

the

pivot

PIVOTAL NEWSLETTER, VOLUME FIVE

Welcome to volume five of **the pivot**, our Winter publication for 2008.

PIVOTAL OVERVIEW

Pivotal Facilitation

Workshops

Planning

Project Management

Pivotal templates

Casual business facilities

Pivotal People

Project management

Skill development

Mentoring

Dispute resolution

Pivotal Spaces

Meetings, training

Small functions

Interviews

Presentations

Casual office hire

Contact Pivotal

Level 3,

Rockforte Tower

Cnr Grey Street &

Gladstone Road

PO Box 462

Gisborne

P 64 6 863 2930

E info@pivotal.net.nz

Have you been wondering - Who is our new Senior Business Consultant ?

Martha Kelly has now joined the Pivotal team in this position and brings a host of complementary skills to broaden the services we can now offer our clients. Martha has strong strategic, operational and technical skills in project management, risk management, quality assurance, system development, compliance and audit – developed over the years through tertiary study, development of a co-owned business, a range of roles after moving to Gisborne and a long involvement in the development of local company Riversun. These business improvement skills are complemented by a background in sales and marketing and more recently dispute resolution. Martha is a trained lead auditor and assessor, is an active member of the New Zealand Risk Management Society, and has a Certificate in Counselling Theory from Massey University. Since joining Pivotal she has undertaken LEADR NZ mediation training.

Her experience traverses a number of diverse industries but in essence the concepts are transferable to your industry and available to you any time.

Martha loves to take on projects that have been put in the too hard basket and the challenge of researching and pushing new boundaries. Equally though, she finds great satisfaction in re-engineering and refining existing process. New projects can create a lot of change in an organisation and Martha is experienced in implementing new developments and ways of doing things so that they fit like an old glove.

Like Sheryl, Martha is also a trained mediator and her study in counselling has included a focus on cultural communications, human resources and organisational behaviour - all helpful when working to address issues within your organisation or to assist with resolving disputes.

When Martha is not at Pivotal, you're likely to find her singing and playing guitar in an Irish band, having fun in a ukulele band, or just performing her own music somewhere.



Update on Pivotal progress

In our last edition we shared our plans for the future. Three months down the track, how far have we got?

- Full time senior consultant appointed – Martha Kelly joined the team at the beginning of June and is already proving invaluable!
- Meredith Ruru has joined the team – providing, in particular, additional HR expertise. See her profile below.
- Services extended – as well as increasing our capability to undertake a number of large projects concurrently, Pivotal now offers more in-depth business improvement services in areas such as system development, quality assurance, risk management and audit.
- New complementary service line – these plans are progressing well. Keep watching this space!

Meredith Ruru

We couldn't resist bringing Meredith on to the team – for a limited time only we get two for the price of one! Our special offer is expected to end mid September when Meredith delivers her new baby. On a more serious note, Meredith Ruru is a qualified lawyer and was admitted to the Bar as a Barrister and Solicitor of the High Court of New Zealand in 1995. Since then Meredith has worked in the United Kingdom and New Zealand in both employment and contracting capacities providing legal and managerial services to Iwi affiliated and private Maori organisations, government corporations, legal institutions and commercial organisations. Meredith affiliates to Te Aitanga a Mahaki, Rongowhakaata, Ngati Porou and Ngati Raukawa.



In addition to experience as a commercial solicitor and corporate lawyer, Meredith has specialist legal knowledge and experience in Human Resources, Maori Land, and Resource Management. Meredith has also managed a number of education and health initiatives at ministerial level. Meredith brings this specialised expertise to Pivotal as clients' needs require.

What if there is Dysfunctional Behaviour? This series which covers successful meetings and dealing with unusual behaviour to create a productive and stress free meeting while staying on task continues. In this edition we deal with **The Loudmouth** with tips on strategies to prevent the dysfunctional behaviour.

Sourced from Michael Wilkinson's "The Secrets to Masterful Meetings".

Description—The person dominates the discussion.

Common Causes—The person has an extroverted communication style and is not aware that a tendency to frequently speak first can limit the time an opportunity for others to speak; The person is aware of the tendency and needs help in balancing talking and listening time - or - The person intentionally wants to dominate in order to limit time spent discussing other views.

Prevention—Establish a ground rule: have one conversation; share the air. Meet in advance to let the person know that you will be trying to get others to speak. "I appreciate you being willing to speak, especially given that most have been pretty quiet. I need to get other people speaking more so that we can get their views on the table. So, during this next meeting, there will be times when you might hear me say, "Nice point. Let's hear from some others on this." This way, we'll get everyone's input.

In the Moment—"Let's hear from everyone on this next point. With this question, I would like to start (give the name of a person to the left of the loudmouth) and go around the room to his left. The question is..." A round-robin brain-storming activity such as this gets everyone involved. By directing the conversation away from the loudmouth, everyone else will be able to provide input first.

After the Moment—Follow up to ensure that no additional problems exist.



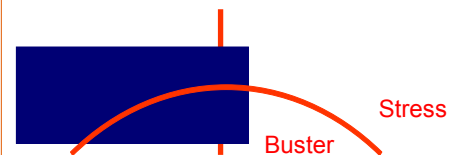
**Gisborne Chamber of Commerce
BA5- Business after 5 Meeting
At Pivotal**

Mulled wine & warm nibbles on a cold winters night and some interesting skits and fun.

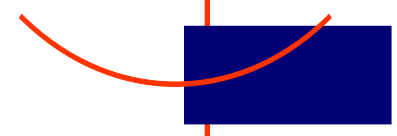
Wednesday 13 August 4.30pm

Put it in your diary

Watch for your invite from the Chamber.



Whenever you feel overwhelmed by stress, practice speaking more slowly than usual. You'll find that you think more clearly and react more reasonably to stressful situations. Stressed people tend to speak fast and breathlessly; by slowing down your speech you'll also appear less anxious and more in control of any situation



2008 IAF Africa Facilitation Conference July

Sheryl and Ian are off to Africa for a long deserved holiday. They plan to go on a safari up the coast from Cape Town to Swakopmund and on an Excursion to the Etosha Reserve. They have some interesting accommodation booked at the Daddy Long Legs Boutique Hotel in Cape Town where each room is unique. The rooms have names such as "Do Not Disturb", "You Are Here" and "Travel Dog".



Towards the end of their travels, Sheryl is presenting a Pivotal workshop at the 2008 3rd IAF Africa Facilitators Conference entitled 'The Mindset Challenge' – a facilitation process authored by Sheryl. The process is designed to provide leaders with a unique, innovative and effective method for facilitating quantum mindset shifts when working with groups that are required to accept and think laterally about major change.

If I have ever made any valuable discoveries, it has been owing more to patient attention, than to any other talent. Isaac Newton (1642–1727)

World class location

Hospitality second to none

A comprehensive wine list

Restaurant and bar

Fabulous food

The Wharf bar and Restaurant will be closed from 21 July to 5th August to enable staff to take a well earned break and to undertake maintenance tasks.

Sheryl has been attending training, in Auckland and locally, on the new Lawyers and Conveyancers Act – Rules of Conduct and Client Care.

You may well wonder why! No, it's not a change in career direction coming up; she's preparing for her recent appointment by the New Zealand Law Society as one of two lay members on the new Gisborne Lawyers Standards Committee. This committee is part of the new structure that will be introduced in August along with the new legislation.

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

The Pivotal Team

Sheryl, Martha, Rosie & Jane