

Communications Solutions For HR Professionals

Improve the efficiency and productivity of HR communications with easy to use web technologies.



ENERGIZE YOUR CONNECTIONS™





TABLE OF CONTENTS

- > Executive Summary 3
- > Overcome Barriers to Effective Collaboration 4
- > Deliver Consistent and Powerful Communications 5
- > Rely on Tested, Compatible Technology 6

The information contained in this document represents the current view of Premiere Global Services, Inc (PGI) on the issues discussed as of the date of publication. Because PGI must respond to changing market conditions, it should not be interpreted to be a commitment on the part of PGI, and PGI cannot guarantee the accuracy of any information presented after the date of publication.

This White Paper is for informational purposes only. PREMIERE GLOBAL SERVICES MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, AS TO THE INFORMATION IN THIS DOCUMENT.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Premiere Global Services.

Premiere Global Services may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from Premiere Global Services, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

© 2010 Premiere Global Services, Inc. All rights reserved.



Executive Summary

The HR Dilemma

Your job has never been harder. Even though Human Resources is not a profit center for your organization, you affect every aspect of profitability by securing and retaining fulfilled, motivated employees who have the information and resources they need to perform their best. You are responsible for a rich and diverse array of tasks: employee training and development, corporate policy dissemination, conflict resolution, morale building, recruiting, reviews and evaluations, and regulatory compliance all fall under the HR banner.

In tight economic times, your HR department needs to “be bigger than you are.” You need to reach more people, more effectively, while reducing costs and inefficiencies. You want to reduce travel expenses, improve the clarity and consistency of your messages, and serve associates in multiple locations without adding to your operational overhead.

Communications Solutions for HR Professionals

Communication and collaboration is key to effective management and execution of your job functions. HR professionals now more than ever need to maintain an open, communal business culture by facilitating ways for personnel to share and receive information while maximizing budget, time, and convenience.

PGi can help you meet your goals with a comprehensive platform of virtual meeting technologies. Using standard phones and web browsers, you can improve communications and collaboration throughout your organization. PGi solutions give you a way to foster participation and engagement in settings from the smallest team meetings to the largest company-wide announcements.

PGi offers you a single source for tools that let you create and deliver recorded presentations, audio conferences, live web seminars and online webcasts complete with streaming audio and video of your presenters.



Overcome Barriers to Effective Collaboration

Types of HR Meetings:

- > Business announcements
- > Company vision and strategies
- > “State of the Company” addresses
- > Regional developments
- > Operating division updates
- > Communications in other languages
- > New-hire orientation
- > Job skills development
- > Mandated education (e.g. harassment)
- > Job interviews
- > Complaint/Disciplinary meetings
- > Salary reviews

By using PGI web solutions designed for Human Resources needs, personnel attend from the convenience of any computer. Everyone can see the visual information being shared and can hear the speakers.

Company executives, benefits specialists and trainers can use interactive features of the conferencing software to work with audiences in ways that are impossible in an in-room setting. Poll the entire audience quickly and easily to get a sense of priorities, interests, agreement, or comprehension. View and respond to messages typed by personnel around the country or around the globe. Build a sense of community that is independent of each employee’s physical location.

PGi also offers technologies that let you record and archive presentations for access by personnel unable to attend the live session, for review by interested parties and to satisfy compliance and discovery requirements for sensitive communications.

PGi web solutions let attendees preregister to attend important company or departmental meetings. You can secure who gets access to individual meetings and track attendance with automated reporting features. You can even use online sessions to conduct employee training and education, with scored testing to verify comprehension and program completion.



Deliver Consistent and Powerful Communications

Staffing/Recruiter Introductions

- > Interview and Candidate Selection Process
- > Onboarding and New Hire Orientation
- > Compliance Training and Updates
- > Employee Assistance
- > Customized Town Hall Events
- > Benefits Rollout
- > Virtual Training and Education
- > All-hands meetings and announcements
- > Internal HR Meetings

HR has a mandate to inform and assist every employee in a manner that is consistent, timely, and in compliance with both internal and external guidelines. It is imperative to choose the right communications vehicle for the task at hand. Consider the following functions and the ways in which collaborative technology can benefit your job and your company.

Interviewing:

Create online meetings bringing together interviewers and candidates in remote locations. Introduce visual aids to help the candidate understand organizational charts and job descriptions. Offer challenge/response quizzes to ascertain decision skills and functional knowledge.

Offer letter assistance:

Work with the hiring manager in a one-to-one online meeting, sharing the proposed offer letter on screen for simultaneous consultation and revision. Make sure that all legal requirements are covered, discuss options for benefits and compensation, clean up wording.

New hire orientation:

Create pre-recorded presentations that allow every new employee to get the same orientation delivered in the same way, no matter what their location is or when they come onboard. Attach supplementary materials for immediate download and reference. Add scored quizzes to ensure comprehension and compliance. Then add a live conference to answer questions and address specifics of the job and location.

Benefits rollout:

Schedule employee meetings where each worker can attend from their office or home location. Present materials explaining benefits and choices. Answer questions via typed chat or telephone queuing. Poll employees to discover preferences and comprehension levels to help guide your discussion and future benefits revisions.

Record the presentation for later review or study by those who could not attend the live session.

All-hands meetings:

Use integrated web and telephone conferencing to let all employees hear directly from upper management about important developments. Give employees a chance to submit questions and offer feedback that can be recorded and reviewed later to help drive additional communications needs or to implement improvements.

Internal HR meetings:

Conduct status and feedback sessions with HR representatives in various office locations. Discuss new requirements, find out about location-specific issues, offer support and collaborative problem-solving for difficult situations.

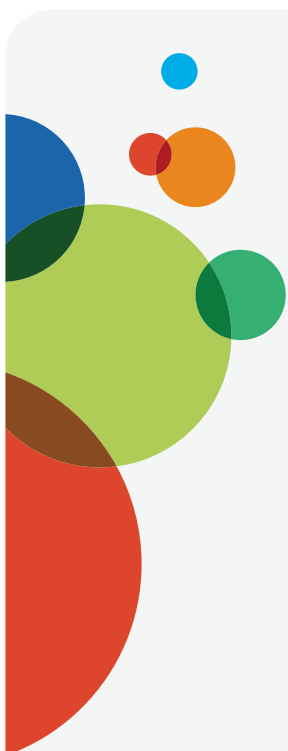
Rely on Tested, Compatible Technology

PGi collaboration solutions use the phones and computers you already have in place. No need for budgets for new capital expenditures or plan for hardware installation and configuration. You and your employees access meetings over the same web browsers you use at work each day.

A variety of options ensure that your company has the right tools at hand to meet your unique needs and constraints.

IT departments will appreciate the flexibility and security of PGi technology. With options to fit every access and integration requirement, you can rest assured that your conferencing choices enhance your company's productivity without adding to support and maintenance headaches.

Having been in market for over 20 years, PGi provides audio and web solutions for 90% of the Fortune 500 and is the trusted provider by over 50,000 customers around the world. From small businesses to the largest multinational corporations, businesses rely on PGi web and audio conferencing to support HR operations.



Learn More
Visit us today at www.pgi.com. View customer videos, product demonstrations, and get the details on all of our global meetings and communications solutions.

About Us
The world collaborates with PGi. Our advanced meeting, conferencing and collaboration solutions energize people and organizations to connect more meaningfully and work together more productively. PGi is headquartered in Atlanta, Georgia with operations in 24 countries worldwide.

PGi
The Terminus Building
3280 Peachtree Road NW
Suite 1000
Atlanta, GA 30305

pgi.com

ENERGIZE YOUR CONNECTIONS™ 