



Date: 20/05/2010

Dear colleague,

Fixed fee workplace effectiveness offer

Clearly, judging by the tremendous response to our [fixed fee '10-10' workplace offer](#), honing costs whilst creating staff performance gains are at the forefront of forward-looking organisational thinking.

Launched just two weeks ago, we've already had 7 organisations (including; local government, financial services, law firms, utility firms, et al) sign up for offer of...

...workplace modelling to establish risk mitigated NPV new work scenarios for a fixed £10K fee,

...making this offer available to the first 10 organisations to sign-up (a 60% reduction over normal rates).

They are getting a precision understanding of their workplace interactions and an unambiguous plan for embracing new work practices – delivered inside 4-5 weeks. We assess their conjoined HR, IT, Real Estate, and management practices to maximise opportunities for cost avoidance, boosting productivity, optimising real estate, and enhancing competitive position.

As the late Peter Drucker succinctly put it; *"You can't manage what you can't measure"* and this is the enduring principle of our workplace modelling – to precisely understand your changing workplace.

If you're interested in claiming one of these three remaining offers, please drop a note to john_blackwell@jbassociates.uk.com

The Third Billion

We've just been reviewing data from the International Labour Organisation (ILO), the UN body responsible for tracking global labour force statistics.

Detailed data scrutiny has shown that a previously overlooked one billion-strong new talent pool is entering the workplace over the next decade – namely, **women**.

The economic lives of this *"third billion"* of women have previously been stunted, underleveraged, or suppressed. However, driven by economic necessity and/or just the sheer accessibility of work, the previously unrealised potential of women is set to become a major economic force. Indeed, many leading organisations are already building recruitment plans and changing their workplaces to embrace this Third Billion.

If you would like a copy of this report and to find out more about its impact, just drop Sam Thornton a note at samantha_thornton@jbassociates.uk.com

Growth, Innovation & Leadership Congress presentation

We've just returned from presenting at the Growth, Innovation and Leadership Congress in London. Our contribution to the Global Summit and the Agility debate were highly received by the 300-strong executive audience.

If you would like a copy of our 'Pecha Kucha' style presentation on the **Future of Work** and the role of financial workplace modelling, please let Sam Thornton (samantha_thornton@jbassociates.uk.com) know and we'll send it by return.

The JBA Team

Hot Topics – in association with Management-Issues

Fighting Fires without Burning Bridges

If you have ever been involved in a personal or inter-departmental feud at work, you won't need to be reminded of the emotional and psychological cost that such conflicts can wreak, especially when they drag on without any sign of a resolution.

As author Jane Gunn – AKA 'The Corporate Peacemaker' – explains in a thought-provoking piece for us, the problem here is that our instinctive reaction to conflict is to see it as a threat. A social threat is treated in same way as a physical threat.

This leads to an adversarial approach to workplace relationships that has a negative effect on organisational performance. To make matter worse, when conflicts and disputes do arise, the majority of organisations are ill equipped to deal with them.

[Read the full article on M-I](#)

Driven to Distraction

Peter Vajda explores something else that causes problems at work, namely BMWs. No, not BMW cars. BMW as in Bitching, Moaning and Whining.

Indulging BMW-ers, Peter argues, is a sure-fire way to miss your deadlines, decrease your productivity, mess up your assignments and interfere with your pleasure – as most of us who have experienced somebody's continual venting, complaining, nit-picking or fault finding would probably agree. But, how should we deal with such individuals?

[Read the full article on M-I](#)

Is it a Bribe or a Tip?

Our cultural intelligence specialist, David Livermore, explores a dilemma that many people involved in international work face on regular basis. What do you do when an "extra payment" is expected? When does a "tip" become a bribe?

[Read the full article on M-I](#)

Does Honesty Pay?

Honesty is also the focus for Bob Selden as he ponders why corporate scandals show no signs of abating and why dishonest executives always seem to think they will never get found out.

Is it the case that we have become more short-term, transaction-oriented rather than long-term, relationship-based? Does honesty in business mean you may lose opportunities to make more from each transaction because you tell the truth?

[Read the full article on M-I](#)

Management Advice Clinic

Got a problem at work? Ask our experts

[How do I deal with my duplicitous boss?](#)

Andrea's boss is untrustworthy, scheming, and incompetent with an over-inflated opinion of her own abilities. But, she is also politically savvy and popular with senior management.

Charles Helliwell has some suggestions for handling a difficult situation.

Who's responsible for marketing in your business?

Now, ask yourself a simple question. Who is responsible for marketing in your business? Andy Hanselman asserts that the answer ought to be "everybody". Because a truly customer-focused organisation recognises that marketing involves everybody, whatever their function.

And a natural consequence of this is that everyone understands the impact that they can and do have on their customers, even indirectly.

[Read the full article on M-I](#)

Ten secrets of Emotional Intelligence

Finally, a tip from Dan Bobinski. If you want to perform better at work, you need to work on your emotional intelligence.

Why – because research shows that the overwhelming difference between top performers and average performers is higher levels of Emotional Intelligence.

The second reason – Emotional Intelligence is totally learnable. Contrary to popular belief, it's a relatively simple undertaking.

[Read the full article on M-I](#)

Regular columns & blogs

[The Working Week - Technology and Learning](#)

This week's dive into the archives sees Wayne talking to Dr Tracey Wilen-Daugenti, who leads the higher education practice at Cisco Systems, where she works closely with universities to advance innovative uses of technology in academia.

[Save me from iMadness](#)

Wayne Turmel ducks for cover as he admits that he just doesn't care about the iPad.

[How much was that Volvo?](#)

Bill Fischer examines the corporate worth and valuation of China's leading companies.

[The effective manager](#)

If you want to be an effective manager, you need to spend less time "doing things" and more time managing, argues Mitch McCrimmon.

[The missing trainees](#)

How can organisations offer staff in their mid-forties and beyond training and development that meets their real needs, asks Jorgen Thorsell.

Other news

The price of presenteeism

A new report from the UK-based Work Foundation suggests that the cost of staff turning up to work when sick - so-called 'presenteeism', could actually exceed the annual bill for sickness absence.

The toxic effect of a narcissistic leader

What effect do narcissistic leaders have on an organisation? Do they have any positive attributes, or do they always do more harm than good?

Companies failing to tackle bribery

The overwhelming majority of global businesses have failed to put in place adequate policies or management systems to tackle bribery and corruption, a new report suggests.

Anger doesn't pay

Individuals who are unable to defuse their emotions and lose their tempers in the workplace are less likely to emerge as successful business leaders, Australian researchers have claimed.

Welcome to the post-recession reality

Forget career progression and job satisfaction. For a workforce battered by recession, the new reality is one of reduced expectations, increased anxiety and a desire for job security and stability above all else.

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