

“Child Associates can help you make change happen through the people in your organisation.”



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What do we do?

Clarification - Creating a clear picture of your vision for the future.

Attitude - Helping you to enthuse people about the change you want to see.

Insight - Understanding current issues & barriers to change

Solution finding - Creating a huge range of choices & ideas for change.

Pushing good ideas into action - Implementing your chosen course.

Measuring success - Celebrating your success and learning for the future.

How do we do it?

We offer clarity and perception

We have experience in a wide variety of service & retail industries

We are cost effective

Clients say we are a pleasure to work with

Vivianne Child founded Child Associates in 2001. She has over 15 years experience in the drinks, retailing and service sectors in a career spanning Marketing, Service & Quality and Change Management. She is an experienced coach, an MBA in strategic planning and draws on the expertise of many associates to work for a diverse client list.

Contact Vivianne Child for an informal and speedy discussion at vchild@childassociates.co.uk, 01442 826092 or 07786 707597.

Elev8 Team Development



Turbo-charge your team

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Elev8 Team Development

Luckily, there's always a good excuse to do some top quality team work.

- **If you have new team members** it's a brilliant induction to create team protocols, let people get to know each other and set priorities for the coming months.
- **If teams are well established** it gives the team a boost to find ways of working even better together, as well as kick-starting energy levels.
- **If a team is underperforming** it's good practise to have an open & honest discussion and put things right.

As facilitators, we design, organise and facilitate team awaydays, strategy and budget planning meetings to achieve **your** agreed outcome.

Our experience has identified the benefits of using an external facilitator:-

- It's hard for the team leader to lead the day and play a full part in the debate. Having a facilitator enables you to properly take part and enjoy the day.
- A facilitator adds structure and rigour to an event, ensuring you meet all your objectives .
- Having a facilitator says to your team that you take team development seriously.

The Logistics

- The team leader meets with us to clarify the objectives of the team session in a "So you think you need a team awayday?" meeting.
- The session is designed to meet these objectives and delivered in a place to suit the team.
- Delegates are made to feel welcome & supported, and enjoy a productive and thought provoking session.
- The "Book of the Film" is produced, detailing the exercises & discussions as well as recording all decisions made
- A follow-up meeting is held with the team leader to ensure progress.

Competencies of Top Teams – how does your team score?

- Good interpersonal relationships with understanding of each other's values and management style.
- The ability to discuss issues openly without arousing undue sensitivity or tension
- A high level of trust in each other
- To be approachable and able to accept feedback and criticism in a impersonal and objective manner
- Sufficient discipline and cohesion to implement agreed decisions
- The capacity to discuss and understand both long and short term issues

Alderson @ Cranfield School of Management