

FAMILY AND CHILDREN'S SERVICES

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My reference:

Your reference:

Please ask for: **Letitia Bradley**

To Whom It May Concern:

I commissioned the services of Creative Edge to plan and implement, in full consultation with myself, a number of team development workshops throughout the duration of the past year. The aim and model of intervention implemented during the delivery of these workshops was Transactional Analysis.

The impact of these workshops have been instrumental in developing and maintaining a cohesive, committed, motivated and enthusiastic staff team, as well as supporting staff retention and professional continuous development. It is evident that the staff team have been empowered with the skills to enable them to reflect on their communication style, understand their natural style, whilst also enabling them to hold conversations that previously may have felt confrontational in a more positive way which is far less stressful.

The team have also gained a deeper awareness and understanding of each others' preferred styles of communicating. This has resulted in the development of a culture for the team whereby, mutual respect, patience, tolerance and effective communications are present. I believe it has also enhanced the teams' motivation and commitment whilst also providing the forum to improve the alignment between staff's individual aims and feelings with those of the management team.

I found both Mel and Milly to be exceptionally engaging, excellent communicators, reliable, punctual, enthusiastic and flexible within their approach to our development sessions. I would highly recommend Creative Edge to any prospective manager who was looking for a dynamic, enthusiastic and creative approach to team development.



INVESTOR IN PEOPLE

Please do not hesitate to contact me should you require any further information or to discuss in further detail the positive impact their development sessions have had on our staff team.

Yours Sincerely,

Letitia Bradley
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