

### Storyline

A client in the manufacturing sector approached NCRCL® for various HR requirements including a study of the existing structure and the issues arising due to the human element. The Management was looking at large scale business expansion with a well-equipped and efficient team.

A study of the psychology of work relating to human capital was done to analyse and identify the needs of the Company and bridge the gap for mutual benefit of the Organisation and the employee.

### Once upon a time

Till 2009, the Organisation was dependent on the Managing Director (MD) for all its needs and there was no suitable reporting system or job responsibilities allotted to team members.

The MD was involved in the day to day operations of the organisation and the on-going projects and could not focus his energies on business expansion and new ventures.

### Moving on

The action plan by NCRCL® involved an in-depth discussion with the Managing Director to understand the requirements and his attitude towards the team.

This was followed by a personal discussion with each of the heads of departments on the various issues faced by them and their suggestions for improvement.

The discussions revealed the need for establishing a good HR department and recruiting additional capable manpower for the smooth functioning of the Organisation. Training areas were also identified for the existing personnel.

Open and frank feedback was given to the Management based on the sharing by the employees. NCRCL® ensured that communication lines were established between the Management and employees. The Managing Director had discussions with each individual and ironed out many issues.

This was followed by a group counselling session and Job descriptions were arrived at for clarity in roles.

The recruitment process began with an advertisement for selection of a HR team comprising of a HR Manager and an Officer.

A General Manager was also appointed to assist the Managing Director. The three new recruits were taken through an induction programme and expectations and requirements were clearly defined.



All this was achieved through effective communication, observations and understanding the psyche of human behaviour.

### Finally

Effective Corporate Counselling by NCRCL® helped the client cash in on the creativity, intelligence and motivation of its employees, and investing in "human capital". Communication lines opened up. The Organisation went on to recruit more manpower to satisfy its growing needs and is now forging ahead on its business plans every year.

### Contact:

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