



Newsletter

September 09

Hello and Welcome

In this Issue

Welcome to the first issue of the Fairstead Development Newsletter. Recently we've been asking our clients what they value most about working with Fairstead and top of their list is 'our honest relationship'. See our **client comments** for real feedback. We want to build on this relationship with the newsletter keeping you updated with our latest news and thinking. This issue headlines two new learning experiences and a thought for the moment. Take a look and tell us what you think, we value your opinion and welcome any feedback – to further enhance our relationship!

[121% Productivity](#)

[Celebrations!](#)

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Diane Walton. Managing Partner

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121% Productivity or More!

One of the challenges of being an effective Executive Director is the lack of structure and the ambiguity of the role. Blend this together with the electro-magnetic pull of the morass of day to day business, and the focus on adding value at an entire business level can get lost.

An **Action Learning Team (ALT)** facilitates a focussed 'value adding' culture to a business for Directors and aspiring Senior Executives. With skilled use of Process Review's the ALT approach works because:

1. The projects are identified, owned and specific to the individual, team and business
2. The team use real time experiences to review and develop their Board team working skills
3. ALT's are cost and time effective (100% about the team members business and specifically focussing on adding value)
4. The ALT's 'real time' learning experience, builds skills of authenticity, particularly around feedback and supporting skills
5. The approach of a challenging, supportive learning team becomes the normal way the team operates!

We have just set up a challenging and exciting ALT where each Director develops and delivers a project that adds at least 21% productivity to their role, team or the entire business. The business is busy, client focussed and every day issues pull like an electro-magnet for attention. The Board want to increase their focus on Directing, working as an effective team and **adding value** as Directors.

Malcolm works as the **facilitator** developing with the team an environment of mutual support, challenge, development and delivery of the projects. The team meets 7 times over 7 months. Specific learning requirements that emerge over the period are identified and catered for. The ALT learns specific team performance skills via a technique called **Process Review**.

Contact us to see how an Action Learning Team can enhance productivity by at least 121%!



Managers Development Programme Celebrations!

The legal profession is undergoing unprecedented change and **Rix and Kay** have embraced this change by developing their leaders. We have just completed a **Managers Development Programme (MDP)** for them. The programme was tailored

specifically for the legal professionals responding to a changing environment whilst also growing their business.

These are comments from a selection of the delegates:

'Summarising the MDP now, I would say it has undoubtedly made me a more effective and responsive manager and I have grown as a person too'

Carl Bate (Legal Consultant)

'This was not just a management course, it encapsulated the business and ethos of R&K and that is what made it so valuable'

Alan Zeal (Partner)

'Being challenged is wonderful, very liberating and to have shared this experience with my fellow Partners was very special'

Frances Pierce (Partner)

'I found the whole of the MDP experience enjoyable and challenging and it gave me the opportunity to get closer to some colleagues at R&K'

Miranda Martin (Partner)

We have over 20 years' experience developing managers and leaders in many different working environments. What makes our learning special is its tailoring to the business and delegates needs with a special emphasis on working with the content and process of learning. These skills become life skills in relating, leading and working with others. How good do you and your organisation want to be? **Contact us** to meet up for a discussion.

Passive to Proactive

Why is it that sometimes we feel we could move a mountain and other times we can't muster the energy to do anything about a situation as we don't believe we could make a difference?

Being passive and doing nothing may seem like the easier option as it takes less energy. It actually takes just as much energy to be passive as it does to be proactive; we exert energy convincing ourselves why we need to stay the same. If we re-focus our energy into something that we want and that will add value to our lives we can get what we really want without any more effort! We see many examples in our **Personal Development** learning!

Sounds too good to be true? Recently I discussed this with a **coaching client** who said that they didn't agree and that being passive was the right route forward. I challenged them to think what could be achieved at organisational level if they and their colleagues focussed their energy on being proactive i.e. what they can do, not on what they can't do. The next time we met I was greeted with a pat on the back and the news that my challenge had made an impact. One example had saved the company £10k as they had been proactive during a customer visit. The

customer had commented that some product going down the production line was out of specification and needed to be rejected. Previously the team would have accepted this view. On this visit proactive minds surged into action and they went to check on the specification and measure the product against it. The product was actually within the specification and the customer themselves had signed this specification off, stimulating some fun, a growing mutual respect and £10k saving!

What are your teams investing their energy in? **Personal development** is valuable at all levels in any organisation and has a massive impact when a larger portion of your team share the experience. **Contact us** for further examples of increases in productivity from personal development.

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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