



HR Complete

Dedicated HR protection and support for your organization

WHEN IT COMES TO HR,
YOU SHOULDN'T GO IT ALONE.
WITH HR COMPLETE, YOU NEVER HAVE TO.

4 WAYS HR COMPLETE HELPS YOU BUILD AN EVEN GREATER WORKPLACE

1

You get a dedicated HR Pro.

Great HR has the power to transform an organization. But it can be challenging to go it alone. With HR Complete, you're partnered with a dedicated HR Pro to help with everything from compliance to HR strategy.

2

You'll save time. Lots of it.

You're busy. Sometimes too busy to take care of mounting HR projects, like updating your handbook, writing job descriptions, or researching the latest rules and regulations. We'll do that for you so can focus on your organization.

3

You'll stay ahead of new rules and regulations.

It's no secret: HR is a complicated field — and it's only getting more complex each year. With your HR Pro by your side, you'll stay on top of new employment trends and regulations, and ahead of the HR curve.

4

You'll be able to focus on your HR priorities.

Sometimes just figuring out what to work on first can be the biggest hurdle. We'll work with you to prioritize your HR needs and efficiently tackle them one by one.

HR COMPLETE

A PROACTIVE APPROACH

A tailored HR Action Plan

After we pair you with the dedicated Pro that best meets your needs, your Pro starts building your HR action plan. It maps out HR tasks, initiatives, and goals to ensure your organization is compliant and protected.

Regular Check-ins

You'll be able to check in regularly with your HR Pro to discuss progress on your HR Action Plan, review milestones, and define upcoming priorities. You can control the agenda and the frequency of the check ins, on a schedule that works best for you.

Live HR Help Line

You'll have live access to your HR Pro to help answer questions and solve challenges when they happen. If you experience an HR issue, we'll be there to help. We'll also proactively advise you on how to avoid HR issues before they occur.

Quarterly Partnership Report

You'll see the return on your investment each quarter with our easy-to-read quarterly report, outlining projects completed and concrete ways you've made your HR more efficient and effective.

Custom Handbook

A compliant employee handbook is one of the most important documents for any organization. We'll work with you to create a handbook tailored to your organization's specific needs and circumstances.

Online HR Help Desk

Our HR Support Center Help Desk is full of information, tools, and trainings to help you manage your HR issues, large and small. You can access past conversations with your Pro, get customized documents, submit HR questions, and much more.

HOW IT WORKS

THE 4 PHASES

PHASE

1

HR Audit & Action Plan

HR Complete begins with an interview and a thorough HR assessment of your business to identify any compliance or strategic gaps. Your HR Pro will then use the results to build a custom HR Action Plan to achieve compliance and incorporate best practices.

PHASE

2

Compliance

Once your Action Plan is in place, your HR Pro will work with you to execute it. The first priority is compliance — minimizing the risk of fines or lawsuits. After each meeting, your HR Pro will develop documents, policies, and programs for you and your organization.

PHASE

3

Strategic Plan

For businesses today, compliance is only half the HR story. In this phase, we shift focus from protection to value creation. Your HR Pro will develop strategic tools to foster an efficient workplace, attract and retain great employees, and build a company culture that reflects your business goals.

PHASE

4

Ongoing Collaboration

After the building blocks are in place, your HR Pro will work with you to continually develop, update, and refine your HR processes, incorporating the latest best practices and regulatory changes.

HOW IT WORKS

THE 4 PHASES

PHASE

1

HR Audit & Action Plan

Typical duration: 1 month

HR NEEDS ASSESSMENT
WELCOME CALL
INTRODUCTION TO HR PRO
ACTION PLAN
GAP ANALYSIS & EXECUTIVE SUMMARY

PHASE

2

Compliance

Typical duration: 3 - 9 mos.

CUSTOM HANDBOOK
WAGE & HOUR
BENEFITS COMPLIANCE & ADMIN
HIRING & TERMINATIONS
NEW HIRE PACKET
JOB DESCRIPTIONS

PHASE

3

Strategic Plan

Typical duration: 6 - 12 mos.

PERFORMANCE MANAGEMENT	ENGAGEMENT SURVEY	EMPLOYEE RECOGNITION
ORG CHART DEVELOPMENT	MANAGER TRAINING	EMPLOYEE RELATIONS
EMPLOYEE ONBOARDING	COMPENSATION STRATEGY	DIVERSITY & INCLUSION

PHASE

4

Ongoing Improvements

Typical duration: Continuing

ANNUAL HANDBOOK REVIEW	TRAINING IMPLEMENTATION	HR PROGRAM REFINEMENT
GROWTH OF COMPANY CULTURE	NEW BEST PRACTICES	LAW & COMPLIANCE UPDATES
WORKPLACE AWARDS	JOB DESCRIPTION MAINTENANCE	HR MENTORING & COACHING


OUR MENU OF SERVICES

ALL INCLUDED WITH HR COMPLETE

Below is a list of services we include. Our dedicated HR Pros will work with you to determine which services are right for your organization.

HR Complete Services	
Custom HR Action Plan	Diversity/Inclusion Training
Custom Employee Handbook	Performance Evaluation Program Development
Customized Job Descriptions	Reward & Recognition Program Development
Strategic HR Gap Analysis	Employee Engagement Survey
HR Policy Research & Development	I-9 Compliance Audit
Employee Relations Consulting	Risk Consulting & Training
Compensation Analysis	New Hire Orientation Program Guidance
Retention & Turnover Analysis	Unemployment Guidance
Organizational Chart Development	EEOC/DOL Issues
Best Practice Guidance	Fair Labor Standard Act (FLSA) Coaching
New Hire Packet Development	Employee Interview Prep
Harassment Prevention Training	Company Culture Guidance
Termination Support	Document Creation and Customization Services
Affordable Care Act (ACA) Consulting	Recruiting Strategies

Premium HR Help Desk (included with HR Complete)	
Unlimited Ask the Pro Access	HR Concierge Live Chat Assistance
Job Descriptions Library	Federal & State Laws
HR Podcasts	Articles
Law Alerts	HR Advisor Monthly Newsletter
Policy Library	Training On-Demand Library
Topical Quick Guides	Ticket History
HR Documents, Forms, and Letters	2 Minute HR Trainings



“My HR Pro was both professional and funny. It was so easy to speak with her. She is pushing for the extra 6th star in every category!”

Luis / Hauling Industry

“WOW! We are totally blown away by the fantastic help that we’re receiving through the HR Support Center Help Desk and HR Complete!”

Dawn / Professional Baseball Team



OUR TEAM OF HR PROS: BY THE NUMBERS

4.8 / 5

RATING

Avg. HR Pro user rating for
6 years running

95%

SATISFACTION

Over 9 out of 10 clients would
recommend us

50

STATES

We provide consulting for all
50 states