



HR DELIVERY

Making Sure HR Delivers

HR DELIVERY WORKSHOP SERIES

HR Customer Service

An introduction to effective HR customer service

Practise the everyday conversations and handovers that help employees and managers get useful HR support. Learn to clarify requests, explain next steps, maintain ownership and close queries clearly while recognising confidentiality and specialist referral needs.



01 DAY

Introductory taster

IN-HOUSE

Your people. Your context.

PRACTICAL

Explore, discuss and apply

A PRACTICAL STARTING POINT

Understand the topic. Try it in practice.

Employees often judge HR service through a short exchange: whether someone understood the request, explained what happens next and followed through. Courtesy matters, but it cannot compensate for inaccurate information or a lost handover. This workshop develops practical habits for handling routine enquiries with clarity, ownership and appropriate professional boundaries.

This one-day introduction helps HR colleagues deliver clearer everyday service interactions. Through realistic enquiry simulations, participants practise listening, clarifying, explaining, handing over and closing requests, using the Service Experience Loop to check the experience and identify one practical team improvement.

WHO IS IT FOR?

HR administrators, service desk colleagues, operations teams and other practitioners who handle employee or manager enquiries. The workshop also suits supervisors responsible for day-to-day HR service quality.

BY THE END OF THE DAY, PARTICIPANTS CAN:**01 Clarify the request**

Use focused questions and a concise summary to establish what an employee needs without collecting unnecessary personal information.

02 Explain the next step

Give a clear account of ownership, dependencies and expected updates while avoiding unsupported promises about outcomes or response times.

03 Maintain useful ownership

Prepare a handover that identifies the receiving colleague, relevant context and follow-up responsibility without exposing unnecessary confidential information.

04 Handle dissatisfaction

Acknowledge frustration, distinguish a service concern from a policy disagreement and identify when specialist or formal referral is needed.

05 Close with clarity

Check the user's understanding of the answer, remaining actions and support route before treating a routine enquiry as resolved.

06 Review a service habit

Identify one recurring interaction problem and propose a small team change with a practical check of the user experience.

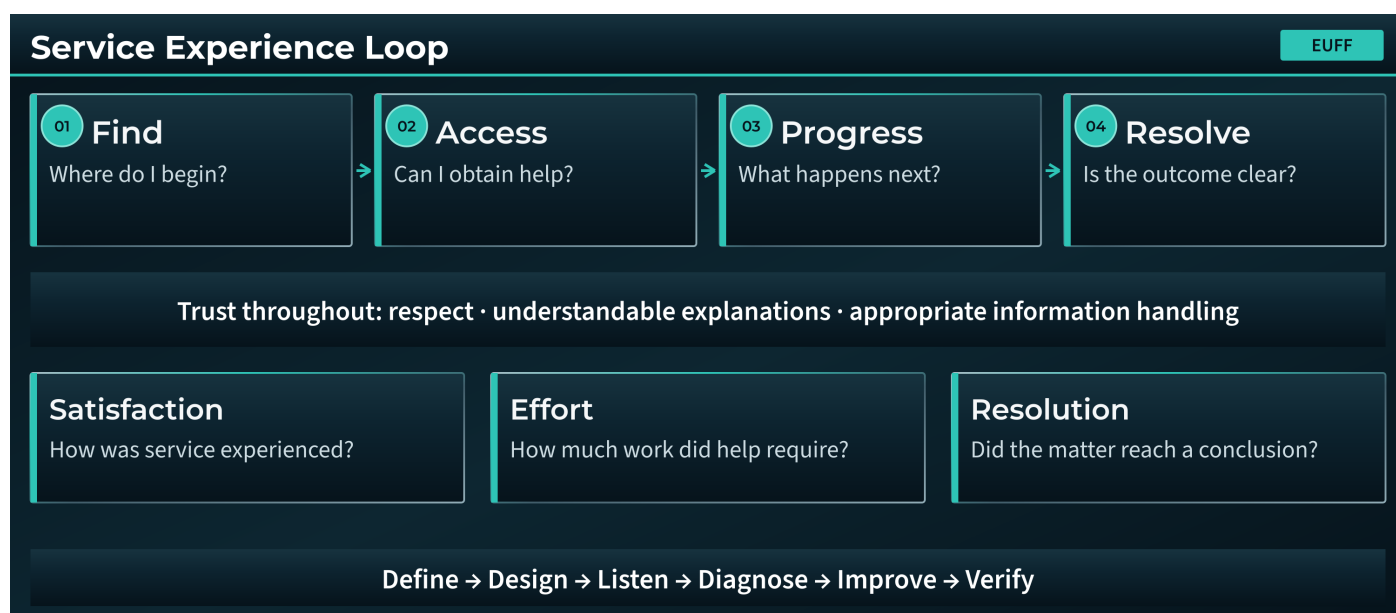
A useful first application

The workshop develops introductory service habits for routine HR enquiries. It does not replace policy expertise, case management training or formal complaint procedures, and sensitive or disputed matters require appropriate specialist referral.

THE FRAMEWORK / WORKSHOP FOCUS

HR Service End User Feedback Framework: Service Experience Loop

Find, Access, Progress, Resolve and Trust describe the user experience. Define, Design, Listen, Diagnose, Improve and Verify guide improvement; this workshop applies both through routine enquiries and frontline service practice.



SIX QUESTIONS TO EXPLORE IN THE WORKSHOP

01 Find the right help

Can the user recognise where to bring this HR request?

03 Clarify the request

Have we understood the question without asking for unnecessary details?

05 Check resolution

Is the answer understood, and are any remaining actions clear?

02 Enable access

What would make this channel easier for this person to use?

04 Show progress

Does the user know the owner, next step and update arrangements?

06 Protect trust

Are we accurate, respectful and careful with information throughout contact?

These six questions are workshop focus questions about service interactions, not a replacement for the five dimensions or six improvement stages. Trust, accurate information and respectful treatment matter even when an answer disappoints the user.

[Explore the full model >](#)

LEARN BY DOING

Explore. Challenge. Make the ideas useful.

Short explanations lead into lively exercises, paired discussion and small-group challenges. Participants test ideas, share experience and build a draft together. The tone is engaging and enjoyable, with time to reflect and connect learning to real work.

01 Listen and summarise

In pairs, one participant receives a muddled fictional enquiry while the other practises focused questions and a concise summary, with feedback on clarity and unnecessary information gathering.

02 Repair the handover

Teams reconstruct a query passed between HR and payroll, remove irrelevant personal detail and produce a handover that names the receiving owner, dependency and next update.

03 Respond to disappointment

Triads rehearse a routine request that cannot be met as expected; observers check acknowledgement, accurate explanation, respectful boundaries and a practical route to further help.

04 Close the loop

Participants rewrite an ambiguous closure email, role-play checking understanding and identify a short service habit the team could test to reduce repeated contacts about unresolved questions.

DIAGNOSE BEFORE YOU ACT

Evidence > shared feedback > agreed priorities

Use selected diagnostic prompts to distinguish known facts from assumptions. Discuss the findings and agree their meaning before proposing a solution. Feedback is part of diagnosis, not an afterthought.

ONE CASE, DEVELOPED THROUGH THE DAY

An employee asks HR to explain a discrepancy in a fictional overtime payment. The enquiry passes between HR and payroll without a named owner. Each team assumes the other will update the employee. A final message says the case is closed, but neither the calculation nor remaining action is explained.

Rehearse the initial response, prepare a proportionate handover and write a clear closing message. Specify how the employee will receive updates and what requires payroll or specialist confirmation.

THE FACILITATOR WILL

- Invite different perspectives.
- Make assumptions visible.
- Welcome constructive debate.
- Capture practical learning.



SAMPLE WORKSHOP AGENDA

A working day, with room to think.

09:00-16:30 | Six hours of facilitated learning, plus lunch and breaks. The agenda, emphasis and timings are always agreed with the client, including local scheduling needs.

09:00-09:20	What useful HR service feels like Compare courteous but incomplete replies with clear, accountable support, and identify the everyday interaction habits the workshop will practise.
09:20-10:15	Clarifying an enquiry Connect routine service to the five experience dimensions, then practise focused questions, listening and summarising without collecting unnecessary personal information.
10:15-10:30	Break
10:30-11:30	Explaining ownership and next steps Draft a clear acknowledgement for the fictional payment query, checking what can be promised and what depends on payroll confirmation.
11:30-12:30	Making a reliable handover Reconstruct a lost enquiry and produce a concise handover with the right recipient, relevant facts, ownership and agreed update responsibility.
12:30-13:30	Lunch
13:30-14:30	Responding to frustration Rehearse a disappointed user's enquiry, acknowledge the concern and explain a service boundary while recognising when specialist or formal referral is needed.
14:30-14:45	Break
14:45-15:30	Closing with understanding Rewrite an ambiguous case closure and practise checking the user's understanding of the answer, remaining actions and route to further support.
15:30-16:10	Rehearsing the whole interaction Run the enquiry from first contact to closure, using peer observation to improve clarity, accuracy, handover quality and respect for information boundaries.
16:10-16:30	Taking one habit back Choose one interaction habit to practise with the team and agree who can help check its usefulness during the next month.

Carry one employee enquiry from careful listening through reliable ownership to an answer the user can understand.

FROM THE SESSION TO YOUR DESK

Useful models. Practical working records.

The day combines reference materials with drafts developed in the exercises. Each has a clear use beyond the workshop; the work reflects the evidence and perspectives available in the room.

01 Enquiry clarification prompts

A concise set of questions and summary prompts for understanding routine requests, distinguishing the immediate need from background detail and avoiding unnecessary collection of personal information.

Use the prompts to make first contact clearer and more focused.

02 Acknowledgement message draft

A worked case response explaining what has been understood, who owns the enquiry, what happens next and which details still require confirmation before a fuller answer.

Give employees a useful acknowledgement with clear ownership and next steps.

03 Handover record example

A proportionate case record containing relevant facts, the receiving colleague, outstanding dependency and update responsibility, with unnecessary personal details removed during the workshop exercise.

Support a reliable transfer while keeping the employee informed about progress.

04 Dissatisfaction practice notes

Observer feedback from a fictional frustrated-user conversation, highlighting acknowledgement, accurate explanation, professional boundaries and the moments where specialist support or formal referral may be appropriate.

Review your own approach before handling a comparable routine service concern.

05 Clear closure message

A revised example explaining the answer, remaining actions and support route, accompanied by prompts for checking understanding before assuming that a routine enquiry has been resolved.

Reduce ambiguous closure messages and avoid unnecessary repeated contact from users.

06 Team service habit plan

A small improvement proposal naming one interaction habit, a colleague who can support practice and evidence of clarity or effort to discuss after trying it.

Introduce a manageable service improvement in the next team discussion.

CONTINUE EXPLORING

Continue with the models, diagnostic manuals and development resources on the HR Delivery website. Workshop exercises provide a first application; a full organisational diagnostic or implementation assignment can be agreed separately.

[Open the framework >](#)

[Explore diagnostic resources >](#)

MAKE THE LEARNING COUNT

A better conversation. A practical next step.

Participants can practise one listening, handover or closure habit within existing team procedures. A supervisor should confirm the wording and boundaries, then review a small set of permitted examples and user feedback before agreeing any broader process change.

YOUR FIRST 30 DAYS

01

Days 1-7

Agree one practice habit

Share the exercise outputs with a supervisor and select one useful interaction habit. Check approved wording, service ownership and referral arrangements before adapting any messages used with employees or managers.

02

Days 8-21

Practise with feedback

Apply the agreed habit to suitable routine enquiries within existing procedures. Ask a colleague to review authorised examples, noting clarity, user understanding and handover quality without collecting unnecessary personal information.

03

Days 22-30

Review the service effect

Discuss the examples and any permitted feedback with the team. Decide whether to retain, adjust or stop the habit, and identify unresolved process dependencies that need the service owner's attention.

Follow-through is participant-led. Additional facilitation, a full diagnostic or specialist support can be agreed separately.

AVAILABLE IN-HOUSE

Shaped around your organisation

Agree the in-house date and the routine enquiries most relevant to the team. Bring approved service standards or message templates without personal information; the facilitator supplies fictional requests, role cards and observer prompts for safe practice.

PLAN YOUR IN-HOUSE WORKSHOP

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Discuss your workshop

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