

Case Study:
Workforce Transition & Outplacement
95% Resettlement Rate achieved
for Guardian News & Media



"The support we have had from Rialto has been outstanding through a difficult period of change for our business. They have helped employees of all levels identify new opportunities. In fact they achieved a 95% success rate of "settling" the employees who were leaving GNM."

Norma Butler, Head of HR, (Guardian News and Media)

THE CHALLENGE

Guardian News and Media announced that it was making the transition from a traditional newspaper into a global multimedia news provider with a consequential need for change in culture and structure.

Rialto was selected through a tender process to deliver workforce transition and outplacement support for Guardian News and Media (GNM) and has continued to work with the organisation ever since.

GNM wanted a specialist partner whose ethos of excellence matched their own and who could demonstrate an understanding of its company culture.

They needed a provider who could deliver a high standard of transitional support to enable over 250 individuals to move on from GNM, in a successful and supportive manner.

THE SOLUTION

In building a strong partnership between Rialto and GNM, it was essential that Rialto thoroughly understood the culture within the organisation and the expectations of the workforce.

Together Rialto and GNM agreed an array of appropriate transitional support options which could be tailored to each individual.

This strategy would result in rapid resettlement for employees reducing the stress and trauma for transitioning employees.

Due the scale of the organisation's workforce change project Rialto provided additional services to ensure a smooth process, which included:

Rialto Resource Centres were established in various locations across the UK where there were a number of redundancies taking place. The hubs provided a focal point to support employees during their programme.

Managing individual training and coaching budgets available to those employees leaving the business.

Senior management were coached by our expert team to improve their capability for supporting teams more effectively during change. Key focus areas included increasing employee engagement and productivity.

Support for individuals considering TUPE transfers.

Following a series of employee communication and awareness sessions, each individual met with a commercially focussed Rialto career consultant to establish their personal needs and to compile a customised support programme.

Transitional support from consultants consisted of workshops, one to one meetings, e-mail and telephone support.

Each employee was equipped with insight and expertise to successfully secure a new role. Individual's programme maps featured:

The skilled analysis of the individual's experience, equity and assets which was then transferred into producing a market focused CV

Access to the hidden job market as Rialto has developed extensive relationships with private, public and recruitment organisations.

Developing and practicing interview skills.

Access to the Rialto online support system which includes research tools and a national job database containing 100,000 plus vacancies.

Regular update reports for each employee were provided to the HR department which aided the HR team to easily monitor the progress of the workforce change project

THE RESULTS

95% of individuals on the Rialto outplacement programme have been resettled within 4 months.

Over 300 regional 1:1 programmes successfully delivered. Individuals and managers met their Rialto career consultant in a local office or a mutually convenient location.

In London, support was available to employees facing an 18 month lead-time to their proposed leaving date. Rialto maintained morale and motivation of this group whilst providing support and information during TUPE negotiations.

Due the exceptional service Rialto has provided the Guardian Media Group now partners with Rialto to facilitate career transition support for all individuals across the Group network.

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