

Outsourcing Human Resource Services

Contract Management of Training

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In an age of increasing competition and cost containment, many organizations are saving corporate dollars by outsourcing internal-service functions. Outsourcing can produce a higher quality of service and a double win can result in better service for less money. Workitect has a successful track record of staffing training departments and providing training and development services. The principals at Workitect have started and managed the training departments of large organizations and now are providing a complete outsourcing service through contract management of training departments.

Advantages of Outsourcing

- Improve or maintain service to employees and the organization.
- Reduce workload of existing staff.
- Reduce costs.
- Free up resources to focus on other company business.
- Recap gains without payroll or benefits costs.
- Receive service at a known, fixed fee.
- Add services or change personnel assigned to your company – increased flexibility.

Our Approach

1. We seek long-term partnerships with companies. Our commitment is to provide extraordinary value that exceeds our customers' (partners') requirements.
2. We are committed to providing services and programs that improve the competitiveness of our partners and help them achieve their strategic and operational objectives. Therefore, we will not contract with a company that is a direct competitor of one of our partners.
3. We provide "state of the art" instructional design, and delivery, organizational and human resource development consultation.

4. By providing contract-management services to more than one company, we can offer research and development, curriculum planning and development, competency assessment (development of competency models), staff development, generic and custom training programs (instructional design), media production, feedback instruments, and printing at lower costs spread between all of our partners.
5. We place a Workitect team leader onsite along with a team of consultants (or work with your existing employees) with the requisite skills to meet our partners' needs. We place emphasis on our team members having competencies in consulting, facilitation, performance analysis, team development and, where necessary, facilities management.
6. Our on-site team members are customer focused. Our employees think and behave as if they were actually your employees. They are expected to "blend in" with your employees.
7. Through our staffing services, we have immediate access to some of the best consulting, training and development talent in the country.
8. Our expertise in service quality is applied to the selection and development of a staff that is prepared to provide our partners with outstanding service quality delivered to every employee and department in the organization. We teach our people to be "internal" change agents and consultants, who help solve human and organizational performance problems.
9. We excel at assessing needs and analyzing performance problems so that the most effective solution is applied. In many cases, a training program is not the correct solution to a performance problem. We do not waste time or money on inappropriate training.
10. We are practical, results-oriented and bottom-line oriented, tempered by a willingness to apply innovative methods and solutions. We will do what it takes to get the job done.

How To Explore

In order for us to submit a proposal, we need to understand your corporate, HR and training objectives, current staff and budget, assessment of current performance and projected needs. This is accomplished by examining written materials along with a personal visit in order for us to get a better sense of your culture, personalities and priorities.

Our proposal will include a fee for specified outcomes and deliverables. We prefer a two-year agreement with a cancellation option (with 30 days notice). In today's dynamic environment, needs not specified in the initial agreement will probably surface. If and when they do, we will make every effort to meet the need within the agreement (without additional expense to our partner). For more complex situations, e.g. design and delivery of a new training program not specified in the agreement, we will bill on a cost-plus basis (with prior approval of our partner) or revise the agreement when necessary. We are always guided by one principle: to be a good partner. Our goal is to allow both parties to feel that they have achieved win-win outcomes. We know that we can earn a fair profit without taking advantage of the people with whom we do business.