

Jemstone Consultancy Business Psychology: Adding value to business through the application of psychology: consultancy, facilitation, management development, coaching: 020 8293 0017

Possibility space, complex systems and paradox

Every year the good and the great of the HR world congregate at Harrogate to hear words of wisdom and view sights of interest.

This year the packed field of exhibitors is joined by an exciting new presentation: **Co-evolve**.

Under the banner name **Co-evolve**, Jemstone Consultancy and like minded consultancies are coming together to provide an exciting introduction to the world of complexity and other post modern organisational interventions.

Visit our stand if you want to learn more about::

Strange Loops and Paradox

Possibility Space

The Co-ordinated Management of Meaning

The Edge of Chaos

Critical Appreciative Inquiry

Story and Narrative

And their relationship to organisations and organisational development

Chartered Institute of Personnel and Development Annual Conference and Exhibition Oct 24--26 at Harrogate National Exhibition Centre. Stand B32

Emotional Intelligence: what's that?

One of the buzz words of the moment, but what exactly is it?

Key Points:

Ongoing research suggests:

That the term Emotional Intelligence (EI) is seen as an HR buzzword

That the idea is not new, but an umbrella term for vital non technical skills

That EI interventions can provide useful opportunities for self development

And that this can translate into useful changed behaviour at work.

However, for the full benefits to be gained, the competencies developed or enhanced need to be integrated into existing HR processes.

So.....Emotional Intelligence training or development probably has as much value as people skills or personal development training ever has i.e. lots, however..

Don't underestimate the attractiveness of new packaging to jaded course junkies.

Do ensure your investment is underpinned by a broader organisational culture.

From: Chapman M (2001) Emotional Intelligence – critical competency or passing fad? (Beyond the rhetoric) The Occupational Psychologist. BPS. No43. August 2001 pp3-7

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Feedback is a gift - metaphorically speaking

Many organisational processes involve giving feedback to others: performance appraisal, supervision, training, and management generally; yet few of us are comfortable with the idea of criticising or passing judgement on others. However using the metaphor of gift giving allows us to see the process in a more positive light.

Feedback is a gift, the very valuable gift of information.

There is an etiquette associated with the giving and receiving of gifts: choose appropriately and with an individual in mind, wrap carefully, present with good feelings. That is:-think about what you want to say, to whom, how you are going to say it, and present it within a framework of positive regard.

It also works for receiving feedback. Accept with grace, show appreciation of the time and trouble taken, ask if you don't understand, and decide what to make of it in your own good time.

So remember, the giving and receiving of feedback is the exchange of the gift of information, give generously and receive graciously!

Are you sitting comfortably- today's story is.....

In 1998 Lego began selling a £170 build your own robot with a proprietary microprocessor, operating system and so on; presumably anticipating many months of exclusive supply and development.

In no time at all it had been reversed engineered and the software posted on the web. People got interested and started developing programmes to make it do little tricks.

Lego could have got litigious, instead it embraced the unexpected development and now provides web and software support to the community. It seems everyone is happy with the outcome; a better product.

Do the unexpected and let your customers add value

Changes to Jemstone Tidbits

Following feedback, we have switched to a one column format to make online reading easier. Let us know about anything else that would make it easier for you to get value from this newsletter

A Jemstone Service: Facilitation

Skilled intervention to assist individuals and groups achieve their objectives constructively

Useful in:

- Team building
- Conflict Resolution
- Strategy Development
- Organisational Change
- Organisational Development
- Key Meetings

Need some? Contact us

