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Case Study

Strategic HR Support



InsightHR

good people : good business

From Overwhelmed to Empowered

Strategic HR Support That Makes a Real Difference

A growing services company with 300 staff had recently hired a capable, high-potential HR Business Partner, Emma, into her first standalone role. Reporting to the Finance Director, she was bright and motivated but quickly became overwhelmed.

She was:

- **Drowning in recruitment:** constantly replacing leavers with no time to assess the root causes of high turnover.
- **Worried about their poor employer brand** and struggling to attract the right candidates.
- **Managing with outdated documents:** the staff handbook hadn't been updated, and employment contracts—originally drafted by a solicitor—were not only out of date but also difficult for staff and managers to understand.
- **Facing a growing ER crisis:** multiple grievances, dignity at work issues, and looming WRC complaints.
- **Unsupported by managers:** an inexperienced management team were failing to address issues early - letting them spiral.
- **Hearing constant concerns about pay and benefits,** with staff claiming they were underpaid and undervalued.
- **Dealing with an adversarial union:** with little experience or confidence in collective bargaining matters, she felt out of her depth - especially on employment law.

She knew what needed to change but didn't have the time, headspace, or support to make that change happen.



“With Insight HR, your investment will never just be about fixing a problem or developing a strategy. Instead, our partnership approach arms teams with the knowledge they need to make better decisions. We leave HR teams better informed and more confident in their abilities to resolve future HR issues.”

Joe Thompson, Head of HR Services

Why She Turned to Insight HR

When she reached out to us, she was still in contract with another well-known HR provider. But she was at breaking point.

She confided in Joe Thompson, our Head of HR Services, that:

- She could never speak to the same advisor twice.
- Every call started with having to explain the same issues again.
- The advice she received was generic and overly cautious - more a legal disclaimer than a real solution.
- She was always told what the business couldn't do, which alienated the leadership team.
- She felt she was losing credibility with senior stakeholders and failing in her role.

During that first call, she broke down in tears. She said she felt like she was letting the business down and letting herself down.

She didn't need another "compliance-first" answer. She needed a strategic partner.

So, that's what she got.

Our Approach

At Insight HR, we believe HR support should be practical, commercial, and human. We're not a call centre. We don't give generic, overly cautious advice - and we don't just step in when things reach the WRC. We help you stay ahead of problems by working in true partnership.

We started by listening.

Then we reviewed:

- All existing HR documentation including contracts of employment, policies and procedures, and the staff handbook
- The union recognition agreement
- The caseload of current and emerging ER issues
- Her concerns and leadership challenges
- From there, we arranged a follow-up meeting, conducted a full company review and compliance audit, and created a clear, phased action plan tailored to her and the business.



Our plan included:

- Redrafting the staff handbook and employment contracts in plain, modern English.
- Going through the caseload of ER cases and putting in place an actionable plan on each of them.
- Coaching Emma through union communications and case management.
- Providing weekly strategic support calls - always with the same people
- Benchmarking salaries and reviewing benefits to bring packages closer to market norms
- Training the management team to proactively deal with staff issues before they escalated

Our team brought not just technical knowledge, but the empathy and commercial insight that comes from having worked in-house as HR leaders across a range of sectors. And we don't tie clients into contracts they can't get out of. Everything we do is flexible, personalised, and designed to build long-term trust.

The Result

One year into the partnership, the transformation was real and visible:

- Staff turnover slowed as recruitment stabilised, and new starters were better supported.
- The ER caseload decreased significantly, and matters were in most cases resolved amicably.
- Emma regained her confidence and credibility, and the leadership team were now listening to her advice and involving her in strategic planning.
- Managers began to engage earlier and more effectively with people issues.
- With our support, Emma began to proactively manage union discussions and employment law matters with much more confidence
- Emma's stress levels dropped and for the first time in the role, she had breathing room.

She told us the biggest difference was that she no longer felt alone. She had a consistent point of contact, and she knew every call would be with someone who understood her, the company, and what she was trying to achieve. She wasn't just surviving anymore - she was leading.

What's next?

With the foundations in place, we've now entered year two of support with this client. This phase includes:

- A full culture audit to assess the lived employee experience.
- Designing and implementing a best-in-class performance management system.
- Establishing employee resource groups to support inclusion and connection.
- Designing a structured leadership development programme.
- Continuing to build HR maturity through policy, training, and engagement work

Crucially, with ER and attrition issues more under control, Emma now has time and headspace to be strategic - to stop firefighting and start leading.

Why Insight HR?

- We don't tie clients into long contracts they can't exit
- We don't provide generic, one-size-fits-all advice
- We give you named consultants with real-world HR leadership experience
- We help you protect your business and your people
- We empower HR leaders to show up with confidence



If You're Feeling Overwhelmed...

You're not alone - and you don't have to go it alone either. Whether you're an overstretched HRBP, a busy standalone HR Manager, or part of a leadership team trying to steady the ship, Insight HR can help.

With deep technical knowledge, hands-on HR experience, and commercial insight, we know what it's like to be in your position - because we've been there. Our support is proactive, personal, and designed to help you succeed.

Our support wasn't just a morale boost—it delivered real commercial value.

Over the first 12 months of working together, this client saw measurable improvements:

- Reduced staff turnover by 30%, saving substantial recruitment and onboarding costs.
- Cut ER case volume by 60%, freeing up internal time and avoiding potential legal costs.
- Increased new hire retention in the first 6 months by 45%, protecting productivity and employer brand.
- Boosted HRBP productivity, allowing Emma to redirect 50% of her time from reactive firefighting to strategic projects.
- Improved employee engagement scores by 18%, as tracked in their annual staff survey.

The transformation in this business didn't come from a helpline. It came from having a partner who listens, supports, and acts - every step of the way.

If you're ready for HR support that actually supports you, let's talk.



“Insight HR feel like part of the business. They understand our challenges, our goals, and all the nuances that come with them. They always listen, they always give real solutions, and in doing so, make a real difference. They have been an absolutely vital support for us.”

Emma, HR Business Partner

Get to know us!

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