

July 2008

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Team Talk

Hi reader - bit short on articles this month, so if you want to respond or add your view, you know where to write...as is now traditional, The Team will be taking a summer break. So, the next issue of this journalistic masterpiece will be in September. What have we in store for you this month though? Rae Williams shares her thoughts on her own HR career and some of the benefits and inspirations. A useful insight, this, and we hope to repeat the format in forthcoming issues of the Newsletter. Oh, yes, and we had the AGM in May - you can read the outputs later on in this newsletter (and yes, John Hepworth gets his picture included AGAIN in the Branch Matters section: The Team). It really was an excellent evening and well done to the Events team for a sterling job. You'll also see in this issue the forthcoming dates for the Gloucestershire Coaching Network (and on the web too in due course) and I am sure that Lise, Miranda and Helen will be delighted if you attend. And that goes for the HR Forum too - Helen, Cathy and Julia are superb hosts! So, we hope that you have a wonderful summer and see you again in September.

The Team

STOP PRESS: Exclusive offer for branches:

As a special thank you to all branches, we're offering each branch two free one-day tickets to the CIPD Conference between 16-18 September, worth up to £800 each. Please see the web page for details on how to win a free ticket or contact Chair, John Hepworth.

Next Events

Thursday 3 July 2008

Gloucestershire Coaching Network

Marketing coaching to business

Venue: The Forum, Lansdown Road, Cheltenham GL50 2JA

6.00pm for 6.30pm start - 8.30pm finish

£5.00 inc. VAT to include teas and coffees for CIPD members and Non-members

GCN's next event is a must for anyone involved in marketing coaching services to business! In this session, we will be exploring how to unravel the mysteries surrounding marketing a service and our aim is to send you away with a clear idea on how to "pump up" your marketing efforts and how to deliver an effective message to your customers.

The session will be presented by Sandra Clarke of Smadar Strategies. Sandra is an innovative and inspiring marketer, with a specialist knowledge of developing a clear brand for your business.

To book this event, book via the website at www.cipd.co.uk/branch/gloucestershire

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Thursday 17 July 2008

HR FORUM

Positive Psychology - another management fad or a valuable HR tool?

**Venue: Globis Learning and Mediation Centre, Waterwells Business Park,
Quedgeley, Gloucester GL2 2AQ**

Timing: 2.45 pm for 3.00 pm and ending 5.00 pm

FREE EVENT

No doubt you'll have noticed that Positive Psychology has been getting a great deal of media coverage in the last year or so, and as an HR Manager or Director you may be expected to understand how it could benefit your people and your business.

In this forum Bridget Grenville-Cleave and Lucy Ryan will explore the dominant business applications for Positive Psychology and how it can make a measurable difference, not just to your employees' well-being, but also to your organisation's bottom line. Bridget has significant experience in organisation change management and business strategy. She writes a Positive Psychology business blog (www.10consulting.blogspot.com), and for the online journal, Positive Psychology News Daily (www.pos-psych.com). Lucy has high level experience in personal impact training and executive coaching and runs her own business (www.mindspring.uk.com). Both Bridget and Lucy are in the final year of a Masters degree in Applied Positive Psychology.

To book this event, book via the website at www.cipd.co.uk/branch/gloucestershire

Tuesday 23 September 2008

The CIPD Gloucestershire Branch sponsored by



**Business
LINK**

And in association with BPE (Solicitors) present:

Legal roundup

Venue: Hatherley Manor Hotel, Down Hatherley Lane, Gloucester GL2 9QA

Refreshments and light breakfast from 8.30am

Workshop 9.00am - 1.00pm

£35.25 inc VAT CIPD members

£41.13 inc VAT non-CIPD members

Speakers: BPE's employment team

The best opportunity to network with like-minded HR professionals while receiving an update on key employment law changes.

To book this event, book via the website at www.cipd.co.uk/branch/gloucestershire

Wednesday 8 October 2008

Measuring and Evaluating Training
The Forum, Lansdown Road, Cheltenham, GL51 7SJ

Refreshments and buffet lunch from 12.30pm
Workshop 1.30pm - 4.30pm

£11.75 inc VAT for CIPD members,
£17.63 inc VAT non-CIPD members
Speaker: Isobel Heaton, DTC International
& Assessing Success Ltd

Learn how to establish appropriate assessment and evaluation strategies for learning interventions and align them to with the strategic objectives of the organisation

To book this event, book via the website at www.cipd.co.uk/branch/gloucestershire

Thursday 16 October 2008

The Alan Murgatroyd Memorial lecture presents:

Leading change with Katharine Everett
(incorporating the Students Awards Evening)

Venue: Gloucester Rugby Club, Kingsholm, Gloucester, GL1 3AX
Refreshments and light buffet from 6.00pm
Presentations 6.30pm - 9.00pm

FREE EVENT #

This event is the opportunity for the Branch to congratulate all those students who have gained their professional qualifications this year. There will be prize winners too. For some, the qualification means a chance to make changes in their lives and work, so to help us think about change we will be joined by Katharine Everett, a former Director of the BBC. Prior to overseeing two major change initiatives, Katherine launched the digital entertainment channel BBC Choice and was Controller of New Media. She will be sharing her experiences and reflections on the impact of organisational politics on delivering effective change. Students - and their supporters! - all welcome.

And as is always with the Student Awards, you do not have to have been a student to attend! If Katharine's work is of interest, please do come along!!

To book this event, book via the website at www.cipd.co.uk/branch/gloucestershire

Branch Matters



John Hepworth, Branch Chair writes: I am delighted to welcome **Ellie King** to the role of Membership Advisor for the Branch for 2008 - 2009. Ellie will work closely with Heidi (CPD Advisor) and Wendy (Centre Co-ordination) to provide opportunities for the membership to gain qualifications or support with study. Ellie will specifically look at helping with recruitment, retention and up-grading of members / potential members and I hope that you will hear more of her - and of Heidi and Wendy - in the coming months. Thank you Ellie for your help so far and best for the future. And also to existing committee member, **Wendy Haigh**, for stepping into the role of Secretary as well as Centre Co-Ordinator. Thank you Wendy!!

GLOUCESTERSHIRE COACHING NETWORK PROPOSED MEETING PLAN TO JULY 2009



DATE	TOPIC	LEVEL
Thursday, 29 May 2008	Mind-mapping	All
Thursday, 3 July 2008	Marketing your Coaching practice	All
Thursday, 25 September 2008	David Clutterbuck's Masterclass - an exceptional opportunity to learn and update skills with one of the foremost influencers in the industry.	Expert
Tuesday, 11 November 2008	Developing Yourself as a Professional Coach - includes an update on how things are developing in the coaching industry and introducing the Book Club	All
Thursday, 11 December 2008	The Importance of Well-being for You as a Coach - using EFT and Aloe Vera for personal wellbeing.	All
Thursday, 22 January 2009	Book Club and coaching practice	All
Tuesday, 3 March 2009	Coaching with Clean Language	Expert
Wednesday, 22 April 2009	Book club and coaching practice	All
Tuesday, 2 June 2009	Constellations - a way of representing the pattern of relationships within a system - a tool for coaching	Expert

Feature

Making Upgrading Easier - Case Study

This month we have spoken to Dawn Cornes who is HR Manager for Gloucestershire Fire and Rescue Service who has recently upgraded to Fellow Chartered MCIPD. We met up so she could talk through her career to date and how this has led to her achieving Fellowship Grade for the CIPD. Hopefully this will entice you people out there considering Chartered MCIPD or Fellow MCIPD like Dawn, by seeing how simple the process is for recognising your CPD and professional experience.

Dawn achieved her Full CIPD qualification 17 years ago, when it was then known as the Institute of Personnel Management (IPM). Since her first role in Personnel Dawn has grown from strength to strength in an impressive range of HR positions ranging from setting up a HR function from scratch for an International Organisation, working as Regional Manager for retail and leisure organisations to public sector organisations in consultancy roles and now for Gloucestershire Fire and Rescue Service.

It was interesting to find out how Dawn has taken on each new challenge with great enthusiasm and moving on when the time was right to develop another skill and driving each organisation forward with her clear direction and management skills. It was also interesting to hear how Dawn has also learned from her own managers in the way they have supported and managed her. Dawn has covered a range of HR subjects, including recruitment, selection, training and development, employee terms, conditions and relations and performance management.

I asked Dawn how she has approached her CPD throughout her career in HR and her main learning style and methodology has been through on-the-job experiences such as working in the roles of those she manages and modelling good managers she has worked with. She also fed back how the CIPD has been instrumental in keeping her up to date with her occupational competence and knowledge of HR issues through People Management Magazine, CIPD e-mail alerts, employment bulletins, workshops and current legal cases.

Dawn became a Chartered Member of the CIPD in 1999. The reason for this was mainly for personal recognition and achievement and by doing so really gave her the opportunity to reflect on her career and CPD. At this time she had to compile a large portfolio of evidence which was quite cumbersome and cannot believe how much more simplified the CIPD has now made this. When we held an upgrading workshop at the end of last year she fed back how much easier it seemed to be in terms of process and paperwork.

Dawn had been thinking about upgrading to Fellow for the past few years but it wasn't until last year that she thought it would be useful to go through the reflective process again and ready to go for the next stage. She felt that one of the barriers to getting started on this process was not understanding what she needed to do and how much she needed to provide. She said it was a relief to see how the paperwork was much more streamlined and once she got going through the areas, how much it enabled her to start reflecting again. The main barrier she felt was making the time to do it. To overcome this she set a date in her diary at home so away from distractions to spend time reflecting on her role, experience and development and then what she wanted to achieve in the future. She said she really had to be disciplined to keep this time free but was so glad when she had completed all of the paperwork.



She felt one of the main sources of support was through meeting with others at an Upgrading Workshop and sharing experiences. She said the discussions sparked off ideas and inspired her in terms of how she could achieve Fellowship. From this she took the day off, produced her first draft and then looked at examples of CV's for amending. She said a huge tip for others wanting to upgrade was to set up the right environment in which to reflect and spend time without interruptions. She also felt it was a real benefit to have her line manager sign off her application because it meant that they spent time together discussing her achievements and her future CPD and wants to continue reviewing and updating this on an annual basis. She also feels it would be a great opportunity for her team members when they are ready for upgrading.

Dawn sent her application just before Christmas and within three to four weeks she received her confirmation and certification. She really appreciated the timeliness of this because it gave her that 'feel good' feeling which she hopes to extend to her own staff when their time comes!

So for those of you thinking about upgrading to either Chartered or Fellow, why not have a look at the process and paperwork which you can download from the CIPD's website? You could use it as a way of reflecting on your main achievements and where you want to move forward professionally and personally in 2008. If you need any help you can contact the CIPD direct or you can contact us at the Gloucestershire Branch. We would be more than happy to go through the process with you and support you with your application.

Feature

What is all the fuss about Appreciative Inquiry (AI)?

AI is an organisational change methodology (Big words: they mean a process - The Team), developed by David Cooperrider, a professor of organisational behaviour in the USA.

Cooperrider based AI on the theories developed in the 1950s by Maslow and Perls. In short, he moved attention towards discovering innate potential for excellence. So what is AI?

- DISCOVERY - looking at what is working at the moment
- DREAM - envisioning the best that could happen
- DESIGN - working out how to achieve the vision
- DESTINY - allowing this achievement to emerge naturally, collaboratively and by using existing resources

Sound familiar? Well, the GROW coaching model is based on this albeit in a different order. How about that though? Let's seek out what works rather than analysing the problems!

So, what questions should you be asking? Open ones, of course, but specifically, this model would suggest:

1. if Discovery links to the "Reality" element in GROW, then the questions will be: What is happening now, what impact is happening, what gives the organisation life, and so on and so forth

2. if Dream links to the "Goal" element in GROW, then the questions will be: What is the calling for this organisation, what will be different, what kind of partnerships will exist, and so on

3. if Design links to the "Will" element in GROW, then the questions will be: How will you do it, who could help, what could you do and so on

4. finally, Destiny links to resources and timeframes, so: what will you do, what resources will you allocate, what roles will people play and so on

An interesting approach - especially as a consultant entering a company for the first time with a remit to "change everything!"

The above extracts taken from the wonderful Training Journal (www.trainingjournal.com)

Event Review

Annual General Meeting - held at Hatherley Manor on Wednesday 21 May 2008

A superb evening. This year's AGM focused on the Floods of 2007 and how various organisations coped during and after. The Branch Events team did a great job in collecting together a really interesting set of diverse organisations, linked by a common issue. To begin with, Paul Davies from Cheltenham Borough Homes talked about how his team coped in helping their diverse customer-base, whilst recognising that many of his team were directly affected too. Paul demonstrated the minute by minute nature of the floods and how plans need to change regularly, whilst everyone dealt with the uncertainty of this unprecedented event. The learning points were many: his own personal leadership style, how his team reacted positively and with innovation in stressful circumstances, and how teams had to organise themselves and take accountability.

Ben Arnold then discussed the issues faced by Nelson Thornes publishers. They had an underground car park. Their electricity supply was sourced through the underground car park. They had no electricity for three weeks as a result. Yet, they continued to service their customers and with 30% of their staff able to work from home already due to company initiatives, serious service problems were minimised. Ben was very open and honest in his appraisal - they discovered gaps in their disaster recovery plan, they saw their customer contact database was deficient and they realised that office risk assessments had been below standard. The floods really helped them re-assess how they operated and provided a clearer meaning to "business as usual".

Sue Scriven from Gloucestershire County Council provided an insight into the practical problems of trying to run a recovery plan with no access to staff, limited access to telephone contact and IT systems that had closed down due to the flooding. For example, the IT systems ran payroll and so no one could get paid! Above all, though, Sue showed that people adapt and adapt well - decision making just happened and lead times were shorter. As for learning, Sue commented that one of the issues that they faced was the sense of "flatness" once the crisis reduced. A lot of initiative had been shown and almost adrenalin used up, so they spent some time reviewing with staff to capture the practical lessons and celebrate the success of the response.

Finally, Matthew Clayton of Rickerbys gave an insight into the aftermath. He estimated that in dealing with putting the office back together and organising builders, loss adjusters, insurance claims and so on, his firm could have employed two full time people for the past year. The crisis highlighted the health and safety aspects of the floods, as well as how to apply their policies and procedures. For example, how to decide if an employee could genuinely not attend work due to the flooding and how to cover absence? Matthew echoed Ben Arnold in that the key for them was communication with their clients to ensure that they know it really was "business as usual" and to work really hard to ensure that it was true.

So, an excellent evening finished with a lively Q&A session with the panel and great insight into business recovery and learning. Our thanks go to all that participated for a memorable event.

The Team Newsletter Reporter

Advertisements

HUMAN RESOURCES ADVISOR (Pay and Data Management)**Human Resources Team
Gloucestershire Fire & Rescue Service****37 hrs per week****Grade G £17,154 to £22,122 (Pay Award Pending)**

A vacancy has arisen for a Human Resources Adviser to support the HR team within Gloucestershire Fire & Rescue Service based at our Headquarters at Waterwells Business Park, Quedgeley, Gloucester. The post holder will be responsible for administering monthly payroll, maintaining all HR database records, as well as producing statistical reports, undertaking statistical returns and other aspects of data management. In addition, the post holder will be responsible for providing an effective and comprehensive HR support service ensuring that consistent professional standards are maintained and improved upon and employment practices and policy are adhered to.

The successful applicant will therefore need to possess the following skills:

- Have experience of payroll systems and processing (preferably in SAP)
- Managing own workload and working to tight deadlines
- Have excellent communication and problem solving skills
- Experience of producing and interpreting management information reports
- Provide generalist HR advice and guidance to managers and staff on terms and conditions
- Provide advice and guidance to managers and staff on HR procedures and employment law
- Computer skills in Microsoft Office applications
- Have or be working towards CIPD certificate in Personnel Practice (CPP)

If you are an experienced Payroll Officer with some HR generalist experience or an experienced HR Generalist with some payroll experience, we would like to hear from you. Please call the HR Team for an application pack on 01452 753309 or e-mail them at personnel.team@glosfire.gov.uk. The closing date for completed applications is Friday 18th July 2008, interviews will be on held on Wednesday 30th July 2008.

Two Rivers Housing is a successful Housing Association based in the Forest of Dean. We provide affordable, high quality housing for local people and are committed to improvement when it comes to caring for our tenants and our staff. We are currently seeking a dynamic and motivated person to join our Human Resource Team. The position is based at our head office in Mitcheldean just a short drive from Gloucester.

HR Assistant c. £16,000 + benefits

If you are looking for a future in HR or a challenging HR position this could be the role for you. The ideal candidate will come from either a strong administrative background or/and have good knowledge of Human Resources. You will need to be incredibly organised, with the ability to prioritise your workload with a positive and proactive approach you will have initiative aplenty; and rather than waiting for things to get done, you're someone who makes them happen. Working alongside our HR Advisor, you will ensure that our HR service is prompt, professional and complies with all employment legislation. In return we will provide all the assistance that you require to help you build a career in Human Resources.

For an informal discussion about the position please contact Amanda Gould on 01594 546207.

For further information and an online application form, please look at the Careers section of our website at the following address: www.tworivershousing.org.uk. Alternatively, please contact our Customer Service team on 0800 316 089 or e-mail recruitment@2rh.org.uk for an application pack.

Closing date: Friday 11th July 2008

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DEADLINES

Information, articles, details of future meetings / events and news items for upcoming issues of newsletter need to be sent in by the dates below at the latest:

15 June

15 July

15 August

Please use e-mail for your copy.

ADVERTISING

This newsletter is sent to approximately 1,400 CIPD members in the Gloucestershire Area.

Advertising is now available at the following rates:

Full Page £500.00 + VAT

Half Page £250.00 + VAT

Quarter Page £125.00 + VAT

Eighth Page £65.00 + VAT

You can also have a flyer inserted into the mailing envelope. Flyer less than 10g from £300 +VAT depending upon weight and size of flyer.

Special rates apply for inserts in excess of 10g, just ask for details

Our mailing list is NOT available to third parties and all mailing information remains confidential to the branch.

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