

Consultancy Update

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Who we are and what we do:

- The **Susan Dadswell Training Consultancy** exists to provide affordable, flexible, well-targeted learning solutions which support organisations in meeting their business objectives.
- Sue Dadswell is the lead consultant who has a network of associate consultants she can call on to service the larger or more specialist learning project.
- We are based in North Buckinghamshire. Our consultants work nationally
- Telephone: 01296 711077

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Coaching for Excellence

As managers and team leaders are expected to do more and more, often with fewer resources, it is becoming increasingly important for them to make more effective use of the people around them. However, they are often caught in the vicious circle of: 'Too much to do *means* no time to train *means* no-one to delegate to *means* too much to do.' Where time is at a premium and money for traditional courses is perhaps limited, an alternative to conventional instruction or training is for a manager to develop and use the skill of **Coaching**.

Coaching is the skill of growing other people, helping them to unlock their own power in order to maxi-

mize both their personal performance and that of the team. The modern style of coaching is much more about helping other people to learn than it is about 'teacher' passing their learning on.

Although perfecting one's own coaching technique can take a lifetime, the basics can be successfully learned in two days.

We can deliver exciting events where participants can learn not only the basics of coaching but can also hone their listening skills and their ability to offer feedback.

All our events are practical, participative and fun and can be tailored to your organisation's needs.

One-to-one Coaching

In addition to helping your managers to become first rate coaches, the consultancy offers a one-to-one coaching service. If you or a member of your team have a particular issue that you would like to deal with privately and individually (e.g. preparing

for a special presentation, career planning, time management etc.) we can offer a tailor-made and confidential coaching service, either face-to-face or by phone. This could be a single session or an on-going service.

Ring Sue on **01296 711077**

Please ring **01296 711077** to find out more



Is this you?

'Language, sex and power'



Communication: what's sex got to do with it?

'Women and men at work: language, sex and power' is the subtitle of Deborah Tannen's book *Talking from 9 to 5* (Virago).

There has been a flood of publications over recent years which claim to describe and explain the differences between men and women. Unlike some of the pop psychology authors who have addressed the male/female divide, Tannen is a well-qualified academic (a socio-

linguist by training) and her writings on the subject of gender differences in speech pre-date many of the 'trendy' books.

Tannen seeks to illustrate with numerous quotations from her 'real life' studies the misunderstandings that arise when men and women attempt to communicate with one another in the workplace. She is at pains to emphasise that one mustn't make hasty generalisations about either sex, but

rather one should gain an understanding of the differing styles that the sexes tend to prefer.

Men and women have different ways of listening, questioning and building relationships. An appreciation of how these work can help us foster productive working relationships.

We can address these and other issues in our communication training, either in groups or 1:1.

According to an EU Survey, 9% of the workforce-12 million people-suffered from workplace bullying during a 12 month period.

Beat the bullies!

Under the Health and Safety at Work Act 1974, employers have a duty of care for their employees' physical and psychological health. If an employer can be shown not to have carried out this responsibility they may face a hefty compensation claim as well as legal bills and loss of reputation.

The warning signs that bullying could be happening in your organisation may already be there: poor staff retention, high level of absenteeism and timekeeping, low productivity.

We at SDTC can help an organisation to formulate its anti-bullying policy. We can help you to diagnose and treat the problem! We provide

training and guidance for contact people (staff counsellors) and deliver awareness training for all staff.

We have a specialist member of the team with over ten years' worth of experience of fair treatment at work who can help you - don't wait for a claim to be made! Tel: **01296 711077**

Retro-management



One thing we're wondering about *here* is whether there is a call out *there* for a 'back-to-basics' approach to Team Leadership?

Are you tired of buzz words, fancy trends and flavours of the month?

Would you welcome a return

to a tried-and-tested model of Leadership?

We're mooting a revival of the fundamentals of:

Communication, Motivation, Delegation, Planning, Briefing, Monitoring and Review

Does this sound hopelessly

old-fashioned?

A £10 voucher of your own choosing will be on offer for the best letter published in the next newsletter (due end May)

Contact details: page 3

Closing date 30 April 2004

Susan Dadswell Training Consultancy

17 Courthouse Close
Winslow
Buckingham
MK18 3QH

Phone: 01296 711077
Mobile: 07768 127383
Email: sdadswell@aol.com

Call for a free
consultation!



Sue Dadswell is an experienced Training and Personal Development Consultant with some 16 years' experience in the field. She founded the Susan Dadswell Training Consultancy in 1997 when she began working independently after 8 years with the UK's leading training and campaigning organisation.

SDTC believes that to provide value to the client and to the individual learner, any learning intervention should have specific goals in line with the business plan. The activity should be designed both to enhance organisational competitiveness and to provide the learner with a useful addition to their personal skillset. The intervention could be a traditional workshop, 1:1 coaching, guided study or project work, or a combination of methods.

Questions and Answers

Do I have to pay for an initial consultation?

No. Your first consultation is complimentary and can be done at your convenience over the telephone. However, if significant travelling is involved we may ask you to cover the cost of the journey. Our time will not be billed for the first meeting

Do you provide in-house training?

Yes. We can work closely with you to design interventions that suit your business. We can be flexible not only about delivery method but also about location and duration. (From

1 hour coaching sessions through to week-long residential). We can also provide someone to deliver your own 'off-the-shelf' products where there is no in-house deliverer.

How would you describe the style of your in-house workshops?

We work hard at making our events (whether tailored and in-house or open-access) participative, fun and beneficial for organisation and participant alike. Most workshops are supported by a workbook which the delegate takes away with them

Do you run open-access workshops?

We do not have a scheduled programme of workshops. However, occasionally where there is a demand from clients we offer places on ad-hoc workshops on a particular theme e.g. Managing Change, Performance Management, Assertiveness etc. These open workshops run with small numbers (minimum 3 delegates, maximum 10 delegates.)



FAQs