



Case Study

Belmores

Belmores is typical of the Small Medium Enterprises (SMEs) that Nexus has established as a niche market for the provision of a complete HR service.

Located in rural Victoria, Belmores is a progressive accounting firm advancing into a range of services that go beyond those traditionally associated with accounting firms. For example, they have a rural advisory service and they have established a business improvement consultancy which imparts to business operators some of the skills necessary to be truly competitive. An interesting and important component of this approach to business consultancy is the outreach program to school children. The children engage in a range of activities including visiting a business and attempting to identify areas for improvement which are later communicated to key stakeholders in the business. Belmores has also been an early adopter of technology to improve their service provision, for example, they have implemented the internet based xlon webcashbook.

These advancements mean that Belmores has had to focus on the development and management of their people. People with well developed generic skills and capable of working as a team are essential, and good HR management practices are needed to attract and keep such people.

A selection of the ways Nexus has assisted are:

- Facilitation of whole-business retreats which have focussed on issues such as the development of emotional intelligence and goal setting.
- Assessment of all existing and new staff for emotional intelligence.
- Facilitation of longer-term personal development programs for individual staff members.
- One-on-one coaching sessions for staff in the development of generic skills (eg., problem-solving, conflict resolution, assertiveness, etc.).
- Development and implementation of a range of HR Policies (eg., Employment Agreements, Equal Opportunity, Occupational Health and Safety, Internet Usage, TeleWorking, etc.).

In these ways Belmores continues to work towards being an "employer of choice" which will give it a unique competitive advantage in their market segment.