

Newsletter Spring 2007

“Practical simplicity”

Pet&r

Personnel, Equality, Training and Recruitment

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And The Winner Is....

At the Annual Dinner of the Chartered Institute of Personnel and Development Tees Valley Branch, Peter received the Individual Award for Best Practice in HR, recognising his significant contribution over the last 10 years. He received a framed certificate and engraved crystal rose bowl from the branch Vice-Chair, Christine De Caux.



Exam Success

At the end of 2006, Lynne studied for and achieved the Introductory Certificate in Marketing from the Chartered Institute of Marketing. The course was part of her ongoing personal development plan and she is now busy developing **Pet&r's** new marketing plan and updating all promotional literature.

Accreditation Success

Pet&r has recently become an Accredited Centre for the Institute of Leadership & Management (ILM).

ILM supports managers at all levels and promotes excellence and development.

We now offer these ILM courses

- Level 3 Award in First Line Management
- Level 3 Certificate in First Line Management
- Level 3 Certificate in Coaching for Team Leaders and First Line Managers

The following Pet&r courses are endorsed by ILM:

- Supervisory Skills for New Supervisors
- Managing and Resolving Conflict
- Train the Trainer
- Leading People Through Change
- Managing the Customer Interface
- Building and Working in Teams
- Handling People Performance Problems
- Diversity Awareness and Impact Assessment in Local Government

Pet&r has also recently become an Approved Centre for NCFE.

NCFE is the UK's longest established awarding body, a highly professional and responsive organisation reflecting the aims of the Skills Strategy through the development of a diverse range of qualifications and awards.

We now offer the NCFE course leading to the Level 2 Certificate in Understanding Equality and Diversity

In addition, our own two-day customised course Equality and Diversity Awareness is now accredited by NCFE.

Training Opportunity

Accredited Management Training in York 2007:

5 days for £1,450 + VAT (plus accommodation).

*** You may be eligible for 50% funding from Business Link***

9–13 July or 12–16 November.

To celebrate our accreditation with ILM, we are running two five-day programmes leading to the Award in First Line Management.

These interactive and practical courses are suitable for all developing leaders and managers.

The courses are delivered in partnership with Claudius Consulting, one of the country's finest Six Sigma, Lean Manufacturing and Total Productive Maintenance training and consulting companies.

For more information, to make a booking, or get details of special bed and breakfast rates, e-mail us at peterhammond@btinternet.com or call us on 01642 576405.

New Associate

We are pleased to welcome Simon Bray BSc to our list of associates. Simon takes us into the world of marketing and communications with more than 20 years' experience in developing and leading multi-disciplinary teams to deliver process improvement and business results.

He has developed and delivered bespoke marketing training, business seminars and development sessions for a variety of organisations including the Direct Marketing Association, SMi International and Bradford School of Management.



Partners: Peter R. Hammond, BSc (Hons), DipPM, Chartered FCIPD and Lynne E Hammond MA
Tel: 01642 576405 (Answerphone), 07850 678324 (Peter Mobile) 07762 940769 (Lynne Mobile)
6 Fen Moor Close, Hemlington, Middlesbrough, TS8 9RQ

A member of
necc
North East Chamber of Commerce

E-mail: peterhammond@btinternet.com
Web-site: www.peter-hammond.co.uk
Vat Registration Number 847 4167 04



Accredited Centre

Coaching Lindsay

Coaching doesn't have to be done cold and whilst there can be disadvantages to knowing too much about the person you are working with, we found that this was not a problem with Lindsay.



We have known Lindsay professionally for several years, and worked with him on a number of occasions, and were keen to help when he approached us in order to act as a sounding board for some changes he was considering. We challenged his assumptions, channelled his thinking and checked his progress as he reviewed his company's position in the market and re-structured for competitive advantage.

We also helped others including the managing director of a chemical company, the owner of a start up business and a professional moving into self employment.

Old Friends & New Opportunities

Through our work with Hartlepool PCT we were introduced to North Tees PCT where we helped the 3 locality teams of the school nursing service check their own team's 'health' and plan to enhance working relationships across all 3 teams.

In our last newsletter we spoke of our work with Darlington Tenants Board. We reviewed this work in February (14th) and they loved it so much they asked us to do some more, this time including other volunteers from the Residents Associations.

In April we found a 2 hour slot in which to drop in on architects BrowneSmithBaker for a lunchtime lecture on Time Management for Effective Professionals.

Recently, in partnership with Malcolm Lawson of Solutions Recruitment, we have become an

approved training supplier for Tyne and Wear Fire and Rescue Service,

Team Support

In addition to the team support given above, we conducted a 1 day team repair clinic for a manufacturing company which was having problems. We were also involved in an extensive team development project with Vertellus Specialties UK Ltd (formerly Seal Sands Chemicals), helping their operations management team over a period of several months as they managed changes to work structure.

Designing Out Barriers to Disability

Symmons Madge Associates asked Peter to design and deliver a series of courses for highways staff involved in design construction and maintenance activity in the West Midlands. They needed to learn more about disability, discrimination legislation, the public sector duty, and impact assessment.

Participants came from a county council, the private company that acted as its agent, and the sub-contractor who carried out the construction and maintenance work. Working with the Council's Equality Adviser, he trained 100 people over six courses from senior managers to maintenance supervisors.



The course offered a legal update; gave delegates the opportunity to attempt day to day tasks in the local area whilst experiencing impaired vision or mobility; and let delegates hear from disabled people about how easy it was to live in their town. In the afternoon, participants audited the built environment around the venue, looking for ways to fix and design out barriers to access. They also considered how they could work together more effectively to avoid problems and include disabled people more in the future.

Feedback on the day, and post-course follow up by the client showed that people felt better equipped to discharge their duties and assess the impact of their activity on disabled people.

Pro Bono work

Tees Valley Professional Services Group provides an exchange service where voluntary organisations can get professional support free. Organisations commit 5 days a year free of charge to others that need help.

This year we have helped Tees Valley Victim Support and Witness Service understand their basic Health & Safety responsibilities and conducted an HR audit for Darlington and District Youth and Community Association.

Courses and Services Offered

- HR Consultancy, Research, Advice & Guidance;
- Policy & Strategy Development; Management Coaching & Mentoring;
- IIP Support & Corporate Action Planning;
- Leadership, Management, & Supervisory Development;
- Customer Care, Telephone & Interpersonal Skills;
- Equality & Diversity Awareness Training;
- Conflict Resolution, Harassment & Bullying;
- Work Team Health Checks & Repair Clinics;
- Recruitment Training, Interviewing & Selection Testing;
- Public Consultation, Social Research, & Event Management.

To find out more about how our practical, focused and cost effective approach to a wide range of HR issues can lead to real and sustainable change in workplace culture, please contact us on 01642 576405

To receive regular copies of our newsletter electronically, please email us inserting the word 'newsletter' in the subject line at peterhammond@btinternet.com.