

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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Working with your manager

The relationship between the manager and their team members is crucial to both parties' ability to perform their respective roles well. Communication breakdowns lead at best to under-performance and at worst to costly mistakes and even personal and professional sabotage.

Both the manager and the team member have a responsibility to ensure that the relationship is healthy, well-maintained and productive. Importantly, the manager must see that the team member is an ally and not a threat.

The reciprocal nature of this relationship is often not clearly understood. Everyone from first-jobbers through to ma-

ture staff can benefit from learning how to manage the interaction between manager and managed.

The Susan Dadswell Training Consultancy can work with individuals, pairs and teams to help them understand the impact their behaviour has on other people. We can work with people on the skills of giving and receiving constructive feedback, listening skills and assertiveness.

We can also offer help and support around effective target-setting, managing the 1:1 meeting and making a case.

All our interventions are practical and participa-



tive and can be tailored to your organisation's needs.

Please feel free to contact us to find out how we can help you.

01296 711077

E-mail etiquette

Does your organisation suffer from e-mail excess? Is everyone e-mailing everybody else with 'Cover your Back' messages?
ARE UPPER CASE MISSIVES THE ORDER OF THE DAY? (Stop shouting!!)

E-mail has very quickly become part and parcel of the way we work. Yet few organisations have set their people guidelines for the use of e-mail within the organisation.

Here at SDTC we can offer specialist help in

drawing up Operational Groundrules for the use of e-mail. This is in addition to the rest of our business communication offering: Effective Meetings, Report Writing, Presentation Skills
Ring Sue on **01296 711077**

Stress in the Workplace

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.

A recent decision by the House of Lords in **Barber vs. Somerset County Council** resulted in award of **£101,000** in damages to Mr. Barber. (This was



Avoid costly legal proceedings by ensuring you have robust policies in place

a protracted case that went to Appeal; the Lords overturned the Court of Appeal's decision).

The Lords' view was that the management team in the school where Mr. Barber worked, together with the council's education department, should have been alerted to his difficulties when they received a sickness absence certificate from him, citing 'stress' as the reason for his absence. (He subsequently had

a nervous breakdown).

If employers wish to avoid costly cases, they need to consider having clear policies to tackle stress as well as bullying and harassment. Having these policies in place won't eradicate the problem, but they can provide a framework for busy managers to formulate an appropriate and speedy response.

We have a specialist member of the team who can help you formulate your policy, train contact people and give training in the art and skill of personal stress management. Please feel free to contact us for an exploratory chat.

Courtesy Calls

During the summer months, (June, July, August) Sue will be making phone contact with the current recipients of the newsletter.

This brief call is intended partly to be an opportunity for her to introduce herself and tell you about our activities. More importantly, Sue wants to find out more about the world of work where you are, in

order that the consultancy can ensure that it continues to offer appropriate and up-to-date learning solutions.

We would like to make regular phone contact with you a part of our service. Sue has an extensive network of contacts and if she

can't help you herself, she will know a man, woman or organisation that can!

Should you feel that you are not the right person to receive this newsletter, please return the envelope, marking it with the appropriate contact details.

THANK YOU!

She will also be finding out what you would like to see in the pages of the newsletter.

So, expect a call soon...

Management for the Girls?

We use this space in the newsletter to offer a bone of contention for discussion amongst the readership. This month we're raising the topic of separate training for women

Independent workshops for women have been seen as being one way of levelling



the playing field for female managers in a predominantly male environment.

Is this type of training still appropriate? If so, should the training community be offering separate training for men?

Has the world of work now moved to a point where single-sex training is no longer relevant?

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

Contact details: page 3

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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