Empowering People and Enterprises
PERSOLKELLY Consulting is a leading global human resource consulting and professional services company.

With offices across Asia and Japan (through collaboration with PERSOL Research and Consulting), we are committed to shape the future workforce by empowering individuals, organisations and societies.

PERSOLKELLY Consulting is a subsidiary of the PERSOLKELLY company – a joint venture between PERSOL Group and Kelly Services, Inc. PERSOLKELLY is one of the largest recruitment companies in the Asia Pacific. PERSOLKELLY Consulting is a rebranding of BTI Consultants in Asia and Intelligence SMC in Hong Kong. These brands combine our vast experience and knowledge in innovative talent development, HR & management advisory, organisational effectiveness and insights-driven HR solutions to achieve optimal results for our clients.
Our Methodology

1. **LISTEN**
   Each engagement begins with listening to your needs, wants and desires. We aim to fully comprehend your requirements, the context of your needs and the vision for your company.

2. **ANALYSE**
   We conduct a detailed review, taking into consideration your HR processes and technologies and how they may interface with the future design.

3. **DESIGN**
   We aim to provide talent and organisation architecture in our solution, recognising the context of your business needs and existing investments.

4. **DEVELOP**
   Based on the design, we develop a project plan with detailed steps and scheduling, to ensure we deliver to your satisfaction, on time and within the budget.

5. **EXECUTE**
   To ensure the highest quality, we utilise industry standards and best practices to implement our solution.

6. **TRANSITION**
   A successful transition is an important part of our work. Here, we create procedures, supporting documentation and knowledge transfer, so that your stakeholders can take over effectively.

7. **SUPPORT, EVALUATE & MONITOR**
   We will continue to engage key stakeholders to ensure the solution delivered is effectively optimised.
Our Services

- Human Resource Consulting and Management Advisory
- Learning Academy
- Career Transition
- People Analytics Lab
- Research and Think Tank
- Talent Management Technology
Human Resource Consulting and Management Advisory

Human capital is a crucial asset in today’s global business environment. To excel, organisations need a competitive edge to drive growth and productivity. We help organisations address complex business challenges by adapting and aligning their policies and processes to enhance organisational effectiveness.

Our services include:

- Organisation Design
- HR Diagnostics & Strategy Development
- Labour Law Consulting
- HR Systems Design & Implementation
Learning Academy

Among the most pressing needs facing organisations is the development of leadership skills and competencies.

To improve business performance, we help organisations develop effective managers and build a future pipeline of executives, through the design and delivery of leadership and executive development programmes.

We provide a wide range of customisable programmes in the following areas:

**Leadership Development Programme (LDP)**
- Business Leadership - Becoming Leadership Material
- Business Succession Planning: How to Develop and Maintain a Good Succession Plan
- Coaching: An Essential Leadership Skill
- Conversational Leadership: Essential Engagement Skill
- The Art of Effective Delegation
- Developing Your Executive Presence
- Leading Others: Communication, Coaching and Conflict
- Workplace Politics: Good or Bad
- The Art and Science of Negotiation
- The ABC of Supervising Others
- Women Leadership: Owning Your Strengths and Skills
- Fostering Innovation

**Human Resource Development Programme (HRDP)**
- Building Better Teams
- Conducting Effective Performance Reviews
- Developing an Effective Talent Management Programme
- Developing High Performance Teams
- Dispute Resolution: Mediation Through Peer Review
- Hiring for Success: Interviewing Techniques
- HR for Non-HR Managers
- On-boarding: The Essential Roles for a Successful On-boarding Programme
- Performance Management: Managing Employee Performance
- Workplace Harassment

**Corporate Development Programme (CDP)**
- Building Self-Esteem and Assertiveness Skills
- Change Management: Change & How to Deal With It
- Conflict Resolution: Getting Along in the Workplace
- CRM: An Introduction to Customer Relationship Management
- Dealing with Difficult People
- Generation Gap: Closing the Generation Gap in the Workplace
- Giving Effective Feedback
- Management of Communication Strategies
- Managing Pressure and Maintaining Balance
- Workplace Success: Skills You’ll Need
Career Transition

When your business strategy requires consolidation, downsizing, or mergers and acquisitions, protecting your brand reputation, managing departing employees, and keeping up workforce productivity, engagement and morale are critical. You will need a partner to restore the organisational climate, mitigate restructuring risks and deliver positive outcomes. We partner with organisations to plan for and manage restructuring complexities, no matter the geographic scale.

Our services can be customised to support diversified career options and include:

- Career Transition Programmes – returning to employment, owning a business and early retirement
- Platinum Services
- Notification Coaching/ Training
- Employee Separation Advisory
- Retirement Readiness Assessment
- Managing Change
- Career Direction/ Re-direction
- Communication Style
- Adapting Updates
- Interaction Style
- Team Pulse
- i360 Feedback
- Profile Model/Ideal Candidate Profile
- Performance Coaching
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People Analytics Lab

We enhance the reliability of our clients’ strategic HR Management by analysing employee behavioural data to develop models that provide a comprehensive view of past successes and behaviors of individual and team’s in a professional environment:

- Resiliency Zone
- Job Suitability Testing
- Engagement Assessment
- Career Options Assessment
- Quantitative Critical Thinking Assessment
- Customised Assessment Centre
Research and Think Tank

With rapid technological advancement, digitalisation and rising competition, research and analytics in human capital are invaluable steps toward business growth. To help organisations achieve strategic HR management with analysis and solutions based on their unique goals, we conduct comprehensive human capital research, according to the best current landscape practices and anticipated trends.

- PERSOLKELLY HR Databank
- Talent Report
- Thought Leadership from HR Experts

Talent Management Technology

To cope with the agile and fluid nature of the current workforce, and unpredictable future work landscapes, we provide talent management services using the latest talent-focused function and assessment diagnostic tools. Our services include:

- Talent Management Solutions
- Performance Management System
- Performance Reviews and 360° Employee Feedback
- Employee & Team Check-ins
- Goals Management
- Engagement and Pulse Surveys
- Recognition and Rewards
- Training Management
- Competency Management
- Talent Match and Profile
- Employee Risk Assessment
- Succession Planning
- Business Intelligence Dashboards