

ANCHOR™ Pilot Pack

Decision Support for People Teams

Your People Team Was Hired to Lead — Not Firefight

Right now, somewhere in your organisation, a manager is facing a people decision they're not sure how to handle. They'll do one of three things: escalate to HR, delay until the situation escalates itself, or guess wrong.

Every one of those outcomes pulls your People team away from the strategic work they were hired to do. Your team becomes the bottleneck — not because they want to be, but because no one else feels safe to act.

The question isn't whether this is happening. It's how much of your People team's capacity it's consuming.

What This Costs You

£30-50k	£50-150k+	6-12 months
Legal fees before outcome	Average discrimination settlement (uncapped)	Management time per case

But the tribunal is just the visible cost. The real cost is what your People team isn't doing while they're firefighting:

- The strategic workforce planning that keeps getting pushed back
- The retention strategy that never gets built because every week brings a new escalation
- The inclusion commitments that stay at intent because the support isn't there at point of decision
- The talent you invested in — quietly walking toward the door because adjustment requests went unanswered

This isn't a training gap. Your managers know what good practice looks like. They just don't have support at the moment they hesitate. That's the gap ANCHOR fills.

What ANCHOR Does

ANCHOR™ is an AI decision-support tool that gives managers structured framing at the exact moment they hesitate on capacity, adjustment, and inclusion calls. Three minutes instead of three weeks.

It does three things:

- Surfaces what's invisible — capacity constraints, environmental barriers, intent vs impact
- Frames the decision consistently — so two employees with the same situation get the same consideration
- Creates an audit trail — evidence of considered decision-making when it matters

The human always decides. ANCHOR gives them clarity before they act. HR retains oversight without being dragged into every decision.

How ANCHOR Works (In Practice)

ANCHOR is used in moments like these:

- A manager is unsure whether an issue is performance, workload, or environment
- A People Partner is asked “Can we do this?” and needs to respond quickly
- An adjustment request feels reasonable, but unclear
- Someone disclosed something and the manager doesn't know what they're allowed to do next

The user describes the scenario in plain language. No names, no identifiers. ANCHOR returns structured framing, surfaces the considerations that might be invisible, and prompts better questions before action is taken. Three minutes. The manager has clarity. The decision is better. No escalation needed.

Why Training and Policy Alone Aren't Enough

Most organisations already have inclusion training, written policies, and HR escalation pathways. Yet decisions still stall. Managers still hesitate. Inconsistency still happens.

Because training happens away from the moment of decision. When a manager is facing a real, messy, ambiguous situation, they can't remember the training. They just know they don't want to get it wrong.

ANCHOR sits inside the moment where urgency meets uncertainty. It doesn't replace training. It makes training work when it matters — and gives your People team their time back.

What This Pilot Is / Is Not

This pilot IS	This pilot is NOT
A decision-support layer that gives managers confidence to act	A system of record
A way to reduce escalations so your People team can lead strategically	A diagnostic or assessment tool
A structured reflection tool with governance tags	A replacement for HR policy, ER, OH, or legal review
A low-risk, time-bound pilot with measurable outcomes	An AI system that “decides” outcomes
Your audit trail when someone asks “what did you consider?”	Employee monitoring or performance tracking

Pilot Structure

Phase	Duration	What Happens
Setup	Weeks 1-2	Align guardrails to your policy, identify pilot group, establish baseline metrics
Active Pilot	Weeks 3-8	Real scenarios, real decisions. Usage tracked at scenario level (not individual performance)
Review	Weeks 9-10	Before/after comparison. Clear recommendation: scale, iterate, or stop

Example: What ANCHOR Looks Like in Practice

THE SCENARIO

A manager needs to address a team member who has missed three deadlines in two weeks and wants to have a performance conversation.

ANCHOR'S FRAMING

This situation involves understanding patterns of missed deadlines and exploring the underlying factors before determining next steps. The focus should be on gathering information to understand what's happening and what support might be needed.

WITHOUT ANCHOR

Without ANCHOR, this manager would likely have gone straight to a formal performance conversation focused on accountability. The factors raised in questions 1 and 3 — capacity assessment and environmental barriers — would not have been explored. This could lead to talent loss if the employee becomes disengaged due to unmet support needs.

Three minutes. The manager has clarity. The decision is better. No escalation needed.

What We Measure

This pilot measures whether ANCHOR helps your People team move from reactive firefighting to strategic decision support:

Metric	What We Measure	Why It Matters
Time-to-decision	Days from issue raised → action taken	Three minutes instead of three weeks
Escalation volume	Decisions reaching HR that didn't need to	Your People team stops being the bottleneck
Decision confidence	Pre/post manager survey	Confident managers act; hesitant managers escalate
Consistency	Audit sample of similar scenarios	Same framing across teams — without bureaucracy

If ANCHOR doesn't move these numbers, you walk away with the data. If it does, you have the business case to scale.

Ownership and Governance

During the pilot:

- Executive sponsor: Head of People / Chief People Officer
- Operational owner: HRBP or People Partner Lead
- Users: Managers within agreed scope
- Oversight: Central People team retains visibility without manual review of every case

ANCHOR supports distributed decision-making without loss of control. Typically owned by People or Inclusion functions.

Data, Security, and Risk

ANCHOR is pilot-safe by design. Here's what Legal and Procurement need to know:

What ANCHOR does:

- ✓ Scenario-based input (can be fully anonymised — no names required)
- ✓ Configurable guardrails aligned to your policy pathways
- ✓ Optional audit-friendly decision logs (your data, your control)
- ✓ Human-in-the-loop at all times — ANCHOR frames, humans decide

What ANCHOR does NOT do:

- ✗ Store employee identifiers
- ✗ Generate legal, medical, or disciplinary advice
- ✗ Replace formal ER, OH, or grievance processes
- ✗ Automate or enforce decisions
- ✗ Monitor employee performance or behaviour

ANCHOR works alongside existing HRIS and case management systems. It does not replace them.

Clear boundaries. Clear disclaimers. That's why Legal can't block it.

If the Pilot Is Successful

If outcomes meet agreed thresholds, organisations typically explore:

- Wider manager rollout
- Embedding organisation-specific policy guardrails
- Optional insight into decision patterns (no individual tracking)
- Integration with existing People workflows

All next steps are optional. Nothing progresses without explicit approval.

The Decision

Your People team was hired to build a strategic function. Right now, how much of their time is spent clearing decisions that should never have reached them?

ANCHOR gives managers clarity in three minutes instead of three weeks. HR retains oversight without being dragged into every decision. Your People team gets their time back — time they can spend on the work that actually moves the organisation forward.

Small enough to say yes

10 weeks. Limited cohort. No system replacement.

Safe enough for Procurement

No personal data. Clear boundaries. Human-in-the-loop always.

Valuable enough to scale

If it works, you have the business case. If it doesn't, you have the data.

ANCHOR™ turns your People team from the bottleneck into the strategic function they were hired to build.

Next Step

Book a 15-minute call. No pitch — just a conversation about whether ANCHOR fits your situation. If it doesn't, we'll tell you.

Book a call: cal.com/ruth-ellen-danquah-orl6s0/anchor-demo

ANCHOR™ Pilot Pack — ruth-ellen.com/anchor