



# Review of 2018/19

*At a glance – The reach of Be...  
Customers/clients located throughout counties and regions - England*



Greater London

*Be....*

*Be calm, Be happy, Be curious, Be decisive, Be excellent, Be thoughtful, Be responsible, Be an inspiration, Be a good listener, Be goal orientated, Be willing to learn, Be great, Be the best, Be positive, Be a leader, Be focussed, Be proactive, Be considerate, Be adjective, Be productive, Be an achiever, Be alert, Be fair, Be determined, Be a great team, Be the first choice, Be diverse, Be relaxed, Be confident, Be mindful, Be strategic, Be self-aware, Be motivated, Be a motivator, Be...*

## In short – Delivery of Customer Service

Three memorable and rewarding experiences (in no particular order)

### 1

#### **Working with government representatives visiting from a member state of the Commonwealth**

- Consultancy work delivered as part of a package arranged through different agencies for a member state of the Commonwealth. The Be... role incorporated three strands: To support the client in understanding the steps taken within a systematic training model from identifying learning needs through to training delivery. To identify factors in the design, content and implementation of a training intervention and to identify core competencies necessary to fulfil the L&D role. It was both interesting but also moving to learn of the experience of peers from the country in question. This was a rewarding experience as it was great to be part of the journey being undertaken by the clients and their own stakeholders but also to feel their passion and enthusiasm for the future.

### 2

#### **Delivery of special event for CIPD membership with respect to addressing Bullying and Harassment in the Workplace**

- This was a notable event as having been a member of the Chartered Institute of Personnel and Development (CIPD) for many years it was a pleasure to be invited to present to existing members and for Post-Graduate business students. The topic resonated with individuals both at a professional and individualistic level. Despite a large group of people there was a real buzz during the session with lots of participation and a willingness to share experience and develop future strategy for mitigating against bullying and harassment. It was most encouraging to later learn that the event had inspired one of the delegates with respect to their Post Graduate thesis.

### 3

#### **Seminar delegates (*This is a bit of a cheat, as here I have picked out three experiences relating to delegates*)**

In terms of rewarding and memorable experiences it is the delegates who attend seminars that make things really special:

- One summer during an open seminar it was wonderful to see a group of people from different parts of the country really gel despite their different political differences. They came together again some weeks later and planned to maintain contact and support. Networking is a great part of seminar attendance and it is a pleasure to positively facilitate this aspect of support and learning.
- During another seminar a delegate publicly talked about how attendance that day had had a profound impact upon his viewpoints and had opened his mind. His disclosure was very humbling to both me and the rest of the group. On another occasion during evaluation, a delegate wrote that the content of the seminar had had a greater impact than a series of counselling sessions which he had previously undertaken.

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Shared here are some of the highlights of 2018/19, business planning progress and strategic aims and objectives

## About Be... (The trading name of Jacqueline Mansell)



Sole Owner business delivering an exclusive direct service consultancy.



2019/20, Be... entering its 7th year of trading. Created in 2012 and built on strong foundations in the field of L&D, HR, OD and Personal Development.

## The Strategic Journey Continues



To match the service with the requirements of each client.



To build customer/client satisfaction leading to a continued working partnership.



For customers/clients and participants to receive a fair, quality and professional service at all stages and in all interactions.



To contribute to the work of organisations and institutions in developing harmonious, productive teams and groups of people.

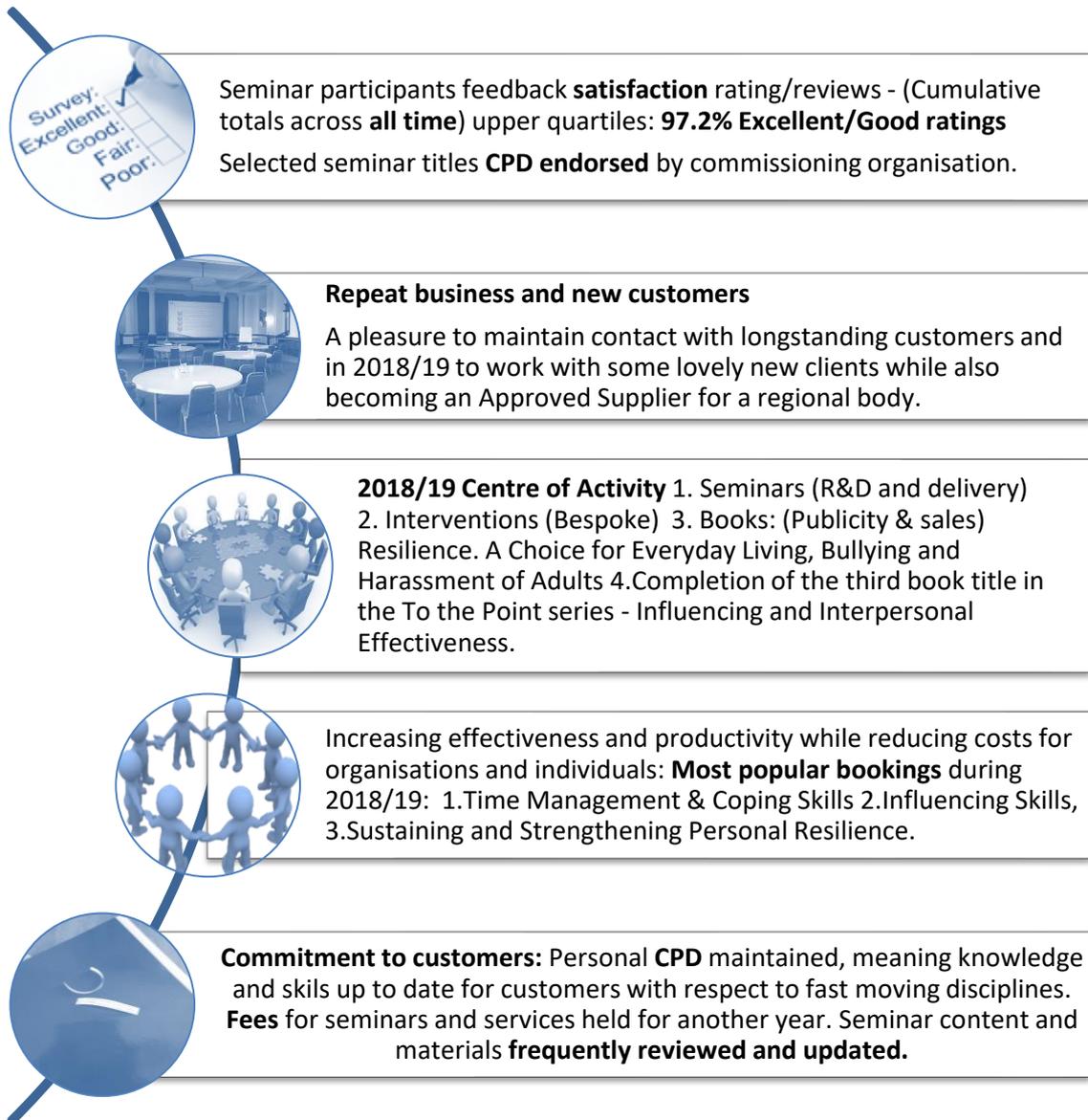


To support the growth of people in becoming confident, effective and positive.

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## Be... adding value for customers



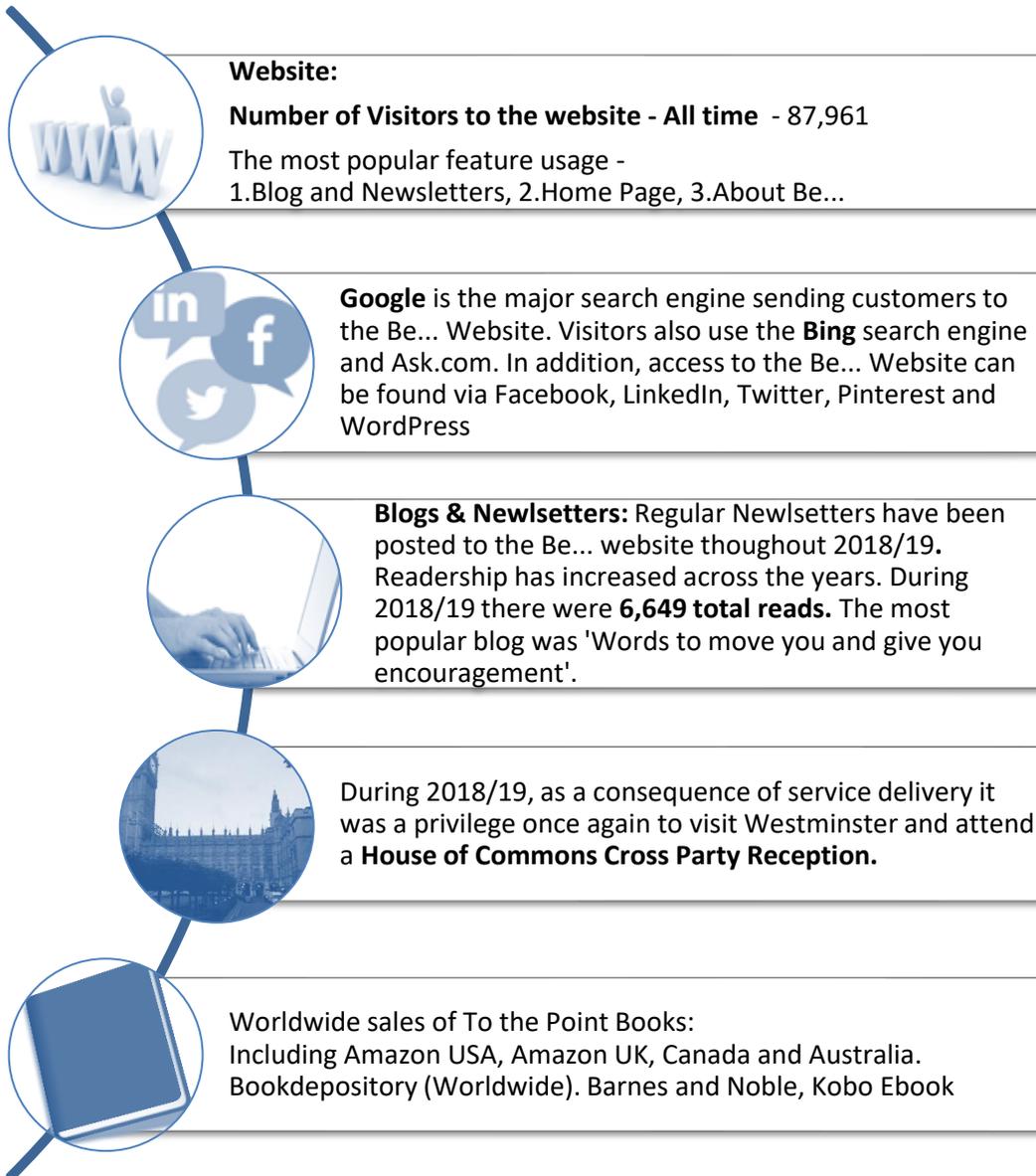
## Engagement:

*Be...*

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## During 2018/19 Extending the reach & impact of Be...



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