

CRAIGIE PARTNERSHIP

SPECIAL EDITION

www.craigiepartnership.co.uk

Spring/Summer 2011

CRAIGIE PARTNERSHIP - PSYCHOLOGY SERVICES

An introduction to our special edition

This special edition of our magazine focuses on business and organisations and how and why they can help their staff.

As our clients will know, the Craigie Partnership specialises in well-being. In our last edition, we shared a bit about our values and what motivates us to provide early intervention in the workplace.

But why would an organisation be interested in looking after the well-being of their existing staff when budgets are tight and there are literally hundreds of people looking for work?

Obviously for some there is a

moral and ethical aspect, but what many businesses don't appreciate is the impact of looking after staff on a company's reputation.

An unhappy employee who leaves will frequently tell all of his or her friends and colleagues that they were not happy in that organisation. Think about the last time you heard this yourself - did you challenge the person or ask for evidence? It's likely that you took it at face value and assumed the company is not a good one to work for. This kind of reputation soon spreads and can take years to recover.



How well do we look after our own?

It's true that in the short term, a business might not notice, particularly during a recession. However, when things start to improve and competition increases, small things like a company's reputation can be crucial to attracting (and keeping) the best quality candidates. So it's time to ask ourselves, how well do we look after our own?

The effects of rudeness on performance and creativity

A recent article in the British Psychological Society's (BPS) "Psychologist" (July edition) magazine looked at the subject of rudeness. Researchers Christine Porath and Amir Erez highlighted some fascinating findings. They looked at the effect of rudeness on 2 different tasks. The first was a cognitive task, i.e. one that you have to

think about. The second was a creative task, where you had to come up with ideas.

The findings showed that people who had experienced rudeness performed less well on cognitive tasks and came up with fewer ideas in the creative tasks. So far, no major surprises. But one important

discovery was that even just witnessing something that was rude, even if it wasn't directed at you personally, also reduced performance. This could have significant implications for the workplace and team working. One rude employee could have a negative impact on the whole team, reducing performance and creativity.

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What the Statistics Say

- In 2009/10 an estimated 1.3 million people who had worked in the last 12 months, and a further 0.8 million former workers, suffered from ill health which they thought was work related.
- Musculoskeletal disorders and stress were the most commonly reported illness types.

Source: <http://www.hse.gov.uk/statistics/overall/hssh0910.pdf>

5 Questions with Margaret Bowes

Margaret Bowes is one of our new Associates. A psychological therapist with NHS experience, we decided to ask her five questions to get to know her better...

Q. Tell us what motivated you to get into psychology

A. I first remember being motivated to find out more about psychology when I was at school and started volunteering with groups of people who had mental health issues. I became really interested in the effects of psychological disorders on the individual and the psychological approaches that can be used to help people overcome their difficulties. Research I carried out at university also inspired me to continue studying psychology.

Q. What do you think psychology has to offer today?

A. Psychology has a great deal to offer today, particularly when mental health problems are so prevalent and are one of the most common reasons for sickness absence. Although there is still a fear and stigma surrounding mental health problems, evidence-based psychological therapies have become a lot more accessible and can be a very effective way for people to gain insight and overcome their difficulties. There are now many different ways in which individuals can access psychological support, for example, through self-help resources, individual or group therapy. Psychological help can also be accessed through the telephone and the internet which can be done in an individual's own space and time, making it a convenient form of support for those

with busy lives or who are unable to attend face-to-face appointments. People now have more options when they are considering how best to help themselves and psychology can empower them to gain some control.

Q. What are some of the main psychological challenges people face today?

A. Struggling to cope with and juggle all the demands and pressures that we face, and dealing with work-related issues such as stress, are increasingly common psychological challenges that many people are facing today. These can often develop into anxiety and/or mood disorders and it's important that people recognise the benefits of seeking support before things get worse.

Q. If you could give someone only one psychological top tip, what would it be and why?

A. To talk about what's bothering you and ask for help sooner rather than later. Bottling up our problems can often just make them worse!

Q. Finally, a question to see the idealist in you! If you could change one thing in the world today, what would it be?

A. It would be a cure for all incurable illnesses.

You can read more about our team of professionals on our website:

www.craigiepartnership.co.uk

And now for something different...

Feeling lonely? Have a bath! This is the eye catching title of a new article on the BPS research digest that caught our eye today, looking at loneliness and warmth. We are all familiar with the expressions of feeling warmth and affection or being greeted by a warm smile. We also know the feeling of getting a cold shoulder

or being frozen out or being left out in the cold. Research has already identified that our physical states affect our thoughts and behaviour, but this new research suggests that people might self-comfort to cope with loneliness by using warm baths and showers. While it's true that lonely people might have more time for baths

and showers, it was also found that they liked a higher temperature of water, which suggests a difference in desire for temperature. One study found that warm physical experiences significantly reduced the distress of social exclusion.

Perhaps there's benefit to that hot water bottle and mug of cocoa!



If the rubber duck can talk, there's more than one reason a bath can help with loneliness...

The Craigie Partnership success story...

As we enter our 8th year of trading, we reflect on some of the developments that have allowed us to grow and offer services to organisations and individuals that remain affordable in today's economic climate, without any compromise to professionalism and quality.

We started life officially in 2004 as a small consultancy, primarily offering stress audits to organisations. These audits remain a core service we offer, allowing us to help places of work carry out risk assessments for stress and to advise on how to minimise any effects discovered through our independent (and confidential) research.

Our range of services grew as we listened to our clients and developed our professional expertise. We discovered that businesses did not just want a stand alone service, but wanted a relationship with a provider of a holistic range of services. In 2009, David Craigie achieved professional recognition as a Chartered Psychologist and is now a registered Occupational Psychologist with the Health Professions Council and an Occupational Tester with the British Psychological Society.

In 2011 we took on our first Associates to expand our range of services. The number of individual clients also grew significantly over the years and the feedback has been very clear - people do not feel satisfied only talking about one issue in isolation. Clients coming for coaching or career counselling also value the opportunity to talk about their psychological health and well-being. Clients seeking help for psychological issues also like to talk about their jobs and careers, something that can be difficult in a traditional mental health setting. We believe that the Craigie Partnership is ideally placed to meet these needs of all of our clients.

We are also sadly seeing the demise of many businesses throughout the UK. The Craigie Partnership receives many CVs and enquiries from enthusiastic people looking to join our growing team. We have been very careful in managing our growth, aware that working with too many Associates can lead to increased overheads (and consequently, a need to charge clients more - something we strive to avoid). Too many independent Associates can also lead to internal competition, which can hinder the collaborative spirit we are seeking to cultivate. As a business whose primary goal is the well-being of others, it would be a sad irony to neglect our own team. We have therefore invested significantly in ensuring our team is the right size for the professional support we can offer, and that each Associate feels valued and shares our vision and ethos.

If you worked with the Craigie Partnership in the past, you might be surprised at how much we can offer you as an individual or your place of work. We now offer:

- ◆ Coaching
- ◆ Consultancy
- ◆ Counselling
- ◆ Employee Assistance
- ◆ Psychometric Testing
- ◆ Manager Skills Training
- ◆ Selection, Recruitment & Assessment
- ◆ Stress audits
- ◆ Therapy, including common issues such as anxiety, depression, anger, stress.



Our private therapy services use a range of therapeutic approaches, such as CBT (Cognitive Behaviour Therapy).

To find out more or to arrange a meeting with one of our team, visit www.craigiepartnership.co.uk.

www.craigiepartnership.co.uk

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0131 561 0128

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The Craigie Partnership is an Edinburgh based consultancy that offers psychological services to individuals and organisations.

Services include:

- ⇒ Anxiety (including phobias, OCD etc.)
- ⇒ Anger Management
- ⇒ Cognitive Behaviour Therapy (CBT)
- ⇒ Confidence Building
- ⇒ Counselling
- ⇒ Depression and Mood issues
- ⇒ Life Coaching
- ⇒ Relationship issues
- ⇒ Stress

We also offer Career services:

- ⇒ CVs, Interviews, Application forms
- ⇒ Career Counselling
- ⇒ Coaching

Business Support & Consultancy:

- ⇒ Employee Assistance Programmes
- ⇒ Manager training & Development
- ⇒ Psychometric & Occupational Testing
- ⇒ Stress Risk Assessments

Craigie Partnership News



We hope you found our special edition interesting.

As you will have seen, we are looking forward to building on our business success, but our goal is not to do this for our own benefit, but rather to be able to offer the highest quality range of services to our clients.

If you connect with our values and vision, then we could use your help in one of two ways. Firstly, if you are a client, then

why not recommend us to friends and colleagues? Personal testimony is a very powerful advertising method. For professional ethical reasons, we do not compare ourselves to competitors or give client testimonials and promises of success in the way that some other business might do in different sectors. We rely heavily on word of mouth and recommendation from clients.

Secondly, if you are a professional who connects strongly with our values and approach, why not get in touch to see if there is an opportunity for partnership working.

8 years ago, when we were thinking about setting up a small business, we wrestled with the

right business name. We toyed with "Craigie Consultancy" for some time, but then realised that this gave a message of us being an expert and giving advice to others. We opted for Craigie Partnership, not only because it reflected our business structure but also because it helped encapsulate our style of working. We might have significant expertise to offer, but we always work in collaboration with others, be it at an individual or organisation level.

To keep in touch with our news, sign up to our newsletter by emailing us, or follow our social networking/blog sites.

We look forward to hearing from you!