

# 10 QUESTION GEM

## Sharon Rowe

### What prompted you to start your own business?

I was working at Rentokil Initial as a regional HR Manager. The role consisted of a lot of travelling and also required some overnight stay. The role was very much operational. I wanted to utilise my skills and qualifications to the maximum and get involved in more HR strategic projects. Also, I wanted to ensure that I was getting the right work life balance between work and family life. Running my own business has allowed me to do just that.

### Explain the nature of your businesses

**001 Inspiration Ltd** targets micro (1 – 4 employees) and SME business (5 – 100 employees) that does not have the luxury of having a HR department or dedicated HR personnel. I initially work on developing the HR infra structure which as a minimum focuses on complying with employment legislation. I then work towards management development which can consist of a combination of training and/or coaching on strategic HR and company development which is driven through the people. The type of areas that we help companies in are: contract of employment, induction programme, recruitment, HR policies and procedures, absent management, performance management, HR advisory service, workplace mediation, etc.

**Golden Training Ltd** is a registered training provider through EDI that provides training in:

- Business and Administration NVQ Level 2 & 3
- Customer Service NVQ Level 2 & 3
- Team Leading NVQ Level 2
- Management NVQ Level 3

- Contact Centre Operations NVQ Level 2
- Key Skills Level 1 & 2
- Equality and Diversity Level 2
- Disability Awareness Level 1

The business is aimed at any size company who needs to up-skill or retain talent management within their company.

### What has been your driving force?

Knowing that there is a demand for HR services in the Micro and SME businesses. It is just a case of finding them and ensuring that they understand the concept of HR.

### What were the qualities that helped you to succeed?

**Tenacity** - as I am passionate about the service and products that I deliver.

**Achievement** - seeing that the processes that I have put in place have made a difference in the companies.

**Caring** - I genuinely care about my clients and their businesses.

### What have been your biggest challenges and how did you overcome them?

Knowing how to network - I did not understand the benefits of networking, but having good mentors I now understand the fruits of networking.

Giving free HR advice and services. I have been told to stop giving free information to potential or current clients....but I cannot help it. I really want my client's to succeed and grow, especially through their people.

### What do you do in your spare time?

What spare time? Other than house-hold tasks, as a family we invest in the children i.e. violin, drum, swimming, and squash lessons. We go to church on a Sunday. Day trips, tumble, and going to the park are also activities that we do.

### What is important to you?

To get the right work life balance between work and my family. I am passionate about my work and also enjoy the family life.

### Where do you want to be in two years time?

A non-executive HR Director for about 3-5 companies.

### What advice would you give to would be entrepreneurs?

If you have a passion or an idea; do not give up - go for it..

Ensure you know and prepare your strategy of success

Realise that you are responsible for the accounts, marketing, IT, sales, admin, and the list goes on...

Try to enjoy the journey (It is very hard but it can be rewarding!)

### What key message would you give to businesses out there?

...Invest now or pay later



#### Invest Now..

And ensure that you have the correct HR infrastructure in place. i.e. getting the employment contract up to date, HR policies in place performance management, framework, etc.

#### Pay Later...

- It could cost you
- Legal Fees
  - Compensation
  - Low Staff Morale
  - Ruin Reputation
  - Time
  - Stress



**Sharon Rowe** owner of 001 Inspiration Ltd (HR & Management Development consultancy) and Golden Training Ltd (Training/ Learning & Development company)  
**Contact Sharon on 07932 680780 or 07947 921347**

*“Sharon Rowe of 001 Inspiration Ltd has been very instrumental in formulating policies, procedures and guidelines for Fagan Carpets Woodfloor and Beds. This has helped the company to deal with staffing issues more effectively and therefore helping the company to be more successful with a much more happy and achieving workforce which is creating better sales.”*

**Bobby Fagan, Managing Director, Fagan Carpets Ltd, Wednesbury**