



Many companies state that "our employees are our most important asset".

In fact, it is not the quality of the employees so much as the quality of their relationships or interdependence that makes the difference.

Effective communication and a culture based on collaboration rather than conflict and blame are essential to sustain world class performance.

The tools to build this culture are simple, effective and can be learned in just one day.

Previous delegates have described this very practical seminar as:

"Life changing"

"Brilliant"

"Immediately useful"



Build A More Productive Workforce

- ✓ Reduce conflict and blame
- ✓ Create more effective communication
- ✓ Decrease stress in the workplace
- ✓ Reduce the costs of staff absence and turnover

Hard Facts: Soft Option?

1. The Health and Safety Commission state that absence due to work related stress, depression and anxiety costs UK businesses in excess of £530 million per year. In 2006 over 14 million working days were lost.
2. Research commissioned by Investors In People shows that one in five of the UK workforce says that stress is the single biggest barrier to improved productivity, but only one in ten managers believe them.
3. Stress is well known as a major cause of heart disease, but stress is also medically proven to have direct impact on our immune systems, leaving us susceptible to 'ordinary' infections.
4. Poor communication is consistently cited as the major cause of workplace conflict and confusion, although the cost is mostly hidden.
5. Recent research by the International Stress Management Association highlighted that ignorance is the major barrier to doing something about work related stress: 48% said that it was due to lack of management commitment.
6. Stress management seminars are often considered by managers as a 'soft option' but the research shows that most businesses pay a high price for stress through lost productivity, sickness and staff turnover.

In just ONE day, your delegates can learn:

- ✓ How to avoid reacting adversely to stressful situations
- ✓ Practical problem solving techniques that prevent blame
- ✓ How to break out of negative cycles of conflict and blame
- ✓ Simple techniques to diffuse anger in customers or colleagues
- ✓ How to communicate more effectively when speaking and listening
- ✓ The basic methods of non-violent communication
- ✓ How to ensure that everyone's needs are understood
- ✓ How to create a culture where employees enjoy coming to work instead of enduring it

"Conventional wisdom would suggest that 4GM Consulting promise the unachievable. However, Paul Hollingworth has abandoned much of what we understand as 'conventional wisdom' and I'm sure that this is how he delivered such outstanding results for us."

R Adsett. City of Bradford MDC

Especially valuable for all managers and staff that have customer contact, up to 20 of your people can benefit from this excellent seminar in one day.
For more information please contact 4GM Consulting.



Email: enquiries@4GM.com

Phone: 01904 737979

Web: www.4GM.com