

# WfO

The Official WfO Newsletter  
group

Issue #3 | 2007

## Enter the Dragons

In December, WFO Training staff facilitated a Renaissance South Yorkshire Event at the Source Centre Meadowhall. The workshop was to assist advisors and intermediaries to develop their knowledge of financial packages available for South Yorkshire businesses through various grants and financial institutions.



## It's a real

WFO was awarded national status as an ASET accredited centre in November 2006.



ASET offers certification in numerous national qualifications including Defensive Driving, Project Management and Personal Safety. WFO has also asked ASET to accredit some of its own training programs, such as Evidence Gathering, Surveillance, and Interview Techniques.

This means that in addition to providing high quality training in a number of areas, WFO can now offer its candidates an educational qualification at very little extra cost. Certification for the driving award is only £40. Call us for details on how you can develop training programs for yourself and your staff.



## Diamonds are Forever

November saw the theft of the WFO diamond from a display in the library at Kenwood Hall. The crime scene was sealed and a forensic examination conducted by Constable Gary Atkinson from South Yorkshire Police. All this under the gaze of 34 dinner guests who put their own investigative skills to the test with the forensic assistance of DC Atkinson providing input on fingerprints, fibre samples, footprints and DNA.



Congratulations to Jill Bruce, the winning CSI Detective of the evening, who correctly identified the suspect and reunited the multi-million pound diamond with its rightful owner. Once again, evidence to prove that investigative skills can be learned, honed and put to good use at our CSI evenings...

The session involved representatives of real businesses being interviewed by the advisors, from which they developed an appropriate financial package to help the business achieve their goals.



The event's highlight, devised by WFO, incorporated a 'dragons den' finale where the four Dragons, Julie Kenny MBE, (Pyronix), Julie Readman (Business Link South Yorkshire), Tariq Javaid (Yorkshire Forward), and Geoff Wray gave their opinions on the companies and the packages. Prizes were awarded accordingly and once again, effective learning was made fun with WFO Training.



## Just 007

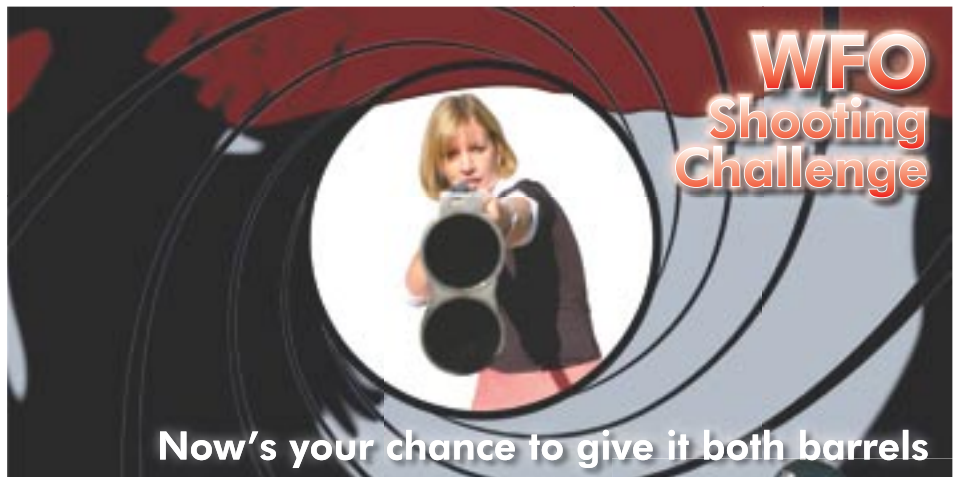
Come rain, come shine, the WFO Shooting Challenge is attracting MDs and CEOs across the region to put their shooting skills to the test.

Since the first day pigeon shooting day in 2005, business owners have used the events to entertain clients while others to treat their staff members to a fun day out. "You sometimes need to break out of the typical office routine to clear the mind and gain a fresh approach to one's business", commented Philip Webb, CEO of WebbNet.

So how does a WFO Shooting Challenge day unfold? Following a hearty morning breakfast, the party of guests are taken through their paces with a qualified shooting instructor and a variety of shooting disciplines, suitable for both novices and experienced shooters alike. With prizes to be won, hot beverages to be enjoyed, new acquaintances to

be made and lunch to be devoured, the Shooting Challenge also provides an excellent backdrop for business networking.

It's never too late to begin honing your 007 skills, so if the world is not enough, join us for a future Shooting Challenge planned for this year. After all, you only live twice!



Tickets cost £58 plus VAT per person, including all refreshments, instructor, clays and cartridges. See [www.wfo-group.com](http://www.wfo-group.com) for the next WFO Shooting Challenge dates.



## A note for the homeless

Helen Gray's Christmas Single has sold over 650 copies, and it's the homeless in our region who are benefiting. The unique adaptation of *In the Bleak Mid-Winter* was arranged, sung and recorded by Helen Gray together with the voices of the Sheffield Cathedral Choir. WFO were really pleased to be involved in the project and printed thousands of flyers & posters to promote the CD. WFO also distributed the CD via mailorder and sold mp3 downloads via [www.wfo-group.com](http://www.wfo-group.com).

Helen's single also featured on a number of local and national radio stations, capturing the hearts of many listeners. The £2,600 raised is being donated to the Cathedral Archer Project to support their provision of meals, a base, health care and life skills to the homeless in our region.



Helen Gray

If you're looking for a gift for someone musically talented, why not give them a *Star Moment* in a professional recording studio? See our selection of *Gift Ideas* on [www.wfo-group.com](http://www.wfo-group.com).

**wfo**  
group

wfo training   wfo print   wfo events

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Based on minimum order values of £75. One bottle per company. Current WFO group payment terms apply.

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# Don't pull that trigger

PART 2

*Having spent over twenty years as a Detective Police Officer, I know from first hand experience how approaching an apparently straight-forward situation can quickly dissolve into a pitched battle.*

— Continued from Issue #2

## Keeping confrontations under control.

Having focused on assertive versus aggressive behavior in our last issue, we're now looking at the physiological reactions that accompany anger, and ways to prevent losing control in a confrontational situation.

Use open body language. Having your hands open and lowered tells the person that you are confident and conveys authority. Take control of the situation. You choose the time and location for the meeting. If necessary move the location, date or time for your appointment to one you are happier with. This lets the person know where the control actually lies.

Recognise the development of a difficult situation. The human body goes through quite specific physiological reactions when we become angry. It involves everything from the brain to the hormone system of our bodies. It is important to understand that getting angry is perhaps the most powerful emotion. Anger can give us considerable strength and energy, and also lead us to say or do things that we may later regret.

There are many physical effects of anger and they can serve as warning signs that someone is about to 'blow up':

- The heartbeat accelerates and blood pressure rises.
- Breathing increases or becomes uneven

- The muscles of the trunk and the limbs contract into a state of tension and readiness for fight or flight.

Because of these changes the person may have diminished hearing and diminished ability to give attention to the general situation they are in. They begin to exclude the environment around them and focus on the perceived cause of their anger, known as 'tunnel vision'. This can make it very difficult to communicate with them.

When dealing with angry people it is ESSENTIAL to note that this state can last anything from 20 minutes to 90 minutes. Therefore if your protagonist leaves your location in a state of anger, do not assume that that is the end of the situation. If you are dealing with people who are stressed, anxious, tired or desperate, remember anger and distress are close relatives. This may help you to do the right thing to defuse their anger.

## Possible Triggers for Anger

You must consider those triggers that YOU can control such as:

- Authoritarian statements
- Avoiding problems
- Not listening
- Lacking in empathy
- Being judgmental
- Stereotyping
- Rigid attitudes

Be careful with a sense of humour. It can be helpful to diffuse situations but can go badly wrong if people can feel they are being mocked. Admit to your mistakes, and apologise for them. This can be very important in diffusing anger or possible aggressive incidents.

Finally, in summary, matters may not always be within your control. There are always individuals who are determined to be aggressive or confrontational regardless of what you do. When dealing with the public, it is essential to avoid actions that make individuals feel worse, ignored, of no value, belittled, not listened to or treated disrespectfully. All of us have self-esteem issues and wish to be treated with respect. With greater awareness and insight you may be able to avoid, or reduce the risks in many different and difficult situations and therefore save yourself much grief (and pain!)

Andrew Greenslade M.Ed.  
Group Sales and Training Manager  
WFO Group

*"Taking Traditional Policing Skills into the World of Business."*

A former long service local Detective, Andrew is now a 'Rotherham Ambassador' and a member of the Rotherham Chamber of Commerce Representatives Committee, championing the interests of local business on the National and International stage.

Please feel free to contact him about ANY crime related matter!

# Prepare to Defend Yourself!

*Why driving defensively  
can cut hundreds off  
the bottom line.*

Modern vehicles are becoming more sophisticated every year. Anti-lock braking systems, computer aided driving, cruise control. The human driver however remains much the same and poor or lazy driving habits can actually cost money, not to mention serious injury and death. Each year on UK roads the death rate in accidents is equivalent to a Jumbo Jet crashing every month!

Expect every other road user including pedestrians and riders to make mistakes. In anticipating those mistakes be ready to slow down or stop, even if you have the right of way. Better to slow down than have an accident. It is this heightened level of anticipation which is the hallmark of the Defensive Driver. Not only will you become a safer road user, you will feel less stressed, your vehicle will wear better (tyres, brakes etc.), you will certainly save fuel and you may actually get to your destination quicker.

I remember when the Metropolitan police did an exercise on response a number of years ago. They sent two police cars across London. One driven at high speed with the blue lights and sirens going and another driven defensively, sticking to the speed limits. After a 25 minute journey which one got there first? Well the one with sirens blaring did, but by only 90 seconds! When the drivers emerged from their vehicles which one do you think was in a better state to deal with the emergency?

**So what do I mean by  
defensive driving?**

Not  
only  
will you  
become a safer  
road user, you will  
feel less stressed, your  
vehicle will wear better,  
you will save fuel and you may  
actually get to your destination quicker!

Why not let WFO advanced police driving instructors start you on the road to better driving. We can also offer a qualification by ASET in Defensive Driving. It really will save you money on the bottom line.





# Poison — with a pinch of salt

WFO trainers led the Food Standards Agency a merry dance around Covent Garden in London at the end of January when 18 members of the Agency were involved in a surveillance exercise.

As part of a team building event, the FSA officers were taught how to plan and execute a real surveillance operation. The subjects of their attention were four members of an extremist cell who were determined to contaminate food samples. The objective was to observe without being seen and gather evidence of the offences.

Ruth Dadswell, FSA team leader said, "It was just fantastic. A lot of fun, but also a great development event for team working. It brought out so many team issues we now know we have to address. I can heartily recommend it to any organisation wishing to improve teamwork."

Of course the subjects weren't real extremists, but WFO stooges playing their part in a carefully crafted exercise which was tailored to the work undertaken by the Food Standards Agency.

If you have a team which would benefit from development then call us to discuss our innovative training events.



FOOD  
STANDARDS  
AGENCY

## Making a difference

by Heidi Tiplady

A recent UNICEF child welfare survey ranked Britain as the worst of the world's 21 wealthiest countries. Reading this, I thought of the children in Uganda who made such an impression on me when I met them last summer. But why Uganda?

My husband joined a Christian mission trip to the East African country of Uganda in '05 where approximately 20% of the children are orphans. While AIDS is partly to blame, many of the orphans lost their parents at the hands of the rebel group, the *Lord's Resistance Army* (LRA), who over the past two decades abducted an estimated 20,000 children, forcing many to become soldiers while subjecting them to violence and rape. Despite signing a truce with the government last summer, a further 1.6 million people continue to live in *Internally Displaced Persons* (IDP) camps without free health care, education or social services that we Brit's take so for granted.



Determined to make a difference, we took a team of ten like-minded people to Uganda on a 14 day mission trip last summer, to work with the local churches and help the orphans. We hosted outdoor gatherings in market places, engaging with adults and children one-to-one, and visited a number of

orphanages, one of which had been started just 10 weeks earlier by a friend of ours from London.

Max, a 23-year-old friend moved to Uganda in April '06 in order to rescue orphans from the IDP camps. Together with a young Canadian couple, he travelled up north, negotiated with the camp's guards and, with overloaded vehicles, brought over 60 orphans to their newly opened orphanage in Kampala where they receive regular food, clothing, education and — perhaps most important — love and a 'Mama'.

Treated like royalty, we sat in the shade while these orphans sang and danced for us in the hot African sun, dressed in any shoes and clothes that remotely fitted them. We were moved to tears as they recalled their recent journey from a life of violence, hunger and hopelessness to one of safety, love and education. While a large cooking pot of maize porridge simmered in the courtyard, we mixed with them, presenting them with soft toys, pens, paper, tooth brushes... gifts that they were overwhelmed to receive.

This summer we'll be returning to Kampala to continue working with the local churches, and supporting the orphanages through our organisation, Bushfire Ministries.



*Would you like to get involved?*

Log on to [www.bushfireministries.co.uk](http://www.bushfireministries.co.uk) or please give Heidi a call on 01709 740078.

Together we can change people's lives... and it's our privilege.

# Une soirée d'appréciation de vin avec Pierre Galmes

We are proud to present an evening of wine appreciation. Guests are invited to taste a variety of wines, enjoy a luxurious three course meal and gain insight into the old and new world of wine, as presented by the wine connoisseur himself, Pierre Galmes.

Why not bring a client, friend or colleague?  
In addition to enjoying fine food and wine,  
guests can also network while learning how to:

- Read and understand wine labels
- Differentiate between wine types, regions and age
- Match suitable wines to food
- Select and order confidently from a restaurant wine list

Date: Thursday 29th March 2007 at 6.45pm  
Venue: Hooton Lodge Restaurant, Hooton Roberts  
in Rotherham

Dresscode: Lounge suit

Cost per head to include wine tasting  
and a luxury three course meal  
with wine: £42.50 plus VAT.

If you'd like to attend the event, please  
respond soon to Heidi on 01709 740078  
or email [heidi@wfo-group.com](mailto:heidi@wfo-group.com).

## Should I fight back?

In a recent edition of *Panorama*, Home Office Minister, Tony McNulty, suggested jumping up and down when confronted by anti-social behaviour – in order to distract the offender.

It may sound a little strange, but actually he has a point.

What would you do if you were faced with an individual or group who were intent on frightening or even trying to rob you. Pride suggests we would confront the behaviour and bluff it out, but is that really the best response?

### Fight or Flight?

Faced with aggression of this nature, my advice is to take the *flight* option. If you agree with

the maxim *behaviour breeds behaviour*, then squaring up to someone who is already displaying aggression will only fuel it. Rather, swallow your pride and move quickly away.

At a recent seminar for the Athena Café, WFO's Andrew Greenslade talked on personal safety and suggested finding an obstacle, such as a parked car, and running around it – like 'Ring-a-Ring of Roses'! This may sound silly, but over the last two years, FIVE women have stated that this SAVED THEIR LIVES.

In the end it is your choice. The situation becomes more complicated when someone else is in trouble and you have to decide whether to intervene.

We'll consider this next time...

Andrew Greenslade, Janet Lister  
and Elizabeth Gordon



## Intrigue at the Minster

York Minster unwittingly played host to another WFO surveillance team building event last month. This time it was a team from our own Local Authority in Rotherham which underwent training and project management of a surveillance operation in order to develop their team working skills. Debbie Marks, the team leader, commented on how well the exercise brought out issues and allowed her to develop the themes with her team. Debbie said "We have never experienced anything like this. It was different and really beneficial. We thoroughly enjoyed it. I would recommend this event to anyone."

Call us for information on  
how we can help your teams.



# Joy comes in many different forms



## *I got my promotion!*

Andy, just a quick note to let you know the results of my promotional exam from PC to Sergeant. I passed! It is actually no surprise (not wanting to sound conceited) as your course taught me things I had not thought about when previously taking the exam. The course – although very intense – is excellent. It brought a definite calm to my preparation and into the exam itself.

Thanks for all your assistance and for the laughs we had on the course. You made a difficult course fun. It was definitely money well spent.



*Mick, South Yorkshire Police*

Since 1997, WFO have trained thousands of Police Officers to pass their promotional exams from PC to Sergeant and then to Inspector. Thanks to the high success rate, new candidates from England, Wales and Northern Ireland continue to join the WFO training courses, thus making WFO the sector's leading training provider.

## Texas Hold'em

Did you know that secret gatherings of poker players could be active in your area?

The very mention of poker evokes images of middle-aged men, cigars, and five-card stud. Not anymore. Today, Texas Hold 'Em is the poker game of choice, and more and more people are playing it, in casinos, in tournaments, and at home.

So what's the draw? Perhaps one of the most enjoyable aspects is that a great poker player can win a game with an inferior hand, if they have the psychological skill to out-bluff their opponents. Sure beats reading the Yellow Pages!

## *Give us a Clue*

A big thank you for last night and all the hard work. For us it was a real pleasure, we were able to enjoy the evening so much more without the worry of the organisation. Without exception all the feedback I had last night was good and everyone seemed to really enjoy it, down to the location, the food, the company and the game 'cluefo' – a great idea and one that worked a treat.

*Wendy Dodson, Business Link South Yorkshire*

*Julie Readman*



*Below: Andrew Greenslade, Heidi Tiplady, Rachel Taylor & Andy Frith*



WFO's Corporate Events are becoming increasingly popular, with each event customised to the client's specific guest list and business background. With a range of themes to choose from, there really is something for everyone.