

PA ENTERPRISE

DeskDemon's Magazine for Executive PAs, Office Managers and Secretaries

January 2011

Happy New Year!

Fabulous offers in this issue!

Win a Spa Break with QHotels
Weekend for 2 in Lisbon with Marriott Hotels

PLUS: News / How to survive workplace stress
Dealing with a difficult boss / Anger Management

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PA ENTERPRISE MAGAZINE**www.deskdemon.com**

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PA Enterprise is sent to DeskDemon UK e-newsletter, audited by ABCe (5th/6th July 2007) with a net distribution of 70,581 email addresses.

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Deserve a Treat in 2011?

Think you deserve a medal for putting up with your boss for another year? Avery knows how hard it can be to get back into work-mode after the festive break so, to make things a little more fun, they have launched a new year-long promotion that you can really get your teeth into!

The **Avery Big Carrot** promotion is easy to take part in. Simply select your favourite Avery products, find your unique code in promotional packs, enter online and claim your gift of amazon.co.uk vouchers, worth between £2 and £12. Bank them or spend them right away – the choice is yours! And look out for bonus products throughout the year – they'll give you an extra 50% voucher value.

All the top-selling Avery products are included in the promotion including Addressing Labels, Identification Labels, Indexing, Business Cards and even Trimmers and Guillotines.

Visit www.avery.eu/bigcarrot for the list of promotional packs.

FIRST 100 HELPS WOMEN COMBAT THE "GLASS CLIFF"

Top female executives are being helped to combat the "glass cliff" by a company which specialises in helping business leaders get off to a flying start in new roles.

First 100 says that women bosses often make better clients than men because they are more willing to listen and learn new skills than their male counterparts.

The company provides CEOs and other senior executives with a unique programme geared towards helping them achieve the best possible results in their first 100 days in a new role.

The company uses a mix of workshops, planning and coaching to ensure clients develop and deliver a robust First 100 Days plan.

New research published yesterday claims that women who break through the "**glass ceiling**" then face a further obstacle in the "**glass cliff**". The report, called *Hard Won and Easily Lost* and published by Yale University, highlighted the "**fragility**" of women in top jobs and how "**small mistakes**" can be particularly damaging.



Hotel Group of the Year
2008 - 2009



Win a Spa Break with QHotels

Do you think you could be one of the UK's best PAs?

The iconic Queens Hotel in Leeds, which has 16 meeting rooms, including the spectacular ballroom is part of award-winning four-star hotel group QHotels and has recently launched a search to find **Yorkshire's PA of the Year**.

The local unsung hero who tirelessly runs around after the boss and the whole office, diffusing dramas and organising the team with a perfection that no-one else in the company is able to better. The person who you can't work without, but is often overlooked.



To help them find out what makes PAs across the UK tick, they would love to hear your views and opinions in a mini-survey.

Open to all PAs, by answering a few simple questions, you could also be in with a chance of **winning one of two fabulous spa breaks with a QHotel of your choice.**

[CLICK HERE TO ENTER](#)

If you want to find out more about how you can be nominated or nominate yourself to win one of QHotels' 5 exciting awards in the search for Yorkshire's PA of the Year, then go to **www.qconferences.co.uk/paoftheyear**

Winners and shortlisted nominees will be recognised at a glittering awards ceremony at The Queens on Thursday 10th February 2011.



9431

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by Kate, and this is
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GET THE JOB YOU REALLY WANT

Reading this new book is like having a mentoring session with the Dragons, Den star James Caan!

Never has the job market been tougher. So how would you like to have the man who revolutionised the recruitment industry in your corner? At times like these you need the best advice and strongest resources available to land your perfect job. You're going to be up against seriously stiff competition. At least 500,000 are expecting to lose their jobs as a result of cuts and a possible double-dip in employment over the next few months. More than one million 16-24 year olds are now looking for employment.

Fear not! In ***Get The Job You Really Want***, James Caan shows you how to find the best employers, get a foot in the door, thrive in the interview, and close the deal on a job offer regardless of the state of the job market.

James Caan re-invented how to place people in the jobs they wanted and now he puts you back in the driving seat of your career. Reading his book will motivate and inspire you to change your thinking, make you a more attractive candidate and secure you that dream job.



DIARY DATE

FOR:

Executive Secretaries and PAs in Scotland

EVENT:

4th Annual Conference and Award 2011

DATE:

16th May 2011, Grand Central Hotel, Glasgow

KEYNOTE SPEAKER:

Fiona O'Donnell, Member of Parliament for East Lothian

MacKay Hannah presents its **4th Annual Conference and Award event for Executive Secretaries and PAs in Scotland - ACES.**

The previous three events in 2008, 2009 and 2010 attracted just under 200 office professionals from the private, public and third sectors.

This year, the event will be held at the newly refurbished Grand Central Hotel in Glasgow which has received great reviews since opening.

Nicotine patches to be offered free to smokers

The government is offering free nicotine patches to smokers in England planning to quit in the new year.

A week's free trial of the patches will be available at many chemists for the first time from 1 January.

Health Secretary Andrew Lansley said: "We're hoping that more than 400,000 people will try to give up smoking using the Quit Kits supplied by the Department of Health."

The Department of Health has ordered 300,000 of the kits and has an option to buy an extra 105,000 if demand is high.





Win a weekend in Lisbon



Here's a fantastic opportunity for you and a companion to stay at one of Marriott's superb hotels in Continental Europe.

Enter Marriott's competition and you could be flying off to Lisbon to enjoy a weekend stay including breakfast at the luxurious Lisbon Marriott Hotel, the biggest hotel in Portugal. It offers a great selection of facilities including the Citrus Bar & Restaurant overlooking the palm garden and outdoor pool.

To enter all you need to do is answer two simple questions.

[CLICK HERE TO ENTER](#)



ONE FOR YOU: EVERY 10TH DELEGATE IS FREE

For every 9 delegates or guestrooms you book, get the 10th free of charge between 1st January – 31st March 2011 at **Marriott** hotels across Europe. From London to Lisbon, Moscow to Munich and Paris to Prague each Marriott hotel offers the perfect environment for successfully hosting meetings and events, large or small. Each hotel provides modern, well-equipped conference rooms, knowledgeable advice and first-class service.

Choose from 55 hotels in the UK and Ireland and over 100 in Continental Europe.

Firms need targets for numbers of female directors- say CBI

All UK listed companies should have to set targets for the number of women in their boardrooms, according to the CBI. This is in response to a planned review by Lord Davies which is looking into the significant lack of female employees at directorship level in UK companies. Lord Davies welcomes the CBI's view that all firms ought to report on the diversity within their companies to ensure that more women are represented at senior board level.

Liz Field, CEO of the Financial Services Skills Council who is involved in a government backed initiative to promote boardroom diversity called 'Through the Glass Ceiling' said: "Britain's business landscape is changing rapidly with more women going into business, heading up companies and developing significant independent financial might. Companies need to reflect diversity at all levels to effectively service shareholders and need to develop a pool of talent to address these changes. The CBI's view will help tackle the issue of under representation of women at senior level in UK businesses, however, a more considered approach would be to judge all employees on personal merit, and not necessarily on gender, race, background or any other extraneous factors."



PlayBook - The New BlackBerry® Tablet

The BlackBerry® PlayBook™ is about to raise the bar in the growing tablet marketplace when it's released early in 2011.

Ultra portable, weighing only 400g and less than an inch thick with a 7" LCD touch screen display, it looks sleek, smart and powerful. With 1 GHz dual-core processor and 1 GB RAM, it allows you to access the internet and watch films without any trouble thanks to its user-friendly QNX technology. Perfect for games, media and apps without compromising on quality and provides a user interface to suit every business requirement.

A useful addition to any business whether big or small, the PlayBook is efficient and enables better remote working, ideal for accessing corporate data in a secure environment on the move with BlackBerry security. You can even conduct video conferencing with its clear HD screen and dual HD video cameras along with superb stereo sound.

You can pair the PlayBook with any BlackBerry® mobile via a secure Bluetooth connection and gain full access to your email, calendar, BBM, tasks, documents and more.

Pay gap between men and women narrows

Official figure released by the Office of National Statistics show the gender pay gap has narrowed as women have seen bigger pay increases in 2010. The gap between men and women's median pay shrunk to a 10.2% gap -the closest since figures started in 1997.

Counting the cost of the Christmas 'clean up'



Confused.com has revealed that Christmas celebrations and New Year's Eve parties will result in the average household forking out £35 to clean their home, mend any damage or replace broken items. Almost one in ten people will even have to part with £100 or more to tidy up the festive mess. In total, the clean-up bill will amount to £858 million across the country.

The study revealed that the festive season will see 57.3 million plates, cups and glasses smashed, while there will be 91.7 million spillages on the nation's floors and carpets. Even new presents

won't escape the damage spree as 36.7 million will be broken within days of being opened.

The study of 3,000 Brits also found that seven per cent of people will damage or break their televisions between Christmas and New Year, while six per cent will even break windows. Seven per cent will even break or damage pieces of furniture while eight per cent will be left with marks on their walls. Almost one in 10 even leave a trail of destruction from playing the Nintendo Wii, with breaking an ornament the most common game-related accident.

More than a third of those have smashed or cracked a window after the controller slipped out of their hands while 12% even broke the television screen.

Researchers also revealed that 14% of Brits have regretted hosting parties over the Christmas and New Year period because of the mess and damage that was left behind.

Own up, workers urge bosses

The UK's workers want their managers to admit their mistakes more readily. But it seems they're not very good at that...

As every new manager quickly discovers, management is very hard to get right. The Krauthammer Observatory has run a survey of management behaviour across Europe which has found that managers continue to display real difficulties on a range of fundamental skills and many employees are having trouble coping and staying committed.

What are managers doing well? What are they doing less well? It appears that the majority of managers (60%) are behaving in an exemplary or at least operational way. However the behaviour of over a third (36%) is at best penalising, and at worst, frankly disqualifying. There are two consistently burning issues raised by employees:

1. 'Help me see things differently,' say nine out of ten of employees (95%).

2. 'Own up' say nine out of ten (92%) of employees. If a manager has made a mistake, s/he should accept full responsibility – spontaneously.

The report also reveals that nearly one in five people (17%), actually distrusts his or her manager. Oh dear!

Easyjet announce new flights from Gatwick

EasyJet have revealed that they are to offer a range of new routes from London Gatwick. With their new services due to start with effect from the spring of 2011, those who wish to travel on a budget will now be able to fly to new destinations including **Turkey** and **Jordan**.

The carrier will be adding another three aircraft to their Gatwick based fleet, bring the total number of planes to 46. For the first time with easyJet, travellers will be able to utilise a new route to Jordan's **Amman**. Meanwhile flights with the cheap airline will also be offered to the Italian cities of **Verona** and **Bologna**, the Spanish city of **Seville**, the Turkish city of **Izmir**, and Scotland's **Aberdeen**.

Many women face cancer risk 'due to waistlines'

Nearly half of women in England are at increased risk of some cancers because of their large waistlines, says a cancer charity.

The World Cancer Research Fund warning is based on data from the Health Survey for England suggesting 44% have a waist size exceeding 31.5 inches (80cm).

Research has found that these women are particularly at risk from bowel and breast cancer. Not surprisingly, a third of men also had a larger than recommended waistline.

There is strong evidence that a large waistline is particularly harmful and raises the risk of cancers of the bowel, pancreas, breast (post-menopausal) and womb lining, the World Cancer Research Fund says.

Dr Rachel Thompson, deputy head of science for WCRF, said it was often thought that men were more likely to put on weight on their stomach.

"But these statistics show that, actually, women in England are more likely to have a raised waist circumference than men.

"This is why it is important that we let women know that this is just as relevant for them, particularly as breast and endometrial cancers account for about a third of newly diagnosed cancers in women," she said.

Dr Thompson added: "Over the last few years the evidence has become increasingly strong that excess body fat, and particularly fat carried around the middle, is a cancer risk factor."

The charity says it is a good idea to measure both your waist and also your body mass index (BMI).



Meeting Magic announces meeting consultation offer

Meeting facilitation company, **Meeting Magic** is offering clients twenty minutes of complimentary advice about a forthcoming business meeting, event or conference.

This offer is valid until 31st January 2011 and is open to new and existing clients. The offer must be used to plan for a specific scheduled meeting but Meeting Magic does not have to be facilitating the meeting or event for this offer to be valid. The twenty minute consultation will take place via telephone.

Katherine Woods, founder of Meeting Magic explains, "As business managers and leaders start to plan for the coming year, significant meetings and events will be arranged. Our aim is to help groups to plan more effectively for a forthcoming meeting or event. We will focus on practical tips and suggestions that can make an immediate impact. One of our key pieces of advice will be to help groups to design an agenda that is clearly focussed on delivering results."

www.meetingmagic.co.uk

How to survive workplace stress

How to survive workplace stress? That's a big question, but one that Stress Consultant Gilly Workman hopes to help you with over the coming months.

We've just experienced winter starting early with vengeance – heavy snow in some parts of the country, icy road conditions with some finding it difficult, if not impossible to get to work.

Some are experiencing many more job losses, the threat of more, and continuing uncertainty – both the Public and Private sectors have been hit hard and it's not over yet.

This and more means that we are all having to work harder, taking on additional responsibilities, with uncertainty hanging over our heads and perhaps we are feeling rather desperate to prove that we are indispensable.

So how do we survive this and avoid extreme stress or burn out?

You need to be aware of when you are feeling stressed – this then gives you the

opportunity to take a positive approach to dealing with it. There are many, many symptoms of stress, the most common are: feelings of tension in neck, face, jaw, shoulders, chest or stomach; backache, increased numbers of headaches or migraines; sleeping problems; poor concentration; increased alcohol consumption; increased smoking; difficulty in making decisions.

If your company makes the e-mail facility available via the internet to enable remote working, at least working from home more during the recent bad weather and road conditions has been possible; meaning that the most pressing tasks may still be performed.

The downside is that there is always the temptation to keep reading or sending work e-mails outside of the normal working hours or during annual leave. Being available

24/7 is bad for health and well being, it is also bad for efficient and effective working, as staff are unable to switch off and relax when at home or out of the work environment. It is harmful and increases stress levels. Everyone needs down time.

Being available 24/7 does not protect you against redundancy – in the event if those at the top decide it is the job or role that has to go, working in a way that is bad for your health and well being will not help you. Let's hope that it doesn't happen to you, but if it does, you will need to be in the best possible health in order to pick yourself up and land that next important role

Has your company or organisation your company conducted a stress audit, and is it available for staff to view? Use the data to develop and design your action plan ensuring staff



Being available 24/7 is bad for health and well being, it is also bad for efficient and effective working, as staff are unable to switch off and relax when at home or out of the work environment. It is harmful and increases stress levels.

Everyone needs down time.

involvement as to what would make a difference to them.

What are the causes of workplace stress?

- Feeling like you have little or no control over your work.
- Lack of recognition or rewards for good work.
- Unclear or overly demanding job expectations.
- Doing work that's monotonous or unchallenging.
- Working in a chaotic or high-pressure environment
- Fear and uncertainty about actual or possible job loss.

Here are some practical suggestions to help you, your colleagues and your company:

Ensure that you manage your time effectively.

Prioritise the important tasks, unimportant tasks can wait, try not to put off the unpleasant tasks – avoidance can cause stress! If necessary, take a time management course.

Try not to take on too much.

Difficult I appreciate if posts are being cut, but know your limitations. If you take on too much, nothing gets done well which increases stress levels. Delegate and ask for help.

Work and act methodically.

Complete one task before starting another.

Always take a lunch break

- use 20 minutes to eat away from your workstation, 20 minutes to take some exercise and 20 minutes to practice breathing exercises or relaxation techniques. Giving yourself a break and using it wisely will mean that you work more efficiently, effectively and will feel less stressed. Invite your work friends to join you, encourage and help each other, you will all reap the benefits.

Have annual workstation assessments

– stress in the body can lead to stress in the mind. These can usually be organised through your Health and Safety representative.

Take 5 minutes away from your workstation every hour.

Use this time to drink a glass of water, do some stretches to ease any muscular tension.

Make Stress Reduction Workshops available to staff,

where simple relaxation techniques can be learnt but also strategies for managing pressured situations and how to cope with both work and personal pressures. Workshops need not be a full day; there are shorter and equally effective ones available.

Offer on-site massage therapy regularly to staff.

On-site massage therapies

need only take between 15 – 30 minutes each but can help with general well being and reduce stress levels. A more relaxed workforce is a healthier, more productive workforce.

Offer Yoga, Tai Chi or meditation classes on-site

– a very useful way to ensure staff are taking time away from the workstations and benefit from relaxation and gentle exercise during the lunch break.

All of these suggestions require you take responsibility and take action – but you will benefit and so will your employer; it is worth it, believe me.

Next month, we will look at how to recognise stress in your boss and colleagues – and how you can encourage and support them to take control.

If you have specific questions, please send them in – we are considering running a regular feature on workplace stress.

About the Author

Gilly Workman is a Stress Consultant and active member of the Associated Stress Consultants. She runs The Advanced Stress Consultancy based in West Oxfordshire and specialises in offering stress reduction work to businesses, organisations and individuals.

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Tactics for dealing with a DIFFICULT BOSS

Working in a stressful, busy corporate environment in a place like London can result in a senior executive subjecting their PA to extreme and abusive behaviour. But, says writer Ali Withers, there are some strategies for coping.

A recent recruitment agency's competition asking candidates for their stories of bosses from hell produced these anecdotes among many: regular midnight and weekend phone calls, the temper tantrums resulting in various missiles being thrown and being expected to work until near-midnight for no extra pay.

A top PA to a busy CEO or director in a corporate environment in a city like London is, of course, expected to go beyond the regular nine to five calls of duty and that is reflected in the salary. However, should a PA really be expected to have to put up with behaviour that is often childish, unreasonable and little short of bullying?

Sadly, despite employment protection laws and the option of making formal complaints, many PAs do especially in times of uncertainty and high unemployment or out of fear that being known to stand up for their rights could end up ruining their career.

There are ways of dealing with situations like these, however, and the first is to try and avoid them by registering with a reputable agency that makes a point of getting to know both its clients and its candidates



so that they can ensure the best fit for any placement.

Some also ask for regular feedback from both clients and candidates as well and if a particular client has regularly caused problems may even consider not doing business with them.

For a PA already in a position which, all things being equal, they would love there are some strategies for coping if their boss turns out to be ultra-demanding and ultra-unreasonable.

It is generally expected that PAs to senior executives have to be tactful, calm, quick-thinking and super-efficient under pressure. These are all strengths that they can draw on to help them deal with abusive behaviour.

A senior executive's job can at time be stressful and if they show an uncharacteristic display of temper the PA's calm and self-control will help them deal with this.

If, however, such abusive behaviour is a regular occurrence it can start to affect the health and performance of the recipient.

One option is to confront the person but in a way that is above all calm, businesslike and presented as being a sincere effort to contribute to the company's improvement.

Repeating back an unreasonable request is a good technique - as if for clarification - which may make the person think again. Another technique for managing the situation is to confirm requests in writing, which makes things more formal and efficient and helps the boss feel that they are still in control.

If the abusive behaviour continues it may help to ask for an informal and confidential chat with the company's HR department to ask for guidance. It depends on the company and the situation whether an employee feels confident that their request for confidentiality will be respected. If they are sure, then just having the opportunity to unburden may be enough to help them cope and the HR team may also have advice on how to handle or minimise future incidents.

As long as the problem is presented as a sincere effort to find a solution that will have a positive impact on the company's performance and the language used is moderate and businesslike seeking help can be presented as being in the interests of the company.

Of course, most companies have a properly laid down grievance procedure, and if nothing else works it could be an option, but definitely as a last resort since no matter how neutrally it is handled it is an employee making a complaint against a superior and while the formal process might achieve a resolution could also have an effect on the relationship between the two, who are, after all human beings.

If nothing has worked and the situation continues then it may be that the only solution for the sake of mental health and stress levels is to consider moving on. If that is the conclusion it is sensible to make sure of another job before handing in notice.

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Leader of the Pack

The definition of team is “a group organised to work together to accomplish a set of objectives that cannot be achieved effectively by individuals”. But one of those individuals needs to be in charge. Lucy Naylor talks to Marion Coles and Deborah Ackland of Platinum Training Solutions about the making of a team leader

If you are one of the team, stepping up to the role of team leader can be a challenge. It's a transition that can be greatly eased with the help of a course. Marion Coles has been running her Team Member to Team Leader course for seven years. She says, “It is quite natural to feel apprehensive if you are making this

transition. To help you deal with your concerns, focus your attention on the positive aspects of why you were promoted. Take time to acknowledge the work and skills that led to your promotion.”

“You also have the advantage of the experience you gained by being part of the team,” Marion says, “You have an

understanding of the team's perspectives and challenges. You also understand the day-to-day responsibilities, functions and mechanics of the roles performed by the team.”

However as the roles have changed so will the dynamics of the team. Deborah Ackland, Platinum's senior trainer agrees: “Prepare and



accept the changes that will happen with your relationship with the team and with individuals. Above all believe in yourself, your abilities and those of the individuals that make your team what it is."

Consider these areas to help you:

YOURSELF

- What type of leader do you want to be?
- What are the areas that you need to develop?
- What support/training would help you in your new role?
- Who are your allies, mentors and support people?

INDIVIDUAL TEAM MEMBERS

- Who are the individuals in your team?
- What conversations need to be had?
- What are the strengths/weakness of this team?
- What does this team need to be successful?
- What is the shared vision of the team?
- What are the team's values?
- What makes a great team?

Once you have explored what it is to be a team, established your shared values, vision and goals you need to decide what action is required to make it happen.

"Many people new to management struggle not from lack of information but from lack of the basic skills," says Marion. "Choosing the right training and support will help you to succeed."

Deborah adds, "Platinum introduced their ILM Award and Certificate in First Line Management programmes to support those new to management/team leader roles. These programmes have proved successful in helping those new

to management master the basics skills required, at the same time gaining a nationally recognised qualification."

Typically a Platinum 'team member to team leader' program will include the following areas to help you improve your skills:

Introduction to Management and team leadership

Core skills required in management

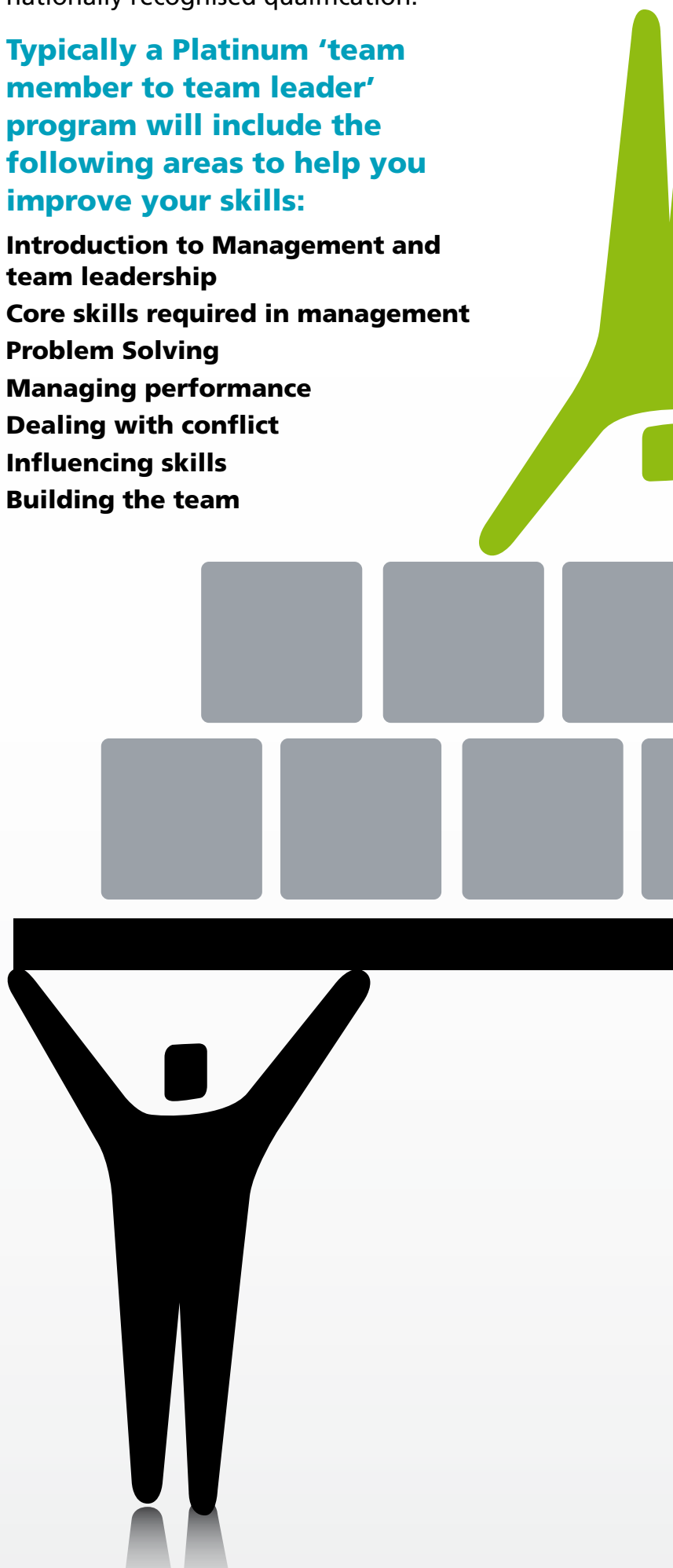
Problem Solving

Managing performance

Dealing with conflict

Influencing skills

Building the team



CASE STUDIES

TRACY LOWRY

One successful candidate who took the Platinum course is Tracy Lowry, of Lawrence Graham solicitors, when she was promoted to team leader five years ago. She says, "My Manager advised me to go on the course. I was sold from the beginning because it was very relevant to the new Team Leader role I was going to undertake and I needed as much training and information as possible to take me forward with that. I also really liked the idea of gaining a recognised certificate because I could keep it and use it for other roles I may apply for in the future."

SARAH JONES

Sarah who took the course with Platinum in April, 2010 "The transition to team leader was more natural than I thought it would be but the course helped me with some specific areas such as how to read body language, and to not allow my face to 'leak'." Sarah's team did not react well to her promotion initially. "They did not like the changes and were defensive but they are warming to me and learning to trust me."

LINDA WALKER

Training at work can have a knock on affect on your home life too, says Linda Walker of SNR Denton solicitors, who took Platinum's course this summer. "The course gave me more confidence, made me look at myself and see where I was going wrong with my people skills at work. But out of work, it also helped. My sister is staying at my house and she isn't very good at helping out and doing housework. Since going on the course I have felt able to talk to her about this and come up with a solution regarding job distribution - I even left her a to-do list on the worktop last weekend!"

If you would like further information please contact: Platinum Training Solutions
Tel: 01727 847080 www.platinum-ts.co.uk

Top Tools of Anger Management

If anger is not channelled properly, it can result in an outburst leading to dire consequences, which is why we need anger management tools to control our anger. However, anger is a normal emotion that should come out occasionally in threatening situations and used in a controlled manner as a powerful motivational force.

Anger is a very strong emotion, which is prevalent at all age groups amongst all sections of the society. If not controlled and used properly, anger can create a feeling of stress and sadness leading to the damage of our personal and professional life, because it can become incredibly destructive - to our self and the people around us. However, it is in our hands to curb this strong emotion and use it for our benefit. It might seem difficult to those who get angry very often but with little efforts and strong believe in ourselves, we can work it out. The psychologists recommend different types of therapies or Anger Management Counseling depending on the condition of the person. A clinical psychologist can also provide

with several tools or simple mind exercises that one can adopt to control anger. These tools are actually steps that one needs to follow calmly when one faces the outburst of uncontrollable anger. Following are the steps to be followed or we can also call them as Anger Management tools.

Follow some techniques to combat your anger:

First of all stop thinking negative about things and keep telling yourself that you will be strong and will manage to control your anger and handle any situation effectively. If you are still not able to cope with the difficult situations then pause

for a moment and take deep breaths.

Find out reasons:

Try to keep a track of the reasons or instances that makes you angry. By doing this you will have a clear idea about what makes you angry, so that you can plan some strategies to control it.

Ask your friends and family to help:

Support from your near and dear ones can provide you with the strength and motivation to fight it more capably. Tell your friends and family members about your plans. They will not only support you emotionally but they will also ensure that you don't lapse into the old behavior patterns.



Iron out the differences:

If a particular person gets you agitated on most of the occasions of confrontation, try to see the situation from his or her perspective and develop an understanding towards their behaviour. Remember that nobody is perfect and everyone makes mistakes, try to iron out the differences and develop an emphatic attitude towards such people.

Laugh at yourself:

One of the most reliable Anger Management tool is laughing at yourself and not taking everything to your heart. Humor is the best medicine that can take away the pressure of the most complex situations. Learn to let go of things, don't let small things bother you.

By following these simple changes in your behavior, you will notice improvements in your anger cycle. If things are still not working out then approach a therapist for Anger Management counseling sessions. A licensed clinical psychologist will help you to a great extent to control your anger. Always remind yourself that you can redirect your anger in a constructive manner rather than using it destructively.

The author of the article is an excellent therapy consultant. He provides online information on therapists, depression, Anxiety and OCD condition. Find the details of anger management at therapy directory.
Article Source: http://EzineArticles.com/?expert=Ryan_M_FitzGerald

10 important Customer Service tips for Small Businesses

Just like corporations, customer service is an important part of a business. By making your customers feel valued, they will continue to use your services. Consider these customer service tips to improve upon your small business customer service skills. Let your small business help bring in more happy customers.

1 Establish a rapport.

Every customer wants to know that you value them. You need to consider the relationship that you have with your clients. By maintaining a good relationship, your client will feel like you truly care about them, and will want to continue doing business with you. This is probably the most important small business advice.

2 Make personal phone calls.

Whenever possible, make personal phone calls to your customers. If your customer hears your voice, they will feel like your company really cares. In a world where email and other quick forms of communication are popular, you can make your small business stand out by making personal phone calls in addition to your usual communication methods.

3 Distribute a Newsletter.

By creating a newsletter, your customers will be better informed about your company and its happenings. Clients love when businesses stay in touch and update them on news and industry happenings.

4 Acknowledge holidays and birthdays.

If you really want to be set apart from the crowd, make sure to acknowledge birthdays, holidays and other special events. Customers want to know that they have not been forgotten about. This is a great way to make the day of your customers. This will help keep your customer coming back, and



Customers appreciate working with small businesses that care.

will continue to bring you a profit.

5 Break your own rules occasionally.

You will learn that there is not always one way to do something. By breaking your rules occasionally you may learn that you have kept a customer that may have otherwise left. It is important to make decisions based on each issue that is presented to you. This will enable you to keep your customers happy.

6 Let your employees making customer service decisions.

Teach your employees how to respect your clients. Trust in your employees and their customer service decisions. By doing this, your employees will continue to recognize customer service and the value of keeping customers happy.

7 Offer Gift Certificates.

If your customer is happy

with your company and its services, chances are they will be likely to recommend your small business to friends and family. By offering gift certificates, you are making it easy to share your company and a way for other people to learn about your business and its many offerings.

8 Give back to your community.

It is important to show support for you community. Small businesses are often supported by their surrounding communities. By showing that you care, and by giving back to your community, customers will see that you care about other things other than just your business.

9 Create a network.

Branch out to other small businesses. Learn and share information from other businesses in your industry. There is always more to

learn about your field, and by creating a network with other businesses, you will not only learn more, but your business will continue to grow.

10 Spy on yourself.

Consider having mystery shoppers visit your store. This will teach you both what is working and what is not. It is important to learn this in order to improve upon all aspects of your small business. These small business tips will help you continue improve customer service. In a world where small business owners are constantly competing with corporations and big businesses, this customer service help will make you stand out from the crowd. Customers appreciate working with small businesses that care.

More business tips for entrepreneurs at <http://www.method-marketing.com>

Article Source: http://EzineArticles.com/?expert=Rose_Kaiser