



Autumn 2007 Newsletter

In the news

- Launch of Cultural programmes including Asian and Islamic Culture Training
- 'Bite Size' Well-Being Training delivered to new University
- Accredited Level 3 Mentor Training in the Workplace
- Public Sector : Elected Member Development and the 'Strong & Prosperous Communities' White Paper
- 'Super Trainers' Programme
- North East Conference with Cleveland Police
- New Website Downloads Page
- Diversity article in 'Training & Learning' journal
- Tips Section – Ice breaker

New Website Downloads Page :

These downloads will help you

- with the development of your organisation and employees
- to develop your ideas
- identify your specific requirements and needs

Go to www.dagonservices.co.uk

A screenshot of the Dagon Services website's Downloads page. The page features the Dagon Services logo and navigation menu on the left. The main content area includes a 'Downloads' section with a list of items: 'Sample workshop outlines - from 1 hour to 5 days', 'Mind Map', 'Press Releases', and 'Journal Articles'. Below this is a 'Programme Outlines' section with two items: 'Accredited 5 day Diversity Programme' (65.9KB) and 'Diversity Open Programmes' (201KB). A 'Quotation' box on the right contains a quote: "The opportunities for reflecting on my individual style and benefiting from ideas from the trainer and participants were very useful." and mentions the 'Well Being Programme for University employees'. There are also several small images of people in professional settings.

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The Health and Safety Executive on Stress and Well Being

“Surveys in the last few years indicated that around 1 in 6 of all working individuals thought their job was very or extremely stressful.

Estimates indicate that self-reported work-related stress, depression or anxiety account for an estimated 10.5 million reported lost working days per year in Britain.” HSE

Earlier this year the **University of Cumbria** commissioned Dagon Services to deliver a variety of **Bite Size Well Being programmes**. This was part of a much larger project that was introduced to support the staff in the changing world of academia and the impending creation of the new University.

There were 9 modules available for staff and managers lasting between 1 and 2 hours. These covered :

- Stress Awareness for Managers
- Dealing with ‘Stressed’ Staff
- Talking to Staff who are experiencing Stress
- Management Responsibilities
- Stress Awareness for Staff
- Time Management for Academics
- Working Styles
- Teams Juggling the Pressures
- Looking after Yourself



Time Management modules were offered via the University normal staff development programme. Staff could mix and match what they wished to attend, and some attended all relevant programmes available. Contact Wendy Aldred on 01228 535957 for further details.

Quotes from delegates

“Evaluating my reactions to stressful situations and how important my reactions are to how I deal with them.” EE

“I can think of a lot of colleagues who would benefit from this session. Useful – thinking about how other people work differently to myself and how I change to prevent stress in myself and others.”

“The case studies were useful – looking at practical solutions ! A well timed session which worked well. The session took a more simplistic rationale approach to dealing with stress which was helpful for dealing with an issue which can sometimes be perceived / dealt with in a too complicated way !” CC

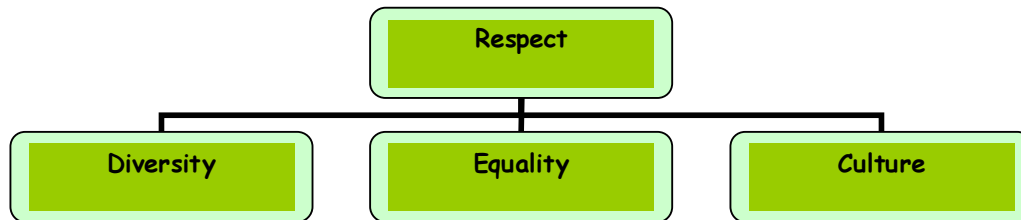
Quote from KC, Staff Development Officer - *“The feedback we have received from delegates attending Wendy’s training events have been overwhelmingly positive. She approaches each session with professionalism but also has an enviable knack of creating a safe and supportive environment in which individuals feel comfortable and able to discuss issues around what, for many, could be a very sensitive subject. We are very much looking forward to working with Wendy in the future.”*

And finally food for thought for all organisations :

“Recent joint CIPD/Health and Safety Executive research shows that a manager’s behaviour can have a major impact on employees’ stress levels affecting the well-being of employees and organisational performance. With over 5 million employees in the UK reporting that they feel extremely stressed at work, this is an increasing problem for all organisations.” HSE



2007 sees increase in range of Equality, Diversity and Cultural Programmes



This year saw us **increasing our range of Cultural programmes** covering equality, diversity, multiculturalism, religion and including all the strands of equality – gender, race, religion, sexual orientation, disability, transgender and age. The Civil Service have 10 key areas for change in delivering a truly diverse workforce at all levels. One of these areas is ‘Behaviour and Culture Change.’ Go to our downloads page at www.dagonservices.co.uk to access further details on how we can help and support your organisation.



Some of our programmes are **accredited through the Open College Network**. The programmes last from one to six days and can be tailored to suit your needs depending on your organisation and level of employees.

Earlier this year Wendy Aldred our Principal Consultant was interviewed by Julian Desser, Editor of **Training & Learning Journal** (**journal linked to the Institute of Training and Occupational Learning**) about her views on Equality and Diversity in the workplace. View our new downloads web page to view the full article.

**Would you like to know more about the Asian and Islamic Cultures ?
Can you tell the difference between Hindu, Muslim and Sikh people ?**

We have teamed up with Midlands based Noble Khan Ltd to offer ASET accredited Asian Culture Training to complement our existing programmes.

Their programmes can provide identification of cultures, customs & behaviour, festivals & religion, and explore integration techniques for the work place & your customers. The Asian programme will enable you to distinguish between Hindu, Muslim and Sikh people, help you understand customs, and behaviours, without misunderstandings and embarrassing situations.



What the delegates say about the courses and handbooks :

“The booklet has been a useful resource for refreshing my memory prior to interaction. I refer to the names on a regular basis, which gives me an idea of a greeting before meeting them.” DB, Kent Police Authority

“The course, content, activities and tutor were excellent. I definitely have a better insight into Asian life, and feel more confident in approaching and speaking to them. An excellent course all round”. Diversity Manager, Home Office, Immigration Service

Bite Size News

Cleveland Police Diversity & Equality Conference Day

In March we attended a conference that was to examine the six diversity strands. Our role in attending was to facilitate the consultation groups looking at the Religion and Belief strand. About 100 delegates from various organisations attended and the whole event proved very worthwhile. It provided the police with some very useful discussions, and delegates appreciated the opportunity to be involved in the consultation. For Dagon Services it provided useful dialogue and further learning about diversity issues. We can never stop learning.



Wendy at Cleveland day

Elected Member Development in the Public Sector and the White Paper 'Strong and Prosperous Communities'

NEW

The implementation of the White Paper will bring challenges to local government and elected members. We have introduced a Community Engagement Programme to support members in working more effectively with their communities. The three sections are split into seventeen sessions covering

- The Member taking care of themselves
- Diverse Communities
- Community Engagement
- Working with groups
- Negotiation and partnership working

Details are on our website downloads page.

'Super Trainers' Programme

One of our long term customers are just about to implement new software. They have staff who provide existing IT training and one to one coaching. They asked us to put together a programme that would be very practical and build on existing expertise. This would help to ensure that their team of trainers will be able to confidently deliver training to all employees in the new software. It was one of those fun days.

The ideas and tips for structuring and giving training were useful. I thought for our needs it was well thought out and balanced. I enjoyed it, it has certainly put my mind at ease ! Wendy was approachable and knowledgeable. KG

Accredited Level 3

Mentor Training

already being piloted to corporate sector customers

NEW

Includes :

Mentoring Process

Mentoring skills

Relating to relevant occupational standards and professional development in your organisation

Further details contact :

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Tips – Ice breaker

Introduce the session by providing a quiz that can be completed in small groups. The quiz can be about what delegates are hoping to learn that day. Ensure that delegates will be able to answer some of the questions. Let delegates know that they will be able to answer all questions correctly by the end of the day. This is a useful exercise as delegates will be keen to learn the answers, and it will also inform you and them what they do / do not know.