

## What is The UpDate?

Happy NewYear and welcome to "The UpDate" which is designed to keep you informed about developments in our business, since it is you, our clients, that drive and shape our business.

The idea for "The UpDate" was born a few months ago when we successfully created some new programmes for a client and realised that they might be of value/interest to other clients but we had no simple way of letting others know about these developments.

We did not want to send out lists of standard programmes because as you know we don't do business that way. Every ChangeMaker programme is customised to fit your needs. We also knew that we did not wish to develop a traditional Newsletter which talks more about us and less about you and your needs, which is why we have taken some time to arrive at this concept.

## Open Coaching Programmes

We would also like to thank everyone who came to one of our 2 day Open Coaching programmes in 2004. 13 of the 16 companies who attended showing firm interest or commitment to proceed with a coaching or similar programme. We will be running events of the same style but different content in 2005, See below.....

They proved very popular, with

*"Hugely relevant, plain English, structured and a very enjoyable event. There are certainly some things that I will be doing differently as a result of the programme."*

**However** if there is enough demand for Coaching (that means you have to ask for it) we will run another Free Open Coaching programme during 2005. Let us know!

2005 | Issue 1 | January



DiscoveryLearning  
The Masai MasterClass

## E-mail UpDate in 2005

In 2005 we plan to make it easier for you to receive your UpDate. It will be E-mail based and we will also be making it easy for you to find information on our website:

[www.changemakerweb.co.uk](http://www.changemakerweb.co.uk)

## Latest Programme Designs



A picture from our 2005 Calendar.

Taken during a Leading and Performing In Teams Course in Mid-Wales.

If you haven't received a copy of our calendar why not give the office a call on 01249 890253

**The Responsibilities of Management.** This one day workshop was designed in response to the needs of a client who found that their managers were not using the performance review and management process and were acting as an internal buffer to the communication of information throughout the business. Key symptoms addressed are: avoidance of managing performance issues, the desire to disassociate from "the bad news", and poor relationships with other departments.

**Dealing with Challenging People.** This one day workshop was designed in response to several requests that we received from clients whose managers, whilst quite capable of dealing with regular performance issues, struggled when they encountered a difficult person. This workshop which also works in a sales/negotiation environment confronts difficult issues and gives skills to deal with challenging individuals.

**Creating Influence in the Boardroom.** 95% of selling in business is actually internal rather than external; it's just that people don't always see it as selling, rather they see it as "convincing". So using the same techniques as our sales focussed workshop, we have applied an internal spin to the material. The outcome is that participants are capable of and confident to create effective influence with senior executives.

**The Auction.** An energetic strategic exercise that pits teams against each other in a lively competition. This can be used as 6 hour project in a team development course for 15-24 or can be run as a 3 hour exercise for up to 200 people as part of a conference. It involves teamwork, clear communication and the development of an agreed strategy in a volatile market place. It demands assessment of risk, clear decision-making and the execution of well-defined plans within strict time deadlines. How the other teams react has a considerable influence on decisions.

## Another Programme Design

### Receiving and Giving Feedback.

This can be delivered as a ½ day or a whole day workshop and is based on our 4 *Nuggets* approach:

#### "RECEIVING COMES BEFORE GIVING"

You can only give Feedback if you have learned to receive it effectively first.

#### "THERE IS ONLY FEEDBACK"

Feedback is information that is designed to help someone improve their performance.

#### "FEEDBACK IS ONLY PERCEPTION"

Feedback actions and intentions may be confused.

You may have to give a little personal information to take a little feedback.

#### "IT'S YOUR CHOICE"

What you do with the "gift" is your choice when giving and when receiving Feedback.

The core of the decision making centres on taking personal responsibility.

At the end of this workshop people are comfortable in Receiving and Giving Feedback and we have begun to explore the difference between *telling* & *coaching*.

### Congratulations

We are delighted to announce that our e-Learning Partner, INOVARE has been nominated for a New Statesman: "Bright Sparks" Award. This is a scheme recognising innovation and excellence in e-learning.

[www.inovare.co.uk/awards/Bright\\_Sparks](http://www.inovare.co.uk/awards/Bright_Sparks)

## ChangeMaker Americas

It is with great enthusiasm that we welcome a new ChangeMaker development. Our colleague Bil Murray who lives near Chicago and with whom we enjoyed designing and running the Saab Way, to name but a small part of our past collaboration; has decided to join us, re-branding his business as *ChangeMaker Americas Group*. I'm not going to go on at great length here because you can see what they are up to at [www.changemakerweb.us](http://www.changemakerweb.us)



We are excited by the opportunities that this creates to support our US based clients and for us to offer cover across Europe for Bil's international clients. Our aim is to work together to stretch the global aspects of our work to new areas. Bil and his colleagues are particularly strong in the research and academic areas and we expect that some of this leading edge work will inform how we work with our clients and offer some unique tools to meet our customers' issues. We would love to hear from those of you who have US operations so that we can discuss introducing Bil to your colleagues in America.

## 2005 OPEN WORKSHOPS – INVITATIONS GOING OUT IN FEBRUARY

We will be offering a series of 4 workshops, each covering one of the key elements of the ChangeMaker "SPRINGS AND ARROWS MODEL" for CREATING SUSTAINABLE CHANGE IN ORGANISATIONS

Discovering Self-Belief | Developing High Trust | Inspiring Openness | Creating Alignment

Each workshop will involve:

- ❖ An interactive Presentation
- ❖ Discussion around issues that affect your organisation
- ❖ Practical exercises to illustrate the topic
- ❖ Tools to use in your organisation

If you do not wish to receive further UpDates please let us know.

Questions, comments or further information?

e-mail us at [julie@changemakerweb.co.uk](mailto:julie@changemakerweb.co.uk)

or call + 44 (0)1249 890253

[www.changemakerweb.co.uk](http://www.changemakerweb.co.uk)

