

TWT 1446H – HR Consultancy Guidelines Document

This document is a reference guidelines document for how to approach leads and identify suitable leads for HR Consultancy.

These questions will help you understand if a business needs professional HR support. Ask them in a casual and conversational way, allowing the business owner to share their challenges openly.

Pay attention to their answers — if they mention struggles with hiring, employee performance, or managing HR tasks, it's a strong sign that they could benefit from consultancy services.

Use follow-up questions to dig deeper and identify specific areas where support is needed.

1. How many employees are currently working in your business?

Sample Answer 1: "We have about 20 employees, mostly full-time, but we also hire a few part-time workers during busy seasons."

Indicator: They may need consultancy if they lack proper systems to manage this mix of employees.

Sample Answer 2: "Just 5 employees right now, but we're planning to hire more soon."

Indicator: Growing businesses often need structured HR practices and hiring support.

In case the answer for the above is less than 5, they may not be a suitable lead, but in case they wish to expand, have capital to invest in resources, we can consider them.

2. Do you have a plan to grow your business in the next year or two?

Sample Answer 1: "Yes, we plan to expand into another city and double our team size."

Indicator: HR consultancy can help with recruitment, onboarding, and scaling operations smoothly.

Sample Answer 2: "Not much growth planned right now, but we want to streamline our current operations."

Indicator: Even without growth, inefficiencies or gaps in current processes may warrant HR support.

If the respondents say that they are currently not expanding or they are currently at full capacity and don't seem to show much interest in increasing capacity, it may not be a suitable lead.

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3. Do you face difficulties in finding the right people for your business?

Sample Answer 1: "Yes, it's hard to find skilled workers for specialized roles, and we end up spending months on hiring."

Indicator: Recruitment assistance and strategies could be valuable.

Sample Answer 2: "We usually hire through referrals, but sometimes it doesn't work out because they don't stay long."

Indicator: This points to possible issues with retention, onboarding, or role alignment, which HR consultancy can address.

If they seem to have a good team already and have no issues in finding people within their network, they may not be suitable. However, in case they say they are currently working with some other recruitment agencies, we can pitch them as we provide services at much lower rates.

4. Are you satisfied with how productive your team is and the results they deliver?

Sample Answer 1: "Not really. Some employees seem to be working hard, but we're not seeing the results we expect."

Indicator: They may need help with performance management, goal-setting, or training programs.

Sample Answer 2: "We don't track productivity much, but I feel things could run more smoothly."

Indicator: A lack of structured performance evaluation or monitoring can signal the need for professional HR processes.

Many respondents may not be able to answer this question straight forward as it can get a bit difficult to gauge, it can be simplified for them by asking follow up questions.

5. Do you have any processes in place to manage employee attendance, salaries, or performance?

Sample Answer 1: "We manually track attendance and calculate salaries, which takes a lot of time."

Indicator: Implementing HR systems or software can save time and reduce errors.

Sample Answer 2: "We don't have any formal process for performance reviews. It's more of an informal thing."

Indicator: This shows a need for structured performance evaluation and employee engagement strategies.