



Newsletter

Hello and Welcome

Welcome! We are looking forward to 2010 and working with current valued clients and more new clients. Interestingly our clients run very good businesses – what makes them different is their passion to be even better! Working with our clients I am reminded that **‘there are always winners – whatever the industry, whatever the economic situation’**. So what are you doing to win and keep winning, what analysis, initiatives and changes do you need to make to win and keep winning? In this newsletter I am proud to share some of what we and our clients are doing to keep winning. Do get in contact. I look forward to us working together in 2010.

Diane Walton. Managing Partner

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January 2010

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HMPE Celebrations!

Hilton Meats is a very successful European PLC supplying the major retailers in a fast moving and competitive environment. The business identified that there were opportunities to further develop its performance by affecting its culture. There was a real desire to invest energy on reducing waste and growing performance further by working together and communicating more effectively across the business. Working with Hilton Meats we developed the Hilton Meat Personal

Effectiveness Programme (HMPE) for the senior leaders, to directly influence the culture and performance of the business. The photo above is the fourth group completing the programme.

Duncan Shorrock MD said:

"The Hilton Meats Personal Effectiveness Programme has had a profound effect on the way we work together. There has been a significant reduction in judgemental behaviour based on pre-conceived opinions rather than fact. The behavioural changes have resulted in the team achieving more. We are efficient and effectively working together and now spend more time focussed on what the business is here to do!"

Developing the whole senior team has created an impact across the whole business. The team have developed a shared way of working together, engaging and problem solving. They have experienced swifter decision making and effective implementation.

After each module the delegates implement their learning and present back to the Director sponsors on the changes they have made in the business. The programme covers; mutual planning, effective communication and engagement, investing energy on results, self leadership and developing a positive energised culture.

We have over 20 years experience developing managers, leaders and Directors in many different working environments. Hilton Meats is a 'good business' with targeted development and ongoing learning they are moving towards being a 'great' business.

How good do you and your organisation want to be? **Contact us** to meet up for a discussion.

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Congratulations!

In October Malcolm passed his written and oral exams in Organisational Transactional Analysis (TA). Looking suitably pleased with himself he is pictured here at the celebrations with his supervisor Debbie Robinson. Studying over the last 5 years Malcolm completed the rigorous 2,500 training and application hours to qualify to be able to take the exams.

Using TA in our consultancy, coaching and training adds value by developing a mutual understanding of what is going on now and the changes that are needed to take account of future needs for example changes in the market place or customer requirements. This way the organisation and individuals understand and value implementing the mutually developed changes – again using TA concepts.



We use TA in our work with clients – it provides us with rigorous and proven frameworks that are both simple to understand and deeply thought provoking. Fairstead Development specialises in using TA in Organisations to help us and our clients understand what's happening and what potential there is to change. Most importantly it offers simple tools that everybody can understand to develop themselves and their organisation.

These tools can be used to evaluate and understand whole organisations in **consultancy projects**, working with **teams** to develop their potential and are valuable interventions to co-learn with **coaching** clients.

TA is a social psychology a theoretical framework of how people communicate, grow and change. It has an underlying philosophy of mutual self respect and acceptance. It is based on a belief that everyone has the ability to learn and has the potential for change.

Contact us to see how Organisational TA can enhance productivity at organisational, team and individual levels!

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Good to Great – Doing it!

Over the last few months there has been a recurring theme with our clients of a passion to move from good to great. 'Good to Great' is the title of a book by Jim Collins (2001 Random House Publishing) based on a massive research programme analysing themes of how businesses moved from being good to being great. Collins identified 8 crucial steps to moving from good to great:

1. Level 5 leadership
2. First who – get the right people on the bus
3. Confront the brutal facts
4. The hedgehog concept
5. A culture of discipline
6. Flywheel, not doom loop
7. Clock building, not time telling
8. Preserve the core, stimulate progress

Collins provides a framework; there is rarely one action that develops an organisation. Success of actually developing a good to great organisation or team is in the implementation – actually doing it.

Effective implementation only happens when teams and individuals understand what to do and why there needs to be change – they personally see a ‘gap’. Transactional Analysis (TA) provides simple, profound and affective frameworks to analyse and understand individuals, teams and organisations. The people can learn and take part in this analysis building their understanding of how and why change is needed.

Recently we worked with a Board who identified a desire to work together more effectively at a strategic level. With our support they went through a process of learning and using TA concepts to analyse and develop a common understanding of their behaviour. Together we then developed learning/**coaching** plans both at individual and team level to develop the whole team. Over a short period of time there has been a dramatic development of:

- Interpersonal relations
- Effective challenge and support
- Getting the real issues on the table
- Joint decision making
- Implementation
- Enjoying meeting and working together

Is your Board or senior managers moving from good to great? Need support with identifying and implementing changes? **Contact us** for further information and an informal discussion on increasing productivity

Business is all about People!

We believe business is all about people. So from the very first contact we work in partnership to gain a real understanding of your business and aspirations for change. We will work with you to design, deliver and stay with you to implement changes that work and make a difference.

Please contact us to ask any questions and discuss how we can work together to develop your people and your business.

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