



Tel: 01507 608795

October 2010 Edition

“The only difference between a rut and a grave is their dimensions”

Anonymous

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A Summer of Change

We are delighted to use the ‘Telegraph’ to launch our Customer Care Development package of support. We offer a practical, no nonsense, focused approach aimed at creating, developing or improving the customer care experience in any organisation. Our tailored programme includes: an initial assessment of current practices, mystery shopper experience, bespoke training packages, development of competence standards, support and guidance in order to implement a philosophy of customer care. In today’s competitive market place often it’s the level of service we receive that makes the difference. For more information about this or Management Training, Leadership Mentoring or Soft Skills Short Courses visit our brand new website or call the Totem Team on: **01507 608 795**.

Over the summer we have recorded and produced a brand new range of hypnotherapy CD titles. There are 19 ‘Featured’ Tracks to choose from and 6 ‘Bonus’ Tracks. Each Featured Track costs £11.99 & you can add a ‘Bonus’ of your choice for just 1p. (p+p is included!) The tracks fall into 3 categories—General Health & Well Being, Work Related & Fears & Phobias. So why not enhance your staff resource library and purchase a series of CD’s?

Have you ever thought of taking on a University Student for the summer? Well, we hadn’t. Or at least not until we met Ben Forbes-Burton. Ben came to see Craig at the beginning of his summer break for help with presentation skills. After a brief chat, Ben joined us for the entire summer! He’s a student at

Leeds Met just starting his final year of a Marketing degree, as we speak. What a find! Not only were we able to offer him some valuable work experience but he also had a massive impact on us. He’s had some brilliant ideas that we’ve put into practice, he’s taken new photographs for our website and he’s produced all the new CD’s! One of Ben’s ideas was to introduce the chance for our clients to spread the cost of training by offering the opportunity to pay for programmes by direct debit. So now you can! For more information contact Pam on **01507 608 795**.


And finally...


A big THANK YOU! to all of you who completed and returned the questionnaire. The winner of a ‘bottle of red’ was Mr Tony Hartley at Eggborough Power Ltd. Well done Tony!

The Funny Bit...


The Lighthouse and the Aircraft Carrier


This is based on an actual radio conversation between the USS Abraham Lincoln and the Canadian authorities off the coast of Newfoundland.


 Please divert your course 15° to the South to avoid collision.


 Recommend you divert your course 15° North

to avoid collision.


 Negative. You will have to divert your course 15° South to avoid collision.

 This is the Captain of a US Navy ship. I say again, divert YOUR course.

 No, I say again, you divert YOUR course.

 THIS IS THE AIRCRAFT CARRIER USS LINCOLN, THE SECOND LARGEST SHIP

IN THE UNITED STATES’ ATLANTIC FLEET. WE ARE ACCOMPANIED BY THREE DESTROYERS, THREE CRUISERS AND NUMEROUS SUPPORT VESSELS. I DEMAND THAT YOU CHANGE YOUR COURSE 15° NORTH — I SAY AGAIN, THAT’S ONE FIVE DEGREES NORTH — OR COUNTER MEASURES WILL BE UNDERTAKEN TO ENSURE THE SAFETY OF THIS SHIP.

 This is a lighthouse. Your call.



It’s The Law!

From 1st October 2010 the national minimum wage increases by 22%. The age limit also changes from 22 to 21. The government has estimated the total cost to industry of changing the applicable age limit will amount to approximately £40 million.

By Jayne Flint
Employment Law Specialist
Ringrose Law