

STREAMS

The Magazine for Customers of The Consortium

» ISSUE 3

COMMS.

The Communication Issue

- ➔ The Consortium in the Community
- ➔ Our new website
- ➔ Care update
- ➔ CCA Award



 the
consortium[®]
buying made easy

Welcome to issue 3 of STREAMS

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Dear Reader,



Karen Earnshaw
Editor

Welcome to Streams, the magazine for customers of The Consortium.

Issue 3 is all about Communication and I'd like to start by communicating a big hello to all of you from me in my new role as editor.

Communication is something each one of us does every single day – whether it's with our families, friends, colleagues or the lady on the supermarket checkout on the way home!

At The Consortium we pride ourselves on the way we communicate with our customers and it's so easy to communicate with us – either online or by phone, fax or email. Our CCA award-winning customer service team (see opposite) are also on hand at the end of the telephone to answer any of your questions or queries.

Inside this issue there's an update on how our new website makes it even easier to buy all the products you need and you'll discover why effective communication in your workplace can really benefit your team and what your body language can reveal about you.

You'll read how we've been working with the local community to provide work experience programmes and how our care team have been sponsoring important research projects.

We'd also like you to communicate with us – Streams is specifically designed for you, our customers, so we would love to feature anything that's important to you and your colleagues – please find our contact details below.

Happy Reading!

Karen Earnshaw

PS. Contact Streams at karen.earnshaw@theconsortium.co.uk



WIN
a Pocket PC
See back page

Remember – Streams is for YOU

so we'd love to know what you think of it.
Visit the blog on our website –
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If you'd like additional copies of Streams
please call us on 0845 330 7780.
Alternatively you can read Streams online at
www.theconsortium.co.uk/Streams3

CUSTOMER SERVICES STAFF RECEIVE TOP AWARD



ACCREDITED MEMBER

We like to pride ourselves on the excellent communication skills of our employees here at The Consortium. We understand that you want the very best customer service when you phone us for an enquiry or to place an order. That's why we were very excited to learn that our Customer Services staff had been awarded an accreditation from the Customer Contact Association (CCA) in March 2006.

The CCA is the leading body representing the contact centre industry with over 800 public and private sector members, through its Standard Framework for Best Practice.

The Standard is designed to help improve performance and increase customer satisfaction. Its principle is "happy and fulfilled staff dealing with satisfied and content customers." service

The award is a real accomplishment as only 110 organisations have been accredited since its creation in 2001. Other recipients include Tesco and HSBC. Debra Hawley, Customer Services Manager at The Consortium said: "This fantastic achievement is a great accolade for us, demonstrating the commitment that we have both to our customers and our staff. Accreditation provides us with much deserved recognition within the industry and is a culmination of years of hard work."



Communication in the workplace

Communicating is something we all do naturally without even thinking about it. Being able to communicate successfully, however, does take a little more effort! At work, good communication is vital, be it in talking to customers, discussing projects with colleagues, training staff or managing others.

The word communicate comes from the Latin 'communis' or common. Two people or groups can have something shared in common but many problems and disputes can be traced to a lack of understanding. In fact a good measure of successful communication is if there is shared understanding. All communication is filtered through our personality, our background, our culture, and our current state of mind. When we are tired or stressed or in a situation that makes us uncomfortable, communication becomes that much harder.

Communication doesn't have to be written – in fact the writer of the simplest email or the most complex report can't communicate effectively without first thinking about the subject and who will be reading it.

We live in a technologically-advanced world but this doesn't necessarily mean that communication between humans has improved just because we have easy access to computers. Instead of well-planned letters, often emails are bashed out quickly, and end up giving out the wrong messages. Without thought, negative messages can be unintentionally communicated and failure to communicate can be costly to an organisation. It prevents positive change and decreases staff morale, which in turn leads to lessened productivity.

Speaking and listening (oral communication) is one of the most important methods of communication in any organisation. It enables us to question colleagues, handle customer enquiries or clarify a situation almost immediately. Without good oral communication, everyday business would move at a very slow pace.

Good speakers must also be good listeners. There's nothing worse than a friend or colleague who asks you questions but has no interest in your answers.

This kind of approach prevents communication rather than helping it and bad listening skills can cause huge problems in communication breakdown. Think, for example, how many times you've got lost because of only half-listening to a set of directions? It comes naturally in our society to want to come together with others to share information, make decisions, plan, discuss, argue, question, compare notes, and gossip. Meetings can be a powerful communication tool or a total waste of everyone's time depending on how they are organised and managed. When we work together with others, things can get done in a more efficient and effective way if the time in a meeting is well used. Meetings can be used to explain or request vital information, gain a group consensus on a topic, raise questions or concerns, brainstorm ideas, generate a sense of team spirit, create interest in an idea or to provide training or clarification. However, there's no point holding a meeting for the sake of it if colleagues haven't had time to prepare or if nothing will be gained or lost by not having it!

The ability to communicate well can apply to every part of life of your life. Better communication can certainly make your life at work easier and more efficient as well as improving life with family and friends.

Furnishing a Brand New School

It's important to us to see a project through to the end, ensuring that our customers are always entirely satisfied with our services. When we were asked to project manage the total furnishing of a new school in Germany, our communication skills were really put to the test with very pleasing results.....

In December 2005, The Consortium was approached by Service Children's Education (SCE) under our current enabling contract to assist with the furnishing of a multi million pound new school project.

The school was built to replace the pre existing Gloucester School at Hohne Lager in Germany, which has provided education to the children of parents from the 7th Armoured Brigade of the British Army for almost 30 years. The architecture has since won its designer, Hans Krampitz, a prestigious design award.

SCE contacted The Consortium when the new school was in mid-construction and requested our involvement in the project, both at an initial consultative stage and at final installation level. The school had, at this point, decided upon its loose furniture and fittings requirements but had not yet chosen specific products, preferring instead to rely on our expertise.

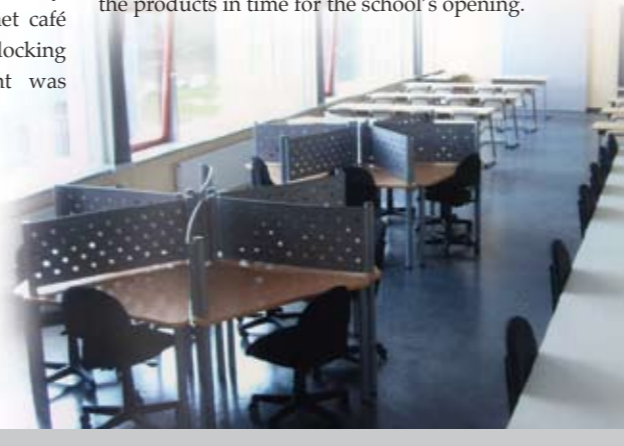
A preliminary assessment of the site confirmed the scale of the project and we established which of our product ranges were appropriate to their requirements. We also started to formulate a plan for delivery and installation, which needed to occur at separate times, 5 months apart.

The school planned their schedule of requirements and created a design brief for the modular furniture required in the library, sixth form common rooms and internet café area, specifying an IT orientated, interlocking design. Their other key requirement was

that the loose furniture would compliment the building design both in colour and materials used. Our solution to these needs was to invite representatives from the school to our UK site where they could view actual samples.

With the products chosen and the order finalised, attention was turned to dealing with the school's bespoke installation requirements. Stage one involved delivery to temporary storage in March 06 and second stage delivery was organised for the final fitting at the school in August 06. A specialist team of furniture installation experts was hired to oversee the project, ensuring safe unloading and successful location of all products. The project ended in early September when the final 'snagging' visit took place to ensure that SCE was entirely satisfied with the service and the products in time for the school's opening.

"...A preliminary assessment of the site confirmed the scale of the project and we established which of our product ranges were appropriate to their requirements..."



TRU-GREEN The Latest...

You may recall the article in the last issue of Streams about Tru-Green padded envelopes, a range made from natural materials including jute, cotton and banana stems. The material is renewable, minimally processed and compostable. After use, 98% of the envelope is recyclable and we are working on designs to extend this to 100%.

We asked for volunteers to test the Tru-Green envelopes and were really pleased with the excellent level of response from our customers. After assessing the feedback we have now made a number of design improvements and produced a range of 6 popular sizes in 2 colours – green and white (coloured from cotton plants).

The envelopes are currently being launched into the UK market and we have the exclusive distribution rights for the UK and Europe. Our challenge now is to encourage all of you (our customers) to order Tru-Green whenever you need a padded envelope. Not only will you get great quality and value, but by choosing a sustainable product you'll also be helping the environment.



GET CONNECTED TO GREAT ONLINE OFFERS



At The Consortium we like to make life easy for our customers. That's why our website is constantly developing so you can really get the most out of it.

Early in the New Year it will be re-launched, offering you even more user-friendly browsing and searching options to ensure you get the products you want, when you want them, at the click of just a few buttons. Some of these benefits are already available if you are a care customer.

Our website was developed 7 years ago in response to customer needs by a creative team of experienced web designers. In fact, our customers were able to order online from us long before many of our competitors had even thought of creating a website.

So, what are the benefits of the new website?

- 24/7 access to our whole product range. This enables you to order the most up to date products which can't be featured in our annual catalogue. It is particularly useful for IT and audio visual ranges which change rapidly as technology develops.
- The website is interactive – You can view all our latest products, prices and stock levels online – giving you the freedom to choose another product if the one you need is out of stock. This will save you time re-ordering and also prevent any disappointment.
- You can personalise the site and log in to your own account – it will remember all your details saving you time and effort and ensure your delivery address is always up to date. You'll be able to save a shopping basket and return to it at a later date and go to fast-track ordering from a list of products that you buy regularly.
- Special offers – You'll be able to save money on products that you buy regularly which will be advertised on the website or by email but not offered in the catalogue.

- Environmentally Friendly – Online customers can choose to receive electronic invoices and statements, making the process paper-free.
- One step ordering for SIMS customers – no need to key in your order to our website as well as your SIMS system, simply send us your order and we'll email it back to you as an attachment to slot onto SIMS.
- For larger organisations we also offer a free e-procurement system. We can automatically authorise purchasing from different departments or locations by sending an email to your nominated authorizer. You can download a leaflet on e-procurement or 'EP4free' online.

We've recently added an interactive Blog to our website which allows customers to share their views on all sorts of topics. For those who aren't used to 'blogging', here's how it works:

- New topics are regularly added by The Consortium from customer or staff suggestions.
- Each new topic is highlighted in our regular email newsletter sent to all web customers and subscribers.
- Customers can click through to their chosen subject and add their comments.

It's really simple to use, so get blogging and see what other like minded people's views are on many different subjects from car seat law to Halloween, cycle helmets and winter activities!



To take part in our blog, visit
www.theconsortium.co.uk/blog
To see how our website can work for you, log on to
www.theconsortium.co.uk

Communication doesn't just mean speaking, writing or typing. There are many other ways to convey a message that might not immediately spring to mind. Throughout our catalogue you'll find plenty of products to help you communicate. Here's just a small selection.....



Mini Whiteboards

What? Pack of 12 Mini Whiteboards, double sided - white/grid. Size 180mm x 260mm
How will they help with communication? Ideal for group work, they can be used to communicate any information or messages and simply wipe clean for multiple use
How much? **SPECIAL OFFER!** Save 26% on pack of 12 and get 8 pens worth £14 free! Pack of 12 just £19.95. Order code PO14862



Hi Visibility Waistcoat

What? Class 1 Hi Vis waistcoat with 2 reflective bands, Velcro fastening. Size 1080mm x 1140mm
How will they help with communication? Make others aware of your presence, whether on a bicycle or stewarding a group. They will help you stand out in a crowd.
How much? £7.95 each or £5.95 for 10+. Order code 081758



Flashcards

What? 46 double sided word and picture cards. Size 82mm x 165mm
How will they help with communication? They are designed to help develop early reading and communication skills for children aged 3yrs+
How much? **SPECIAL OFFER!** Was £5.45 Now £3.45. Order code P009420



Speech Bubble Post It Notes

What? A 3 coloured pad of Post-It notes with 300 sheets in the shape of a speech bubble
How will they help with communication? Jot down all your notes and thoughts to jog your memory on this fun bubble shaped pad
How much? £1.95. Order code 014579



Suggested colours
 Vegetables Salad & Fruit Raw Meat
 Cooked Meat Dairy & Bakery Products

Chopping Boards

What? Colour coded chopping boards with stand. Size 437.5mm x 300mm x 12.5mm
How will they help with communication? Colour coding minimises the risk of cross contamination of food and the subsequent likelihood of food poisoning. As long as the colour scheme is standardised throughout your workplace, any colours can be chosen for different food groups.
How much? Set of 5 boards with stand. £32.95. Order code 036242



Magnetic Letters

What? A bumper set of chunky plastic letters in assorted colours. Pack of 288 pieces, letter size approx 35mm.
How will they help with communication? Ideal for children aged 3+ they are a useful group communication tool for improving both literacy and numeracy skills.
How much? £15.35.
 Order Codes
 Lower Case 010076 (supplied in a plastic box)
 Upper Case 010077 (supplied in a plastic polybag)



TV/VCR/DVD Combi

What? A 21" Flat Screen TV with built-in DVD and VCR.
How will it help with communication? Watch and record all your favourite TV programmes and films. No need to miss anything with this smart and stylish combi TV.
How much? **SPECIAL OFFER!** Save 20% - Was £239.95 Now £189.95
 Order Code PBDAC1062



Multi Function Fax Machine

What? Brother Multi Function Machine
How will it help with communication? It is a stylish flatbed colour all-in-one machine which features a full colour LCD screen which enables you to view your pictures before printing. It has the added benefit of an integrated wireless and wired network facility as standard plus Scan & Translate software.
How much? £184.95.
 Order Code JGFX0045

Coming soon...

Duo Gel Roller Pen

This innovative new pen design will keep you writing for longer. It writes with all the ease of a gel pen but lasts like a ball point because the gel fills the whole barrel. It contains ultra fast drying ink for smear free writing and has a fully rubberised barrel for comfort.

The pens come in black, blue and red and are available to order ONLINE from 1st December.
 Order codes 020592 (black), 020593(blue) 020594 (red)

To get your hands on one even sooner turn to the back page.....

...more great communication products are regularly added. For the most up to date offers, visit our website at www.theconsortium.co.uk

Signing in the right direction

Often considered an afterthought to a project, signage is an underutilised communication tool. It can provide an effective means of communication both in the workplace and in everyday life.

As a trusted supplier of The Consortium, Stocksigns design and install both off the shelf and tailored signage for a range of organisations. Established for over 50 years Stocksigns has grown to be the UK's leading supplier of high quality, legislation compliant, design conscious and customer-driven signage. Based in Redhill Surrey they supply all over the UK as well as exporting to over 35 countries around the world. Signage Advisor, David Harbison says "Don't treat signs as just necessary extras to conform to legislation. Think about how your signs can complement your interior design. Take advantage of our site survey as the service can be invaluable, not only offering advice on styles and design but also ensuring you are covered by the latest legislation. We can advise you on the functionality of your signs, the correct height and distances for optimum visibility."

Signage falls into several categories, from complete corporate identity through to health and safety signs. Information signs are designed to communicate various instructions and messages

but they can also be used to convey a brand. The Disability Discrimination Act (DDA) affects the design of all interiors. Signage may need to be modified to include Braille or audible signs. In response, Stocksigns have developed the "Tactical Range" to incorporate Braille.

With increased awareness of security issues, signage can work as a deterrent to intruders but also as a comfort to staff. The exterior of your premises including car parks and grounds also need to be taken into account. The Data Protection Act 1998 Code of Practice gives guidance to operators of CCTV systems on the recommended signing to be used where surveillance equipment is installed.

"...Don't treat signs as just necessary extras to conform to legislation..."

Visit www.theconsortium.co.uk and click on Services to contact Stocksigns



ING Risk Assist – Drive safely this winter

Did you know that The Consortium manages numerous vehicle contracts in partnership with ING Car Lease? From cars and vans to minibuses, road sweepers and fire engines we offer a comprehensive range of products and services. With winter fast approaching, ING have put together some driving tips to get you around safely.....

Car and pedestrian accidents peak in October and November, coinciding with darker evenings and deteriorating weather conditions. Watch your speed, and be aware that you are less likely to see pedestrians or cyclists and they will be less able to react to you. Watch out for children walking and cycling to and from school - dark coloured uniforms can make them difficult to spot.

Reduced visibility and slippery road surfaces make winter driving particularly hazardous. Your vehicle will take much longer to stop on a wet surface, particularly one covered with leaves. Your tyre grip will be reduced and the risk of skidding increased so adjust your speed and leave a longer following. Use dipped headlights so that other road users can see you. If most around you have their lights on, the chances are that you should too. Take main roads, avoiding any back roads that may not have been gritted.

Take regular breaks during long journeys. Stop every 2 hours, if you can, for fresh air and hot drinks and keep your vehicle well ventilated - the heater can make you drowsy.

You should always aim to brake, steer and change gear as smoothly as possible so as not to affect the grip of your tyre on the road surface. As always, better, safer driving, especially in poor weather, is about good preparation, good vehicle maintenance, the right knowledge and the right attitude.

For more information on ING Car Lease visit the Services section on our website – www.theconsortium.co.uk and click on Vehicles



Body Talk



Did you know that only 7% of human communication is verbal? That means 93% of messages are sent by our body language, physical appearance and sensory signals, often without us even realising!

Non-verbal communication applies to any message which is sent without written words or speech. It uses 4 main channels – the eyes, the ears, the nose and the skin. Most people are restricted to the hearing and visual channels as in our society it's not acceptable to start sniffing or touching each other! Of course the exception to this in the UK is shaking hands, an important and commonly used part of body language.

The first impression we make in social and work situations is our physical appearance. Clothes, posture, grooming and personal hygiene all combine to make an immediate non-verbal statement. Often, a person who is well-dressed, well groomed and with good posture is seen as more intelligent or more trustworthy (even though this might not always be the case!)

The first non-verbal message anyone can send is their posture. When you're too far away to notice a person's clothing or appearance, their posture makes a positive or negative statement. Even from a distance, an individual sitting upright can project authority and self-confidence or through being slouched and having crossed arms they can look nervous, uncomfortable or annoyed.

We tend to trust the physical rather than the verbal message because we instinctively feel that non-verbal signs are more immediate and uncontrolled and offer a genuine view of what's going on inside someone's head. Human nature automatically recognises non-verbal signals - for better or for worse. It's easy to judge someone instantly because of some non-verbal behaviour that irritates or interests us - we can't fail to notice it.

An indication as to how comfortable people are with each other is their proximity. How close together or far apart people stand, as well as how and if they touch each other can reveal their level of friendship. Basically, more closeness and touching suggests more intimacy, although different cultures have different rules, with the UK being a relatively distant, 'untouchy' culture.

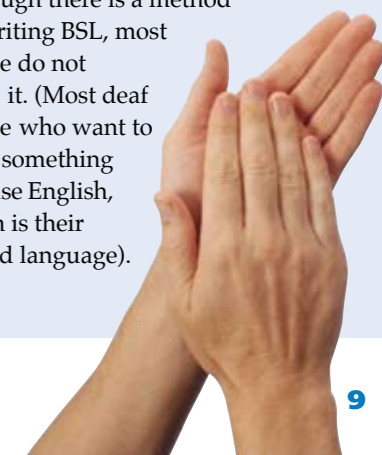
The face is the real clue to how someone is feeling as it cannot easily be hidden and shows a variety of emotions, particularly through eye contact. If someone is interested in what you are saying their eyes will be focused on you. At the point their eyes wander you know you've lost their concentration and they have started to get bored.

So, how can we use body language to our advantage? Paying deliberate attention to our own reactions to other people's nonverbal messages will give us more information than we would get by just listening to their words. By becoming consciously aware of someone's tone of voice, posture, gestures and facial expressions, we can raise our level of understanding of what they are trying to communicate.

BRITISH SIGN LANGUAGE

– FAST FACTS

- British Sign Language (BSL) is the visual language of Britain's deaf Community.
- It is completely unrelated to English and is not universal - most countries have their own sign language.
- On any day up to 250,000 people use BSL.
- We know that deaf people were signing as early as the 16th century.
- BSL as we know it today began in the 18th century with the growth of towns in Britain so that large numbers of deaf people formed their own communities.
- When deaf schools opened in the 19th century, BSL became an established language.
- For most of the 20th century, BSL was banned in schools for deaf children, insisting that they speak and lip-read instead. In the UK, 5-10% of deaf children have deaf parents and they helped to keep BSL alive in secret in schools, teaching other children when teachers were not looking.
- There are regional dialects but most signers have no problem communicating with each other across them.
- In March 2003, BSL was recognised by the British Government as being a full, independent language. This means that money is now being invested in training more deaf BSL tutors and BSL-English interpreters.
- Although there is a method for writing BSL, most people do not write it. (Most deaf people who want to write something will use English, which is their second language).



THE CONSORTIUM IN THE COMMUNITY

As part of our ongoing commitment to education, we have been delighted to offer work experience placements and industry training to students from 3 local schools.....

The Critchill School in Frome, Somerset caters for students aged 4 - 16 with a range of learning difficulties. We have had an



excellent working relationship with the school since 1991 and in 1999 we started a formal work experience programme. This annual event now runs for up to seven young people, over a ten week period. In March 2006 we were awarded the Somerset Business Linx Enterprise Award for our continued input to the students' development through our scheme.

In June 2006 we were invited to be involved with the first 'Industry Day' at John of Gaunt School, Trowbridge. Schools across the UK are holding these



events involving local companies who are invited to give interactive talks on a particular area of business with groups of students. A team from The Consortium created a session on interview skills, where the students tackled different tasks from writing a covering letter, to putting together a CV. The day was considered a great success and we hope to be involved in any similar future events.

Pupils from Clarendon School, Trowbridge visit us for a number of reasons. Sometimes it may be for normal work experience placements for 1 or 2 students for a week, but in addition we annually encourage students to do a project on the company. This involves a large group of students coming in for the morning and getting an overview of who we are and what we do, so that they can write a project about us.

Care Update

When launching our new Care catalogue in February 2006 we approached one of our long standing customers, Somerset Care Ltd, to ask for their input. As a result, their Activities Coordinator played a large part in the selection of our activities range.

Since then, our sales team have visited care homes and head offices all over the country, not only to encourage them to purchase from us but also to gain their opinions on our range of products. The feedback has been very positive with some clear views on the additional products required to make the Consortium a truly one stop shop.

The suggested products have been reviewed and are now being sourced by our product portfolio teams for the new catalogue due to be launched in January 2007. It will include an enhanced activities collection and a new bariatric range as well as a wider assortment of moving & handling equipment.

Our sales team is now concentrating its efforts on making contact with Care Group Head Offices to discuss how we can work together in supplying the needs of their individual homes.

To support our care launch, we have also been very active on the PR and marketing front, commissioning two topical news surveys for the care trade press.

In the spring of 2005 we teamed up with Caring Business magazine for

our first survey, in which we asked 500 care home owners for their views on the many regulatory measures affecting their sector, such as the compulsory installation of sprinklers in all new or refurbished homes, and the 48-hour working week.

More recently, our second survey looked at security and surveillance issues including Criminal Records Bureau checks, CCTV systems and fire safety standards.

In October we hosted a special dinner, bringing together several leading figures from the care sector on the eve of the care industry's premier event, The Care Show, in Birmingham.

Several of the current "hot topics" in the care industry came under the spotlight at the dinner, which

"...Our 'Buying Made Easy' formula has been outstandingly successful in our other markets and we have continued this approach into the care sector..."



was chaired by David Brindle of The Guardian and attended by organisations such as Somerset Care, the English Community Care Association (ECCA) and Caring UK magazine. Also in attendance was Sylvie Silver of the National Association of Providers of Activities for Older People (NAPA), whose ground-breaking research project on the subject of activities in care homes is being sponsored by The Consortium.

Melanie Teal, Chief Executive of The Consortium, comments: "Our 'Buying Made Easy' formula has been outstandingly successful in our other markets and we have continued this approach into the care sector - helping care homes to concentrate on what they do best and offering the easiest way to buy the items they need, at great value prices, together with excellent service levels.

"We have already made a significant impact with our first care catalogue and the New Year will no doubt bring a further expansion of our presence in this crucial and growing market."

Switch on to email

Work experience student, Sophie Harding, conducted a survey at The Consortium to find out how employees here prefer to communicate. Not too surprisingly email came out as the clear winner with survey participants pointing out both its good and bad points. The good included instant access to workmates, keeping a record of what you've written and the fact that most people do return their emails. The bad points related to lack of tone or emotion and addresses frequently changing.

The main way we go wrong with email lies with how we actually see it as a way of communicating. The tone, language and structure used often resemble that of a telephone call - grammatically incorrect, hasty, disorganised and full of irrelevancies.

So, how can we write a good email?

- **Get the tone right** - The tone used should be formal but at all times polite. Don't forget that your message can be distributed or kept on file for years. They can reflect well or badly on you and the company you are representing.
- **Don't waste time with chitchat** - An opening sentence along the lines of "It was good to talk the other day" is fine before getting down to the main point of the message.
- **Keep it brief and plan what you want to write** - A well-structured e-mail will help the reader to better understand your ideas and take action or reply more quickly. Using headings and bullet points will also make the text easier to read and understand.

- **Check spelling and grammar** - Treat emails as you would any other document - always check the spelling and grammar is correct before sending.
- **Only send an email to relevant people** - People become irritated when they receive emails that they don't really need. If you use distribution lists, make sure they are regularly updated and check them before sending an email.



WIN a Pocket PC, worth £160



Just answer the following questions for your chance to win. Simply log on to www.theconsortium.co.uk/streams3 and fill in the online entry form. All the answers can be found in this issue of Streams.

ENTRY CLOSING DATE IS 31st DEC 2006

One

What, according to a recent survey, is the most popular internal communication method here at The Consortium?

- a) Email
- b) Phone
- c) Fax

Two

What percentage of human communication is verbal?

- a) 26%
- b) 7%
- c) 74%

Three

In which months of the year do driving accidents peak?

- a) January & February
- b) April & May
- c) October & November

Four

At which school did The Consortium take part in an Industry Day?

- a) Clarendon School, Trowbridge
- b) John of Gaunt School, Trowbridge
- c) The Critchill School, Frome

Five

What service have we recently added to our website?

- a) An interactive Blog
- b) An online auction
- c) Holiday booking options

The HP iPAQ rx1950 Pocket PC with integrated wireless allows you to stay connected. It features:

- Personal Information Manager (PIM)
- Wi-Fi keeps you connected on the go
- Secure Digital (SDIO) slot
- Powered by the Samsung® SC32442 300MHz Processor

The first 100 entries will also receive a free Duo Gel Roller Pen (See Page 7 for details)



Congratulations to Sue Oldfield

Senior Administrator from Ashleigh CE Primary School in Barnstaple, who won the competition last issue. We hope you enjoy using your iPAQ!