



Malcolm Martin Associates
Professionals in Personnel Practice

Personnel Matters

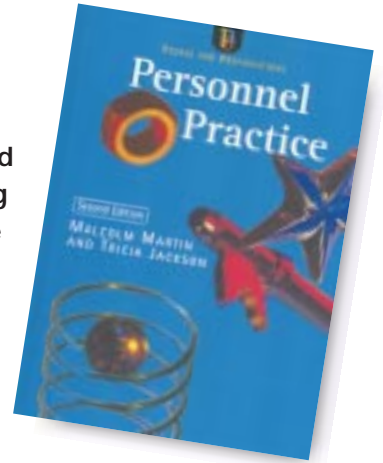
Welcome to Malcolm Martin Associates

Through our workshops, regular updates on our Web site and this, our newsletter, we aim to help you achieve and prosper by presenting you with the best in personnel practice. In this issue of "Personnel Matters" we look at how to:

- **Perform better**
- **Increase credibility**
- **Handle drugs policies.**

Personnel Practice sales shine!

Sales of Personnel Practice from January to the end of June stood at 1,842 copies. Indeed, it's selling even faster than the first edition. This makes PP already one of the best-selling personnel publications.



In a review for *Croners Personnel Assistant's Handbook*, by Croner publications, Management Consultant Bob Patchett described PP as 'comprehensive and detailed enough to stand alone as a guide to sound practice in managing people'.

It's a bargain at £14.95, But better still, there's now a chance to WIN your copy - signed by both authors Malcolm Martin and Tricia Jackson - if you take part in our client survey - *see over for details!*

The best day in years.

That's what one production manager said after observing an employment tribunal, accompanied by Malcolm Martin.

Often lamentable examples of bad practice are thrown into sharpest relief in these proceedings. It's such an eye-opener to spend a day watching other managers sweat as they seek to justify their decisions.

Our delegate remarked: 'That was the best

and most enjoyable course I have attended in years.'

There's a clear benefit in making your first (and ideally your only) visit to an employment tribunal as an observer. Personnel managers find their credibility increases greatly after a visit. When they send supervisors and line managers, the result is a far deeper understanding of how to handle disciplinary matters.

Human Resources is dead, long live Personnel Practice!

For more serious-minded readers, there is a discussion about the merits of these two terms in our book, *Personnel Practice*.

Frankly, we do not think human resources is dead. However, as professionals, achieving practical personnel advantages for our clients, we feel this should be reflected in our name. Therefore, our original policy aim 'Developing

Personnel network set to grow

For the past six months, Malcolm Martin Associates has been running a private Internet network supporting those studying for the CIPD Employment Law and Professional Qualification Scheme with one of our clients.

With this experience, we aim to develop a similar private network for our personnel practitioner clients, offering the advantage of local contacts for practical issues.

Register your interest overleaf.

continued over...



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Win a signed copy of Personnel Practice!

Five signed copies must be won. Answer the three simple questions in our customer survey below. Winners will be drawn from those received by October 31, 2000.

- Which one achievement do you most want to accomplish in the next six months?

- Which one subject would you like to see on our one-day course programme?

- Would you like to register for an internet-based personnel network?

Please tick

YES

NO

Please register your interest and we will keep you informed.

Please reply by fax:
(fax) 01524 32558
or by email:
mail@personnel-practice.co.uk

Name

Address

Post code

Daytime tel:

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'Human Resources' will now give way to 'Professionals in Personnel Practice' and our new domain name should read www.personnel-practice.co.uk This already links to our Web site and is intended, in time, to include access to our private online network.

Smoking, drugs and alcohol.

Tricia Jackson does not wish to be described as experienced in these substances, but she knows enough about them to have been the author of two Good Practice books on the subjects, which contribute to a practical new series of Chartered Institute of Personnel and Development literature.



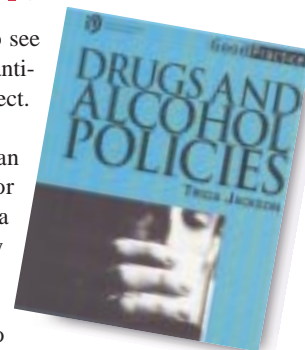
They offer practical advice on topics of crucial concern to all employers and aim to help managers to draw up appropriate policies to minimise the

problems that can be created in the workplace.

Illegal drugs and alcohol abuse have major health and safety implications and are matters which must be addressed. If your employees operate on others' premises, progressive customers

increasingly want to see hard evidence of anti-abuse policies in effect.

A little advice can prevent major problems later. In a recent consultancy on a draft policy for a Yorkshire client, we were able to identify points that, if not addressed, could have caused much long-term agonising.



This is an area where complacency can be disastrous. Consult Malcolm Martin Associates now, whether you are formulating policy from scratch or need to revise existing guidelines in the light of current best practice. Assistance can range from a half day of advice on an existing policy to a comprehensive survey of the issues and the writing of a full policy for your organisation.

Managing better; performing better, absence, attendance and other disciplinary matters

We have recently run workshops and carried out industrial relations consultancy for several organisations. They include a bakery, a Training And Enterprise Council (as part of its programmes), waste handlers, an industrial manufacturer and a series in conjunction with Lancaster Chamber of Commerce.

Delegates to these workshops have shown great enthusiasm and we have had some illuminating feedback demonstrating increased confidence and confirming practical

improvements.

Here are a few of the comments:

From workshop delegates
'Conducting interviews was most relevant, it is something I tried to avoid because I was uncomfortable.'

'I had a chance to role-play return-to-work interviews, which was good experience.'

'The session on long-term sickness, as a production manager who deals with this, was an eye-opener.'

'The practical sessions were good because it gave you opportunity to see both sides.'

'The thought of handling disciplinary issues is not as daunting knowing there are guidelines to follow.'

'A well-structured course, which got the message across.'

'The role-play gave a good idea of how what you say is important.'

And from a Managing Director:

'This man has done a good job for us.'