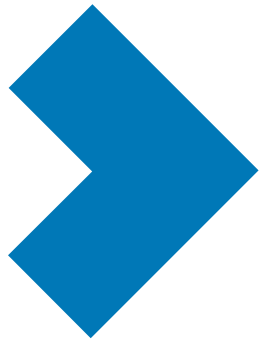




recruit | train | retain



putting the pieces together

The BSI People Group is a progressive, boutique HR consultancy that takes a fresh thinking and high touch approach to assisting clients recruit, train and retain their most important asset: their people.

The vast majority of CEOs today recognize their greatest challenge – and the greatest threat to their business success – is to attract and retain the best people.

BSI People Group offers three complementary attraction and retention services:

➤ **recruit**

Specialist staff and executive recruitment via search and selection;

➤ **train**

Customized, workshop based in-house training in leadership, sales, customer service and innovation;

➤ **retain**

EVP and retention strategies as well as other consulting services to ensure clients have a healthy business and positive work environment to develop and engage their people.



➤ recruit

bsi learned friends legal recruitment specialists

- Learned Friends was established in 1984 to assist legal clients find the 'right' staff and to assist legal support candidates find the 'right' jobs. In November 2003, Learned Friends became part of BSI People Group.
- As the leaders in legal support recruitment, our consultants can assist you with the permanent, contract or temporary recruitment of all legal support staff including PA's and EA's; Secretaries; Paralegals; Legal WP Operators and Receptionists; Practice Managers/Office Managers; Legal Accounts Staff and Juniors/Mailroom Assistants. BSI People's executive recruiters help clients find permanent and contract staff in IT, business development, HR and executive management.
- Our Consultants are committed to sourcing people who add value to your business. BSI Learned Friends only employs senior consultants with a minimum of five years experience in either legal recruitment and/or the legal industry. As well as finding you the 'right' staff, our consultants can advise on market trends, current market salaries and effective advertising strategies.
- Our fresh thinking approach reflects our determination to proactively source the best quality talent for our clients to beat the current global candidate drought: we have alliances with selected recruiters through out Australia and internationally. We use our innovative CareerCare program to engage with and provide value to candidates, thus encouraging talent referral.
- All candidates are thoroughly assessed regarding their education and training, experience, cultural fit and commitment as well as their needs and career aspirations. Our interviews encompass cultural and behavioural questions to highlight key attributes and competencies for a successful placement. A full range of psychometric and skills testing is available.
- BSI Learned Friends aims to work with you and your team in a professional manner, with enthusiasm and commitment to source you the right people who will add value to your team, department and organisation.





train

legal training programs

With contraction in the legal market and greater competition between firms, increasingly sophisticated clients are now looking to partner longer term with firms, and their expectations of lawyers go well beyond knowledge of the law.

Law firms must take a more systematic approach to client relationships, management and leadership. This requires commitment and skills not traditionally taught and engendered in many legal cultures. Law firms need to focus on both people management and practice management.

This is where BSI Consulting's expert trainers can provide structure, scientifically validated techniques and strategies and create an environment of development to guide law firms through the changing corporate landscape.

Samples of courses we have designed specifically for the legal profession are:

LEADERSHIP PROGRAMS

- Partner – Senior Associate – Shared Services Leadership
- Feedback & Performance Management
- Situational Leadership
- Coaching
- Behavioural Interviewing Skills

LEGAL PROGRAMS

- Building And Maintaining Client Relationships
- People Reading
- Selling Legal Services
- Negotiation Skills
- CLE Presentation Skills

The BSI Consulting training team draws on a wealth of practical experience gained in the areas of psychology, general management, human resource management, business development, customer service and adult learning.

SHARED SERVICE PROGRAMS

- Meeting Internal Client Expectations
- Dealing with Difficult People
- Conflict Management & Assertive Working Relationships
- Team Building & Team Integration

INDIVIDUAL SKILL DEVELOPMENT

- DiSC / MBTI / LSI
- Interpersonal Skills
- Time & Meeting Management
- Effective Business Communication
- Business Writing
- Change Management
- Focussed Innovation & De Bono




retain


BSI Consulting are full solution architects providing clients with the expertise, support, methodology and tools to effect lasting and sustainable improvements to their business performance, staff engagement and the way in which their people interact with one another. We understand business drivers and their impact on performance and staff retention. We move people to positive action through carefully planned implementation. Our work includes identifying and implementing best practices, analytical techniques, change management, coaching skills, strategy development and training solutions. BSI Consulting uses a collaborative, solution focused, results oriented and systematic process. Our solutions are customized to client's needs, culture and objectives. Our expertise encompasses:

 **Organisation Development Interventions:** BSI Consulting is able to diagnose, custom design and implement strategic OD initiatives. Some of the innovative tools we use when providing OD Consulting Services include Change Tracking; Solutions Design; Change Management; Performance Management; Project Management; Leadership and Measurement and Profiling (surveying, benchmarking, analysis).

ChangeTracking – takes the guesswork out of planning and managing change, giving leaders the information they need to navigate with confidence. It provides a means to engage people actively in the change process, focusing their energies and efforts on the factors that make a real difference. Used properly, ChangeTracking accelerates change and delivers sustainable improvement in performance. ChangeTracking also measures the factors that drive improved performance and achievement of project objectives. It can also be applied for culture mapping.

 **Talent Management Assistance:** BSI Consulting has a range of tools to identify and manage talent. Our EVP (Employment Value Proposition) and ChangeTracking consulting tools are part of our diagnostic capabilities. Our talent management offering includes a range of assessments including leadership and management 360's and numerous psychometric assessment tools.

EVP – Companies need to employ sophisticated strategies to attract, engage and retain high performing individuals. Balance between what an employee receives from their employer and what the employee gives in return lies at the heart of the EVP. It quantifies the exchange between the employer and the employee or the 'give' and the 'get'. For companies to grow and prosper, this relationship must be in balance. Our EVP Diagnostic instrument identifies critical issues in employer and employee relationships and the drivers of retention and performance improvement. When these are addressed, the optimum and equitable balance and peak business performance can be achieved. This gives companies the insight to track and maximise their value equation/exchange.

 **Coaching & Mentoring Support:** BSI Consulting works with management (team leaders to senior executives) to implement and deliver mentoring and coaching programs that optimize their ability to lead, inspire, manage and ultimately retain their best people. We partner with organisations and can be involved in every stage of development of the program including design, selecting key stakeholders, announcing the program, education of both mentors and staff, planning, implementation, measurement, evaluation and maintenance.

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Our vision:

To partner with our clients and candidates, using teamwork and innovation to help clients recruit, train and retain their most important resource: good people; and to provide value to candidates in their career and professional development.

Our values

Professional, Ethical and Specialist

....we are responsive, open and ethical in our business relationships
....our consultants are experts in their sectors

Passionate

....about the sectors in which we operate
....about the work we do

Committed

....to understanding our clients' and candidates' needs
....to being accountable for delivering a quality service

Inventive

....we are flexible in our approach and in finding ways to exceed our clients' expectations
....we challenge our people to excel

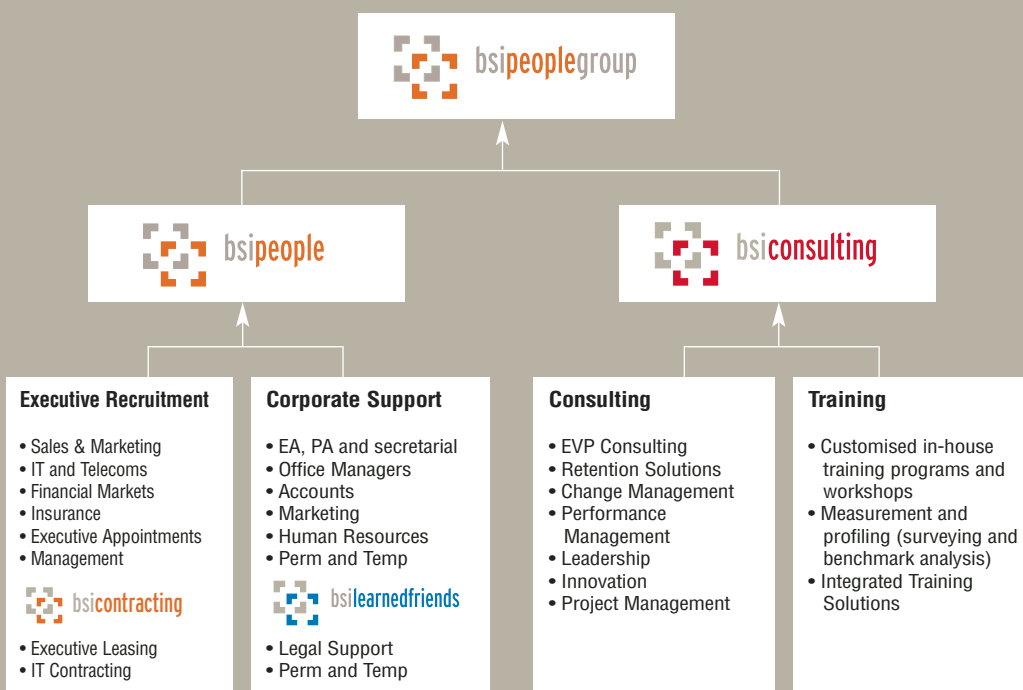
Respectful

....of our clients' and candidates' unique needs and situations

Consultative

....we believe in building long-term partnerships to add maximum value for all stakeholders

Our business model allows us to be flexible and creative. Drawing on the three successful and complementary service streams of recruiting, consulting and training, we provide best practice solutions. We apply tools, both mainstream and pioneering, to deliver best value to clients.



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