiveness of supervisory skills of respective role holders in the Organization.

Tool & Methodology: A structured questionnaire. Each question has multiple choices and employees are asked to choose the most appropriate option. The respondents could give their feedback for their direct supervisors, managers, senior management, peers in supervisory roles. Anonymous data was collected from employees. *Each question corresponds to a specific parameter. Parameters covered are Communication, Leadership, People Management, and Project Management.*

Response Tracking and Analysis: Reports are generated as per overall and parameter wise score for each individual. The survey response is analysed based on location, number of respondents, parameters and direct & indirect derivation from the set of questions and their respective indicators.

CSAT: Customer Satisfaction Survey

Objective: To ensure that organization is meeting customer's expectations and needs and identity areas of improvements.

Tool & Methodology: A structured questionnaire. Each question has multiple choices and customers can choose the most appropriate option. *Each question corresponds to a specific parameter. Parameters covered are Expectation Management, Communication, Overall Performance, Services and Support.*

Response Tracking and Analysis: Reports are generated as per overall and parameter wise score from each customer. The survey response is analysed based on customer, number of respondents, parameters and direct & indirect derivation from the set of questions and their respective indicators.

Options and Terms

- We conduct these surveys through hard forms / online and generate reports based on customers need
- Content of these surveys can be customized as per specific needs of respective customers
- Charges for conducting any of these surveys are based on no. of participants and types of reports

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