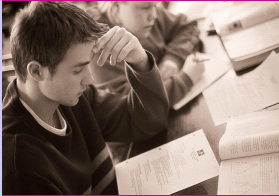


February 2007

Vista Development Consultancy

Volume 2, Issue 1



New Workshops:

Personality Profiling

- Find out your own personality type
- Learn how to elicit and utilize some one else's
- Use in relationship building, interviews and sales
- Communicate even more effectively

Presentation Skills

- How to present magically to anyone
- Overcome nerves
- How to structure effective presentations
- How to gain rapport with your audience

To Book Call:
01903 730655
or email:
Jane.
baggott@vistadevel
opment.co.uk

Introduction

Welcome to our first newsletter of 2007. We hope this finds you well and thriving in business.

As many of you know we pride ourselves on providing a bespoke service, however we have had several queries recently for 'open' courses. So, we are responding—we have been working hard over recent weeks to produce new workshops for you to add to our portfolio of services, if there is anything you want but don't see, let us know as we plan to continue developing courses over the coming weeks.

I hope you find some useful information in this newsletter and as always we look forward to continuing working with you throughout this year.

Best wishes

Jane



FAQ of the Month

"How do I give feedback in a way that will motivate people?"

Giving good quality, constructive feedback is one of the quickest and easiest ways of improving performance, relationships and motivation. Remember:

- feedback is an essential part of the way we function. Studies show that when deprived of feedback, people suffer stress and will often do something (often negative) deliberately designed to gain attention (feedback).
- feedback is an essential element of good performance. Without feedback of results performance usually deteriorates.
- positive feedback encourages us to move in the right direction. Negative feedback, on the other hand, shows us what not to do but does not clarify what to do instead.
- where managers ensure that feedback is a regular and constructive experience, staff accept necessary negative feedback more readily.

You need to develop the following skills to give constructive feedback:

1. Assessing the Situation

Knowing if you have a problem and identifying the cause of the problem

2. Using the right terminology

Using terminology that constitutes clear communication and avoiding terminology that irritates other people, making it difficult for them to listen to you.

3. Structuring feedback

4. Active Listening

Self Help Tip...

This technique is ideal for allowing you to focus on what you want, boost your confidence and self esteem - it also aids relaxation.

Steps

- Sit back, relax and breathe deeply - close your eyes if appropriate.
- Imagine a perfect you standing in front of you.
- What do they look like, what do people say to them, what do they say to themselves and how do they feel?
- Being totally happy with the perfect you; see how they stand, talk, walk, hear how they speak to others; notice how they handle problems and go for what they want / need.
- Now step in to the perfect you.
- See through their eyes, hear through their ears and notice how good it feels to be the perfect you!
- Now think through your perfect life from this perspective; health and well-being, relationships, wealth, business and work.....



Associate Profile

Following the feature in our last newsletter where we introduced Jules Mac-Millan, she has had great success supporting a number of you;



"Things today are great! All back to normal! You're a miracle worker. Thank you so much, you have made such a difference to my life" Sam Scott

We are now proud to introduce to you another member of our team,

Liz Cussans MCIPD;



Liz is based in Woking, Surrey. She is an experienced HR consultant. With 20 years' experience in a number of industries Liz can offer small businesses practical advice on all your Human Resources and personnel issues.

There are a number of ways that Liz can provide HR support to your business including:

- Writing personnel policies and procedures, employment handbooks and contracts of employment relevant to your business and employment legislation.
- Keeping all policies up to date in line with employment legislation.
- Supporting you through recruitment stages including interviewing.
- Practical advice and support with performance management issues and disciplinary and grievance cases.
- Advice during redundancy situations.
- Help with sickness absence management cases.
- Employment law advice.

To find out more about ways LIZ can help you call

01903 730655

Making Changes

Have you broken those new year's resolutions already? Do you have good intentions to make changes but never seem to find the motivation or time to take action? Here's one reason to explain why:

COMFORT	STRETCH	PANIC
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Whether in a work or personal setting, people often set themselves goals or challenges which are actually within their COMFORT zone, well its comfortable so no real need to take action. Others sometimes set their aims too high and put themselves into the PANIC zone, well nobody wants to experience the sensation of panic so people end up avoiding going there.

To find out more call 01903 730655 or email enquiries@vistadevelopment.co.uk

Referral System

At Vista Development, we find receiving a referral or recommendation the highest compliment.

If you know someone who would benefit from our coaching, training courses or consultancy support, complete their details below and we'll make contact with them. If they book with us not only will they receive a 10% discount off their first booking, you too will have the choice of £50.00 off your next booking or £50.00 M&S vouchers to spend as you wish as a token of our thanks.

REFERRAL FROM:

YOUR NAME:

ORGANISATION:

TELEPHONE NUMBER:

EMAIL:

YOUR GIFT: *(please select one)* *£50.00 OFF NEXT BOOKING

*£50.00 M&S VOUCHER

* please note this is dependent on the referred person booking

YOUR FRIEND:

NAME:

ORGANISATION:

TELEPHONE NUMBER:

EMAIL:

For any further information or advice contact us at:

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Phone: 01903 730655

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