

Newsletter

Autumn 2006

“Practical simplicity”

Pet&r

Personnel, Equality, Training and Recruitment

In this issue:

1. Working with the NHS
2. Management Development
3. Team Health Checks
4. MTQ 48
5. Coaching and 1 to 1 Work
6. Consultancy
7. A Real Learning Organisation
8. Darlington Tenants' Board
9. Courses Available

Helping Hartlepool

Hartlepool Primary Care Trust has been a client of ours for about three years now, mainly as their sole deliverer of conflict resolution training to front-line staff who deal with a wide range of difficult situations and aggressive people.

This training must conform to the NHS national syllabus for non-physical interventions, and it was partly because we understand NHS culture that they then asked us to deliver equality and diversity training across the PCT.

The course is not just an overview of legislation, or an exploration of stereotyping and prejudice. It combines both of these with an outline of the behaviours expected within the NHS Knowledge and Skills Framework.

We then work with the delegates to help them consider the material in the light of their own jobs and work situations.

Delegates on these courses offered the following feedback:

"A very well-presented subject - easy to listen to and understand".

"Excellent trainer - keeps me interested!"

Management Development

Most managers and supervisors find "people problems" the most challenging. Our modular management skills programme is designed to help them develop insight or "get inside people's heads" so that they can choose from a range of tools and techniques in order to tackle issues and improve performance.

The programme can be delivered in a number of patterns. One day per week over five weeks seems to work well, but we have run it successfully as an intensive five day programme, and as five days over five months.



Clients this year include Seal Sands Chemicals Ltd, (who also had us training their instructors) and Waste Exchange Services Ltd (pictured); both of whom were supported by the Centre for Process Innovation and chose to have the programme accredited through the Institute of Leadership and Management. Successful candidates achieved the Introductory Certificate in First Line Management.

Team Health Checks

These events remain popular, and teams from Salford City Council, Middlesbrough Borough Council, and Newham Grange Leisure Farm have taken up the challenge. Some are planning follow-ups, and we currently have interest from the private and voluntary sectors for this year.

Developing Mental Toughness

Last year at the CIPD Tees Valley branch AGM, Doug Strycharczyk from TCA Consultants Ltd spoke about the MTQ 48 measure of Mental Toughness. Since then, Peter has undertaken the training programme that qualifies him to use the instrument and lead the Mental Toughness Development Programme.

Created specifically to help people develop Mental Toughness, the programme has been designed in conjunction with Dr Peter Clough and his team at Hull University.

The concept has four key components: control; challenge; commitment; and confidence. It can help individuals and groups deal more effectively with challenges at work, and help managers get the best from their people. It is therefore helpful for both Stress Management and Peak Performance Development.

The programme is available in two basic formats - delivery as a group workshop or on a one-to-one coaching basis. Both formats are supported by a workbook which contains the programme content as well as descriptions of tools and techniques.

The content includes: Understanding mental toughness; putting stressors and challenges into context; understanding how we deal with them; how to manage and cope with fatigue and its role in managing pressure; tools and techniques; team toughness; and (most importantly) creating personal action plans that work.

If you would like to know more about our work, please contact us or visit the web-site.

Coaching Kristy (and others)

Through the Business Link Director Development programme we got to hear of Kristy Howe, the Manager of Parkview Residential Care Home in Seaton Carew.



Once we met her we got to know an awful lot more about her and her work running a twenty four hour service for 26 elderly people.

Lynne worked with Kristy one to one to develop a financial management system to meet the needs of the new owners.

Peter worked with her on a range of HR issues and practical management systems.

Her energy and enquiring mind, made it a lively and enjoyable project for us.

From her point of view, Kristy thinks that *"It has been really good to work with Lynne to develop a system that meets our needs, and to be trained in a way and at a time to suit me and the business."*

Over the last 18 months we have provided coaching services to staff in a social care team, Chief Executive's in local charities, and senior managers in private companies on Teesside.

We have also offered support to individuals looking to change direction by setting up their own business or seeking promotion.

We have also spent time in the South-east, developing line managers' coaching skills, in association with CS & A Training; as well as working with the Centre for Process Innovation to develop coaching capacity (and other management skills) for SME's in the Tees Valley.

Consultancy

From a skills audit in Tees Valley Wildlife Trust, to a review of Newcastle City Council's anti-social behaviour projects, we have kept busy on the consultancy front as well.

One of the most satisfying projects of the last 18 months was the production of the Durham Heritage Coast Resource Pack for Environmental Education, launched last spring.

Lynne collaborated on this with Countryside Management Services of Shildon, and it is this desire to partner that influences a lot of our projects whether it be pro bono work with charities or associate work.

One such was Claudius Consulting, with whom we have done trainer training for technical specialists, and management development for midlands-based automotive industry managers. We also helped them develop train the trainer programmes for the RAF.

Learning Organisation success with South Gloucestershire

This is one of the most interesting and rewarding things that we have done recently, working with the council's Revenues and Benefits division and CS & A Training.



They wanted to handle change more effectively, improve performance and bring the management team together.

Over 18 months, we introduced them to Peter Senge's Learning Organisation concepts, and helped them conduct an organisational learning disabilities audit.

They were finalists in the IRRV Excellence Awards, and to quote

from their entry for this year's National Training Awards:-

"... the training programme is exceptional as it has delivered transformational change not just to the managers that attended the programme but to all the staff within the division. This in turn has directly impacted with benefits to the Council and customer in relation to performance improvements."

Darlington Tenants' Board

Following a session last year on Cultural Awareness, the board asked us to deliver 8 two-hour sessions covering Team Building; Formal Meetings; Decision Making and Negotiation; Selecting a Contractor; Information Systems; Report Writing; Presentations; Press and Publicity; and (most importantly) Coping with the Workload.

Board members said that it was *"informal, interesting, and enjoyable."* and *"very clearly and concisely presented."* Both Lynne and Peter found them a great group to work with, and we had a lot of fun.

Courses and services offered

HR Consultancy, Research, Advice and Guidance; Policy and Strategy Development; Management Coaching and Mentoring; IIP Support and Corporate Action Planning.

Leadership, Management, and Supervisory Development; Customer Care, Telephone and Interpersonal Skills; Equality and Diversity Awareness Training; Conflict Resolution, Harassment and Bullying.

Work Team Health Checks and Repair Clinics; Recruitment Training, Interviewing and Selection Testing.

Public Consultation, Social Research, and Event Management.

For a practical, focused and cost effective approach to a wide range of HR issues leading to real and sustainable change in workplace culture.