

the

pivot



PIVOTAL NEWSLETTER, VOLUME THREE

PIVOTAL OVERVIEW

Pivotal People

Conflict 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

News Flash!!

Suzanne achieved A passes in both her Open Polytechnic Business papers 201 Financial Accounting and 206 Taxation

Sheryl has been elected to the board of LEADR NZ.

LEADR NZ is New Zealand's leading dispute resolution organisation and pre-eminent provider of internationally recognised mediation training and conflict management skills in the Asia Pacific region.

It is a professional, not-for-profit, organisation that is dedicated to enhancing the practice and understanding of conflict resolution.



Conflict Resolution

Many of you may not be aware that Pivotal offers mediation services.

Mediation is a proven and highly effective way of managing conflict and resolving disputes between parties.

Sheryl is an accredited mediator. As well as offering formal mediation services, she has particular skills in facilitating discussions between people having employment or business relationship difficulties.

Sheryl says "Clients find having an independent person present to facilitate discussion is particularly useful when they are trying to protect a long term relationship - when they are motivated to move forward positively for the good of their business." The conflicts may be between businesses, managers, or members of a team.

Since the last Pivot Jane Diggle has been brought on board to help Suzanne with her growing number of Bookkeeping clients and also to give Rosie a lunch break!!! Jane works for us from 9 - 1pm 5 days a week and is already a great asset to our Pivotal offices. See her Introduction below



Christmas around the corner again and Pivotal will be closing for Christmas on Friday 21 December and reopening Monday 14 January 2008. We hope the year has treated you well and plans are going ahead for 2008.



Introducing

Jane Diggle "the new girl on the block"



Hello, my name is Jane Diggle - the latest addition to the Pivotal team.

A local girl raised and educated in Gisborne. My background is in office administration.

Coming from the Aged Care Sector, this position is a change for me. I look forward to learning new skills and contributing along with my colleagues to building successful business relationships with our clients.

I am also a wife and mother of three children, 2 being teenagers - I can hear you all laughing out loud!!

Husband Greg is a substation supervisor.

In our down time we love to head to Wairoa for the water skiing and socialising with our friends and family.

Wharf

Remember The Wharf for your Summer Functions or just cruise down during your break and have a wine enjoying the stunning view of yachts and the sea.

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

Taking the headache out of your business !!



- ◆ Are you bogged down with business paper-work?
- ◆ Do you hate the paper-war? Perhaps put it all in the "too hard basket" and hope it will just disappear?
- ◆ Struggle to keep up with those invoices? Loath it when GST & PAYE time is near?

Sound familiar? Do you realise the negative impact it's having on your business? The solution is easy...here at Pivotal we are committed to taking that headache away. It's as easy as dropping that paperwork off and getting back to what you do best! Give yourself peace of mind in knowing that paperwork and financial administration is being looked after. Whether its payroll, supplier payments, customer invoicing or the whole package - come and have a coffee with Suzanne and we'll work out a solution for you.

A quick plug for Suzanne's Partner Hoagz!!!!!!



Despite popular belief, the regular seismic activity on Kaiti Hill Tuesday & Thursday mornings is not an earthquake. It's Hoagz putting Ian, Sheryl's long suffering partner, through his paces! Give Alan of Hoagz Sport & Fitness a call after you've eaten too much Christmas pudding! Alan is a qualified Personal Trainer using the YMCA, the beach and Kaiti Hill as his playground! Phone 027 575 1649

And while we're on it - have the first espresso in the world Saturday morning with the mobile earthquake - join him at **TopShot** at the flea market! A special Christmas Treat!

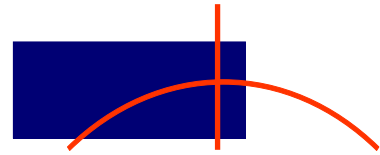


'To arrive at the simplest truth requires years of contemplation.'
Isaac Newton

What do our clients say about us?

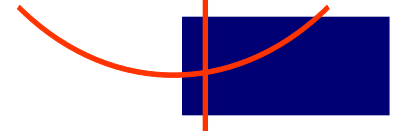
"We decided to contract Pivotal to provide guidance and facilitate our strategic planning. This was a key decision and the Board has been delighted with the outcomes provided by Sheryl and her company.....Sheryl ably demonstrated her ability to quickly ascertain the direction our company needed to take and used her effective people skills to ensure we achieved well understood, manageable goals..... It is one thing to motivate people to contribute, but entirely different to turn those contributions into a well understood workable achievable strategic plan. This is where Sheryl's professionalism really stood her apart from other consultants that I have engaged/worked alongside."

Board Chairman - Pivotal Client



OUTRAGEOUS STRESS BUSTERS!

- Jam 19 tiny marshmallows up your nose and try to sneeze them out
- Use your Mastercard to pay your Visa
- Make a list of things you have already done
- Write a short story using alphabet soup
- Drive to work in reverse
- Dance naked in front of your pets



What do Masterful Meeting Participants Do?

Michael Wilkinson's "The Secrets to Masterful Meetings", Leadership Strategies Published 2006

DO	DON'T
Show Up on-time, prepared to meet, having reviewed all materials provided in advance	Show Up late or unprepared.
Show respect to all present .	Speak while others have the floor, speak in a condescending tone, or verbally or physically attack another person.
Speak up when you disagree or don't understand	Remain silent despite disagreement
Speak positive points first	Start with negative comments.
Share the air , giving others the opportunity to speak	Dominate the discussion.
Share intent and all relevant information	Hide intent conceal information, or allow relevant issues to go unspoken.
Seek to understand by asking questions	Disengage when you are not speaking
Seek win-win solutions that satisfy all needs	Insist your point of view is right and others are wrong.
Stay focused on the topic and alert at all times.	Wander off topic or get engaged with other work eg cell phone.
Stay present for the entire meeting.	Leave before the completion or scheduled completion of the meeting.
Exercise your meeting rights.	Have meeting rights violated without speaking up.

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

The Pivotal Team wishes you a great Christmas and a prosperous New Year

Sheryl, Rosie, Suzanne & Jane