



People, Passion, Performance

April 2008

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Appreciating the small successes creates a positive, can-do culture

Spotlight on: Celebration

Celebration is deep thankfulness for the successes, joys and people in our daily lives.

Peter was a hard-pressed project manager who was brought in to make a difference and he was determined to do so. Sometimes his focus on getting things done made him appear a little colder than he was. At one core group meeting, Peter was put in the 'hot seat'. He listened as colleagues that he had argued and jostled with genuinely reflected back to him the qualities, values and skills they appreciated in him. When his colleagues had finished sharing there was an enormous glow on his face because the essence of who he truly is had been recognised and honoured. From being outcome-focused he became more compassionate and inclusive.

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Learn the Secrets: Conflict Resolution

Do you waste half your day sorting out conflict? Is there back-biting at work? Are there people you avoid at work? Do personality clashes interfere with performance?

You learn how to:

- Harness the positive, dynamic qualities of conflict
- Resolve on-going conflicts
- Develop high-trust, problem-solving teams
- Deal with potential conflict before it escalates

Benefits:

- Staff retention increases so leaving and recruitment costs decrease
- Better quality communication means teams work more productively together
- Less time is lost through conflict and disagreement - saving you time and money

Money back guarantee if you are not completely satisfied

You save £50 if you book before May 23.
Just £197 (+ VAT) reduced from £247 (+ VAT)

Date: Thursday June 12, 9 - 4.30pm

Location: The Montague on the Gardens, London WC1B 5BJ

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Spotlight on: Celebration

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Celebration is what adds the va-va-voom to life! Too often we are lost in the problems and challenges of daily life, so much so that we forget to notice all the good things that come along, whether they are small or large. But celebration is crucial. By focusing on our strengths and achievements, celebration can change the dynamic at work from depressing to enthusiastic, pro-active and creative.

We have heard that in Central America groups of people were forced off their land, attacked, terrorised and made refugees. As soon as they set up a refugee camp they appointed five committees including one for celebration (along with education, housing, health and food). They knew that, without celebration, they lost hope and without hope all is lost.

Create your own mini-celebration today! Think of one person who has made a difference to you and take two minutes to make a call, write an email, send a card or just say 'thank you'.

"The greatest thing you can do for another is not just share your riches but reveal his own to him."

Israeli

The Hot Seat

*John Rayment & Jon Smith,
Organisers of the Global Fitness Framework Conference*

The conference owed much of its success to the way the two convenors set the tone and created the 'culture' in which we could all learn from each other in a uniquely supportive and yet rigorous way. John Rayment, in his self-deprecating way, led us into uncharted territory and made it all seem feasible and fun. His colleague Jon Smith was a model of positivity and enthusiasm. Together, they had put in an enormous amount of behind-the-scenes work so that we hit the ground running and the pace and energy never flagged.

Our thanks to Alan for this month's contribution. Write in and nominate your colleague for our May issue: just send us a short paragraph about why you appreciate working with them. jennifer.hurley@lamontassociates.com

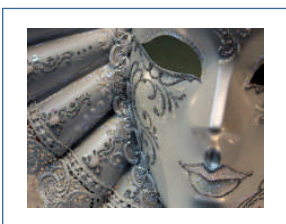
Book Review

Affluenza, Oliver James (2007)

A controversial book, *Affluenza* paints a compelling picture of the shadow side of societies built on money, possessions, appearances (physical and social) and fame. James argues that by focusing solely on appearance to the exclusion of all else, we are creating soul-less societies focused on wants not needs, on appearance not substance; where we never have enough even when we have too much.

'Affluenza' was originally popularised in the United States in 1997 and James examines its causes, consequences and what he calls its 'vaccines'. James highlights what many have suspected: more is not necessarily better. In fact, more can be worse. By focusing on external validation many of us are losing our values, vision and our sense of deep connection to all that is truly important to us, from family and friends to rewarding work.

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The glittering mask of success: do we lose sight of our values when we put it on?

Don't forget!**Tools for Success**

22-24 September 2008
Birmingham

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**We're down to our
last few copies of
"The Spirited Business"**
(First Edition)

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*"The most basic
task of corporate
leaders is to
unleash the
human spirit
which makes
initiative,
creativity and
entrepreneurship
possible."*

**Barlett &
Ghoshal,
Harvard
Business
Review,
1995**

Open Forum

This month we are printing some thoughts sent in by Chris Colgan, a Lamont graduate. He applies many of the principles used in the Lamont Approach.

Values-based recruitment

"I had an interview a couple of weeks ago and it struck me how soul-less the interview was. It was very well handled by two people and went by the book for seemingly good interview technique, but there was not one question about me and who I was or what I enjoyed doing outside work. It did get me thinking.

If everything is run by the book there is very little space for new ideas and personal innovations. Tom Peters, the American Management Guru, talks about similar things in his books. One of the best people I ever employed started as a temp. Dylan had long ginger hair, a goatee and had been busking around Europe. By the time I left he was managing the Technical Support Dept. for me and was responsible for almost 80 people. People like Dylan would have struggled to get through the door of many organisations but he had the most incredible potential. All he needed was the opportunity, with some nurturing and support.

In my division in my previous company, we did all our own recruitment and were the only area of the company not to use the Human Resources Department. When we held recruitment open days to recruit large volumes of Technical Support staff we did everything ourselves, from the advert to the tests for the candidates. We cleared the space on the morning of the event, I used my Customer Service staff as administrators and interviewers on the day. The day started with breakfast and a meditation. I got everyone to focus on what kind of day they wanted to have and the kind of technical people they would like to work with (easy to talk to, helpful, etc.).

On our most successful day we tested over 500 candidates, gave every one of them feedback and actually recruited, with formal offers, 43 new Tech Support staff. Just imagine what could be achieved by organisations with the right support both beforehand and at the interview stage."

Chris Colgan - Development Coach

If you have something to say about this subject or anything else, do email Jennifer: jennifer.hurley@lamontassociates.com

Book Review

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Using vignettes from interviews across the world, Section One outlines the symptoms of this virus, from the search for eternal youth to confusing our financial values with our moral values. Section Two offers a thematic overview of the symptoms - "luxury fever", debt, overwork, waste, psychological distress and environmental degradation. Alongside these he also elaborates on the vaccines. His suggestions to avoid being hit by the virus include: auditing your motives and goals, and identifying work activities that have intrinsic motivation for you.

It is a fascinating read, though it can be a little long-winded. But it helps clarify some of the paradoxes and contradictions in consumerist societies. His core message is simple: choose consciously to create lives that are both successful and nourishing, rather than sleepwalk through life in a blur of consumerism and psychological distress.