

the pivot

PIVOTAL NEWSLETTER, VOLUME TWO

PIVOTAL OVERVIEW

Pivotal People

Dispute Resolution
Facilitated Discussions
Recruitment
Performance Management
Coaching

Pivotal Planning

Project Plans
Strategic Plans
Business Plans

Pivotal Business

Business Assessment
Financial Administration
MYOB Training & Support
Financial Systems
Business Mentoring

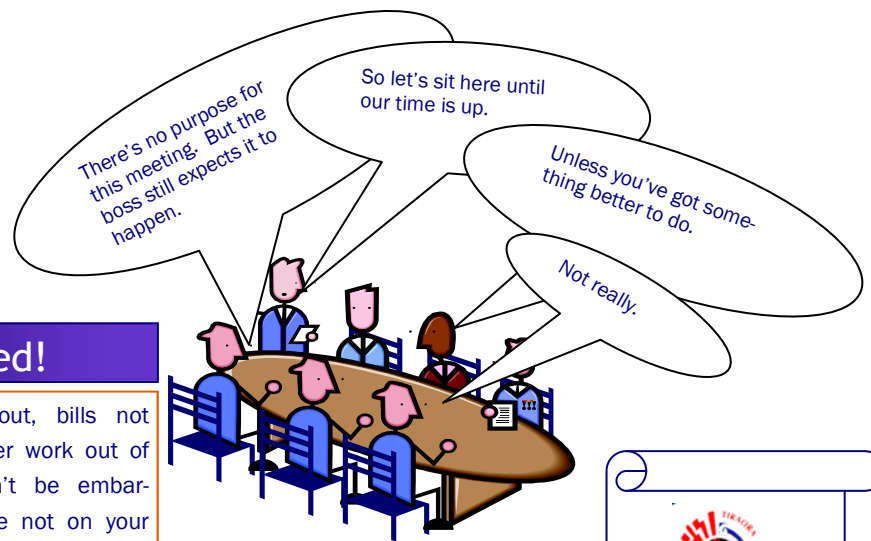
Pivotal Spaces

Meetings
Training
Small Functions
Casual Office Hire

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Thought it was time we got in touch again. Since the last **Pivot** Sheryl has spent 10 days in Oregon extending her facilitation skills and shares some of her learning in this edition. Rosie has celebrated her 2nd birthday with **Pivotal** and participated in the Sport Eastland Duathlon, and Suzanne has passed 2 more Diploma in Business papers, with a 3rd nearly under her belt. Still enough chit chat - hope you enjoy this edition and that it provides food for thought as you pursue your aspirations.



Get sorted!

Invoices not out, bills not paid, and paper work out of control? Don't be embarrassed. You're not on your own. We see it every day!

Most people hate this part of being in business. Luckily for you, Suzanne looooves it!

Don't wait until you've got it 'under control'. It may not happen! Ring Pivotal now.

If this sounds too much like the meetings you endure, read on!!

Each volume of the **Pivot** will bring you helpful tips for getting better value out of the meetings you attend - whether you are in the Chair or not.



**Congratulations
Turanga Health on
your accreditation.**

Pivotal was delighted to play our small part.

Accreditation

Sheryl Small
ASMEA



Sheryl recently achieved full accreditation with the Institute of Accredited Business Consultants (NZ) Inc. This accreditation body has been established with support from NZ Trade & Enterprise to increase the confidence that NZ businesses can have in the quality of business advisory services.

Security Upgrade

Pivotal now has its own in-house server to maximise the security of our information. The hard drive on Sheryl's laptop crashed. We did not lose any critical files but wasted a lot of time. It reinforced how dependent we and our clients are on Pivotal having a reliable and secure computer system.

The transition to the new server enables us to access all our electronic programmes and files from any location both in NZ and overseas. It also enables Rosie to more efficiently manage Sheryl and Suzanne's diaries.

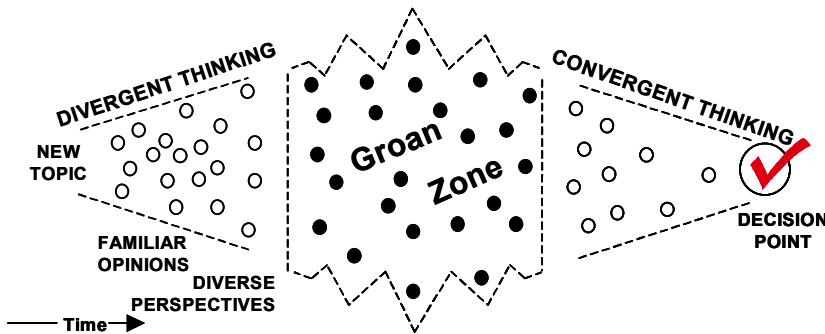
A big thank you to **StrategicIT** for enabling a seamless transition.

pivotal: "vitaly important in determining outcome, progress or success"

Conflict is OK— Sam Kaner’s ‘Groan Zone’

Sheryl was very excited to spend a half day with Sam Kaner, author of the ‘Facilitator’s Guide to Participatory Decision-Making’ 2nd edition. His workshop focussed on building sustainable agreements in more complex situations, e.g. when multiple stakeholders with different objectives need to reach agreement on important decisions.

In particular, he offers a way of seeing a meeting in which new material arises, differences are discussed and conflict occurs, not as some aberration to be deplored, but in fact a normal, manageable process. She found the “Groan Zone” concept particularly useful. As we all know, in reality this is a repeating process – often many times in the one meeting.



Taking action

Implementing change can be overwhelming - “Where do I start?” At her workshop in Portland on “Tools to Build Accountability for Outcomes” Marian Pitters’ reminded us to “*think in small steps and short timeframes and ask yourselves, what do I need to do over the next months to support implementation?*”



“You don’t have to see the whole staircase, just take the first step”

Martin Luther King, Jr.

Dispute Resolution

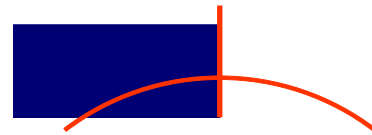
Did you know that Sheryl Smail is an accredited mediator? She provides independent mediation services to assist people to resolve disputes.

Meeting Rooms

Need an off-site room for board meetings, interviews, small group training sessions or seminars? Come and see Pivotal’s facilities. We have fantastic modern air-conditioned rooms with exceptional views - available hourly or daily.

A large whiteboard helps with planning and brain storming. A data projector is available. Catering and refreshments can be taken care of and Rosie assists with any facet of business support you may require.

“Life is what we make it. Always has been, always will be.” Grandma Moses



STRESS BUSTER

Limit complaining in the tea room.

While it is helpful to talk things over, there comes a point when rehashing negative feelings can just make you feel worse. By all means get things off your chest, but then put it behind you and return to more uplifting topics of conversation.

Source: Shayne Yates
www.chy.com.au

Is that really meeting necessary?

In the last Pivot we promised to share tips for productive effective meetings from Michael Wilkinson’s “The Secrets to Masterful Meetings”, Leadership Strategies Publishing, 2005:

“Meetings take time and tie up resources. Therefore if a quality result can be achieved without holding a meeting, this is often preferred.”

Avoiding Status Meetings

- | *If the meeting is truly “information only”, consider distributing a memo instead or using voice mail.*
- | *If little action has taken place between status meetings, consider making meetings less frequent.*

Avoiding Working & Strategy Meetings

- | *Make analysis assignments and perform the analysis outside of a meeting.*
- | *Document a preliminary decision in written form and circulate for comment.*

Questions to Ask to Avoid Unnecessary Meetings

- | *What is my purpose in calling this meeting?*
- | *What products should result from the meeting?*
- | *Is it possible to achieve the purpose and products without a meeting?*
- | *Are the purposes and products worth the time and resources that the meeting will consume?”*



Exciting news from the Wharf Café - one new chef from out of town and another on the way!. If you are looking to hold a corporate function, a business breakfast, or simply looking to do something special give Llewellyn a call on 868 4876

The Pivotal team welcomes feedback on the Pivot, including suggestions for future topics.

Sheryl, Rosie, & Suzanne