



SUMMER 2006 Newsletter

We hope you are enjoying (or have been enjoying) the wonderful weather and holiday season. The last few months have been a time of reflection for us at Dagon Services, an opportunity to refocus on where we are going, and where we want to be.

We celebrate our 11th year of trading by :

- Relaunching our website
- Focussing on our specialisms of
 - Working with diversity
 - Reducing conflict and harassment
 - Management of stress
 - Consultation and communication with stakeholders
 - Team Development
 - Personal Development Programmes
- Building our team of Associates
- Undertaking more partnership working with other Training Consultancies, Employment Law Specialist and Counselling Services (Employee Assistance Programmes).



QUALITY GUILD
ACCREDITED COMPANY

Equality & Diversity Programme accredited

We have just launched our first accredited development programme : Level 3 Equality & Diversity for Managers and Trainers. This is being piloted at the Scottish Fire Services College.

Further information on page 2.



Staff attending programme at the College, August 2006

Launch of New Website

After 10 years of developing our own website, we contracted Eskdale Solutions of Langholm, Dumfriesshire to provide our site with a completely new look. Their high level of expertise and customer orientated way of working fits with our own, and as such made them an ideal choice. We are delighted with the result, and look forward to working with them in the future. Phase 2 is already being explored. Visit our new site at www.dagonservices.co.uk.

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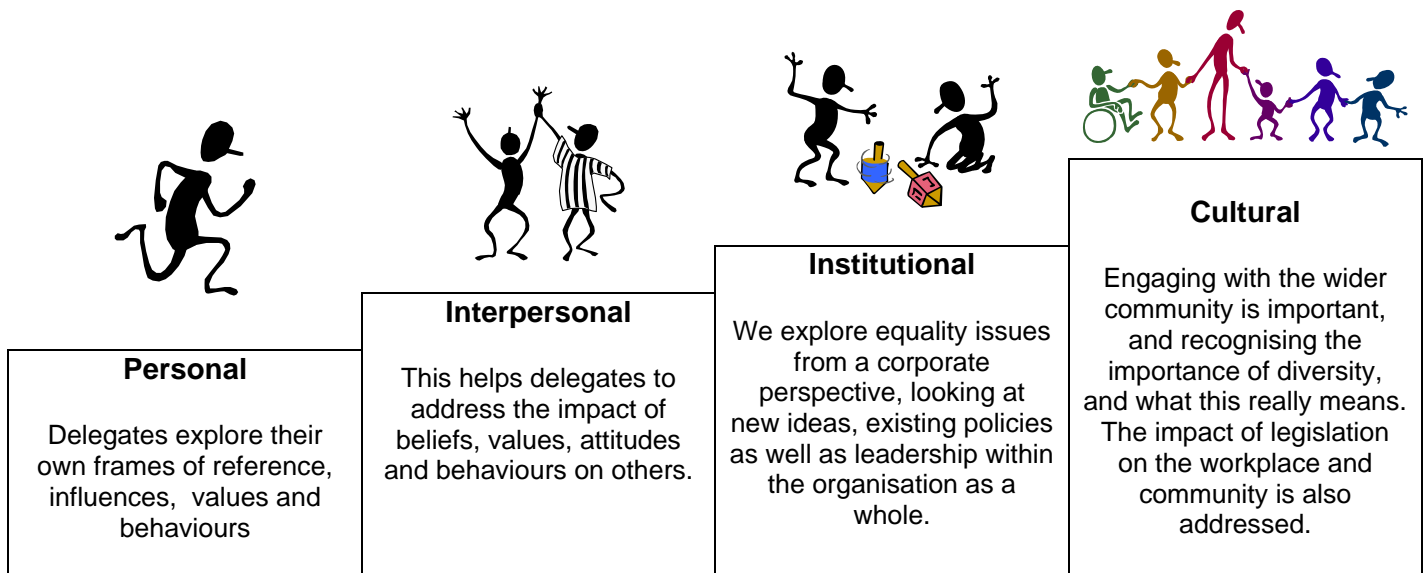
Dagon Services



Open College Network Level 3 Accredited Programme in Equality & Diversity

We are currently running a pilot programme aimed at Managers and Trainers. The programme is accredited at Level 3 with the Open College Network and can be used in any sector. Our pilot is within the Fire & Rescue Service, and a cross mapping exercise is underway to enable the programme to be used as underpinning knowledge for the Fire & Rescue Service Occupational Standards.

The programme will include diversity, what equality really is, internalised oppression, group behaviour, cultures, harassment, conflict, workplace policies, legislation, and for existing trainers there will be tips on how to pass the message on to their delegates. Our methods are experiential in approach with plenty of discussion, exercises, input, roleplays and fun. The programme operates at various levels and requires some prior knowledge of equality & diversity issues.



Quotes from delegates on the pilot at the Scottish Fire Services College :

'I found the role play and mind mapping useful'

'Found group discussions, and looking at a minority person's response to a majority group useful'

'Considering internal oppression theory and reasons for people behaving in certain ways when oppressed was interesting'

'I will reflect upon the drama triangle and understand where I am & where I could go'

'Will be more confident when delivering Equality & Fairness training'



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Our Toolbox

Like any toolbox belonging to a worker, we utilise a variety of tools, exercises, learning experiences and theories. The best fit for the job - with an experiential approach.

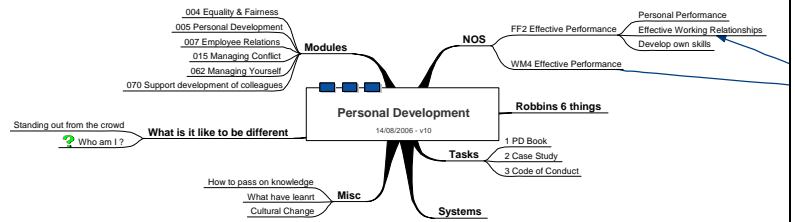


Our tools include :
Transactional Analysis,
Emotional Intelligence,
Model of

Modern ISMs and Internalised Oppression, Change Models, Cultural Change processes, Rogers, Robbins Basic Human Needs, Groupthink & other group theories, NLP, Mind Mapping, Kaizen etc

Tailored to your needs and geographical culture(s) where relevant. **Contact us for details** of how we can help you.

Tips Section - Use of Mindmapping



Have you tried mind mapping?

If you haven't tried mind mapping as a method of taking notes, either at a meeting or during a workshop, then read one of Tony Buzans books on the topic. These are normally available at most good bookshops.

Stress Audit and Consultancy

Have you ever undertaken a stress audit and wondered what the results meant, and what to do with them? We are currently working with a large organisation who had done just that. Having spent time going through the statistical information, we arranged to interview a cross section of employees plus the entire senior management team, and representatives from the trade union and other bodies. This helped bring the information up to date and clarified some of the results of the audit for the final report. This included not only recommendations, but detailed and realistic actions that the organisation can take forward. Discussions are currently underway to deliver some of the actions which involve working with the Senior Management Team on organisational and management issues, delivering stress awareness training for employees and additional training for managers. We will also support the organisation in the development and implementation of risk assessments, ensuring that the work that has been undertaken is effective and realistic for the industry concerned.



With this kind of project it is essential that actions are implemented at all levels of the organisation ie personal, interpersonal, organisation (internal and external) and the legal requirement. If you require support with a similar contract or help developing a realistic 'Action Plan for Change' **please contact us for an informal discussion.**

Further information on Stress related issues in the workplace can be found on the Health and Safety Executive website www.hse.gov.uk. Select *stress* from the *topics* list.

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‘Working with the Community’ & ‘Support for Elected Members’

“Communities must be enabled to play a role, and individuals need to take some personal and social responsibility for tackling extremism, which can threaten the very roots of a community and personal safety”. Ruby Dixon, IDeA (Improvement and Development Agency)

‘Community Engagement’ and ‘Development for Elected Members’, both in themselves are big areas, worthy of spending time and effort on. They go hand in hand in the public sector, you cannot have one working effectively without the other – when they don’t it creates a great deal of effort, stress and conflict in the process.

Councillors are elected to office by their community, they come from all walks of life, as befits a local democracy. They bring different skills, abilities and beliefs to the Council Chamber and have then to make important decisions together that directly affect those that have elected them.

Officers and practitioners are beginning to realise that traditional approaches to consultation are inadequate. Better solutions can be developed by engaging local communities from the start. New skills and approaches are required. Listening to and engaging with all stakeholders enables agreed solutions to emerge. Previous participants on our programmes have found difficult areas to explore were issues of social inclusion, hard to reach groups, prejudice, diversity, culture, blockages to change, and community led initiatives.


Our programmes are aimed at supporting Elected Members and Officers.

Elected Members

- Community consultation for Elected Members
- Working with Others—Political Groups
- Working with Others—Difficult People

Elected Members and Officers

- Community Engagement for the 21st Century
- Member / Officer Working Relationships



It really was one of the best training days: Would recommend her to other organisations

Member / Officer Working Relationships are important, neither side can operate successfully in isolation. Our events explore perceived as well as actual relationships.

Quotes from participants on Member programmes :

“I will have more sympathy with the electorate when dealing with them and listening to their side more”

“I now have a better understanding of how members and officers interact, excellent—time well spent!”

“To be truthful I wasn’t looking forward to it because I thought 3 ½ hours was too long but I really enjoyed it and found it most interesting”

“The IDeA believes that community cohesion is about ensuring that effective mechanisms are in place to realise, capture and achieve the shared values of a diverse mix of geographical and special interest community groups, and ‘realise’ their capacity and potential.” Ruby Dixon, Improvement and Development Agency