

# HUMAN RESOURCES MANAGEMENT

**Global Sky Services**  
Diagonal 640, 6º  
08017 Barcelona, Spain  
[info@globalskyservices.com](mailto:info@globalskyservices.com)  
Phone: +34932304135  
Fax: +34932287899

The most successful organizations recognize that their employees, and the careful management of those employees is the key to their success at all levels. How well an organization manages, motivates, and retains this most important asset directly impacts their short-term success and long-term competitiveness. When engaging Global Sky Services expertise team, a company is entrusting this most important resource to a team of experts with proven record success for more than 15 years in managing 1over thousands employees among the world's most respected companies. GSS experts are providing Human Resources Management team with truly global experience across Europe in more than 12 languages.

## THE APPROACH

Our approach is Risk/Reward, a partnered solution that allows a company to increase employee retention, raise employee morale, and most importantly- delight your customers with world-class service. We believe that success is not measured by building and implementing a quality process but rather by making a difference with employees, customers, and the organization's culture that is quantifiable.

**Core Competency Alignment to Contacts** - The best Human Resource management process is rendered useless unless the approach is tailored to match unique employee and customer needs. GSS recognizes this and identifies job-related skills and competencies required by contact type, program offer, and marketplace need.

**Profiling and Targeting** - GSS understands that there are many contributors to correctly profiling and targeting the employee labor base needed to fulfill needs. Too often a simplistic view focusing on pure numbers available is the sole criteria used to determine if a market can support needs. As a result, GSS applies the insight gained through the core competency analysis to create an optimum employee profile geared towards hiring those individuals with a demonstrated propensity to succeed and retain.

**Screening and Testing Process** - Choosing the right employee for a business is a very important decision that can often be a time-consuming and expensive process. Thoughtful, up-front preparation will reduce the possibility of adding a poor candidate to the existing team. GSS uses a robust battery of screening tools and tests that are customized to needs. The ongoing performance and behaviors of the employee after hire is monitored and measured to ensure all screening and testing processes are truly calibrated to employee success.

**Recruiting strategies** - Finding and attracting qualified job candidates is always a business challenge. GSS can enhance your current recruiting efforts with technologies that make the application process more efficient, convenient and cost-effective. However, technology alone is not the path to success. Based on GSS's team expertise in managing different contact centers in different countries, we understand the value of taking a localized, multi-channel approach to success that leverages a multitude of cutting-edge tools. For example, applicant self-service options are often the best solution for a situation that demands high-volumes during the initial phases of recruitment. GSS has a suite of self-service applicant options available and will work to determine a solution that best suits your specific needs.

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**Reward and Recognition Strategies** - Successful companies have Human Resource management practices that motivate and reward employees whose performance is directly linked to meeting and exceeding key performance objectives. A properly designed and implemented reward and recognition program is not only a tool to link to the accomplishment of key performance metrics but a cultural change agent to ensure a common feel and texture regardless of the environment or location of an employee. GSS has many years of experience in confirming organizations' primary goals and operational needs and designing tiered reward and recognition approaches that integrate into an ongoing business culture. The tiered method we assist in defining will include a daily, weekly, monthly, quarterly and annual reward/ recognition opportunity that will continually reinforce the importance of meeting your key performance objectives and positively addressing employee satisfaction.

**Orientation & Career Pathing** - one-HRM is an end-to-end employee-management system that can be customized to manage the entire lifecycle of your employees. The Explorer program is a complete introductory product that guides your employees through company orientation, organizational expectations, and the client's organizational and strategic goals. An integral part of employee development, which is linked to operational excellence and retention, is career pathing. One of the many tools GSS offers is a structured program called Pathways to Excellence. This program allows for each employee to define a self-paced development plan that meets their career goals.

**Feedback and Calibration** - The end result of a quality Human Resources management system is an employee base that is successful, aligned to company and client goals, retains, and takes advantage of the organization's career pathing opportunities for advancement. GSS views its Human Resources offerings as an evolving process that is consistently recalibrated and enhanced. As your employees progress through their lifecycle with your company, GSS will continually analyze key data points (retention, performance level, employee satisfaction surveys, advancement frequency, etc.). By integrating this data into a cradle-to-grave reporting suite, GSS provides you with truly powerful data to continually improve all areas of your Human Resources management.