HR DELIVERY
Making Sure HR Delivers

THE CLIENT BROCHURE SERIES

Consultancy & Custom Builds

Turn your HR priority into a practical solution

Bring an organisational question, existing framework or service idea into a focused conversation about consultancy, adapted resources or a custom HR experience, with clear scope, review and delivery arrangements.

EXPLORE. PLAN. PUT IT TO WORK.

Website resources · specialist support · portal tools
Practical examples and client journeys

START WITH YOUR PRIORITY

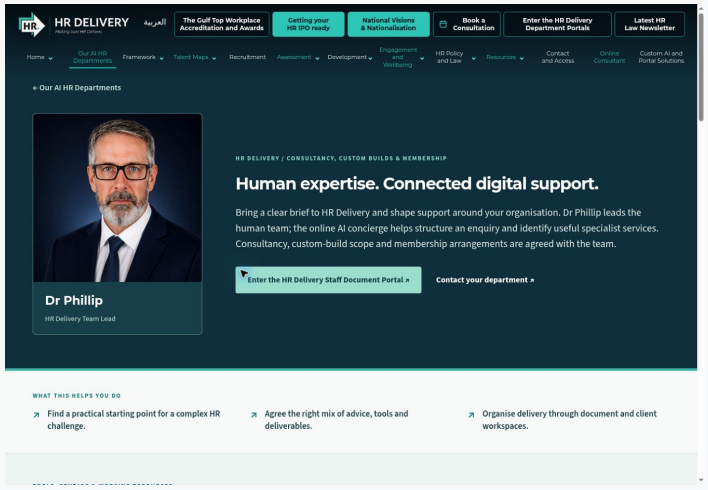
Begin with the work you want to improve

Your starting point may be a question, an existing framework or a process that needs to work more clearly for its users. HR Delivery brings human consultancy, public resources and custom-build possibilities into one service conversation. The first task is to understand the organisational context, the decision or activity involved and the output that would be useful.

The website helps you explore relevant frameworks, diagnostic methods, reading and solution groups. Dr Phillip's human team can then discuss the appropriate mix of advice, adaptation and development. This brochure explains how to shape the brief, agree the experience and review the result, with portal access, provider connections and ongoing support defined for the particular assignment.

WHO THIS GUIDE IS FOR

- HR leaders addressing an organisational question or improving a people process
- Consultants and practitioners adapting their frameworks into usable resources
- Organisations scoping a branded portal, assessment or connected HR workflow



WEBSITE SCREEN / Dr Phillip department profile

THE QUESTIONS TO BRING

- What work or decision should the solution help a person complete?
- Which existing models, content and systems need to be considered?
- How will we agree scope, review usefulness and support the finished service?

WHAT YOU CAN WORK TOWARDS

- A focused consultancy or build brief
- An agreed set of users, workflows and outputs
- Clear review, access and delivery responsibilities

A GUIDE TO YOUR GUIDE

Find the support you need

Explore the service, understand the tools and arrive at a focused conversation with HR Delivery.

01 / GET TO KNOW THE SERVICE

Introduction 002

Foreword from Dr Phillip 004

Meet Lama: your first point of contact 005

About HR Delivery and our five pledges 006

02 / EXPLORE AND USE THE SERVICE

Website resources and how to use them 008

Your specialist support 010

Your agreed workspace and delivery 045

03 / BRING IT INTO YOUR ORGANISATION

Two practical client journeys 054

Service arrangements and useful links 057

Your next conversation with HR Delivery 058

USE THE PDF AS A WORKING GUIDE

The contents and page-foot links are clickable. PDF bookmarks give direct access to every tool, studio, resource and client example.

A PERSPECTIVE ON CONSULTANCY & CUSTOM BUILDS

Foreword from Dr Phillip Welsh

PROPOSED WORDING FOR DR PHILLIP'S REVIEW

> *"A useful solution starts with the person doing the work, the decision they face and the output they need next."*

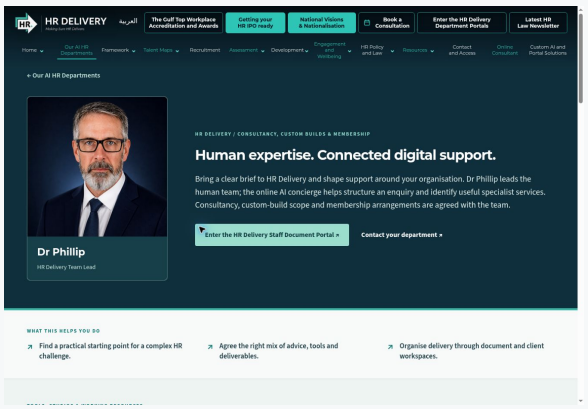
A useful solution begins with a clear understanding of the work. Who is trying to do something, what do they need to understand and what should happen next? Those questions help an organisation decide whether it needs advice, a better resource, an adapted process or a new digital experience. They also give the people involved a shared basis for discussing success.

HR Delivery brings practical frameworks, diagnostic resources and connected service routes into that discussion. They can help you explore the question and describe the support required. A custom build then needs its own brief: users, source content, decision rules, outputs, access and review arrangements. The technology should support those choices, with any external connections and ongoing responsibilities made explicit before the service is relied upon.

I encourage clients to bring their existing work into the conversation. A current form, framework, report or difficult handover often makes the need easier to understand than a long list of desired features. Through Lama, we can organise a focused discussion, agree the appropriate approach and develop a reviewable scope. The aim is something your people can understand, use and take forward in the organisation's actual working context.

DR PHILLIP WELSH

Human team lead, HR Delivery



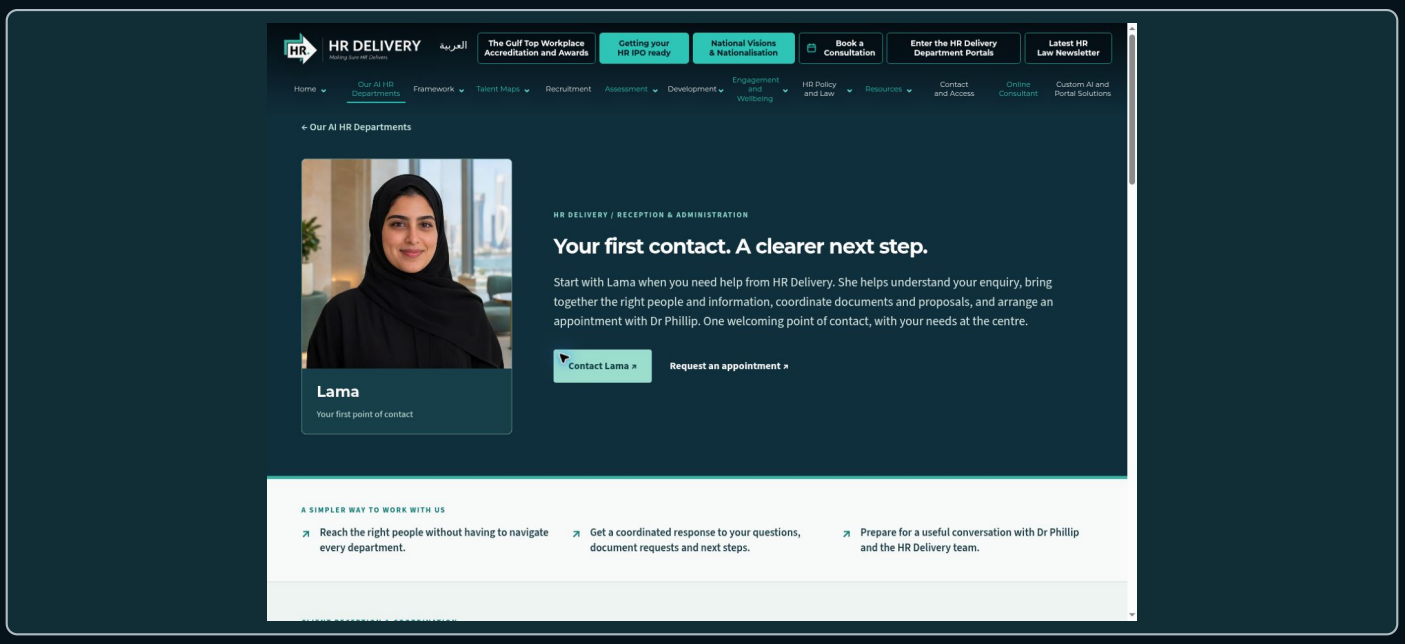
WEBSITE SCREEN / Dr Phillip Welsh: HR Delivery's human team lead.

YOUR FIRST POINT OF CONTACT

Meet Lama

Bring your business question. We will help you find the right next step.

Start with Lama when your question spans several HR areas or you want to discuss a custom solution. Explain the work, the users and the outcome you need. Bring an example of the current process or material. Reception can help coordinate the human conversation, identify the relevant service areas and clarify the next scoping step and confirmed communication route.



WEBSITE SCREEN / Lama's public reception and administration service route.

A USEFUL FIRST BRIEF

- The organisational question and the people who need the output
- An example of the current form, framework, report or workflow
- Existing content, systems, language requirements and access constraints
- The decision owner, review participants and intended timing

HOW LAMA HELPS

- Connect the enquiry with the appropriate human expertise and service areas
- Organise a consultation around practical examples and requirements
- Coordinate the proposal, agreed next step and communication arrangements

Bring one concrete example of the work. It helps the team understand your context, discuss the appropriate approach and define a useful next step with you.

ABOUT HR DELIVERY

Expertise that turns people priorities into useful work

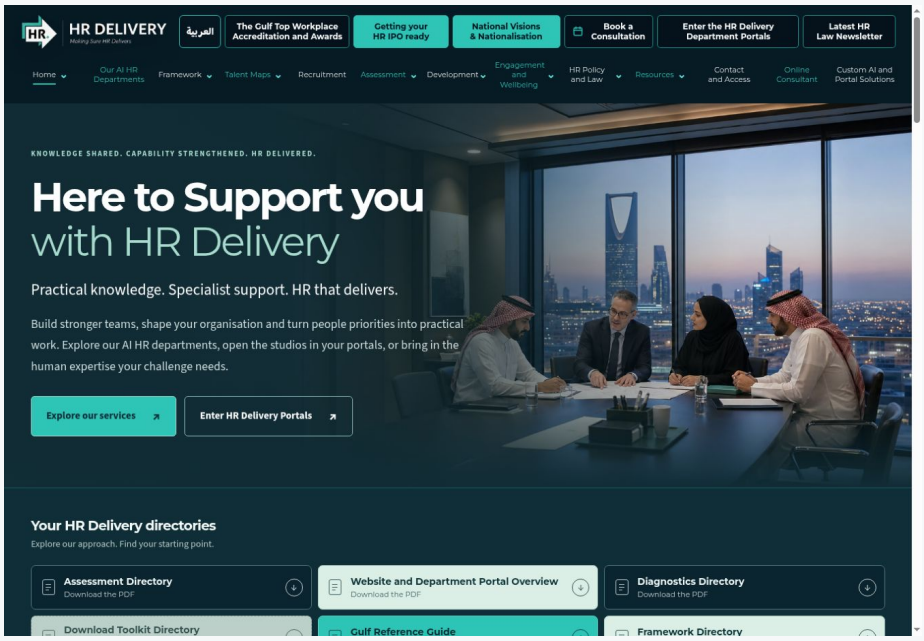
A multidisciplinary HR service led by Dr Phillip Welsh, connecting professional advice, practical resources and hands-on support.

OUR MISSION

Help organisations develop their people, strengthen HR capability and put plans into practice through expert advice, useful tools and direct delivery support.

OUR VISION

Organisations with the leadership, capability and culture to help people thrive and sustain their success.



WEBSITE SCREEN / HR Delivery: the public service directory and department routes.

THE WAY WE WORK

Your organisational context comes first. HR Delivery draws together psychometrics, organisation development, learning and development, project delivery and HR practice. Advice and resources are adapted to the assignment, its people and its operating environment.

OUR VALUES

Expertise · generosity · accountability · adaptability · respect for local context

OUR COMMITMENT TO YOU

Five pledges.
One working relationship.

What these commitments mean when you work with HR Delivery.

01 Deep expertise

Bring relevant professional knowledge to your question and combine evidence with considered judgement.

02 Always helping

Offer useful resources and a level of support that fits the challenge you are trying to resolve.

03 Delivery guaranteed

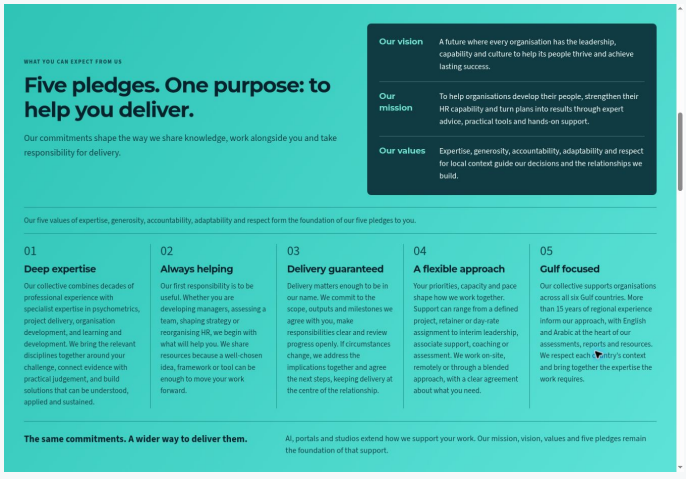
Agree the work, outputs, responsibilities and review points, with clear communication about progress.

04 A flexible approach

Shape the delivery arrangement around your requirements, whether advisory, project based, ongoing, remote or in person.

05 Gulf focused

Take account of the six Gulf countries, the local organisational context and the language needs of the assignment.



WHAT YOU CAN EXPECT FROM US

Five pledges. One purpose: to help you deliver.

Our commitments shape the way we share knowledge, work alongside you and take responsibility for delivery.

Our vision	A future where every organisation has the leadership, capability and culture to help its people thrive and achieve lasting success.
Our mission	To help organisations develop their people, strengthen their HR capability and turn plans into results through expert advice, practical tools and hands-on support.
Our values	Expertise, generosity, accountability, adaptability and respect for local context guide our decisions and the relationships we build.

Our five values of expertise, generosity, accountability, adaptability and respect form the foundation of our five pledges to you.

01	02	03	04	05
Deep expertise	**Always helping**	**Delivery guaranteed**	**A flexible approach**	**Gulf focused**
Our collective combines decades of professional experience with specialist expertise in psychometrics, project delivery, organisation development, and learning and development. We bring the relevant disciplines together around your challenge, connect evidence with practical judgement, and build solutions that can be understood, applied and sustained.	Our first responsibility is to be useful. Whether you are developing managers, assessing a team, shaping strategy or reorganising HR, we begin with what will help you. We share resources because a well-chosen idea, framework or tool can be enough to move your work forward.	Delivery matters enough to be in our name. We commit to the scope, outputs and milestones we agree with you, make responsibilities clear and review progress openly. If circumstances change, we address the implications together and agree the next steps, keeping delivery at the centre of the relationship.	Your priorities, capacity and pace shape how we work together. Support can range from a defined project, retainer or day-rate assignment to interim leadership, associate support, coaching or assessment. We work on-site, remotely or through a blended approach, with a clear agreement about what you need.	Our collective supports organisations across all six Gulf countries. More than 15 years of regional experience inform our approach, with English and Arabic at the heart of our assessments, reports and resources. We respect each country's context and bring together the expertise the work requires.

The same commitments. A wider way to deliver them. AI, portals and studios extend how we support your work. Our mission, vision, values and five pledges remain the foundation of that support.

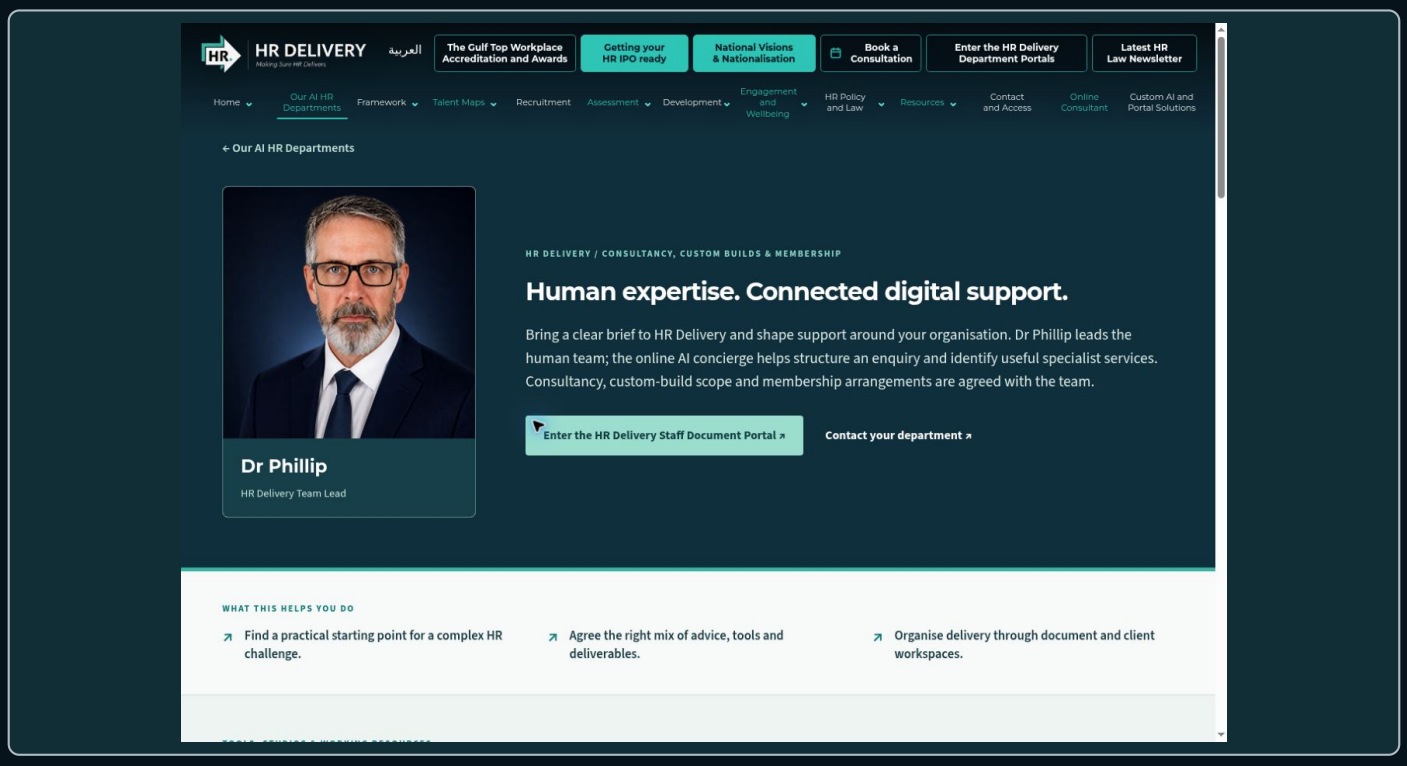
WEBSITE SCREEN / HR Delivery's published mission, vision, values and five pledges.

K / CONSULTANCY & CUSTOM BUILDS

01

Explore the website resources

Turn a focused organisational brief into practical advice, adapted resources or a bespoke HR experience.

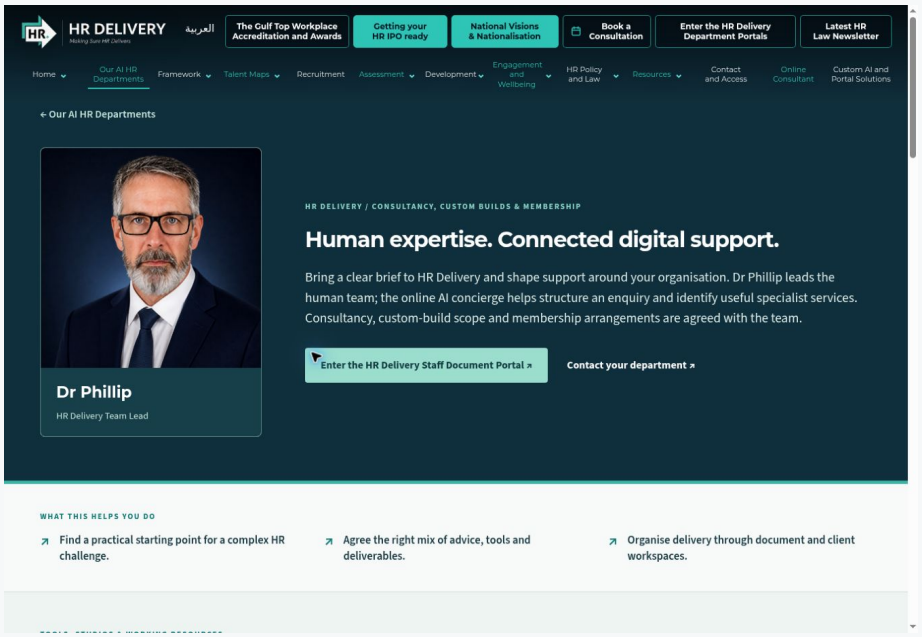


WEBSITE SCREEN / Dr Phillip department profile

WEBSITE / ORIENTATION

Explore the resources and possibilities that fit your question

The website connects frameworks, diagnostic manuals, toolkits, articles, research and example reports with the service and custom-solutions directories. Maya's public navigator helps you find relevant routes and example journeys; its conversation box remains a local preview. Explore the material that clarifies your question, then prepare a brief for the human team. The custom catalogue describes possibilities across six groups, with scope, implementation, access and external connections agreed for each client build.



WEBSITE SCREEN / Dr Phillip department profile

HOW TO EXPLORE

1. **Find the relevant starting point.** Use the framework, service directory or Maya's navigation routes to locate the area closest to the work.
2. **Examine an example.** Review a method, resource or example report to clarify the experience and output you have in mind.
3. **Shape the conversation.** Bring the context, users, existing material and intended outcome to Lama for a focused human discussion.

ILLUSTRATIVE CLIENT USE

Illustrative example: an HR director wants a clearer route from role expectations to development plans. She explores the talent and learning solution groups, reviews a related framework and brings an existing form to Lama, helping the human team discuss a practical scope rather than an abstract feature list.

SPECIALIST SUPPORT

Meet Maya & Dr Phillip Welsh

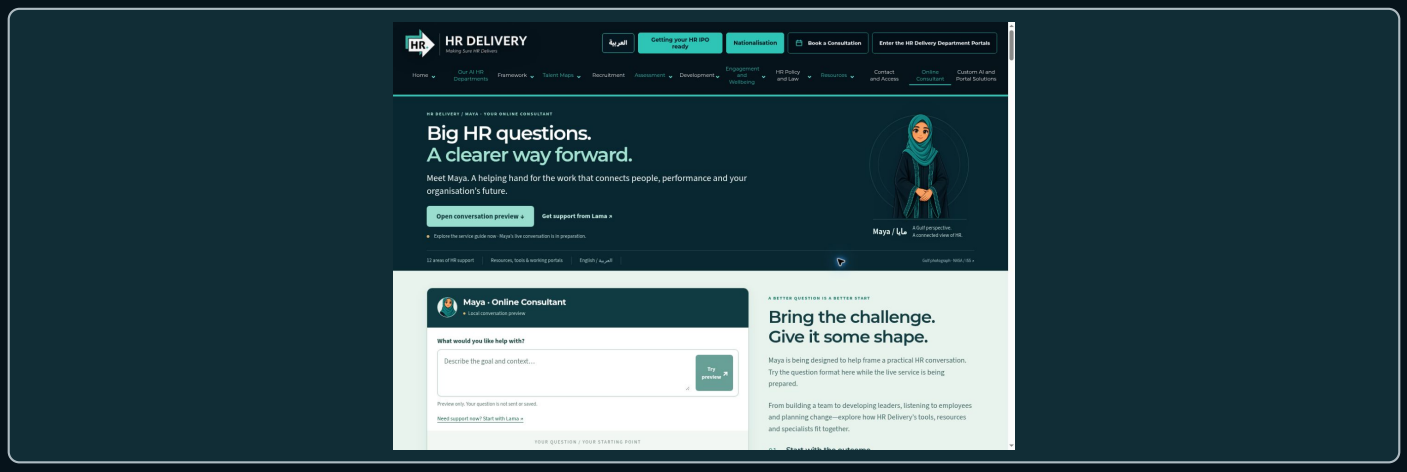
Use the specialist area to prepare a focused question and connect it with the service you need.

MAYA / ONLINE CONSULTANT SERVICE NAVIGATOR; PUBLIC NAVIGATION AND LOCAL CONVERSATION PREVIEW

- Which service area best fits the work we want to improve?
- Which example journey or resource can help us clarify the question?
- What should we bring into a conversation with the human team?

DR PHILLIP WELSH / HUMAN HR DELIVERY TEAM LEAD; CONSULTANCY AND CUSTOM-DEVELOPMENT CONVERSATION

- What combination of advice, resource adaptation and development fits our need?
- Which users, outputs and review arrangements should define the scope?
- How should responsibilities, delivery and ongoing support be agreed?



RELATED SERVICE VIEW / Maya Online Consultant local conversation preview

ACCESS IN THREE STEPS

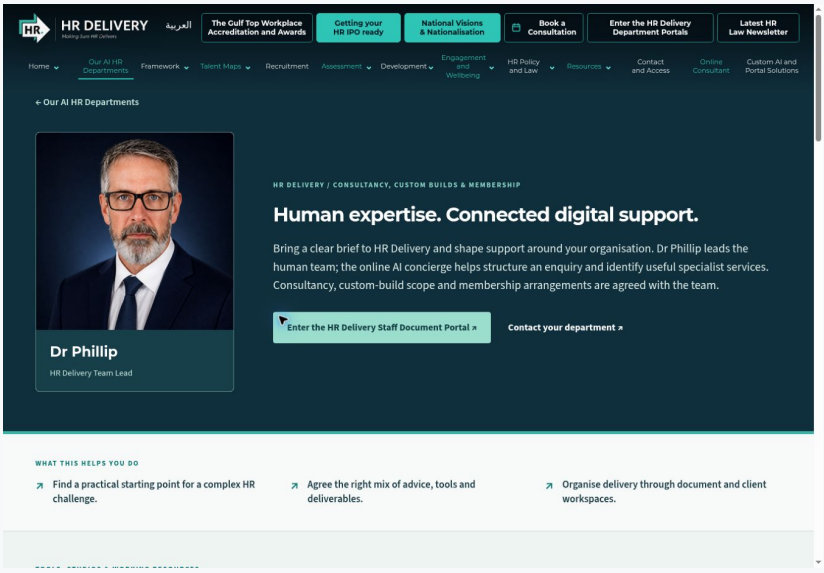
- Explore the relevant service and public resources, using Maya's navigator where helpful.
- Prepare a concrete brief with the intended users, output and existing material.
- Ask Lama to coordinate the human consultation and confirm the next scoping or delivery step.

Maya's conversation box is a local preview: it does not generate an AI reply or send or save questions. Specialist AI email, chat, call and Telegram services require their external providers. Confirm enabled channels and the human support arrangements for the assignment.

AGREE THE RIGHT FORM OF SUPPORT

Dr Phillip Welsh - Human team lead

Bring the organisational challenge, intended outcome and constraints to a human-led discussion about consultancy, resource adaptation, custom development or ongoing support from HR Delivery.



WEBSITE SCREEN / Dr Phillip department profile

WHAT IT GIVES YOU

Dr Phillip's profile connects a client brief with practical expertise, digital tools and organised delivery. The engagement should define the required mix of services, deliverables, review arrangements and responsibilities, with agreed documents organised through the staff and client workspaces.

THE CLIENT VALUE

A human-led engagement gives clients a clear route for discussing judgement, context and delivery choices before committing to a particular service or custom build.

YOUR OUTPUTS

- A focused consultation brief
- Agreed scope and delivery approach
- Defined outputs and review arrangements

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: an HR director brings a current process, its users and the decision it should support to a consultation brief. Dr Phillip's human team can discuss the appropriate mix of advice, adapted resources and development, with outputs and responsibilities agreed for the assignment. What concrete work, user need and intended outcome should frame the human consultation?

SERVICE CONTEXT / Human team-lead profile and consultation route

SOURCE: HR.DELIVERY / DEPARTMENT CONSULTANCY MEMBERSHIP

SERVICE AT A GLANCE

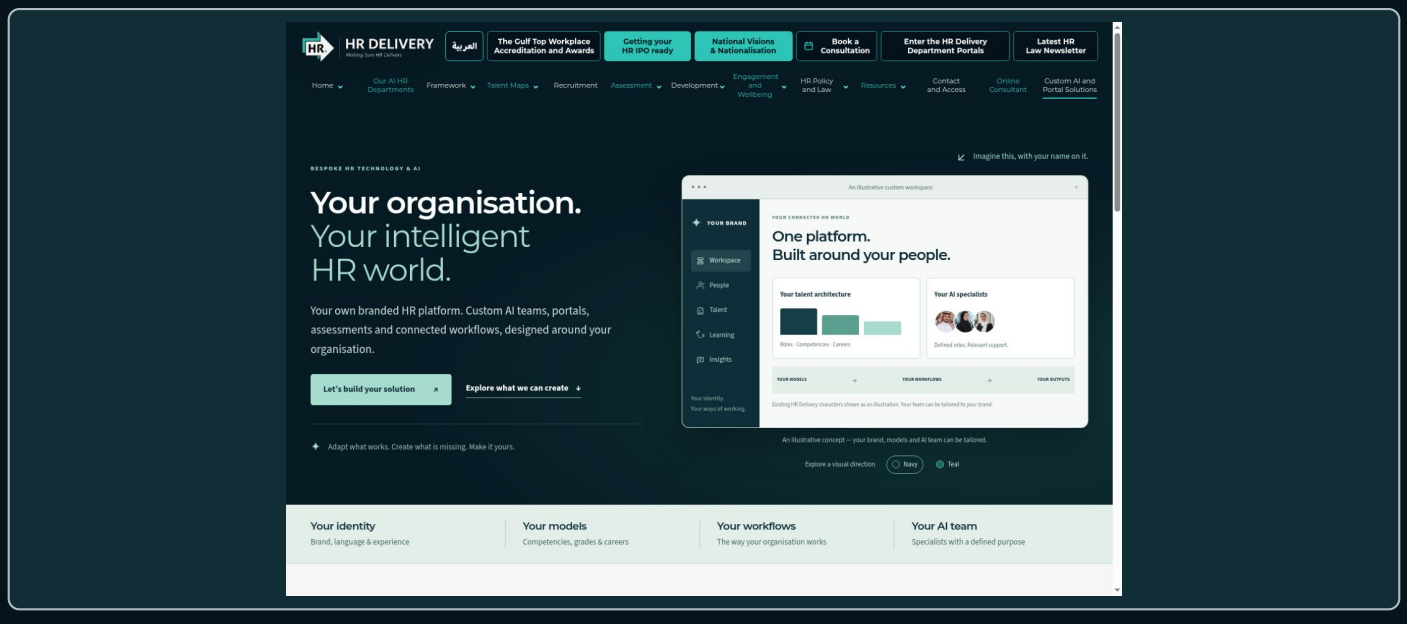
25 custom-build possibilities, six starting points

Begin with the service group closest to the work you want to improve, then shape a focused brief.



Custom-build options by service group · counts, not client outcomes

The live catalogue groups 25 possibilities into talent and careers, assessment and leadership, learning and development, organisation and reward, recruitment and AI teams, and employee voice and HR documents. A client build may combine several groups.

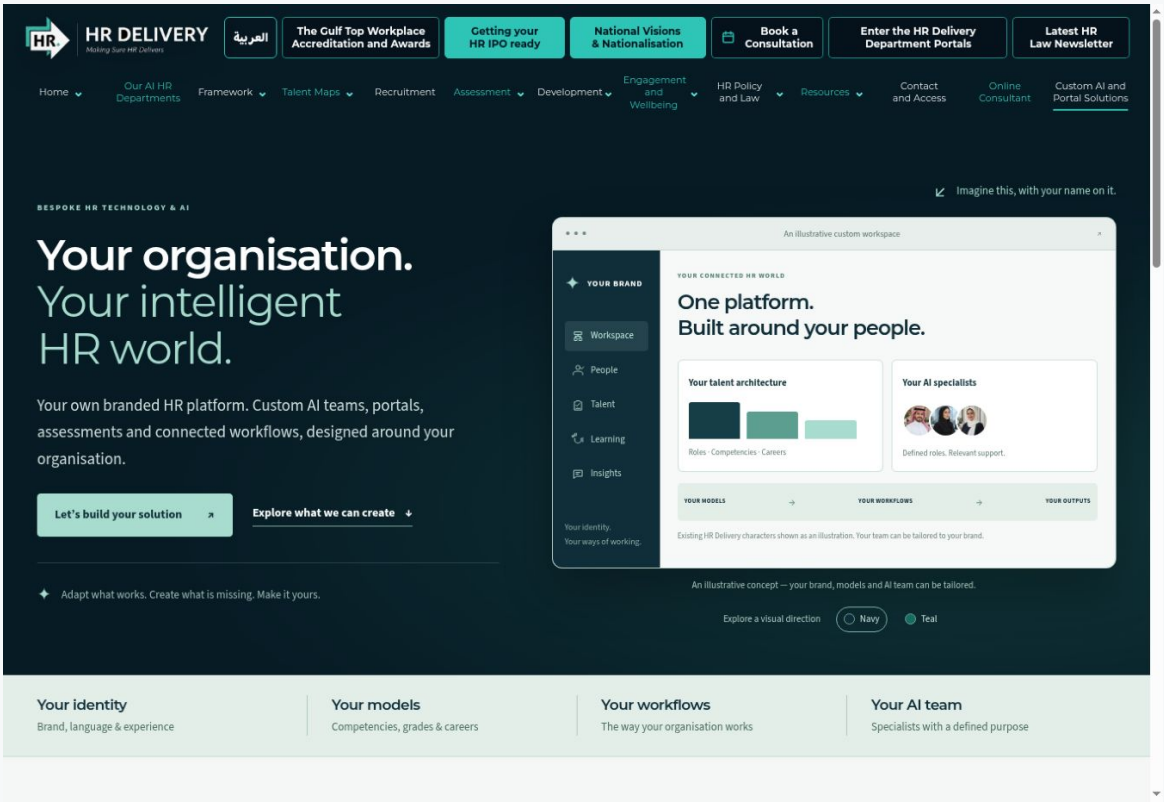


WEBSITE SCREEN / Live Custom AI and Portal Solutions overview.

K · YOUR CLIENT EXPERIENCE

25 custom-build possibilities, six starting points

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WEBSITE SCREEN / Live Custom AI and Portal Solutions overview.

WHAT IT GIVES YOU

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THE CLIENT VALUE

Catalogue scope: 4 + 4 + 5 + 5 + 3 + 4 = 25 custom solutions. Build scope and delivery arrangements are agreed separately.

IN YOUR ORGANISATION / ILLUSTRATIVE

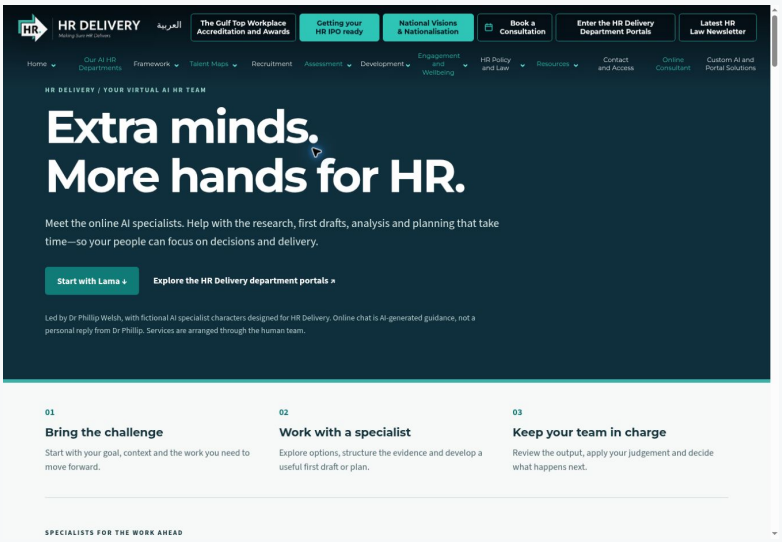
Illustrative example: a client uses the six custom-solution groups to identify the closest starting point for an idea. The team then defines its own users, content and outputs, treating the catalogue as a scoping aid rather than a promise that every option is ready to activate. Which service group best describes the work our proposed solution must support?

SOURCE: HR.DELIVERY / CUSTOM AI PORTAL SOLUTIONS

K · YOUR CLIENT EXPERIENCE

Twelve specialist roles, one connected service

Find a named route into the service area that fits your organisational question, then agree the appropriate support.



RELATED SERVICE VIEW / Meet the Team directory

WHAT IT GIVES YOU

Rakan supports TalentMaps; Hessa recruitment; Zayd assessment; Faisal organisation design; Mariam engagement; Noor learning; Omar reward and performance; Tariq IPO readiness; Sami coaching; Maha client solutions; Nasser awards; and Lama reception. Dr Phillip leads the human team.

THE CLIENT VALUE

The directory makes the breadth of support easier to navigate, while a common brief connects work involving several service areas.

YOUR OUTPUTS

- A relevant department
- An informed service enquiry
- A coordinated cross-department brief

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a client with a cross-department question uses the specialist directory to identify the relevant service areas. Lama helps organise a human conversation across those areas, while the client confirms which communication channels and workspace access are enabled for the agreed support. Which service areas need to contribute to this question, and who will coordinate them?

SERVICE CONTEXT / Specialist profiles are available; live AI communication awaits provider activation.

SOURCE: HR.DELIVERY / AI SPECIALISTS

K · YOUR CLIENT EXPERIENCE

Custom talent architecture and career portals

Build a branded talent architecture around your sectors, career families, competency model and progression requirements.

WHAT IT GIVES YOU

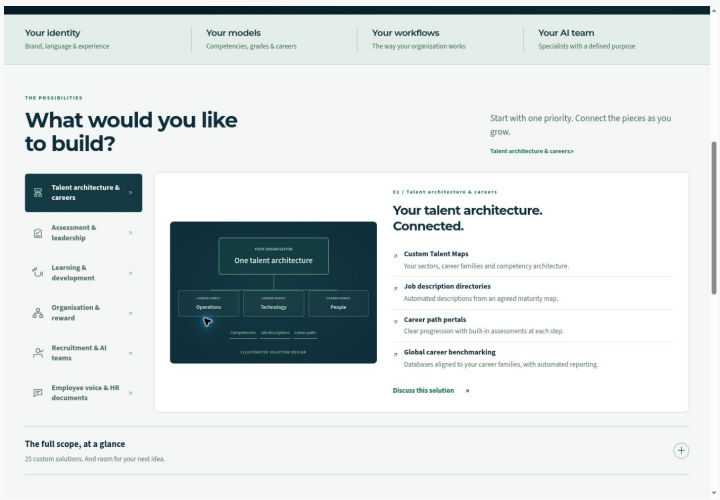
The catalogue combines custom TalentMaps, job-description directories, career-path portals and global career benchmarking. Agree the role structure and maturity map first, then define how descriptions, assessment steps and reporting will support your organisation's people decisions.

THE CLIENT VALUE

Your organisation can connect its own role language with consistent descriptions, progression routes and useful talent reporting.

YOUR OUTPUTS

- Custom TalentMaps
- Job-description directories
- Career-path portals
- Career benchmarking



WEBSITE SCREEN / Live custom-solutions catalogue; the on-page workflow illustration is a concept design.

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: an organisation wants its own role families and progression model reflected in a branded experience. The brief identifies the source framework, role descriptions, intended career discussions and reporting needs, then defines how the client will review the proposed structure before development proceeds. Which existing role and progression model should the custom experience represent?

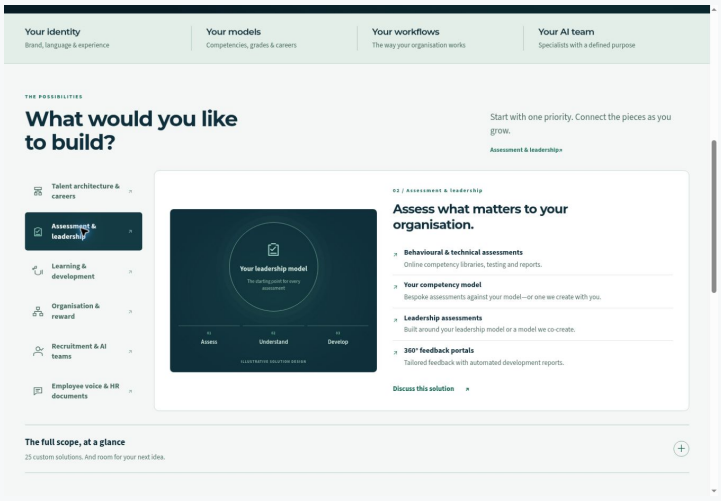
SERVICE CONTEXT / Bespoke build options: scope, implementation and connections are agreed for each client.

SOURCE: HR.DELIVERY / CUSTOM AI PORTAL SOLUTIONS

K · YOUR CLIENT EXPERIENCE

Custom assessment and leadership solutions

Translate your own capability or leadership model into an assessment experience designed around the decisions you need to make.



WEBSITE SCREEN / Live custom-solutions catalogue; the on-page workflow illustration is a concept design.

WHAT IT GIVES YOU

Options cover behavioural and technical assessments, your competency model, leadership assessments and 360-feedback portals. Define the intended audience, evidence, scoring, interpretation and reports during scoping, with appropriate professional review before use.

THE CLIENT VALUE

Clients can align the assessment experience and developmental outputs with their own expectations, language and organisational context.

YOUR OUTPUTS

- Competency assessments
- Organisation-specific model
- Leadership assessments
- 360-feedback portal

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a practitioner brings a competency model, questionnaire and sample report into a custom assessment brief. The team agrees intended use, scoring and interpretation requirements, user roles and review responsibilities, giving the proposed experience a clear professional and operational scope. Which evidence, scoring and interpretation rules must be specified before the build is reviewed?

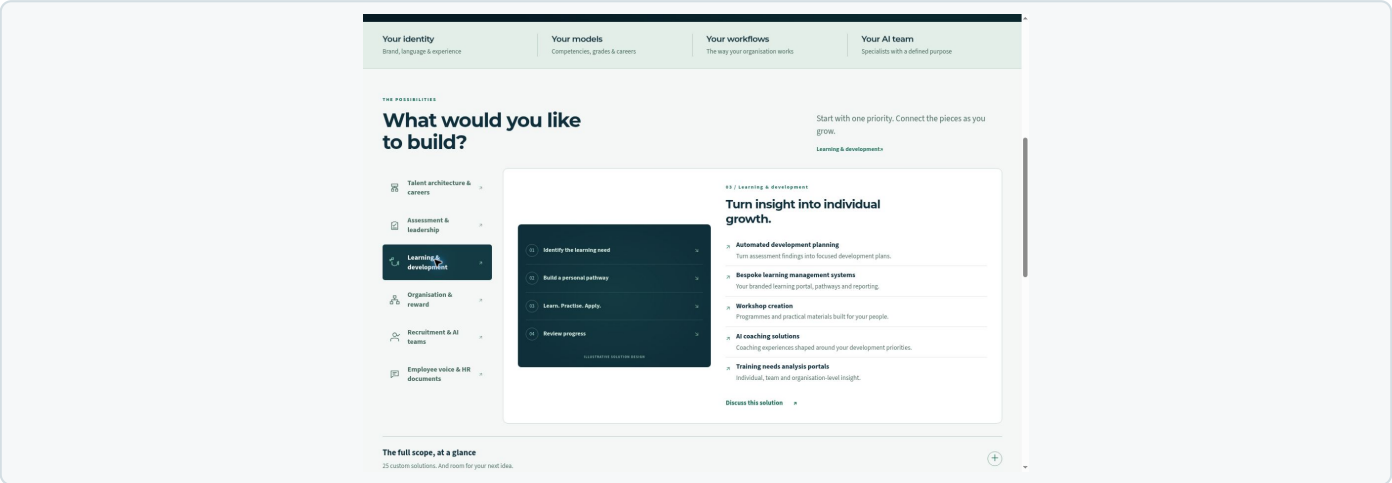
SERVICE CONTEXT / Bespoke build options: scope, implementation and connections are agreed for each client.

SOURCE: HR.DELIVERY / CUSTOM AI PORTAL SOLUTIONS

K · YOUR CLIENT EXPERIENCE

Custom learning and development experiences

Create an organisation-branded learning environment that connects development needs, resources, activities and progress reporting.



WEBSITE SCREEN / Live custom-solutions catalogue; the on-page workflow illustration is a concept design.

WHAT IT GIVES YOU

The catalogue offers automated development planning, a bespoke LMS, workshop creation, AI coaching solutions and training-needs analysis portals. Agree the learner groups, content, support roles, evidence of completion and reporting needs before designing the experience.

THE CLIENT VALUE

Your learning offer can connect identified needs with relevant activities and a practical way to follow development over time.

YOUR OUTPUTS

- Development planning
- Bespoke LMS and workshops
- AI coaching
- Training-needs analysis

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a client wants learning activities connected to its development framework. The brief identifies learner groups, content, practical assignments and completion evidence, then agrees the catalogue, programme and reporting experience required before an organisation-branded learning solution is developed and reviewed. What should learners practise, complete and demonstrate through the proposed learning experience?

SERVICE CONTEXT / Bespoke build options: scope, implementation and connections are agreed for each client.

SOURCE: HR.DELIVERY / CUSTOM AI PORTAL SOLUTIONS

K · YOUR CLIENT EXPERIENCE

Custom organisation and reward tools

Design planning tools around the roles, grades, workforce assumptions and decision process your organisation actually uses.

WHAT IT GIVES YOU

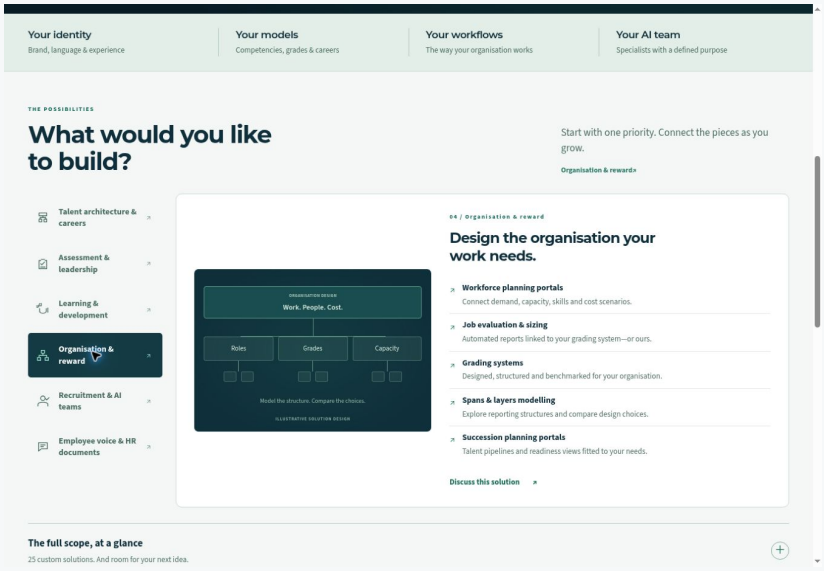
Choose workforce planning, job evaluation and sizing, grading systems, spans and layers modelling, or succession-planning portals. Agree the data, assumptions and approval method so scenarios and reports support the way your leadership team makes decisions.

THE CLIENT VALUE

Clients can compare structure, capacity and people implications using an agreed model and outputs fitted to their governance.

YOUR OUTPUTS

- Workforce scenarios
- Evaluation and grading
- Spans and layers
- Succession readiness



WEBSITE SCREEN / Live custom-solutions catalogue; the on-page workflow illustration is a concept design.

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a business wants to compare organisation options using its own role and cost assumptions. The custom brief defines the inputs, modelling rules, scenario outputs and approval responsibilities, so the design can be assessed against the decisions the leadership team needs to make. Which inputs and decision rules should the organisation model make explicit?

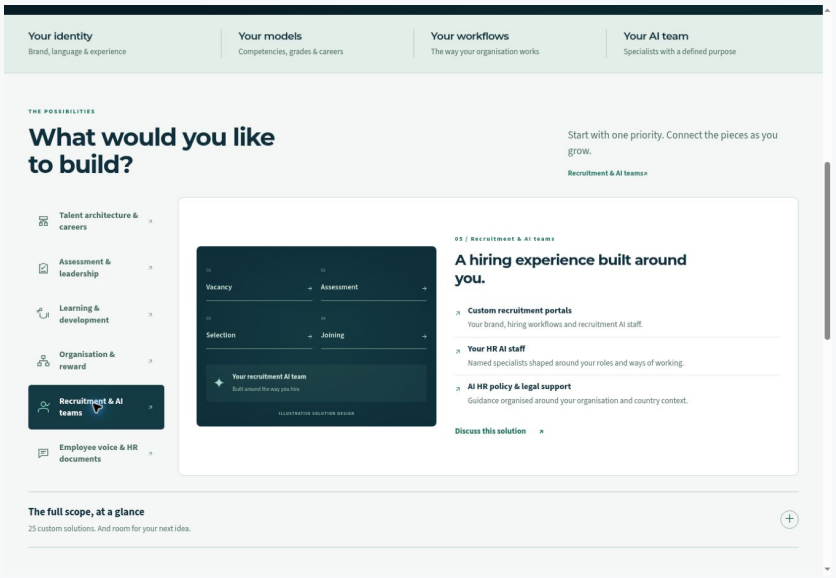
SERVICE CONTEXT / Bespoke build options: scope, implementation and connections are agreed for each client.

SOURCE: HR.DELIVERY / CUSTOM AI PORTAL SOLUTIONS

K · YOUR CLIENT EXPERIENCE

Custom recruitment portals and HR AI roles

Shape a branded hiring experience and specialist AI roles around your own processes, responsibilities and service needs.



WEBSITE SCREEN / Live custom-solutions catalogue; the on-page workflow illustration is a concept design.

WHAT IT GIVES YOU

The catalogue combines custom recruitment portals, named HR AI staff and AI policy or legal-support experiences. Scope the hiring stages, country context, information access, human review and required provider connections as part of the design.

THE CLIENT VALUE

Your organisation can create a more coherent service experience while keeping responsibilities and review points explicit in the build.

YOUR OUTPUTS

- Branded recruitment portal
- Defined HR AI roles
- Policy and legal-support workflows

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a client describes the hiring stages and responsibilities it wants a branded recruitment portal to support. The team agrees candidate and recruiter journeys, assessment and communication requirements, permissions and provider connections before defining the build and its review criteria. Which hiring tasks, users and communication connections belong in the proposed scope?

SERVICE CONTEXT / Bespoke build options: scope, implementation and connections are agreed for each client.

SOURCE: HR.DELIVERY / CUSTOM AI PORTAL SOLUTIONS

K · YOUR CLIENT EXPERIENCE

Custom employee listening and HR documents

Build listening and document workflows around your audiences, questions, approved wording and organisational requirements.

WHAT IT GIVES YOU

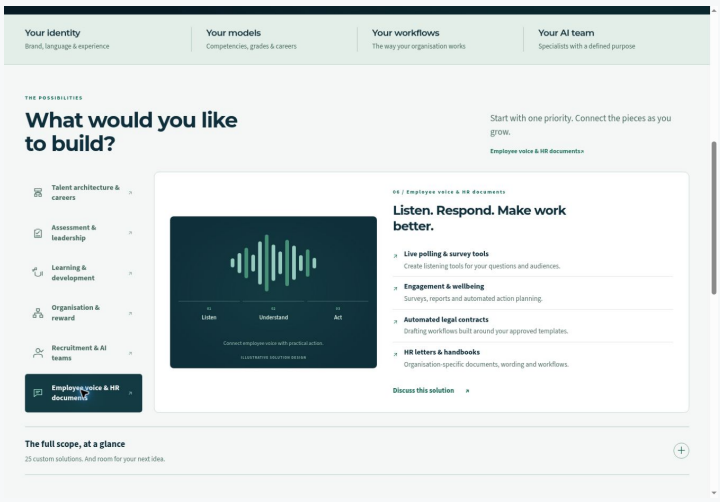
Options include live polling and surveys, engagement and wellbeing reporting with action planning, automated contract drafting, and HR letters or handbooks. Start from agreed questions and templates, then define the response, review and approval workflow.

THE CLIENT VALUE

Your employees and HR team can work through an experience tailored to the organisation, with outputs that fit its processes.

YOUR OUTPUTS

- Polling and surveys
- Listening reports and action plans
- Contract drafting
- HR letters and handbooks



WEBSITE SCREEN / Live custom-solutions catalogue; the on-page workflow illustration is a concept design.

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: an organisation wants employee feedback linked to action planning and HR document workflows. The brief defines audiences, questions, permissions, approved wording and follow-up responsibilities, then reviews how the proposed experience should support employees, managers and the HR team. What response, review and follow-up process should connect listening with practical action?

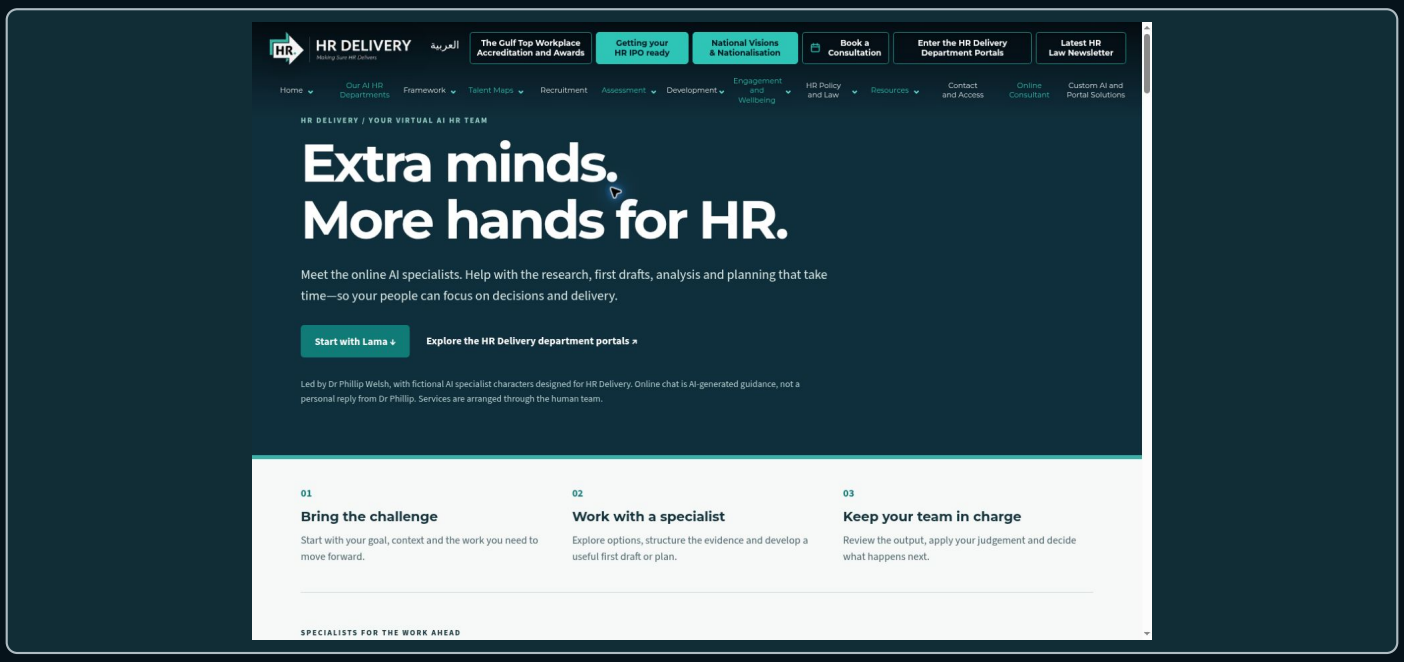
SERVICE CONTEXT / Bespoke build options: scope, implementation and connections are agreed for each client.

SOURCE: HR.DELIVERY / CUSTOM AI PORTAL SOLUTIONS

K · YOUR CLIENT EXPERIENCE

Meet the people and specialist roles behind your service

Find the right starting point for your question across HR Delivery's named specialist and country-team directory.



RELATED SERVICE VIEW / Meet the Team directory

WHAT IT GIVES YOU

Browse a specialist profile to understand the work area, relevant tools and enquiry route. Dr Phillip leads the human team; the named AI characters represent specialist service roles and support navigation.

HOW TO USE IT

1. **Explore.** Choose the service or country relevant to the issue.
2. **Prepare.** Bring your context, desired output and timing.

YOUR OUTPUTS

- A relevant service contact
- A focused question
- A route into the right department

WHY THIS HELPS

You can approach the team with clearer expectations about expertise, human involvement and the support your organisation needs.

IN YOUR ORGANISATION / ILLUSTRATIVE

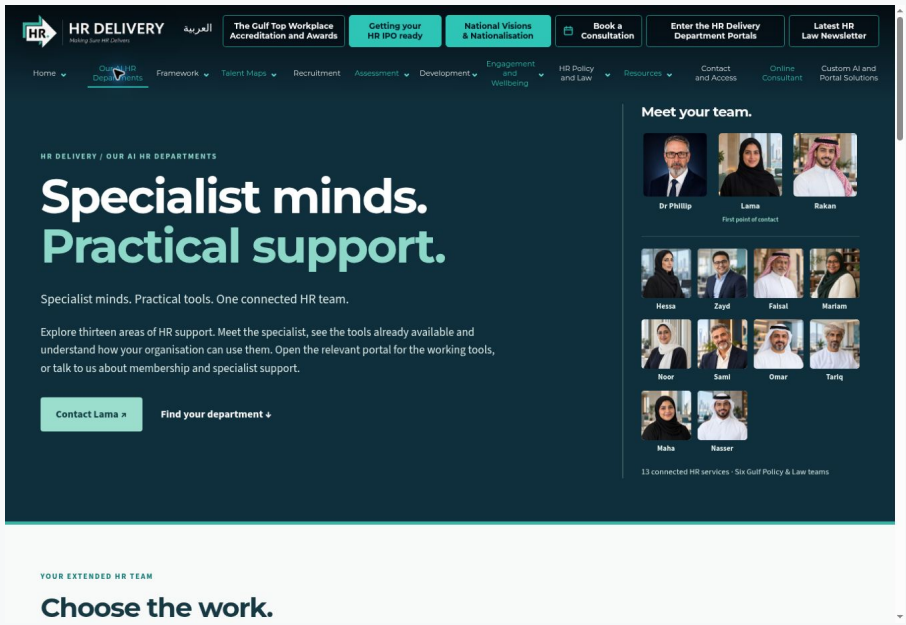
Illustrative example: a new client explores the team directory to understand the human lead and the named specialist service roles. She identifies the areas relevant to her question and prepares a focused enquiry through Lama, with expectations about human involvement and enabled channels made clear. Which person or service role provides the most relevant starting point for our enquiry?

SOURCE: HR.DELIVERY / AI SPECIALISTS

K · YOUR CLIENT EXPERIENCE

Find the HR department that matches your priority

Use the departments overview to connect an organisational need with an appropriate service, specialist and workspace.



RELATED SERVICE VIEW / Our AI HR Departments overview

WHAT IT GIVES YOU

The overview brings 13 HR support areas together. Each route explains its role and links to more detailed service information, resources and portal entry. Access to working areas follows the organisation's agreed entitlements.

HOW TO USE IT

1. **Identify.** Start with the decision or work you need to improve.
2. **Connect.** Open the department and explore its practical resources.

YOUR OUTPUTS

- Department scope
- Related tools and resources
- Portal and enquiry routes

WHY THIS HELPS

Leaders can see how the services fit together and involve the right disciplines when a challenge crosses departmental boundaries.

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: an HR leader starts with the decision the organisation needs to make, then uses the departments overview to find the relevant resources and working areas. The team confirms the appropriate service scope and portal entitlements before planning the work. Which department connects most directly with the outcome we need?

SOURCE: HR.DELIVERY / HR DEPARTMENTS

K · YOUR CLIENT EXPERIENCE

Understand a department before you start

Each department page explains the work, its practical components and the next step into resources or specialist support.

WHAT IT GIVES YOU

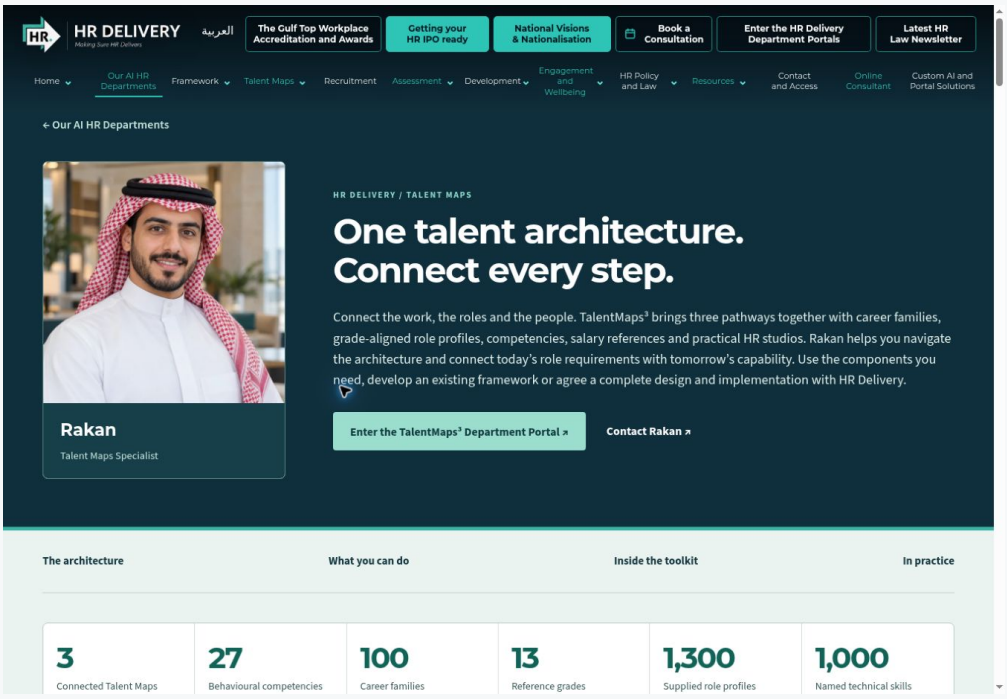
Read the purpose and examples, explore the tools and review the portal preview. These pages help you frame an initial requirement before discussing a membership, a focused service or a larger assignment.

HOW TO USE IT

1. **Explore.** Review the department's practical uses and tools.
2. **Agree.** Discuss the deliverables and access appropriate to your situation.

YOUR OUTPUTS

- A clearer service scope
- Useful starting resources
- A more informed brief



RELATED SERVICE VIEW / Rakan department profile

WHY THIS HELPS

You can choose relevant support with an understanding of how the components contribute to the work your organisation needs.

IN YOUR ORGANISATION / ILLUSTRATIVE

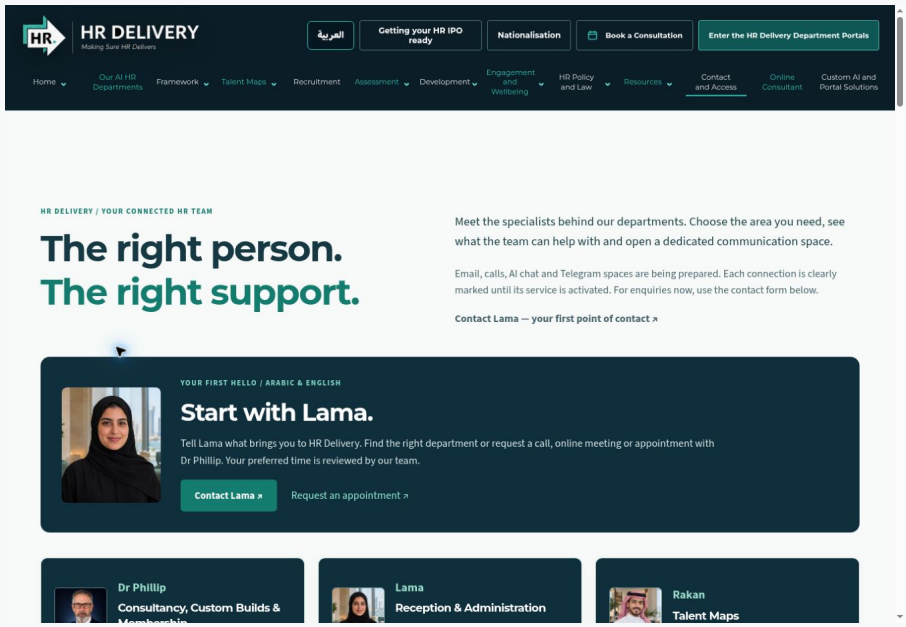
Illustrative example: a client reads a department page before requesting a demonstration or consultation. The practical uses, tools and examples help her identify the required output and prepare questions about service scope, access and support rather than asking for an undefined platform tour. What should this department help us produce or decide in our organisational context?

SOURCE: HR.DELIVERY / DEPARTMENT TALENT MAPS

K · YOUR CLIENT EXPERIENCE

Turn your question into a useful service brief

A focused enquiry gives the team the context needed to recommend a resource, conversation or scoped assignment.



RELATED SERVICE VIEW / Contact, consultation and portal-access routes

WHAT IT GIVES YOU

Describe your organisation, country, challenge, intended outcome and timing. Choose a specialist department when the need is clear, or begin with Lama when several areas are involved or you need help defining the next step.

HOW TO USE IT

1. **Frame.** Explain the issue and what would improve it.
2. **Agree.** Confirm the expertise, output and access you need.

YOUR OUTPUTS

- A focused organisational requirement
- A relevant service route
- An agreed next conversation

WHY THIS HELPS

You spend the initial discussion on the decisions and deliverables that matter, helping the team shape appropriate support.

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a client turns a broad request for HR support into a short brief describing the organisation, country, challenge, intended output and timing. That brief helps the human team discuss the relevant resources, expertise and next conversation with a clearer purpose. What information would help the team recommend an appropriate next step?

SOURCE: HR.DELIVERY / CONTACT

K · YOUR CLIENT EXPERIENCE

Use Maya to find your next useful step

Maya's Online Consultant is a public service navigator across 12 areas of HR support, resources and specialist routes.

WHAT IT GIVES YOU

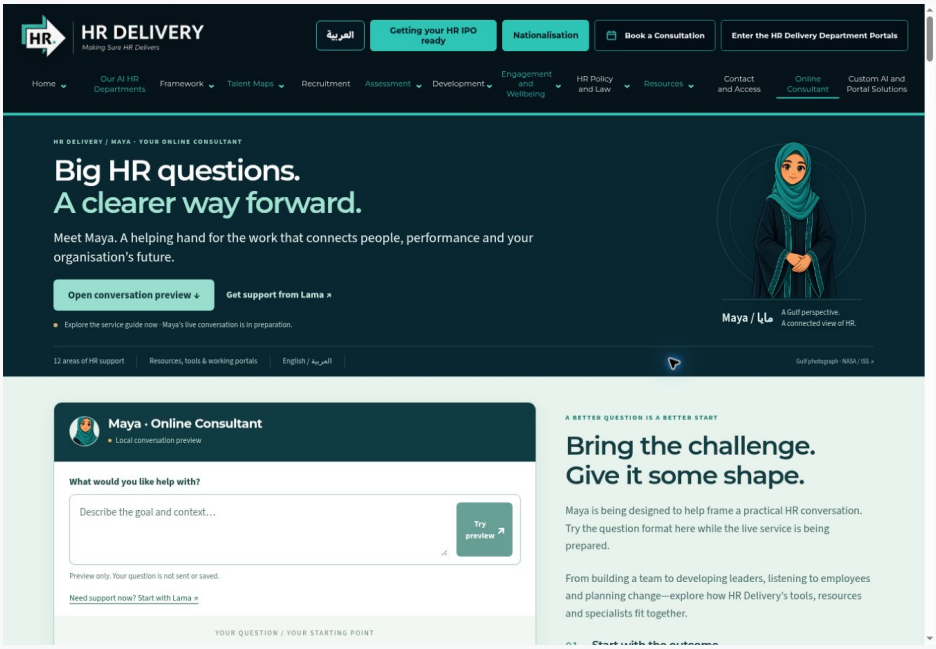
Choose a support area or explore example journeys for workforce planning, employee listening and development. The page helps clarify the outcome, organisational context and next action before you contact the team.

HOW TO USE IT

1. **Explore.** Select a support area and related resources.
2. **Continue.** Open the portal or contact route that fits your need.

YOUR OUTPUTS

- Relevant service links
- Examples of connected HR journeys
- A clearer question for the team



RELATED SERVICE VIEW / Maya Online Consultant local conversation preview

WHY THIS HELPS

You can explore the offer independently and arrive at a more focused starting point for your organisation's work.

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a client uses Maya's public navigator to explore a workforce-planning journey and relevant service links. She records the useful questions herself and contacts the team through the agreed route, recognising that the local conversation preview neither sends nor saves her enquiry. Which service route or example journey helps us clarify the next question for the human team?

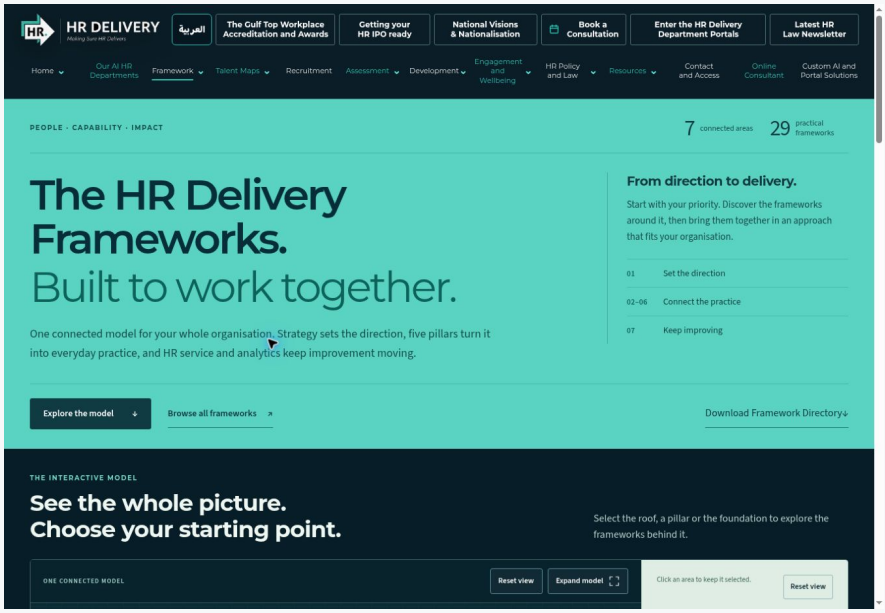
SERVICE CONTEXT / The conversation box is a local preview: it generates no AI reply and does not send or save questions.

SOURCE: HR.DELIVERY / ONLINE COACH

FIND THE RIGHT STARTING POINT

Interactive HR framework explorer

Locate an organisational challenge within a connected view of HR, then explore the related practices that may influence how the issue should be addressed.



WEBSITE SCREEN / Interactive framework explorer and topic navigation

WHAT IT GIVES YOU

The framework model places strategy and planning above five practice pillars, with HR service and analytics as the foundation. Clients can select an area, search for a topic and open related frameworks, connecting a specific question with the broader organisational context.

THE CLIENT VALUE

A connected view helps clients avoid treating a people issue in isolation and agree a more coherent starting point for discussion, diagnosis or design work.

YOUR OUTPUTS

- A selected framework starting point
- Related HR practice connections
- Questions for a diagnostic or consultancy brief

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: an HR leader places a workforce issue within the interactive framework and explores its connections with organisation design, capability and performance. The model helps the team identify a more complete set of questions before choosing the scope of a diagnostic or consultancy assignment. Which related HR practices could influence the question we are trying to address?

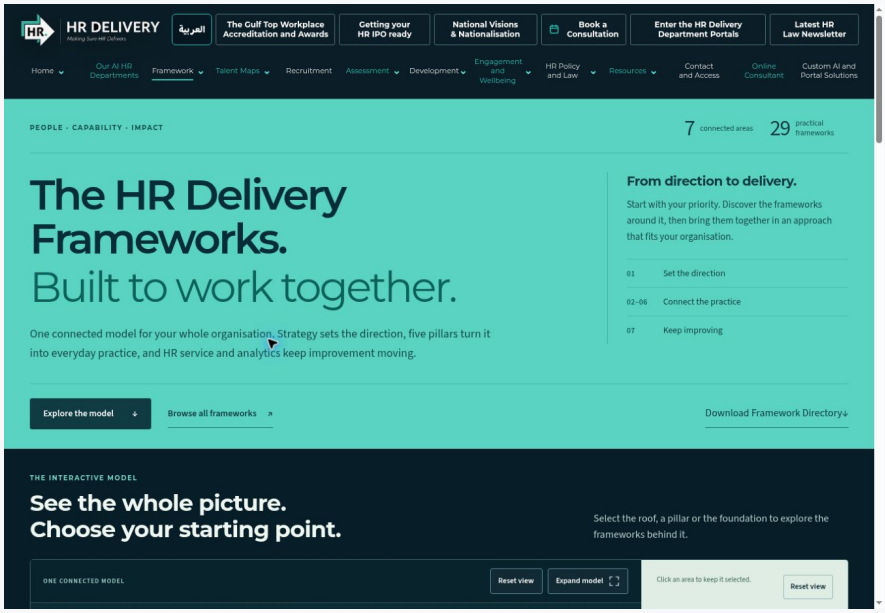
SERVICE CONTEXT / Public interactive framework resource

SOURCE: HR.DELIVERY / FRAMEWORKS

A CONCISE MODEL FOR THE DISCUSSION

Twenty-nine framework topic pages

Choose a framework that fits the organisational question and use its explanation as a shared reference when preparing a workshop, diagnostic or implementation discussion.



WEBSITE SCREEN / Interactive framework explorer and topic navigation

WHAT IT GIVES YOU

The collection brings 29 practical frameworks together across seven connected areas. Each topic provides an overview and matching one-page PDF, giving clients a consistent way to understand the model and follow the related diagnostic material or resources.

THE CLIENT VALUE

A common reference helps stakeholders discuss the same concepts and identify which parts of the issue need evidence, practical design or further professional support.

YOUR OUTPUTS

- Topic framework overview
- Matching one-page PDF
- Links to supporting diagnostic resources

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a project sponsor selects a framework topic as shared preparation for a workshop. Participants read the overview and available one-page resource, then use the same concepts to discuss the organisational question, identify evidence needs and prepare the next decision. Which framework topic would give our stakeholders a useful common reference?

SERVICE CONTEXT / Public framework collection

SOURCE: HR.DELIVERY / FRAMEWORKS

UNDERSTAND THE ISSUE BEFORE CHOOSING AN INTERVENTION

Twenty-nine diagnostic subject manuals

Prepare a diagnostic brief around the subject, dimensions and evidence that need to be understood before the organisation commits to an intervention or change.

WHAT IT GIVES YOU

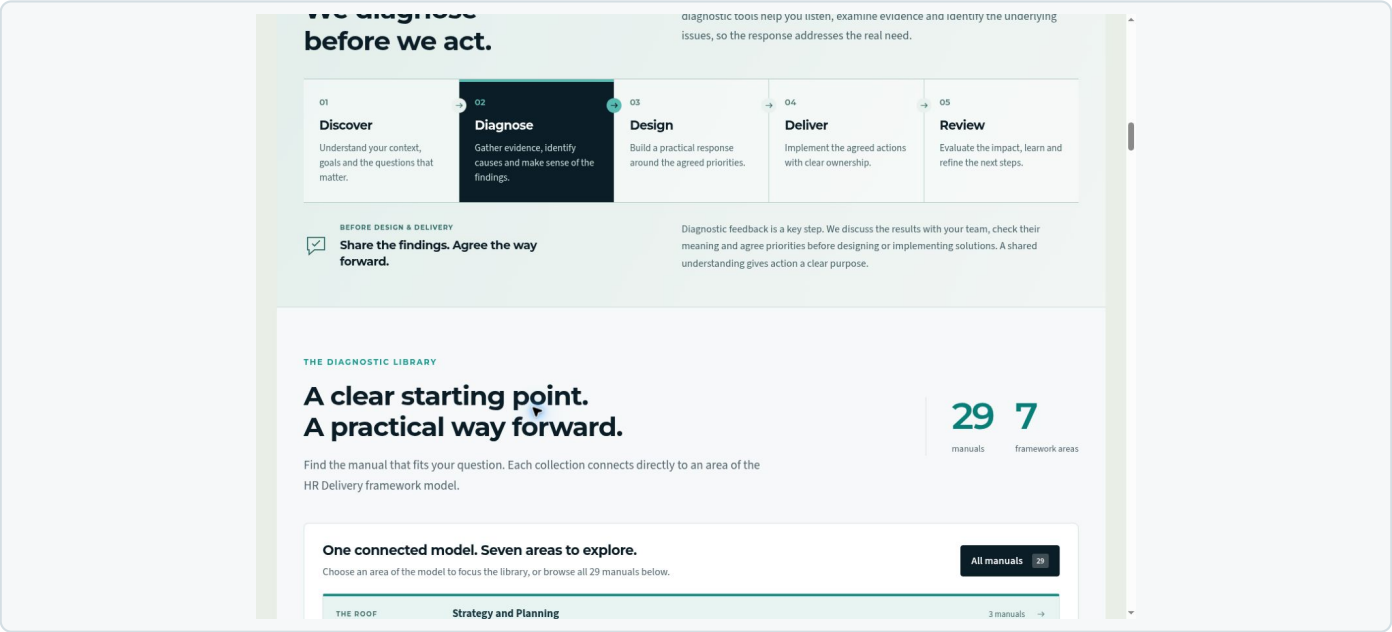
The manuals follow the framework explorer's seven areas, covering topics from strategy and workforce planning to culture, reward, HR service and analytics. Search or filter the subjects, review their scope and open the complete English manual in the on-page viewer.

THE CLIENT VALUE

A defined diagnostic scope helps the project team gather more relevant evidence and connect its findings with the practical choices the organisation needs to make.

YOUR OUTPUTS

- Subject-specific diagnostic guide
- Dimensions and evidence questions
- A structure for feedback and priorities



WEBSITE SCREEN / Search and seven-area filters for 29 diagnostic subject manuals

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a team preparing a diagnostic uses the relevant subject manual to identify the dimensions and evidence questions it needs to explore. The resulting brief defines the purpose of collection and how findings will inform discussion before any intervention is selected. What do we need to understand before deciding on a response?

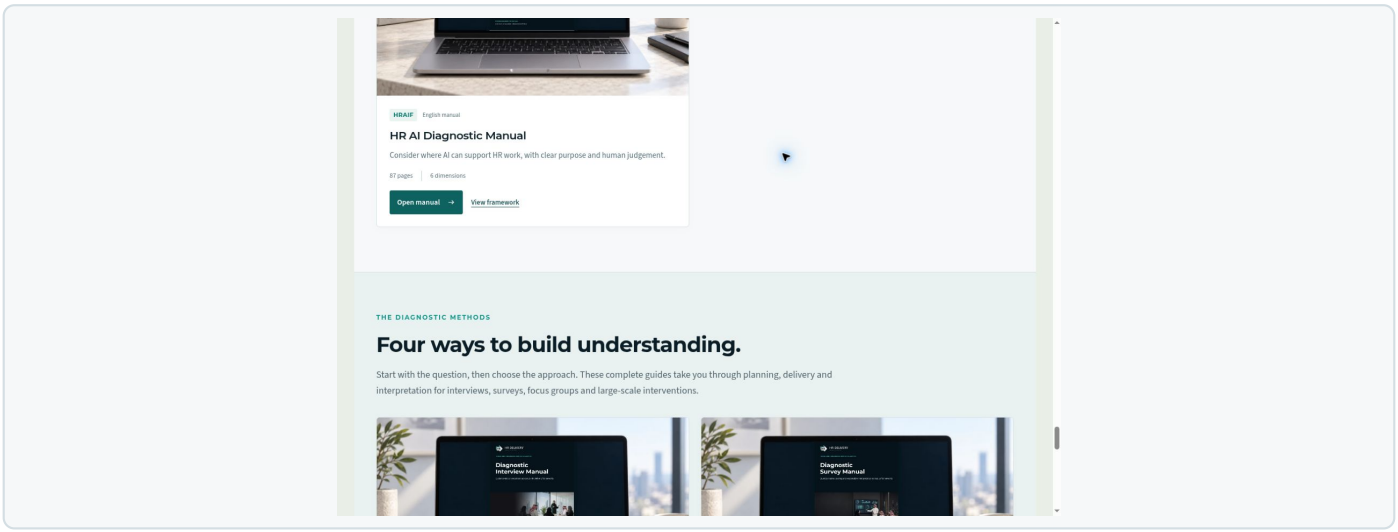
SERVICE CONTEXT / Public subject manuals

SOURCE: HR.DELIVERY / RESOURCES

CHOOSE EVIDENCE-GATHERING METHODS DELIBERATELY

Interviews, surveys, focus groups and large-group methods

Select a diagnostic method according to the question, audience and evidence required, then plan how the findings will inform a useful organisational discussion.



WEBSITE SCREEN / Four diagnostic method manuals: interviews, surveys, focus groups and large interventions

WHAT IT GIVES YOU

Four substantial guides cover interviews, surveys, focus groups and large-group interventions. They explain planning, question or item banks, delivery, interpretation and practical records across the subject areas, helping clients connect individual perspectives, wider patterns and shared discussion with follow-up action.

THE CLIENT VALUE

A deliberate method choice improves the connection between the question being asked, the people involved and the evidence used to shape the next step.

YOUR OUTPUTS

- Method-selection rationale
- Interview, survey or group-discussion preparation
- Interpretation and follow-up structure

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a consultant compares interviews, surveys and focus groups against the assignment's question and audience. The selected method is described in the brief with participation, interpretation and follow-up arrangements, helping the client understand why that evidence approach fits the work. Which method best suits the question, audience and depth of understanding required?

SERVICE CONTEXT / Public method guides; view-only resources

SOURCE: HR.DELIVERY / RESOURCES

TURN A CONCEPT INTO WORKING MATERIAL

Toolkit library: 123 listed items

Find practical resources for a defined project or workshop, using the toolkit collections to connect the chosen subject with relevant frameworks and development material.

WHAT IT GIVES YOU

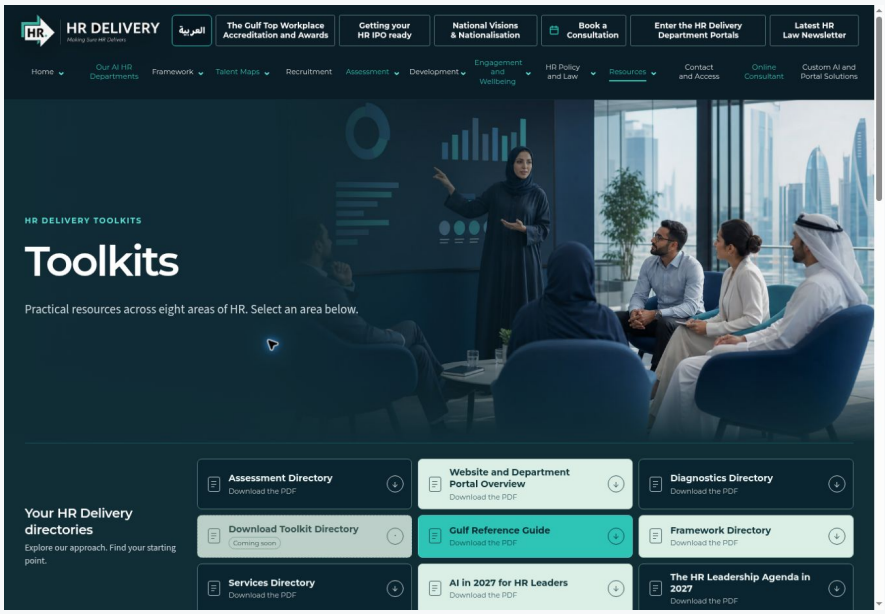
Eight collections cover strategy, attraction and retention, organisation design, development, employee experience, performance and reward, HR service and analytics, and the Top 100 Series. The first seven list 63 toolkits; the Top 100 collection adds 60 manuals across six audiences.

THE CLIENT VALUE

A relevant toolkit set helps the team move beyond discussion into preparation and practical work, while checking which individual resources and formats are available.

YOUR OUTPUTS

- Practice-area toolkit collection
- Connected frameworks and reading
- A focused resource set for the assignment



WEBSITE SCREEN / Toolkit collections and item directory

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a project team searches the toolkit collections for material relevant to a forthcoming workshop. It checks individual availability and format, selects a small resource set and connects each item to the activity or decision participants will complete during the session. Which specific toolkit items support our planned task, and in what formats are they available?

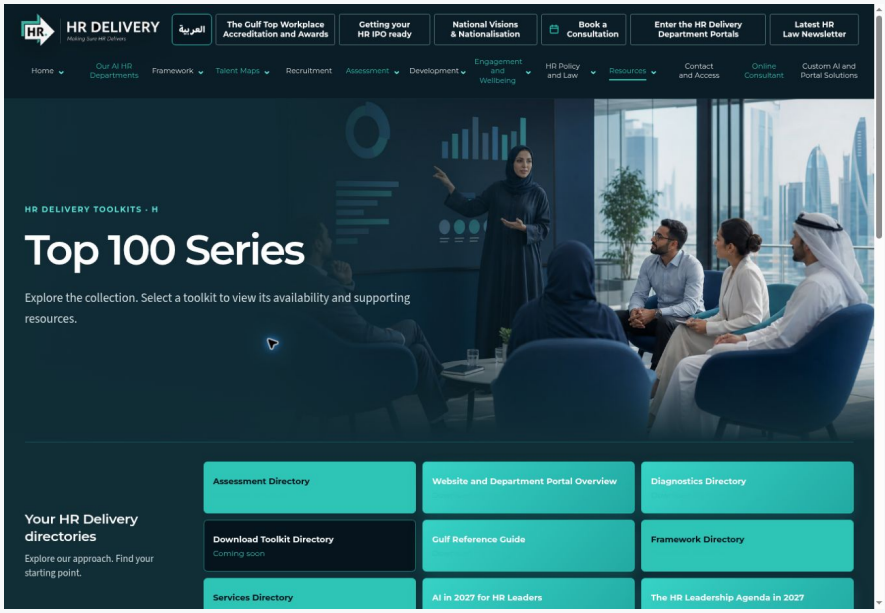
SERVICE CONTEXT / Live catalogue; separate Toolkit Directory PDF coming soon

SOURCE: HR.DELIVERY / TOOLKITS

MATCH THE RESOURCE TO THE AUDIENCE

Top 100 Series

Choose professional-development material around the responsibilities of the people involved, then connect the selected manual with the work or discussion they need to undertake.



WEBSITE SCREEN / Top 100 Series directory

WHAT IT GIVES YOU

The series contains ten manuals for each of six audiences: individual contributors, managers, leaders, teams, HR professionals and board members. Audience-first navigation helps clients identify a relevant manual, check its availability and build it into a reading or discussion plan.

THE CLIENT VALUE

An audience-led choice helps facilitators and project leaders select material that fits participants' responsibilities and connects the learning discussion with practical work expectations.

YOUR OUTPUTS

- Six audience-specific collections
- Sixty development manuals
- Relevant material for a workshop or reading plan

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a facilitator chooses Top 100 material for managers preparing a development discussion. The audience-specific collection helps narrow the reading, and the facilitator links the selected manual to a practical question or activity so the resource supports the work of the session. Which audience collection and manual fit the responsibilities of our participants?

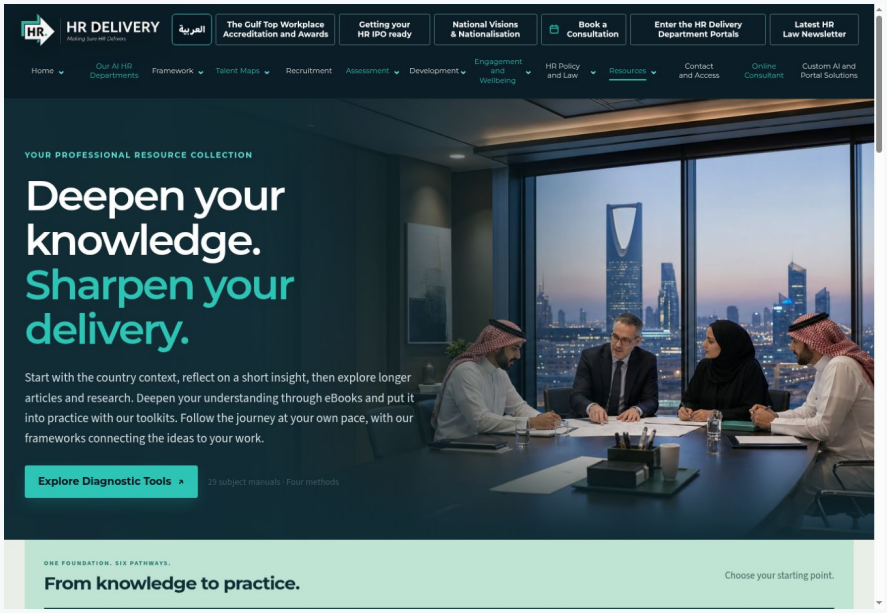
SERVICE CONTEXT / Public collection; check individual resource availability

SOURCE: HR.DELIVERY / TOOLKIT TOP 100 SERIES

CHOOSE A USEFUL FORMAT FOR THE PURPOSE

Watch, Listen and Read resources

Combine suitable resource formats with a focused question or activity so professional learning supports the practical work being discussed in an assignment or workshop.



WEBSITE SCREEN / Public resource collection navigation

WHAT IT GIVES YOU

The public resource routes connect insights, articles, research, eBooks, toolkits and development material. Clients can choose concise inputs or sustained reading and relate them to reflection and workplace application, checking the formats actually available within the selected collection.

THE CLIENT VALUE

Purposeful selection helps participants use resources as preparation for a decision or action, rather than treating completion of reading or media as the outcome.

YOUR OUTPUTS

- Relevant resource reading or media route
- A focused reflection question
- Material connected to a practical activity

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: an HR team prepares a short learning sequence using an article, a longer reading resource and an available media route. Each item is selected for a defined reflection or workplace activity, with its format and access confirmed before it is assigned. What should participants do with each resource after reading, watching or listening?

SERVICE CONTEXT / Resource routes available; individual format availability varies

SOURCE: HR.DELIVERY / RESOURCES

CHOOSE THE DEPTH OF PROFESSIONAL READING

Short Insights and Long Read Articles

Use a concise insight to frame a question or a longer article to examine its explanation, then connect the reading with a relevant organisational discussion.

WHAT IT GIVES YOU

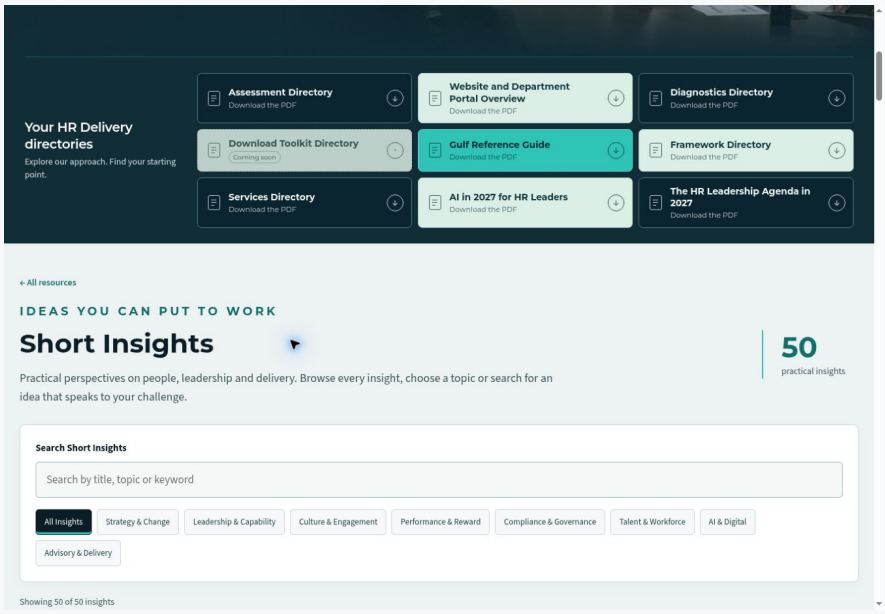
The reviewed site lists 50 short insights and 61 long articles across strategy, leadership, culture, workforce, reward, governance, digital HR and service delivery. Search by title, subject or keyword and use filters to identify useful pre-reading for the task.

THE CLIENT VALUE

The two reading depths help clients prepare at the right level and bring more informed questions into a leadership, HR or project conversation.

YOUR OUTPUTS

- Short perspective on a selected question
- Longer explanation and practical implications
- Relevant pre-reading for a workshop or meeting



WEBSITE SCREEN / 50 searchable Short Insights

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a project lead selects a short insight to open a discussion and a longer article for preparation. She checks the topic and intended audience, then links both readings to the organisational question and the decision the meeting needs to advance. Do we need a concise conversation starter or a deeper explanation for this audience?

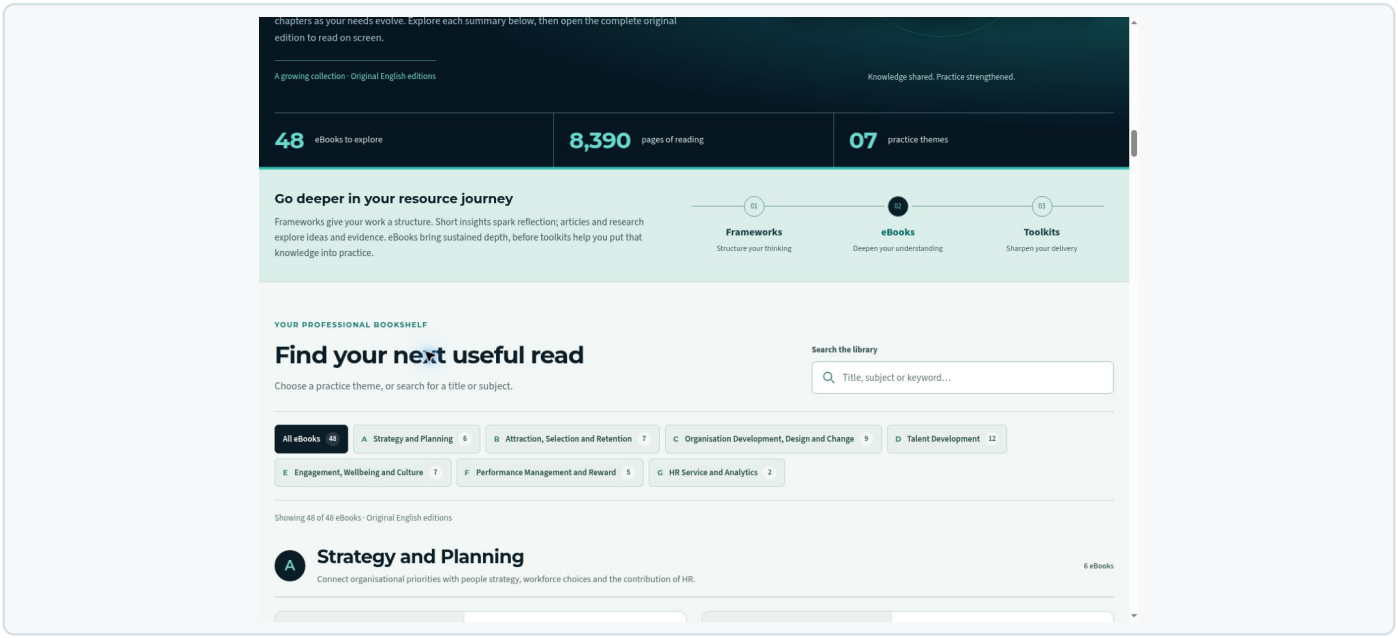
SERVICE CONTEXT / Public articles and insights

SOURCE: HR.DELIVERY / INSIGHTS

BUILD DEPTH AROUND A PROFESSIONAL QUESTION

HR Delivery eBooks

Use a longer publication to explore a model, explanation or case in more depth, then return to relevant chapters as the organisation's work develops.



WEBSITE SCREEN / 48 English eBooks searchable by theme or subject

WHAT IT GIVES YOU

The public library contains 48 original English editions across seven practice themes, with models, cases and practical resources. Search by subject or browse a theme, review the summary and open the complete edition for on-screen reading and continued reference.

THE CLIENT VALUE

A substantial publication gives project teams and individual readers a deeper basis for preparation, reflection and discussion alongside the shorter frameworks and practical toolkit resources.

YOUR OUTPUTS

- Complete English eBook editions
- Topic summaries and chapter-level reading
- Reference material for consultancy or development

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a practitioner chooses an eBook relevant to a consultancy assignment and reviews its summary and chapters. Selected sections become preparation for a working discussion, while the team checks the available reader or download permissions before sharing the planned resource route. Which chapters or ideas will help the team explore this assignment in greater depth?

SERVICE CONTEXT / Public reading library; format permissions vary

SOURCE: HR.DELIVERY / RESOURCES

BRING REGIONAL CONTEXT INTO THE BRIEF

Research and publications

Use regional and country publications to understand the context surrounding a people-management question before defining the organisation's assumptions, priorities or proposed course of action.

WHAT IT GIVES YOU

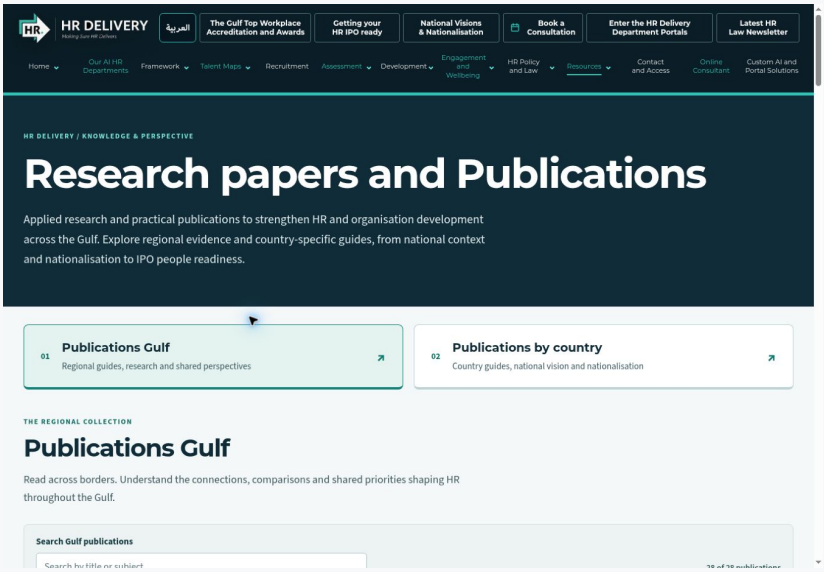
The collection brings applied Gulf research and practical references together, covering business conditions, employment, skills, workplace culture and related organisational priorities. Search by title or subject, then check the publication description, page count and edition before opening the booklet.

THE CLIENT VALUE

A better-informed brief helps clients identify relevant context, compare assumptions across markets and recognise where current organisational evidence or further investigation is required.

YOUR OUTPUTS

- Regional or country reference publication
- Context for the project question
- Source material retained with the working brief



WEBSITE SCREEN / Research, Gulf and country publications

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a regional HR project uses research and country publications to frame its initial assumptions. The team records the edition and source context, then separates those references from the organisation's own evidence and the current requirements that need further confirmation. Which source context should accompany the references used in our project brief?

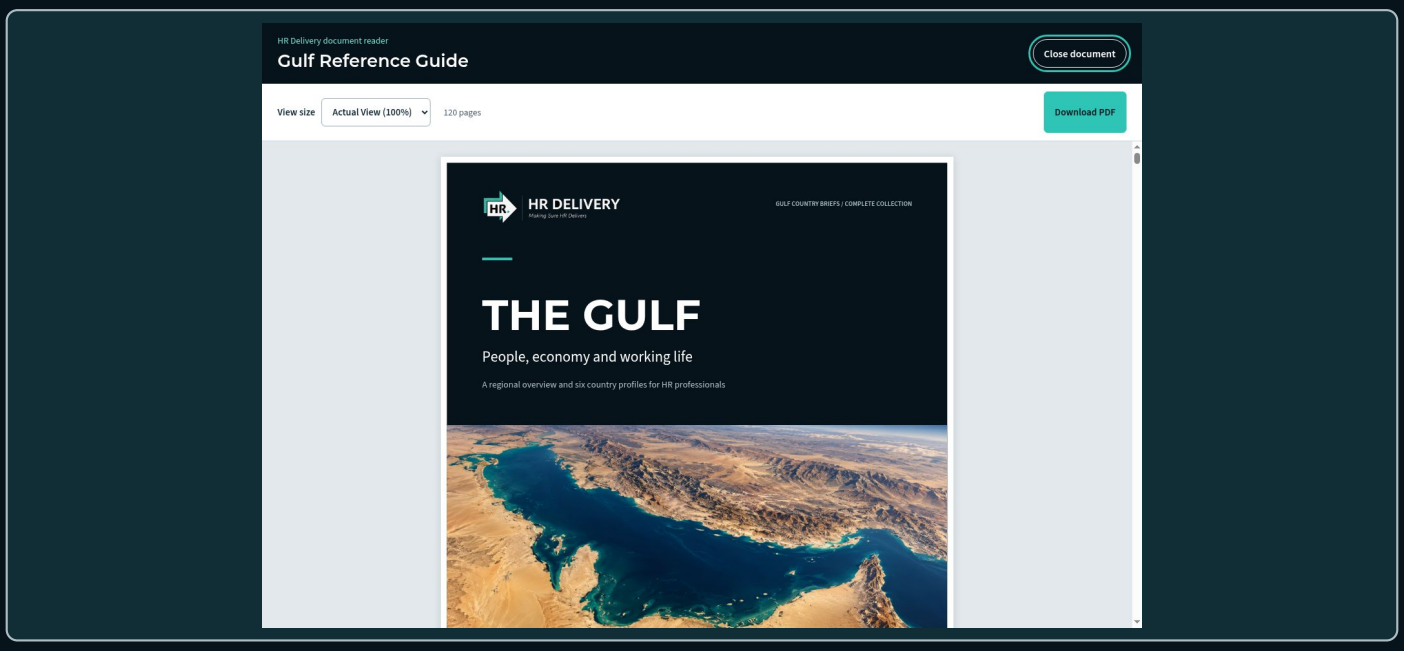
SERVICE CONTEXT / Public research and reference collection

SOURCE: HR.DELIVERY / RESEARCH PAPERS

EXAMINE THE RESOURCE BEFORE SELECTING IT

Integrated PDF and document viewers

Read a substantive publication, manual or example in its website context before deciding whether it is relevant to a project, workshop or development need.



WEBSITE SCREEN / Integrated document reader showing the Gulf Reference Guide

WHAT IT GIVES YOU

Catalogue links open document viewers with the resource title and reading controls. Clients can move through the edition on screen and use a download route where the resource permits it, with view-only material distinguished from downloadable versions in the collection.

THE CLIENT VALUE

An integrated reader lets clients assess the material's depth and relevance while keeping the resource connected to its catalogue description and intended use.

YOUR OUTPUTS

- On-screen document reading
- Page navigation within the edition
- Download access where provided

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a client opens a substantial manual in the website's document reader before deciding whether it fits the assignment. The title, edition and page navigation help the client assess relevance, while download availability is checked for that particular resource. Does this edition address our question, and what reading or download access is provided?

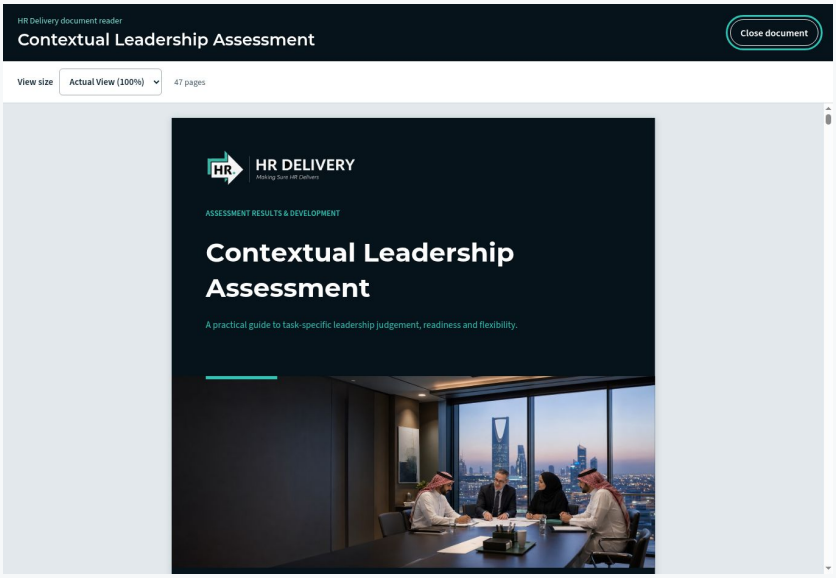
SERVICE CONTEXT / Public viewers; download availability depends on the resource

SOURCE: HR.DELIVERY / DOCUMENT VIEWER

UNDERSTAND THE OUTPUT BEFORE CHOOSING THE SERVICE

Example-report galleries

Review an illustrative assessment or diagnostic report alongside its intended use to understand the reporting depth, interpretation and feedback preparation relevant to the organisation's question.



WEBSITE SCREEN / Live browser screenshot of the public Contextual Leadership example-report reader

WHAT IT GIVES YOU

Example reports show the structure of profiles, combined findings, interpretation and development guidance. Clients can open a report from a factsheet or collection and compare the format with the decision or development conversation they want the service to support.

THE CLIENT VALUE

Seeing a report helps clients discuss the output they need and prepare for meaningful feedback, while keeping illustrative examples distinct from actual participant results.

YOUR OUTPUTS

- Illustrative report structure
- Interpretation and development sections
- Questions for service selection and feedback planning

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a client reviews an illustrative assessment report to clarify the output it wants from a service or custom build. The discussion focuses on structure, interpretation and feedback use, keeping the example distinct from an actual participant result or a promised client outcome. Which parts of this example would help our intended users understand and apply the findings?

SERVICE CONTEXT / Illustrative reports; not client or participant outcomes

SOURCE: HR.DELIVERY / DOCUMENT VIEWER

TAKE A USEFUL REFERENCE INTO THE DISCUSSION

Download directories and publications

Choose a directory that matches the enquiry and use it as a portable reference when planning a consultation, workshop or selection of HR Delivery resources.

WHAT IT GIVES YOU

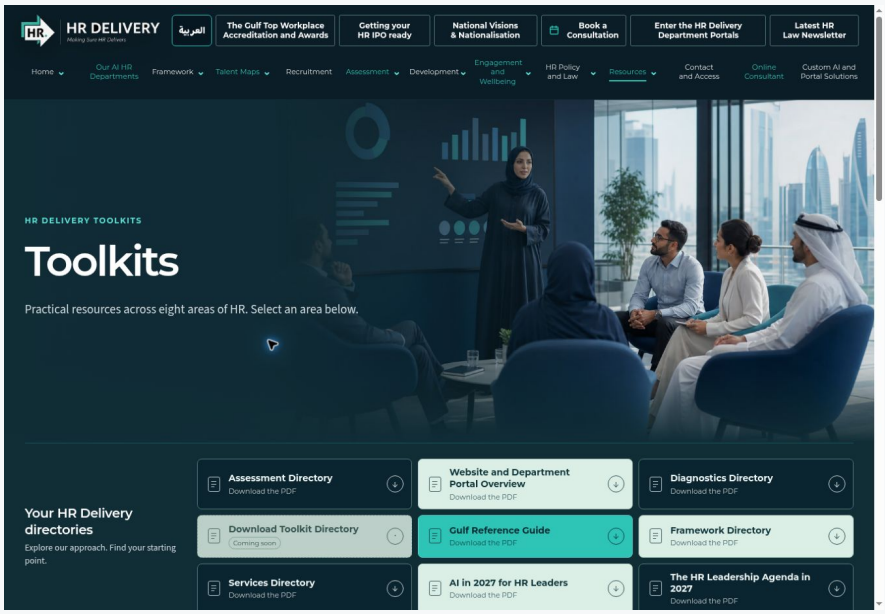
Directory panels connect assessment, diagnostics, frameworks, services, Gulf guidance and the website and portal overview. Readers can open the available viewer or download route and follow the related resources; the separate Toolkit Directory PDF remains marked Coming soon.

THE CLIENT VALUE

A relevant directory helps clients keep the available offer in view and return to the right source when preparing the next conversation or assignment.

YOUR OUTPUTS

- Available subject and services directories
- Portable reference publications
- Links back to relevant resource collections



WEBSITE SCREEN / Toolkit collections and item directory

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a project coordinator selects a directory to help stakeholders navigate the relevant resources. She confirms the available edition and viewer or download route, noting any item still marked Coming soon before including it in the planned client handover. Which directory is available now and directly relevant to our resource handover?

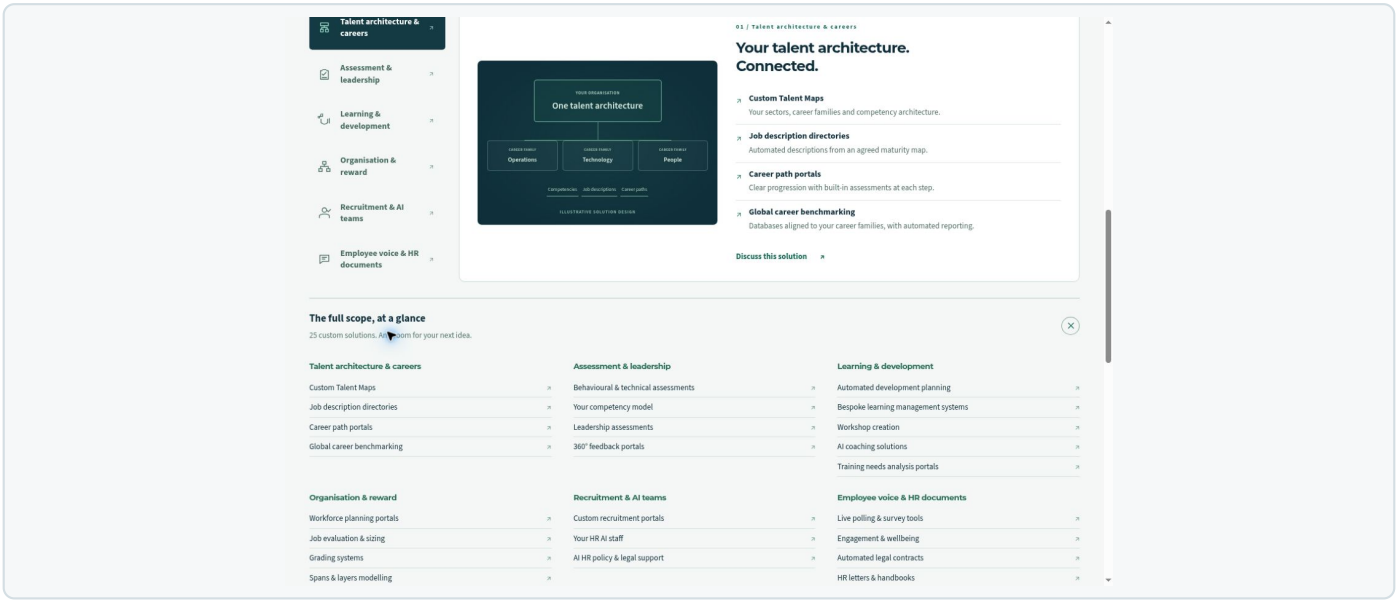
SERVICE CONTEXT / Available directories; Toolkit Directory PDF coming soon

SOURCE: HR.DELIVERY / TOOLKITS

SCOPE A SOLUTION AROUND THE CLIENT'S WORKFLOW

Custom AI and Portal Solutions catalogue

Identify the priority workflow, source models and user needs before discussing how HR Delivery's tools could be adapted to the organisation's brand and operating context.



WEBSITE SCREEN / Expanded list of 25 custom AI and portal solutions

WHAT IT GIVES YOU

The catalogue presents 25 potential solutions across six groups, spanning talent, assessments, learning, organisation and reward, recruitment, AI teams, listening and documents. It supports a scoping conversation with Lama and Dr Phillip; each client implementation requires agreed development and acceptance.

THE CLIENT VALUE

A clear brief helps the client and delivery team agree what the solution must do, what inputs it needs and how its usefulness will be reviewed.

YOUR OUTPUTS

- A priority custom-solution brief
- User, model and integration requirements
- A scoped development and review discussion

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: an organisation explores the custom catalogue and identifies a combination of talent and learning needs. The team prepares a client-specific brief covering users, content, workflows and required connections, then agrees design and review arrangements before treating the concept as an implemented service. Which catalogue ideas belong together in the scope of our particular build?

SERVICE CONTEXT / Catalogue and concept illustrations; builds scoped separately

SOURCE: HR.DELIVERY / CUSTOM AI PORTAL SOLUTIONS

THE CHALLENGE, DESIRED RESULT AND CONTEXT

Prepare a useful consultancy brief

Describe the organisational question, desired outcome and constraints before selecting the consultancy, resources or custom-development approach for the assignment.

WHAT IT GIVES YOU

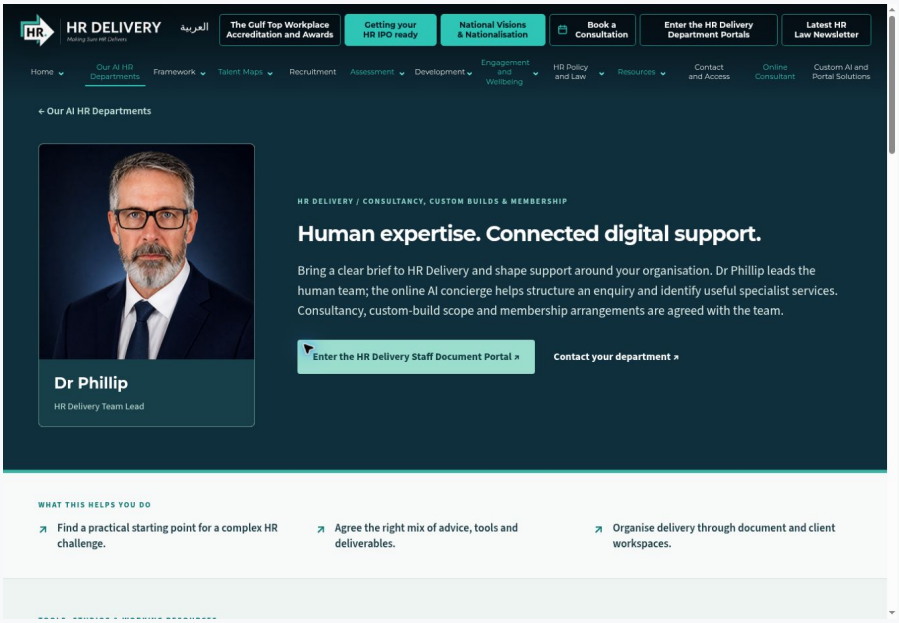
Locate the issue through a relevant framework and bring organisational context to the consultation. Define scope, responsibilities and deliverables, then record the agreed direction in the proposal or statement of work.

YOUR OUTPUTS

- Focused consultancy question
- Proposed scope and deliverables
- Responsibilities and review arrangements

HOW TO USE IT

1. **Define the challenge.** State the decision or outcome needed and the context surrounding it.
2. **Bring relevant information.** Explain the constraints, available evidence and stakeholder expectations for the work.
3. **Agree the engagement.** Review the proposed approach, deliverables, responsibilities and next decisions with the team.



RELATED SERVICE VIEW / Dr Phillip department profile

WHY THIS HELPS

A clear brief helps the human team recommend a relevant approach and gives the client a better basis for evaluating it.

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a client prepares a consultancy brief that connects the organisational challenge with the decision, evidence and output required. The human team reviews the context and proposed approach, then records scope, responsibilities and review arrangements in the agreed engagement documents. What decision will the assignment support, and what output will make that decision more informed?

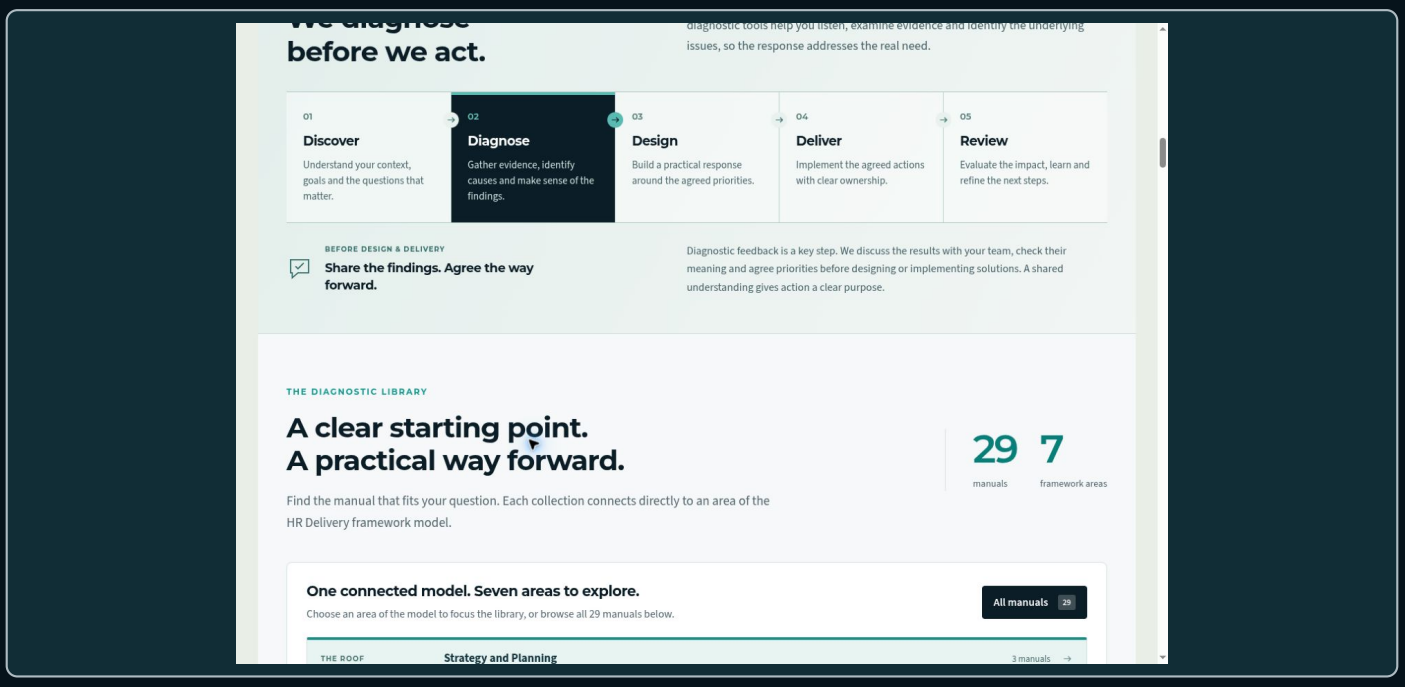
SERVICE CONTEXT / Human-led scoping; services agreed for the assignment

SOURCE: HR.DELIVERY / DEPARTMENT CONSULTANCY MEMBERSHIP

USE EVIDENCE TO CHOOSE THE RESPONSE

Move from diagnosis to practical action

Select a diagnostic method that answers the organisational question, then connect findings with a practical response and accountable follow-through.



RELATED SERVICE VIEW / Search and seven-area filters for 29 diagnostic subject manuals

WHAT IT GIVES YOU

Define the required evidence through the subject manual and select suitable methods. Interpret findings in context, then choose frameworks and practical resources that address the priorities emerging from the diagnostic.

YOUR OUTPUTS

- Diagnostic scope and evidence approach
- Findings and agreed priorities
- Practical response and follow-up requirements

HOW TO USE IT

1. **Plan the evidence.** Match the subject, audience and diagnostic method to the question.
2. **Interpret the findings.** Review patterns and differing perspectives in the relevant organisational context.
3. **Choose the response.** Connect agreed priorities with suitable resources, responsibilities and practical follow-up.

WHY THIS HELPS

Linking evidence and response helps the organisation explain why an intervention was chosen and what should follow the diagnostic discussion.

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: an organisation selects a diagnostic approach, gathers the agreed evidence and discusses the findings in context. The team then identifies practical responses and owners, giving the client a clear connection between what was learned and the actions proposed for follow-through. How will each proposed action relate to the evidence and the organisational question?

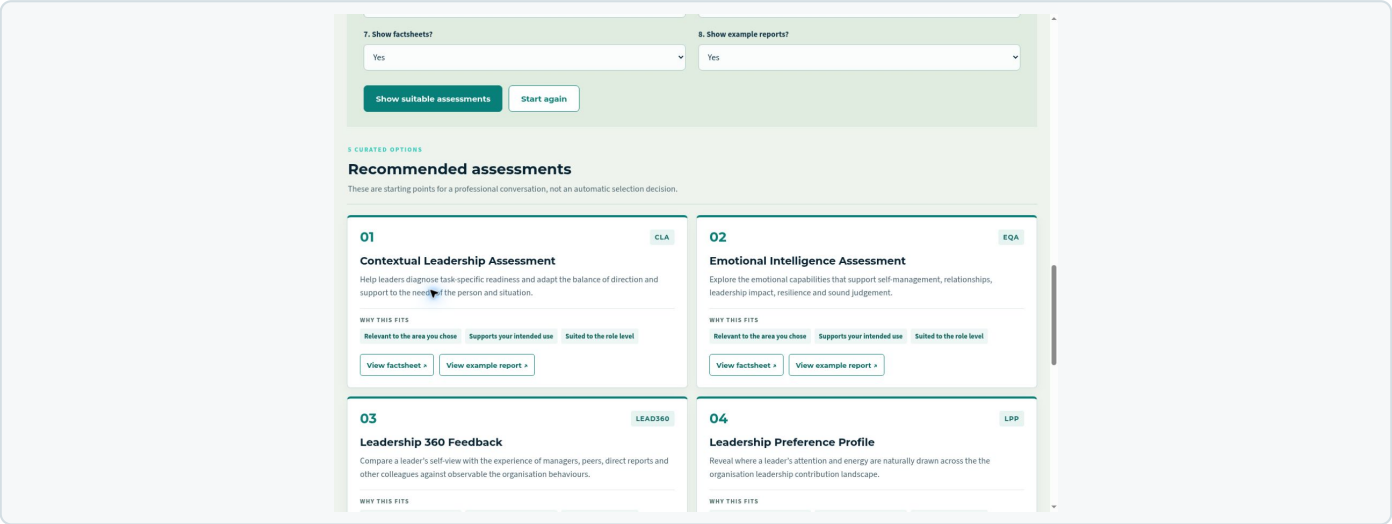
SERVICE CONTEXT / Methods and resources support professional judgement

SOURCE: HR.DELIVERY / RESOURCES

K · YOUR CLIENT EXPERIENCE

Agree the catalogue edition used for your assignment

Some factsheets and public descriptions contain different counts or older editions, so define the resource scope precisely in your brief.



WEBSITE SCREEN / Live public assessment catalogue; count and edition reconciliation concerns supporting descriptions, not the presence of the catalogue.

WHAT IT GIVES YOU

The review identified inconsistencies in some assessment component and example-page counts, career-family references and LMS collection groupings. Ask for the current edition and confirm the included instruments, components and resources before programme or document preparation.

THE CLIENT VALUE

Your team can plan against one clear specification and avoid treating overlapping collections or different editions as additional unique resources.

YOUR OUTPUTS

- A defined catalogue edition
- An agreed component list
- Consistent handover documentation

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a client commissioning an assessment or learning assignment records the exact catalogue edition, components and resource scope in its brief. The team resolves differing counts or older references before agreeing the work, keeping overlapping collections distinct from additional unique resources. Which edition and component list define the service or resources included in our assignment?

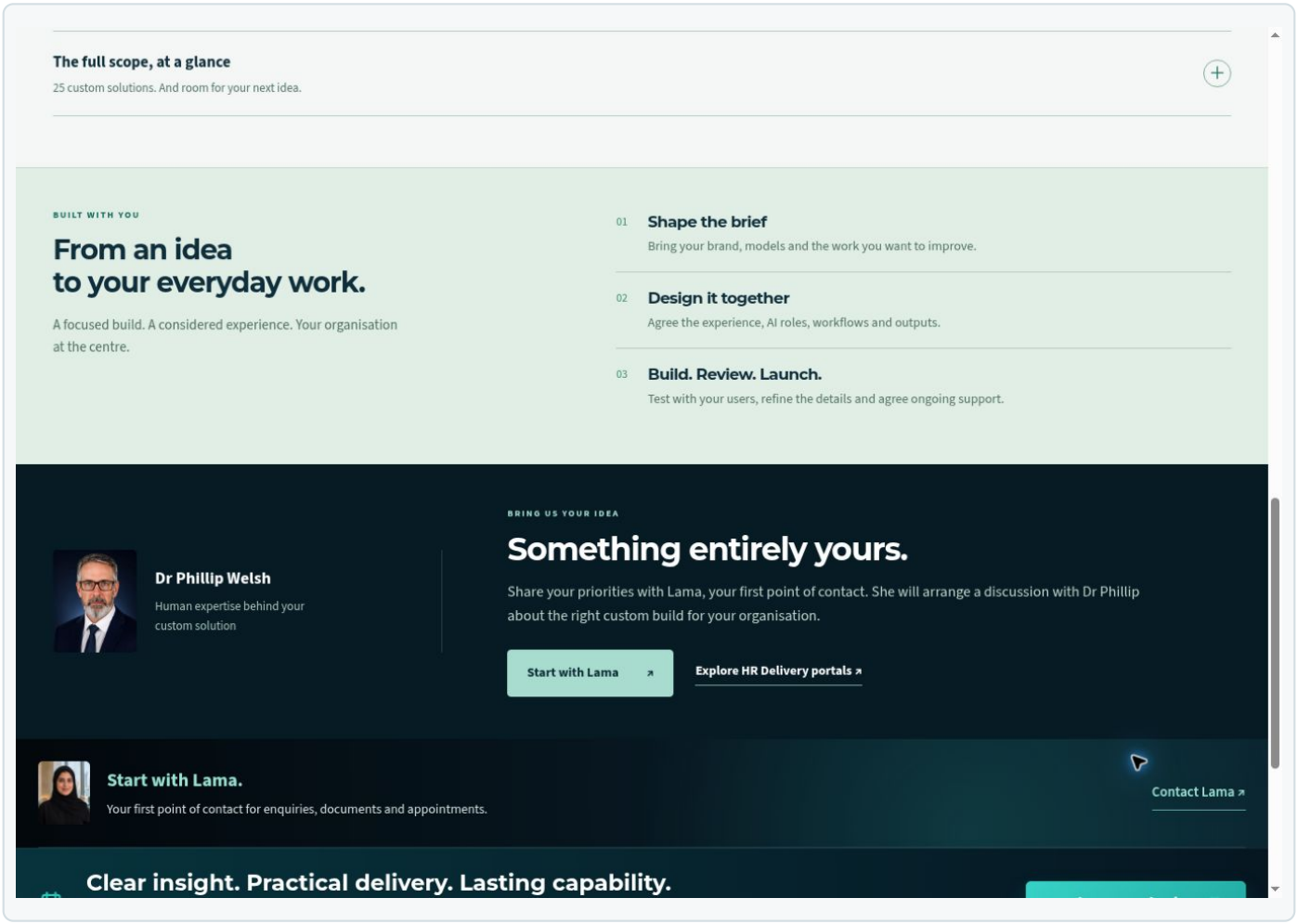
SERVICE CONTEXT / Readiness and scope to confirm for the client engagement.

SOURCE: HR.DELIVERY / PORTALS

THE SERVICE ON SCREEN

Custom talent architecture and career portals / screen view

A complete captured view of the related resource, with its original proportions preserved.

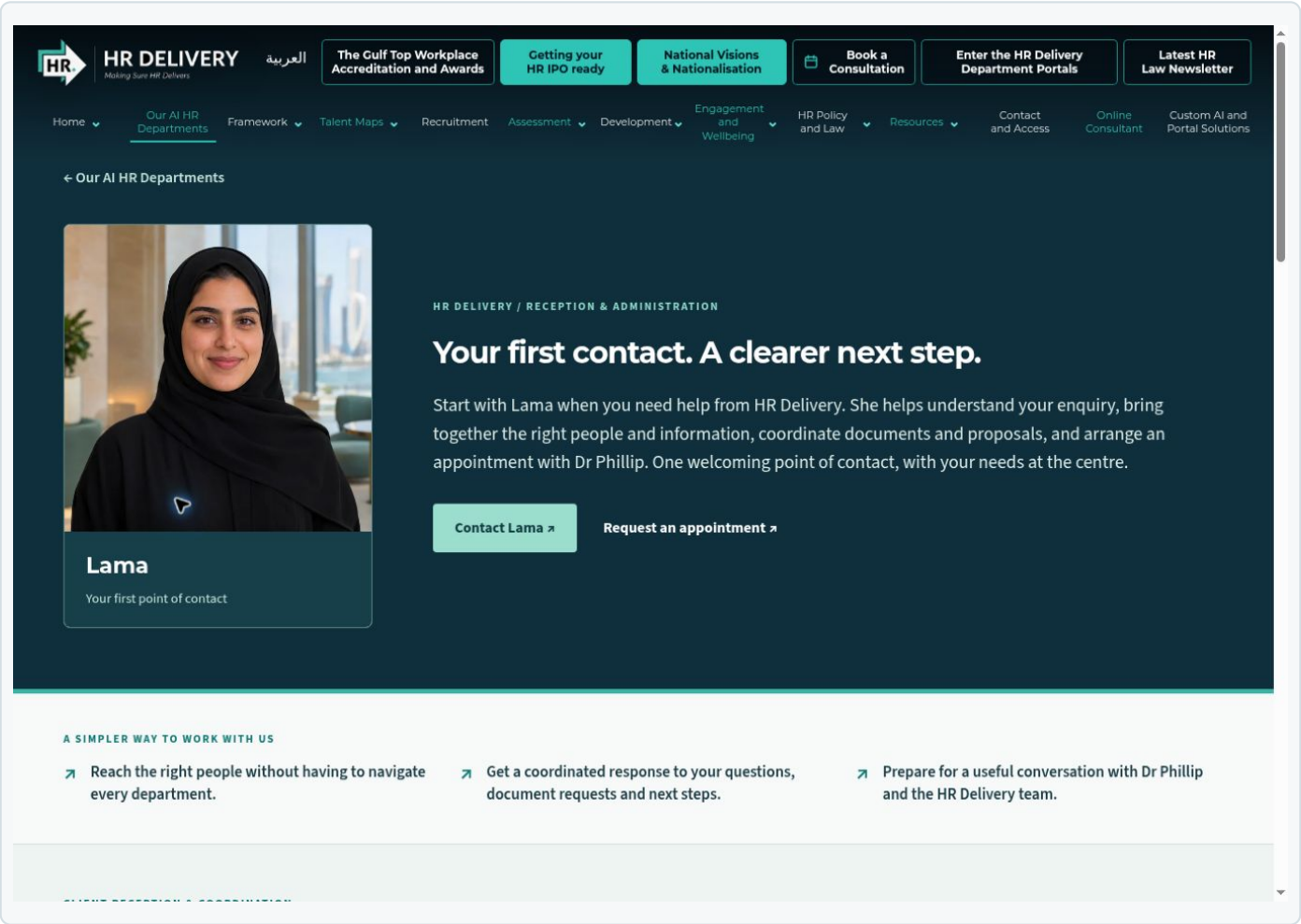


WEBSITE SCREEN / The published brief, co-design and build-review-launch process.

THE SERVICE ON SCREEN

Prepare a useful consultancy brief / screen view

A complete captured view of the related resource, with its original proportions preserved.



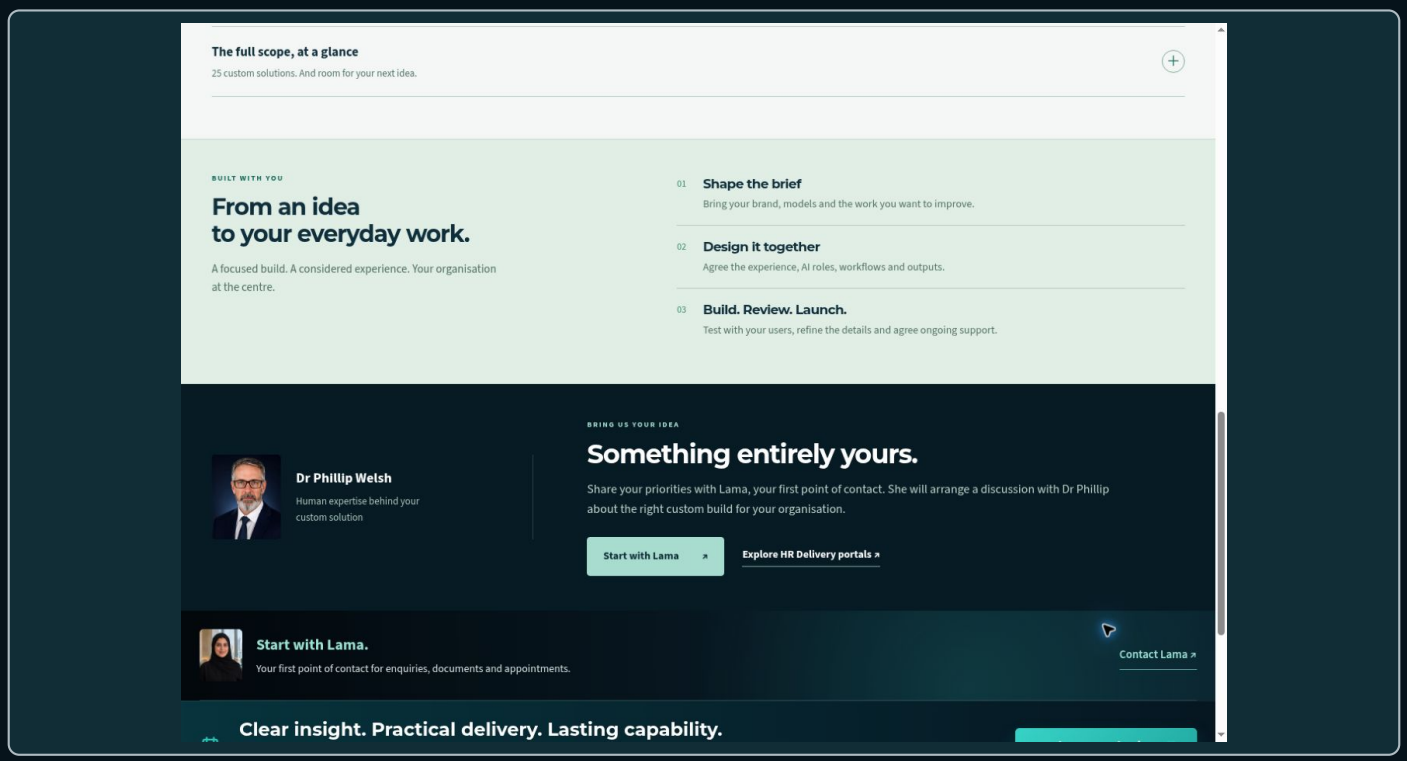
RELATED SERVICE VIEW / Public reception and administration overview; supporting context for staff-prepared business documents.

K / CONSULTANCY & CUSTOM BUILDS

02

Your agreed workspace and delivery

Understand the tools, studios, records and handovers that support your agreed service.



WEBSITE SCREEN / Published custom-build process and human-led enquiry route.

PORTAL / THE WORKING SEQUENCE

Define the workspace around the service you agree

Consultancy and custom builds lead into the workspace and delivery arrangements agreed for the assignment. This is not a claim that every catalogue concept is an existing operational portal. Define the users, content, workflow, outputs and permissions first, then review the proposed experience with the team. Confirm any external providers, data or communication connections and the support responsibilities before launch. Existing department portals and client document collections may form part of the agreed route, with access issued for the relevant service.

01

Shape the brief

Agree the organisational need, users, source material and practical outputs that the work must support.

02

Design the experience

Review the workflow, content, decision rules, permissions and any AI or integration requirements together.

03

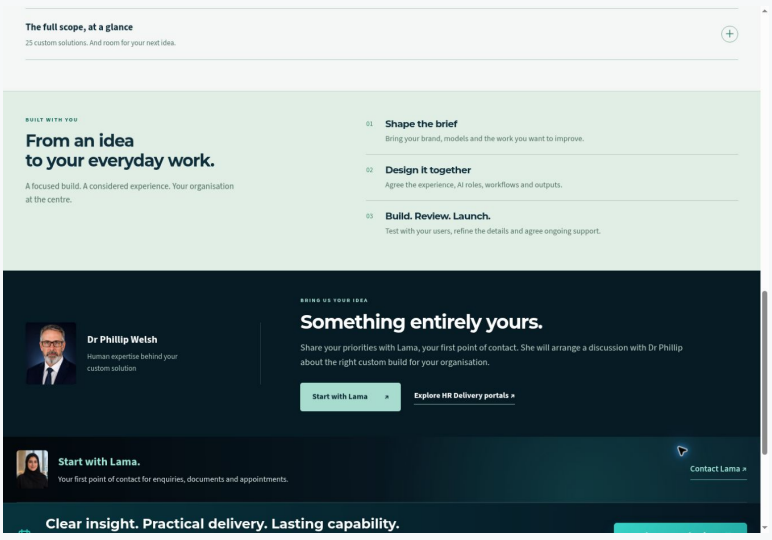
Build and review

Use agreed examples and user tasks to assess the developing experience against the intended scope.

04

Agree launch and support

Confirm access, enabled connections, handover, ownership and the arrangements for ongoing changes or support.



WEBSITE SCREEN / Published custom-build process and human-led enquiry route.

BRING TO THE WORKSPACE

- Existing models, approved content and sample outputs
- Named user groups and their tasks
- Required languages, permissions and external connections
- Acceptance questions, review owners and support expectations

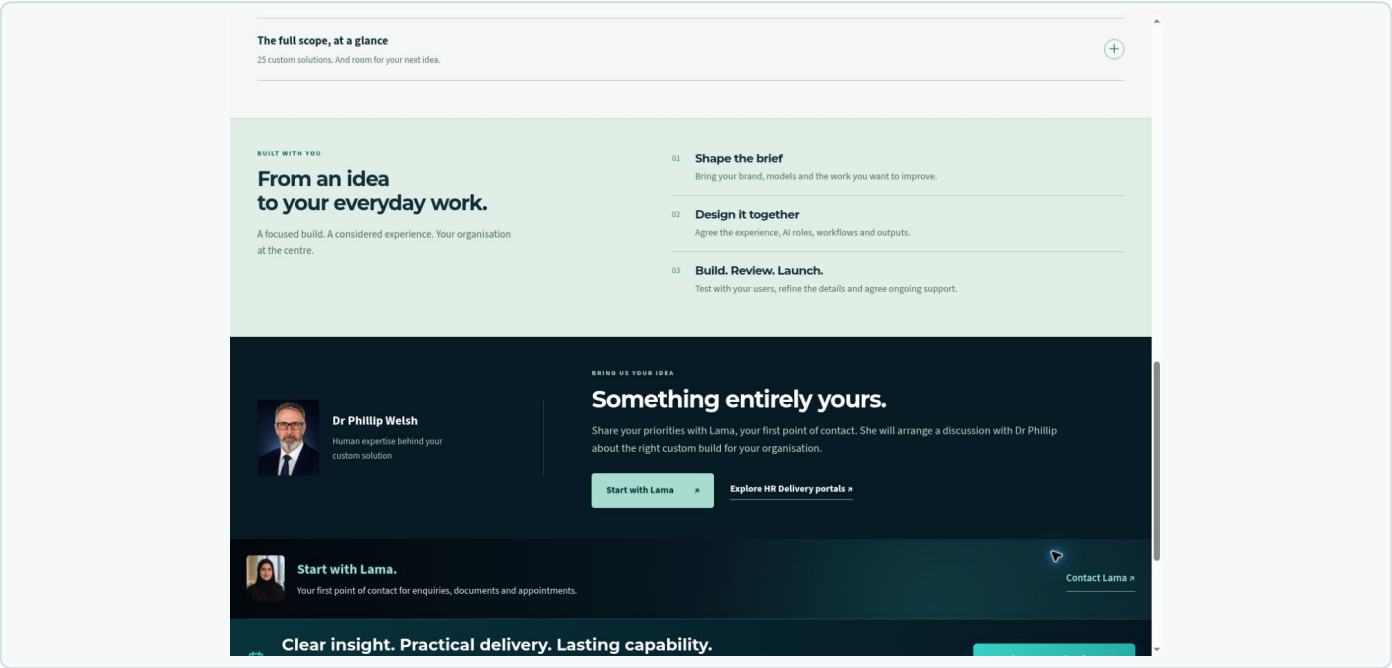
WORK TOWARDS THESE OUTPUTS

- An agreed scope and delivery approach
- A reviewable workflow and solution design
- Defined access, integration and handover requirements
- A launch and support arrangement appropriate to the build

K · YOUR CLIENT EXPERIENCE

From your idea to an everyday working tool

Start with one priority, then agree the experience, outputs and support needed to turn it into a useful solution.



WEBSITE SCREEN / Published custom-build process and human-led enquiry route.

WHAT IT GIVES YOU

The published custom-build process begins with your brand, models and work. Lama coordinates the initial discussion with Dr Phillip; the brief then guides co-design, testing with users, refinement and the ongoing support arrangement.

YOUR OUTPUTS

- An agreed brief
- A designed and reviewed experience
- A launch and support arrangement

HOW TO USE IT

1. **Shape the brief.** Bring your brand, models and the work to improve.
2. **Design together.** Agree the experience, AI roles, workflows and outputs.
3. **Build, review, launch.** Test with users, refine details and agree ongoing support.

WHY THIS HELPS

You stay involved in defining the problem and reviewing the solution, so the final experience reflects the work it must support.

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a client brings an existing HR form and describes the work it should support. The team shapes the brief, reviews the proposed experience together and agrees the build, review and launch arrangements, including responsibilities for required connections and continuing support. What will users do, and how will we judge whether the proposed experience supports that work?

SERVICE CONTEXT / Delivery scope, timetable and connections are agreed for the individual build.

SOURCE: HR.DELIVERY / CUSTOM AI PORTAL SOLUTIONS

K · YOUR CLIENT EXPERIENCE

A named specialist screen for each service

Specialist communication screens keep the person, department, service scope and channel options together in one place.

WHAT IT GIVES YOU

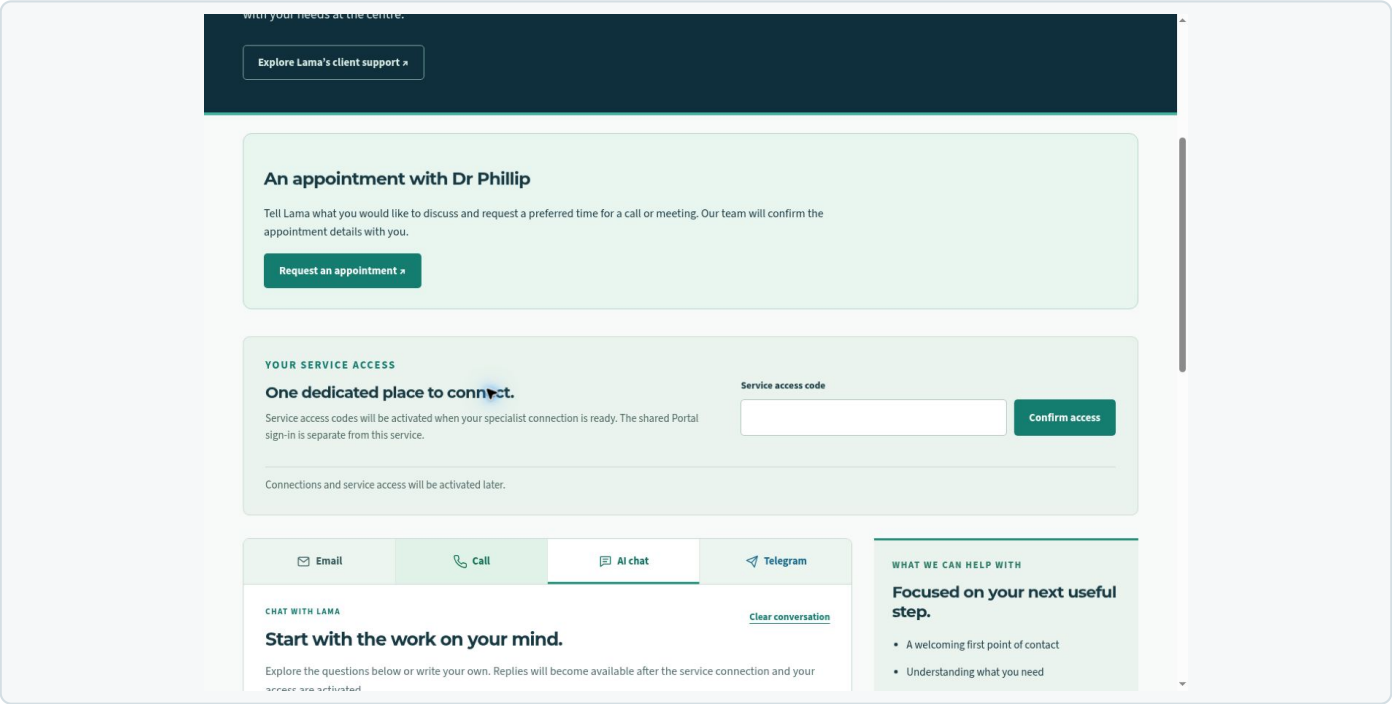
Choose the specialist relevant to your enquiry and review the service description. The screen provides access-code entry and Email, Call, AI chat and Telegram tabs, each with its own connection status.

HOW TO USE IT

1. **Choose.** Select the relevant specialist and read the scope.
2. **Check.** Confirm that the channel and your service access are active.

YOUR OUTPUTS

- A department-specific contact screen
- Visible channel choices
- Service-access information



RELATED SERVICE VIEW / Service access code and communication channels awaiting activation

WHY THIS HELPS

The intended experience gives you a recognisable route into specialist support and makes the readiness of each channel visible.

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a client opens the named specialist screen and reviews its service description, code-entry route and channel statuses. Before expecting a response, the client confirms the enabled service and communication arrangement through Lama and prepares the question for the appropriate human route. Which specialist service and response channel have been enabled for our organisation?

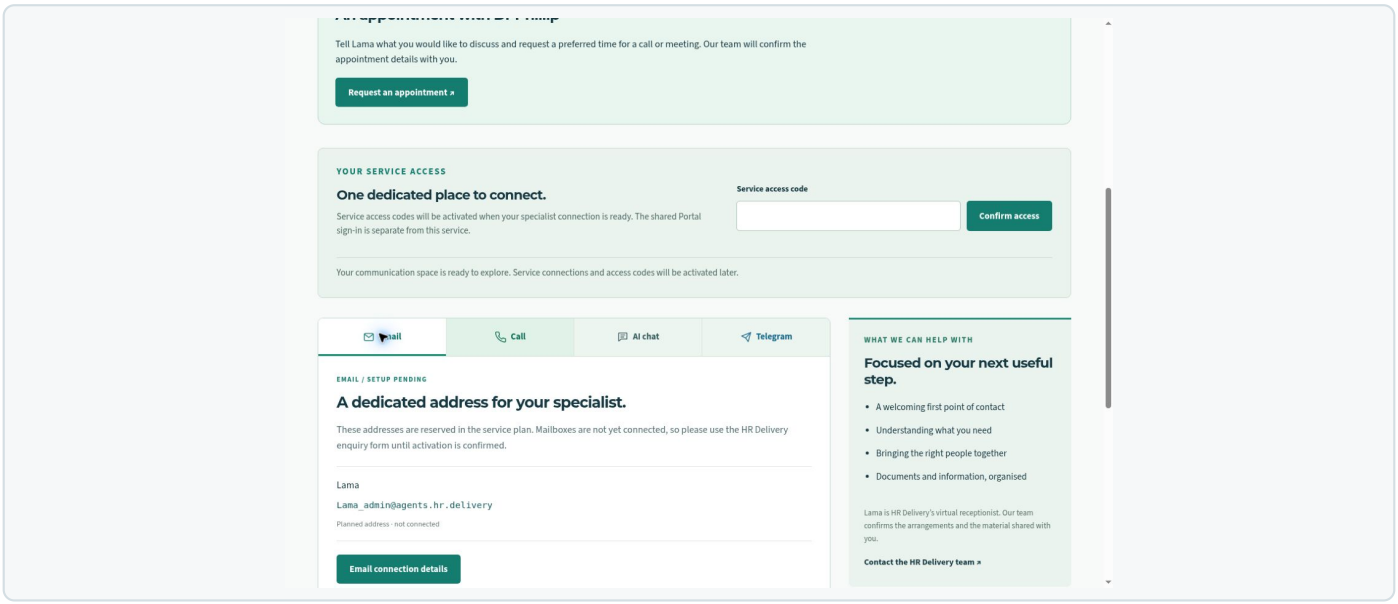
SERVICE CONTEXT / Live specialist replies and calls await external provider connections.

SOURCE: HR.DELIVERY / CONTACT DEPARTMENT RECEPTION ADMINISTRATION

K · YOUR CLIENT EXPERIENCE

Choose a communication channel with a clear purpose

Email, chat, call and Telegram interfaces offer different formats for planned specialist conversations and follow-up.



RELATED SERVICE VIEW / Email specialist interface awaiting service activation

WHAT IT GIVES YOU

Email supports written enquiries, chat a question workspace, calling a live conversation, and Telegram a planned bot route. The current screens identify unconnected services; channel availability must be confirmed before relying on a response.

HOW TO USE IT

1. **Prepare.** Set out the question, context and expected next step.
2. **Connect.** Use the available contact route agreed with the team.

YOUR OUTPUTS

- A suitable communication format
- Visible service status
- An agreed enquiry route

WHY THIS HELPS

Clients can match the conversation to their need while knowing which channels have been activated for the service.

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a project team needs a written follow-up to a scoping discussion. It confirms the available communication route and responsible contact, recognising that visible email, chat, call and Telegram interfaces do not themselves establish active provider connections or a guaranteed response. Which confirmed channel best supports the purpose and record we need from this conversation?

SERVICE CONTEXT / External providers are still required for specialist email, chat, calls and Telegram.

SOURCE: HR.DELIVERY / CONTACT DEPARTMENT RECEPTION ADMINISTRATION

K · YOUR CLIENT EXPERIENCE

Move from the website into your working portal

The portal directory and department pages connect each public service explanation with its relevant working environment.

WHAT IT GIVES YOU

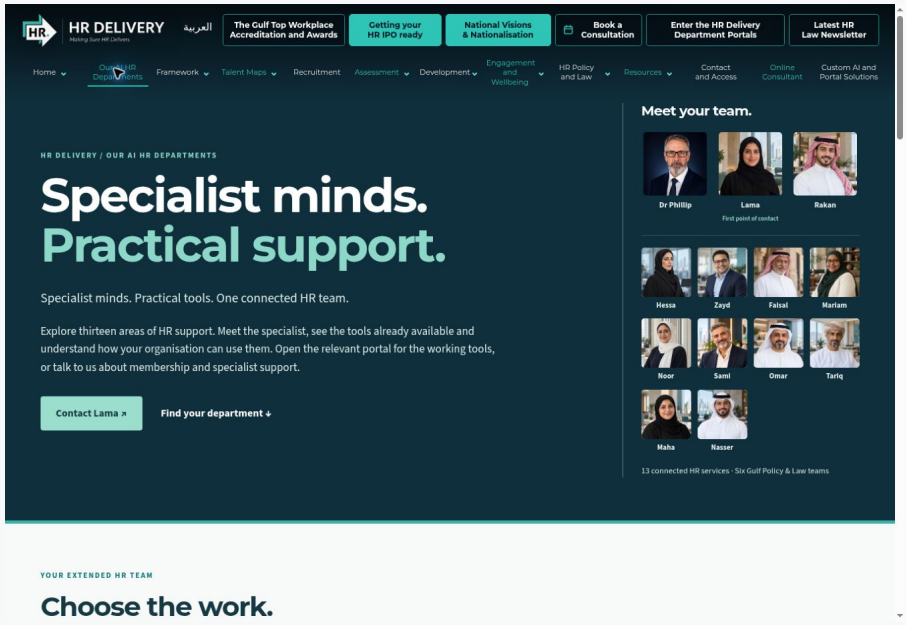
Select the department matching your task, follow its sign-in link and enter using the agreed access details. Within the workspace, available tools and information depend on the roles and permissions assigned to your organisation.

HOW TO USE IT

1. **Choose.** Use the service headings in this guide.
2. **Open.** Follow the relevant portal link and your access handover.

YOUR OUTPUTS

- Direct department portal entry
- Relevant studios and tools
- A working route for your task



RELATED SERVICE VIEW / Our AI HR Departments overview

WHY THIS HELPS

The website helps you understand the offer; the portal gives authorised users a place to carry out the agreed work.

IN YOUR ORGANISATION / ILLUSTRATIVE

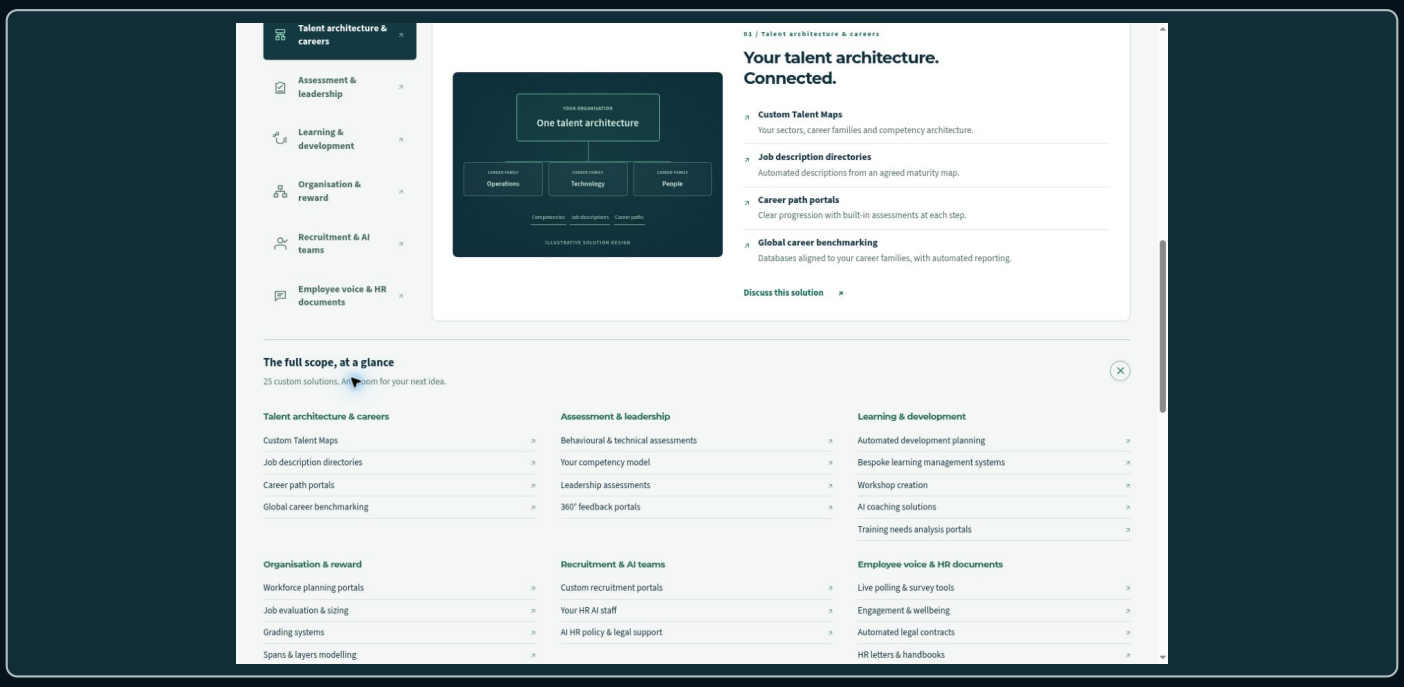
Illustrative example: an authorised client moves from a public department page to the working portal named in its handover. The client uses the issued access details and checks the available tools, roles and permissions before allocating the service tasks to its team. Which portal and access arrangement correspond to the service we have agreed?

SOURCE: HR.DELIVERY / HR DEPARTMENTS

A CLIENT WORKFLOW WITH CLEAR ACCEPTANCE REQUIREMENTS

Scope and review a custom HR build

Define the users and outputs required before agreeing how the organisation's models, brand and workflows will become a custom solution.



RELATED SERVICE VIEW / Expanded list of 25 custom AI and portal solutions

WHAT IT GIVES YOU

Choose a priority workflow and identify users, source content and integration dependencies. Agree the scope and acceptance approach, then assess the developed experience against the client's practical use requirements.

YOUR OUTPUTS

- Custom-solution brief and scope
- Model, content and integration requirements
- User-review and acceptance criteria

HOW TO USE IT

1. **Define the workflow.** Identify the users, tasks and outputs the solution must support.
2. **Specify the inputs.** Agree source models, content, branding and the required external connections.
3. **Review against the brief.** Assess the experience with users before agreeing acceptance and handover.

WHY THIS HELPS

A clear scope helps both teams assess the same requirements and distinguish a concept from the implementation agreed for delivery.

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a client reviews a proposed HR build against agreed user tasks and sample outputs. Content, permissions and required connections are checked with the responsible owners before acceptance, so the handover reflects the scope and the experience the organisation intended to commission. What practical tasks and outputs will demonstrate that the build meets the agreed brief?

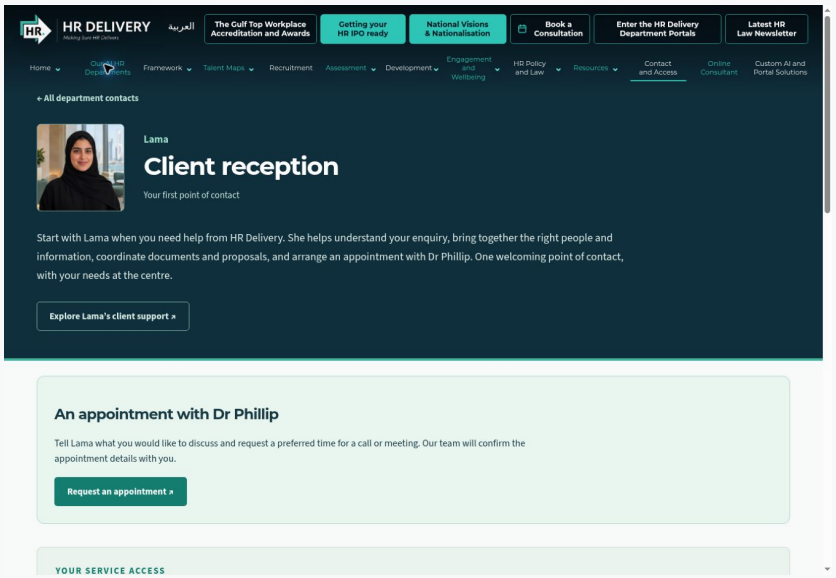
SERVICE CONTEXT / Custom development and provider connections scoped separately

SOURCE: HR.DELIVERY / CUSTOM AI PORTAL SOLUTIONS

K · YOUR CLIENT EXPERIENCE

Plan specialist channels around confirmed activation

Specialist screens are available to explore; external providers are needed before their live communication services can be relied upon.



WEBSITE SCREEN / Live Lama communication and appointment entry screen.

WHAT IT GIVES YOU

Agree which email, chat, call or Telegram route your organisation needs and confirm activation with HR Delivery. Maya remains a labelled local preview, and country legal assistants also distinguish previews from live AI answers and voice.

THE CLIENT VALUE

You can design the support process around channels that are ready and introduce further options as their connections are completed.

YOUR OUTPUTS

- An agreed communication channel
- A service-access arrangement
- A confirmed activation position

IN YOUR ORGANISATION / ILLUSTRATIVE

Illustrative example: a client plans specialist support around the channels confirmed for its service. The team identifies which provider connections still need activation, agrees a usable human contact route and records the dependency before incorporating the planned channel into an operational workflow. Which channels are enabled, and what alternative contact route is confirmed while connections are completed?

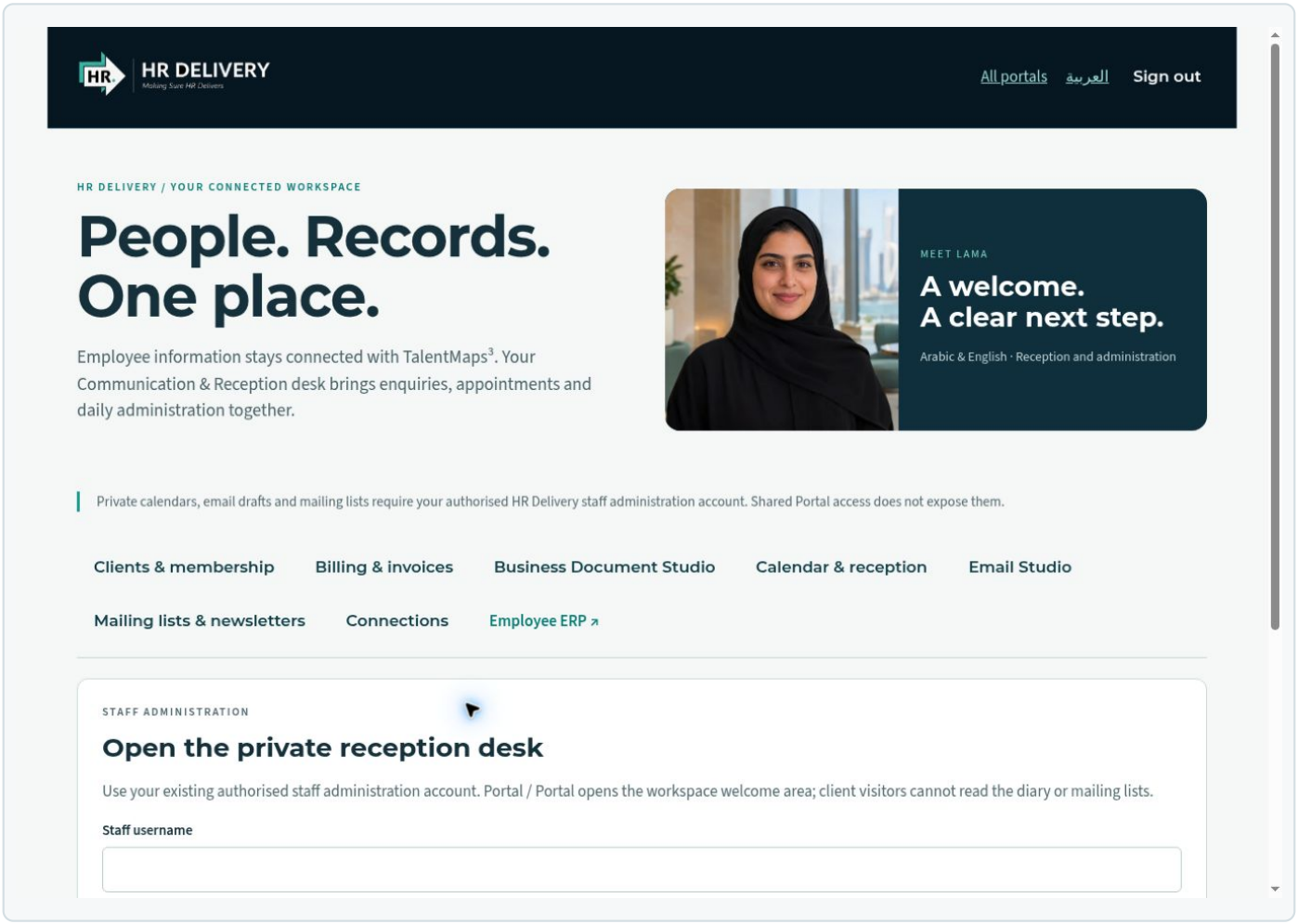
SERVICE CONTEXT / Readiness and scope to confirm for the client engagement.

SOURCE: HR.DELIVERY / CONTACT DEPARTMENT RECEPTION ADMINISTRATION

THE SERVICE ON SCREEN

Move from the website into your working portal / screen view

A complete captured view of the related resource, with its original proportions preserved.



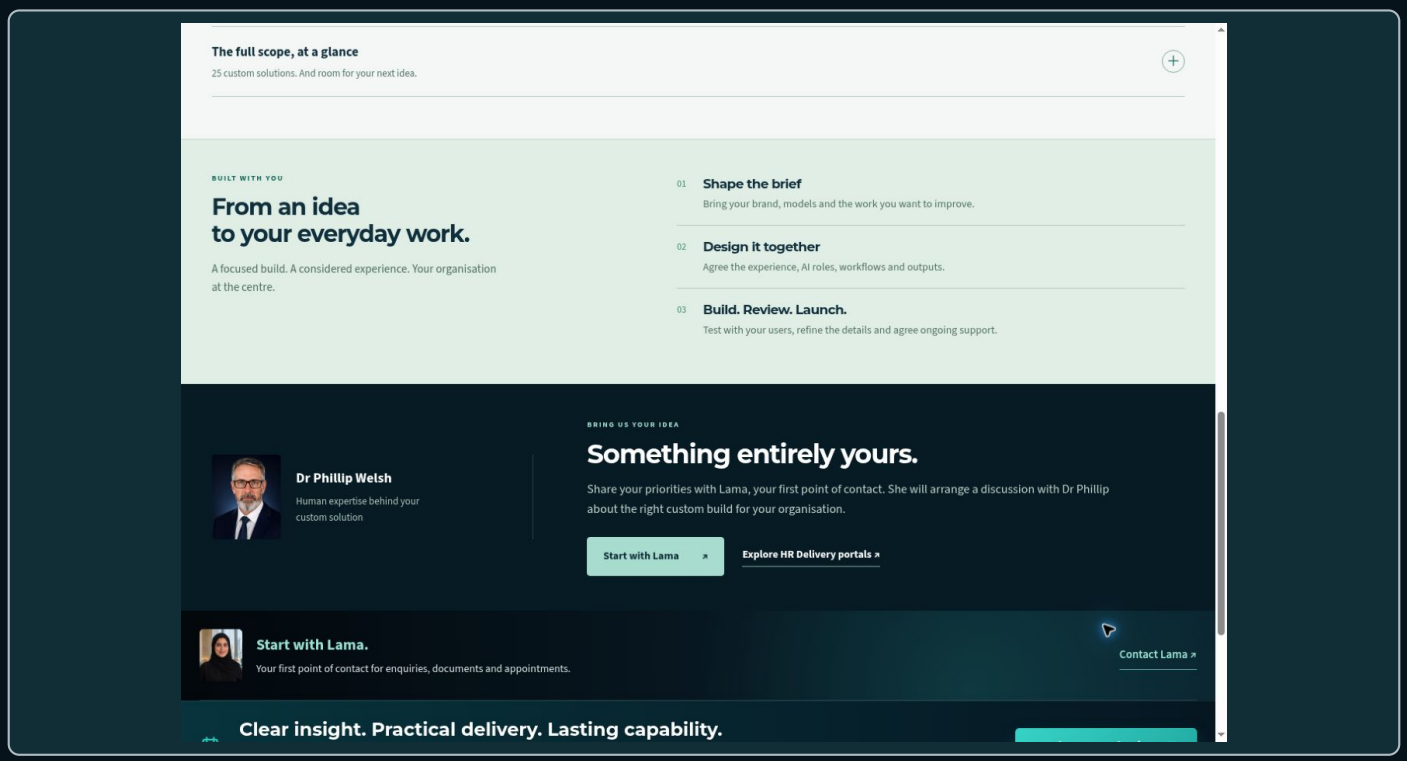
WEBSITE SCREEN / Live Connected Workspace welcome screen.

K / CONSULTANCY & CUSTOM BUILDS

03

See the service in practice

Two illustrative client journeys connect the tools with a business need, a working sequence and useful outputs.



WEBSITE SCREEN / Published custom-build process and human-led enquiry route.

CLIENT JOURNEY / 01

Turn an organisational question into a focused assignment

Illustrative scenario: an HR leader receives conflicting views about how a team should be organised. Before commissioning a solution, she wants to understand the underlying work and the evidence required. She uses the public frameworks and diagnostic methods to prepare a focused consultancy brief.

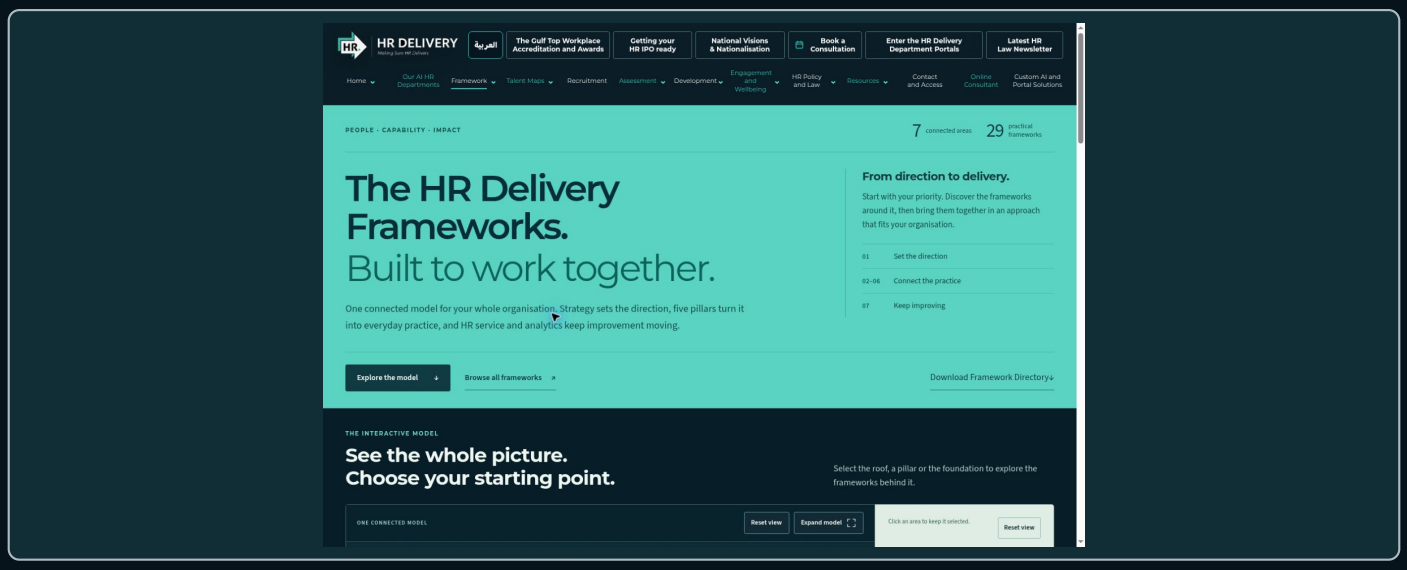
1. **Frame the decision.** Describe the organisational question, the people affected and the decision the sponsor needs to make.
2. **Choose the evidence approach.** Consider the relevant framework and whether interviews, surveys, focus groups or existing records will help.
3. **Agree the assignment.** Discuss the scope, participants, outputs and review arrangements with the human team through Lama.
4. **Connect findings to action.** Use the agreed evidence to identify practical responses, responsibilities and the next review point.

WHAT THE WORK PRODUCES

- A clear consultancy question
- An agreed diagnostic and delivery scope
- A practical basis for reviewing the findings and next steps

THE VALUE FOR YOUR TEAM

The sponsor can explain why the assignment is needed, what evidence it should produce and how the resulting work will support a considered organisational decision and follow-through.



WEBSITE SCREEN / Interactive framework explorer and topic navigation

EXPLORE NEXT / Interactive HR framework explorer (p026) · Twenty-nine diagnostic subject manuals (p028) · Interviews, surveys, focus groups and large-group methods (p029)

CLIENT JOURNEY / 02

Translate an assessment framework into a custom experience

Illustrative scenario: a client has an assessment framework and wants a branded participant and practitioner experience. The team needs to agree intended use, content, scoring, reporting and review responsibilities before development. Existing questionnaires and report examples provide concrete material for a scoped design conversation.

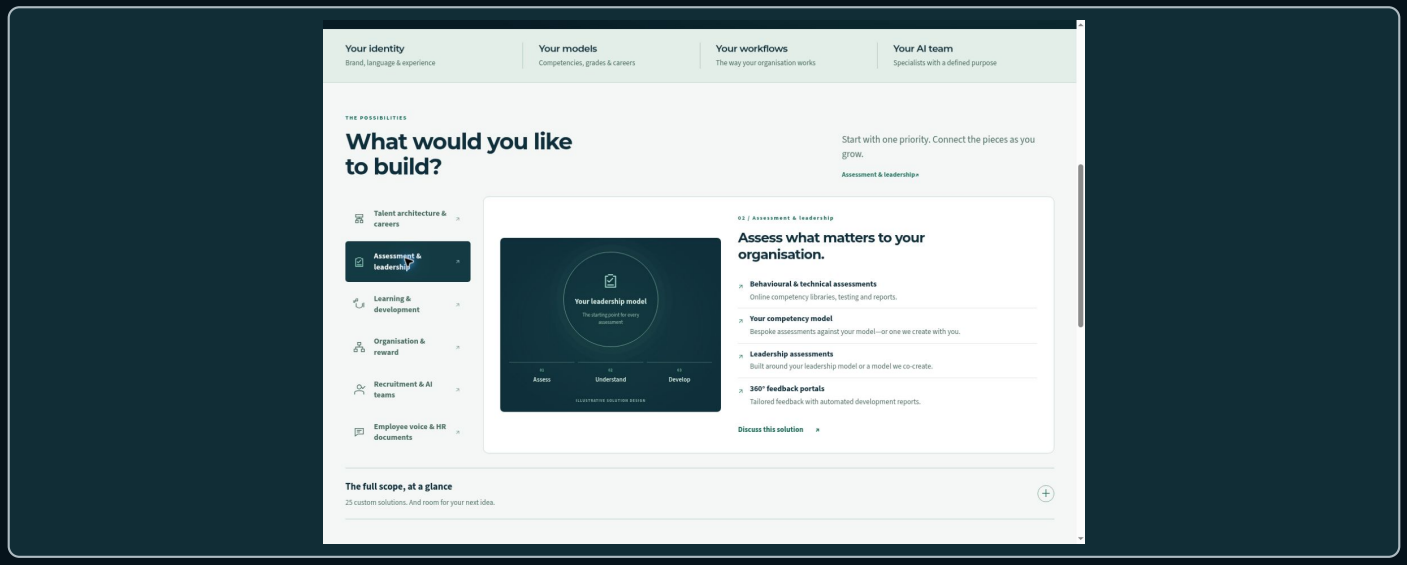
1. **Define intended use.** Identify the audience, context, decisions and professional review requirements the experience must support.
2. **Specify the evidence model.** Agree the source content, scoring rules, interpretation boundaries and outputs required by participants and practitioners.
3. **Review the user journey.** Walk through registration, completion, reporting and feedback using agreed examples and appropriate permissions.
4. **Confirm delivery readiness.** Review the build against the brief, confirm required connections and agree handover, support and release responsibilities.

WHAT THE WORK PRODUCES

- An organisation-specific assessment-build brief
- Defined participant and practitioner outputs
- A review, access and launch checklist

THE VALUE FOR YOUR TEAM

The client can assess the proposed experience against its own framework and intended use, keeping content, interpretation, user access and professional responsibility connected throughout the build process.



WEBSITE SCREEN / Live custom-solutions catalogue; the on-page workflow illustration is a concept design.

EXPLORE NEXT / Custom assessment and leadership solutions (p016) · From your idea to an everyday working tool (p047) · Example-report galleries (p037)

SERVICE ARRANGEMENTS

A clear handover helps your team start well

Agree the people, workspaces, outputs and service connections required for your assignment.

SCOPE AND RESPONSIBILITY

Confirm the business question, participating colleagues, outputs and the decisions that remain with your authorised team.

ACCESS AND COMMUNICATION

Lama can coordinate the relevant portal route and service setup. Specialist AI profiles are virtual characters; enabled chat, call, email and Telegram channels depend on the agreed provider connections.

SCREENS AND EXAMPLES

Screens show the public website, published workspace demonstrations or related service views, as labelled. Examples in this brochure are illustrative; they do not report client results or completed private transactions.

REVIEW AND RELEASE

Adapt models and documents to the assignment. Agree professional review, approval, release and record-handling arrangements before organisational use.

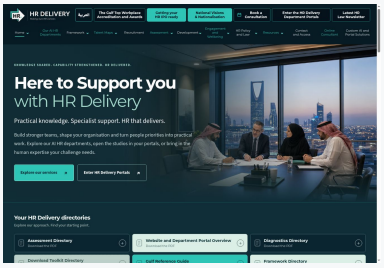
USEFUL DIRECT ROUTES

Speak with Lama

Explore the portal directory

Request a conversation with Dr Phillip

Contact HR Delivery



Source basis: the approved HR Delivery Client Guide and its linked site review, expanded with client applications. Mission, vision and pledges were checked against HR Delivery's public site in November 2026. Catalogue counts refer to the stated inventory, not a promise of future totals.

YOUR NEXT STEP

Bring the question, the users and an example

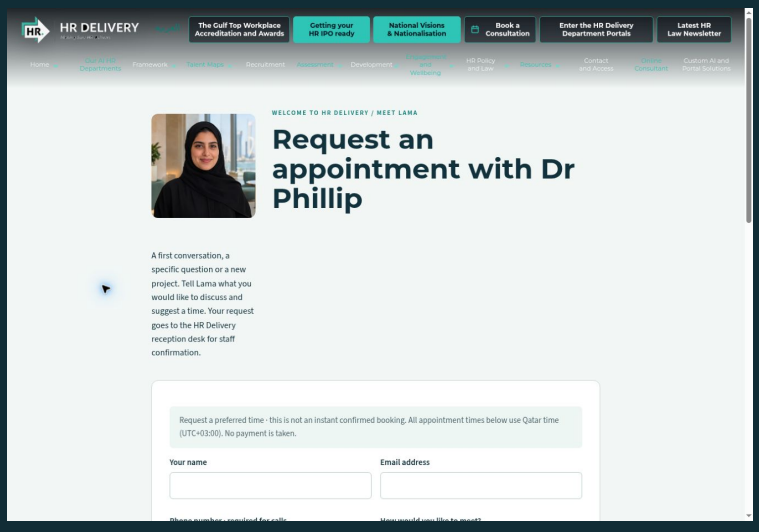
You do not need a complete specification to begin a useful conversation. Identify the work you want to improve, the people who will use the result and an example of the current experience. Lama can help organise the human discussion. Together, agree the appropriate mix of consultancy, resources or custom development, then define outputs, review responsibilities, access and support before the assignment proceeds. Confirm provider connections as part of that scope.

A PRACTICAL START

- Describe the work and the intended users.
- Select an existing example or source model.
- Ask Lama to arrange the appropriate scoping conversation.

A STARTING BRIEF YOU CAN ADAPT

We want to improve [work or decision] for [users]. Today we use [process or material], and need [output or experience]. Our key requirements are [content, language, access and connections]. Please help us agree the appropriate approach, scope and review process.



WEBSITE SCREEN / Public appointment-request route: requests are reviewed by the team.

Start with Lama

www.hr.delivery | drphillip@hr.delivery