



***The Rotorua
School For Young Parents
Childcare Centre
- Te Here Akoranga mo
nga Matua Rangatahi***

20 February 2013

To whom it may concern

Israel Hawkins and WERA worked with the Rotorua School for Young Parents to assist with the Centre's strategic plan and culture building for our teaching team.

Israel worked with the Trust to complete the strategic plan. He then worked with the staff and I on the business plan. He explained what a business plan meant for us and facilitated a plan related to the Trusts strategic plan.

Israel also assisted the staff and I in articulating and documenting the new culture of our centre. In past years the staff culture had been destructive and negative. Along with two organisational restructures Israel's work as helped turn our culture round.

Israel started with a team building day, he was very well received and his friendly manner and competence put everyone at ease. He facilitated our understanding of how each person works in a group and how to recognise and make the most of each person's strengths. He followed this up for several meetings each month to assist us in making sure we continued our learning, this was a very important aspect of his work with us as it enabled our new culture to become more of a habit.

Israel also spent time with me each week to mentor me in the management of our group dynamics. I found this very empowering and necessary to maintain my strength in managing this transition.

I would recommend Israel Hawkins in working with troubled groups. His friendly manner put people at ease in a difficult situation. I found him to be a very good listener and therefore responsive to our changing needs. He is skilled at facilitation allowing each group member to feel empowered and motivated.

Please feel free to contact me if you have any questions.

Carole Dean

Centre Manager

Rotorua School for Young Parents Childcare centre