BUSINESS | EVENTS FEATURES | DIRECTORY









HELLO AND WELCOME

It's great to have you here!

The last few months have been challenging for most businesses. Never before has it been more important to stay connected, have a support network, nurture a resilient mindset and keep your business smarts switched on. We've all had to make changes. There have been opportunities to do things differently, better even. There have been things that we've had to say goodbye to. The reset button has well and truly been pressed.

It seems long ago now that we, in consultation with our exhibitors, made the difficult decision to postpone one of our biggest events, scheduled a few days before the immediate lockdown was announced. The next few weeks were probably the busiest, most exhausting I've had as we moved all our regular events online, amended our 2020 plans and kept in close communication with our members, team and partners.

We were lucky to be in a position to do this and my heart goes out to businesses who had to completely close their doors as well as people affected by the pandemic in other ways. It's been a time of loss for many. We await the green light for physical gatherings and will be running a blend of online and on location events into the future. We're super pleased that our Zoom events have proved popular, people enjoying the efficiencies and focus of professional business networking and development online.

We've had business owners from South Wales, London, the Midlands, the North, London and the South West networking with us, in fact visitors and speakers from as far afield as Toronto and L.A! We've enjoyed creating new ways to connect people and have welcomed lots of new members joining us to build their business from their keyboard.

Our purpose hasn't changed and we're now charting a growth path with hub launches across the UK and a new global audience. If you'd like to come along with us and take your business to the next level, we'd love to find out more about you and your goals.

Neil Lloyd, Founding Director

Zokit.

MEET THE TEAM If you need any assistance, our team are here to help.



Neil Lloyd Founding Director



Karen Brown Member & Office Support



Sian Faire Member Marketing



Bob Kennedy Hub Leader, Cardiff North



Mike Colcombe Hub Leader, Newport



Dyfrig Thomas Systems Partner



Stephanie Evans Hub Leader. Chepstow & Bridgend



Adrian Hornett Amhassador



Lora Payne Hub Leader. Vale of Glamorgan



Paul and **Deborah Rees** Global Hosts

ADVERTISE IN THE NEXT EDITION: **ZOKIT.CO.UK/MAG**



OUR HUBS

We run over 100 networking and business development events every year, across the Cardiff Capital Region and beyond, with new areas launching soon. All events are currently online and we'll be operating a blend of online and on location business events when physical gatherings are possible again.



Bridgend

Leader: Stephanie Evans Mindful Managing

Meetings: Fortnightly business lunches on Tuesdays

Email:

stephanie@zokit.co.uk



Cardiff

Leader: Bob Kennedy
Anchor Success

Meetings: Weekly for business breakfast on Wednesdays

Email: bob.kennedv@zokit.co.



Chepstow

Leader: Stephanie Evans
Mindful Managing

Meetings: Fortnightly business breakfasts on Fridays

Email: stephanie@zokit.co.uk



Newport

Leader: Mike Colcombe

Dor 2 Dor

Meetings: Fortnightly business lunch on Tuesdays

mike.colcombe@zokit.co.uk



Global

Leader: Paul & Deborah Rees
Accolade

Meetings: Fortnightly 4pm Thursdays

Email: paul.deborah.rees@zokit.co.uk



Vale of Glamorgan

Leader: Lora Payne

Meetings: Fortnightly business lunch

Email: lora@zokit.co.uk



MEMBERS' DIRECTORY

MEET SOME OF OUR MEMBERS

ACCOUNTANCY NS Accounts and Technology Ltd Mitchell Meredith OBP Chartered Accountants Derwen Accountancy	> > > >	nsaccounts.co.uk mitchellmeredith.co.uk obpaccountants.co.uk derwenaccountancy.co.uk
ART & ENTERTAINMENT Picasso Griffiths Bryon Gunton Magician	> >	picassogriffiths.com bryangunton.co.uk
BARS AND RESTAURANTS Steinbeck & Shaw	>	steinbeckandshaw.co.uk/cardiff
BUSINESS SUPPORT Wize Virtual Admin Sian Faire Virtual Assistant Services LEFf Business Ltd LCVA Services Ltd Computer Solutions Wales Steven Madeley Consultancy Services Making Waves Consulting VA Go	>	wizevirtualadmin.co.uk sianfaireva.co.uk leffbusiness.co.uk lcvaservices.com computersolutions.wales smcs.wales makingwaves-consulting.co.uk va-go.co.uk
BUSINESS COACHING Anchor Success Dr Bridget Insight6 Accolade Academy Vicki Ostrowski transformation Coach	> > > > >	anchorsuccess.co.uk drbridgetnlp.com insight6.com/region/south-wales accoladeacademy.co.uk vicki-o.com
BUSINESS DEVELOPMENT LEFf Business Ltd	>	effbusiness.co.uk

CHARITIES		
Gwent Wildlife Trust	>	gwentwildlife.org
Challenge Wales	>	challengewales.org
The Autism Directory	>	theautismdirectory.com
Purple Shoots	>	purpleshoots.org
Cancer Research Wales	>	cancerresearchwales.co.uk
COMPLIANCY		
Penarth Management	>	penarth.co.uk
COPYWRITING AND PUBLISHING		
Words You Can Use	>	wordsyoucanuse.co.uk
Wordcatcher Publishing	>	wordcatcher.com
DESIGN, PRINT AND SIGNAGE		
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d3signs Ltd	>	d3signs.co.uk
Dor2dor	>	newport.dor2dor.com
Treganna Design	>	tregannadesign.co.uk
ENVIRONMENTAL		
Gwent Energy CIC	>	gwentenergycic.org
EVENT ORGANISERS		
The Welsh Business Show	>	wbs.wales
FINANCIAL SERVICES		
Sanctuary Financial Planning	>	sanfp.co.uk
Quilter Financial Planning	>	quilterfinancialadvisers.co.uk
Inter Alia	>	interaliacm.co.uk
HEALTHCARE		
Direct Eyecare	>	directeyecare.co.uk
One Million Steps Ltd	>	millionsteps.com
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The Village Hotel and Business Club	>	village-hotels.co.uk/hotels/cardiff
Future Inn Cardiff	>	futureinns.co.uk/cardiff
The West Usk Lighthouse	>	westusklighthouse.co.uk
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MEMBERS' DIRECTORY

HR Claire Baker Boutiques HR Consulting Mindful Managing	> clairebakerboutiquehr.com> stephanie@mindfulmanaging.co.uk
LEGAL SERVICE Maplebrook Wills Vale Wills Indelible IP Robertsons Solicitors	 cardiff.maplebrookservices.co.uk valewills.com info@indelibleip.co.uk robsols.co.uk
MARKETING Forté Digital Marketing Web Jewel JSeven Media	fortedigital.marketingwebjewel.co.ukjsevenmedia.com
MOTIVATIONAL SPEAKERS Mark Colbourne	> a-speakers.com/speakers/mark-colbourne mbe-keynote-speaker
NEWS MEDIA Business News Wales	> businessnewswales.com
PHOTOGRAPHY Escape The Cage Photography BOKEH Jo Davies Photography	 escapethecagephotography.co.uk bokeh-photography.com jodaviesphoto.co.uk
SERVICED OFFICES Workbench	> workbenchoffice.com
SPORTS Cardiff City Stadium Chepstow Racecourse	> cardiffcityfc.co.uk > chepstow-racecourse.co.uk
TRAINING AND DEVELOPMENT Home-School Tutoring e-Development	 homeschooltutoring.co.uk /location/all-cardiff e-development.co.uk

A New Colour - aTraining, Coaching, Consulting Cardiff and Vale College Mindful Managing Xplain Training Maverick Communication	> > > >	anewcolour.co.uk cavc.ac.uk mindfulmanaging@btinternet.com xplaintraining.co.uk maverickcommunication.co.uk
TRAVEL Travel Counsellor - Jonathan Davis	>	travelcounsellors.co.uk/jonathan.davis
UTILITIES Utility Warehouse Discount Club	>	utilitywarehouse.co.uk
VIDEO F9 Films Insight Video Marketing	> >	f9films.co.uk insightvideomarketing.co.uk
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What Now?

As the UK moves into a phase of more changes to what is and what isn't possible during the pandemic, here are some thoughts from a few of our members...



"It's really important to communicate with your customers at this time, ensure you keep your communication friendly and advisory, tell them what you're doing to keep your staff and customers safe when they engage with your business as well as changes to operating functions and hours. Keep updating the comms as the situation changes, use social media, email and signage in offices, etc."



"Consider using time that has become available to do new things to grow your business. Maybe you've been meaning to write a book / develop online courses / write a marketing plan / post some blogs / research new software / implement a management system / develop a new website [you get the idea!] for some time. Make this the time! (Just don't try to do it all!)"

Jodie Read, Penarth Management



"Think about how your customer's behaviour will change during the pandemic, and adapt the offering accordingly. People will be more dependent on the internet, so make sure:

- 1. People can find your business online.
- 2. You're engaging online to raise your visibility and connection.
- 3. Look out for potential new audiences that have now emerged.
- 4. How can you extend your current marketing to include them?"

FUN QUIZ!

How well do you know Wales?



- How many castles are there in Wales?
 - a. 350
 - b. 641
 - c 732
- In which year was the Ryder Cup first staged in Wales?
 - a. 2008
 - b. 2010
 - c. 2014
- Which Welsh town was the setting for the TV series. "The Prisoner"?
- Who drove Ivor the Engine?
- Which Welsh designer founded a highly successful international chain of shops selling a Neo-Victorian country style in clothes and furnishings?
- Which Dylan Thomas book describes a day in the life of a small Welsh fishing village?
 - a. Under Milkwood
 - h Fern Hill
 - c. Rebecca's Daughters

- Wales has 3 National Parks -Snowdonia, the Pembrokeshire Coast and which other?
- In which Welsh county is it believed St David was born?
 - a. Monmouthshire
 - b. Pembrokeshire
 - c. Flintshire
- Which two colours feature on the flag of St David?
 - a. Red and Green
 - b. Black and Green
 - c. Black and yellow
- King Henry VII was born in which Welsh castle in 1457?

- a. Caernarfon
- b. Chepstow
- c. Pembroke



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- > Networking
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Apply at zokit.co.uk/awards

zokit.co.uk/expo



Take a Tech break for your mental health

Do you use technology at work? Of course, you do! You probably thought that was a silly question! Most of us use technology everyday at work, at home and on the move. Our modern technology means that we are always connected to work, friends, connections and family.

However, we can become tethered to the various apps, email and messaging platforms. We worry about what perception others will have of us if we are not connected, commenting, liking or answering emails. Will we be seen as 'not being committed' (to work) or will friends and family think we don't care'?

This can lead to us spending time we don't want to and time we don't have tapping away on our devices in the hope to keep everyone happy and in a positive mind set about us.

This all has a negative impact on our mental health – worrying about what everyone is thinking, not sleeping because we can't put our device down or have spent so much screen time before bed that we can't switch off and are lying there in the dark with our minds buzzing!



So, what can you do?

TIP 1 - Explain what you are doing

- Tell your friends and family you are having tech breaks and why.
- · At work, don't be afraid to put your out of office on saying you are looking at email periodically throughout the day. This will manage their expectations.
- · Also ask to only be copied in where it is necessary rather than just for info – it will significantly cut down the unnecessary emails that clog your account and give you that awful feeling when you open your inbox!

TIP 2 - Commit to screen free time

- Reduce screen time around the end of the day - give at least an hour before bedtime to allow your mind to switch off for the night.
- Set aside time for screens and time to do other things - relaxation, exercise, hobbies (that don't need a screen!).
- Have family/friends screen free time together - reinvent how you enjoy time together - play traditional games, go for a walk, visit a park, play outdoor games, read, craft, colour - the options are endless and great fun.

TIP 3 – Manage your working day better

- Turn off/restrict notifications on your devices.
- · Work in work time and switch off after work.
- If the person you need to talk to is in the same building as you, go find them and talk face to face - you might even have a coffee together. This will break up your screen time, get you moving and helps avoid misunderstandings that happen over quick emailed responses. You will feel much better for it.
- Have screen free meetings at work where you just focus on the meeting and pick up your devices afterwards.
- Have screen free areas this can work in the workplace as well as at home. Most of us work with a computer on our desk and then sit in the staff room looking at the screen of our phone or tablet. HSE advises regular breaks from screen time every 20 -30 minutes so give yourself another break at lunchtime. Move away from your desk to eat and leave your email behind and give yourself a break from all screens for at least part of your break if you can't manage it for the whole breaktime.

It's not rocket science but is does take a little bravery – remember technology is there to be a helpful tool to us not for us to be run by it! Use technology so that it has a positive impact on your life and health.



With many venues still closed and people working from home, online meetings have exploded in popularity. Business owners are realising they can save time, money and potentially their waistlines by networking online, face to face by live video link. Apps like Zoom and Skype are our new frequently visited places and alternative ways to do business are expanding rapidly. At Zokit we've been hosting online networking by video since last year. Here's what we've learnt....

TIP 1 Prepare

Familiarise yourself with the video conferencing app that will be used for the meeting and check that your mic and camera work. Mark it in the calendar as you would a physical meeting with buffer time each side. If you have a busy household you may need to negotiate a quiet zone where you won't get disturbed and consider using headphones if you'll be in a shared space and want to minimise noise disturbance from the video call. Many online networking meeting hosts will ask you to post your introduction and links in the chat window so why not have these ready to copy and paste.

TIP 2 Test your mic and webcam a few minutes before

Sometime computers and applications don't start up properly so remember to check your sound and visual just before the meeting so you can troubleshoot if needs be.

TIP 3 Make sure your mic is unobstructed or use a USB mic

Work out where your internal computer mic is and make sure it's not obstructed by any items on your desk or your sleeve as you type or anything else that has got into the aperture. An external USB mic will usually improve sound quality and control and a good enough one will only cost around £20.

TIP 4 Research

If you can find out who's on the call, who the host is, any expert speaker or what the likely audience is, this will help you adapt your communications.

TIP 5 Rehearse

If you will have chance to introduce your business, rehearse what you'll say so it comes across clearly and memorably. Speak confidently and succinctly.

TIP 6 Mind your background

Remember people can see what's behind you... so remove any sensitive information and aim for a clutter free (or interestingly curated) background. If you have a blank wall behind you or a green screen, most apps will allow you to upload a virtual background. You can download some great free ones on Canva.

TIP 7 Brand your video stream

Some ideas for this include changing your screen name to include your business name / business email or number, having a branded banner behind you or adding your logo to your virtual background image/video.

TIP 8 Look at your camera

To get eye contact – look at the camera lens not the screen. It can take a bit of getting used to and in reality you'll have to balance this with seeing what's on screen and typing.

TIP 9 Use the chat window

This is a great way to give feedback and information and ask questions when it's not appropriate to speak. Also a great engagement tool for when you're speaking and want to ask for feedback.

TIP 10 Dress for business

In your style. It'll make you feel better. Things tend to be more relaxed online but you don't want to look like you've just fallen out of bed!

TIP 11 Listen

Overtalking especially doesn't work online partly due to the technical limitations of video conferencing apps. This is a great opportunity to listen so you get to know the other people on the call more deeply.

TIP 12 Be facially expressive

Smiling, nodding and other appropriately timed expressions helps you build rapport with the person speaking, increasing your visibility and connection.

TIP 13 Switch off your video

...when you have to leave the room or take an urgent call or get disturbed. This will reduce distraction from whoever is speaking at the time.

TIP 14 Remember to mute and unmute yourself

Most hosts will encourage you to mute yourself when not speaking to cut out background noise, prevent your video stream accidentally becoming the active one (it responds to sound) and improve the quality of the call. The trick is to remember to unmute yourself when it's time to speak! Some apps will have keyboard shortcuts to mute/unmute (you may need to switch this on in settings).

TIP 15 Arrive online an few minutes early

This will give you time to deal with any lastminute technical troubleshooting and hear any 'housekeeping' from the host about how the meeting will be run including any special instructions for getting the host's attention.

TIP 16 Follow up

The fortune is always in the follow on – and this is no less true online!



WORDSEARCH

Find the names of the businesses that are Zokit members. Names may be forward, backward, horizontal, vertical or diagonal. Words in brackets are not included in wordsearch

W E I Z E

Anchor Success Bokeh (photography) Box Full of Business CAS Training (Wales) Dr Bridget NLP Future Inn Jo Davies (Photography) Leff (Business Ltd)

Local Pages Maplebrook Wills OBP (Chartered Accountants) Picasso (Griffths) Pinagli **Purple Shoots** Sanctuary (Financial Planning) Steinbeck and Shaw

Treganna Design UMT (Upcycling & Mobility) **Utility Warehouse** VAGO Vicki Ostrowski Village (Hotel) Words you can use

Wize Virtual Admin

OUR EVENTS



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"Loving the online Zokit, really looking forward to connecting with everyone. Brilliant!" "My first experience networking using zoom. And I must say very enjoyable. Thanks"





19

Mel Evans - Customer experience expert

Weather you have clients, students, members, guests, patients or good old-fashioned customers. I have two questions for you:

- 1. How do they feel about you or your business?
- 2. How do you measure customer satisfaction in your world?

I work with all sectors and businesses big or small to get to the bottom of those questions and many like them, if you don't know what your customers feel when they engage with you or what your customers want from you moving forward, then it will be difficult to keep up with the ever-changing world around us.

For many years' businesses talked about customer service but there is something new to consider – customer experience.....the new focus for business's should be around the whole experience a customer has when they see your brand or engage with your business. I help businesses identify how it feels to be a customer in your world, taking the customer's view of what and how you deliver your product and service. Through this rich understanding, you can improve social media ratings, increase customer retention and ensure your customers are positively promoting your business through great experience.

If you truly want to put the customer at the heart of your business then perhaps you should start by asking them how they feel and then book a call with me for a free consultation on how to manage customer experience in your business.

Mel Evans Tel: 07393227347 www.insight6.com













Answers to our FUN QUIZ: 1 b 2 b 3 Portmerion 4 Jones the Steam 5 Laura Ashley 6 a 7 Brecon Beacons 8b 9c 10c





If you are upset or angry about something you are not going to be able to give good quality feedback

BE SPECIFIC & TIMELY! AVOID GENERAL COMMENTS
OR LEAVING IT WEEKS BEFORE TELLING THEM!

Feedback like 'You're doing a great job' or 'That was fantastic' is nice and important to know but isn't necessarily good quality for development purposes. The individual needs to know specifically what they are doing to be able to continue doing it! The same applies for negative feedback. Use the **STAR** & **STARAR** model for giving great feedback.

FOR PRAISE

- ST > SITUATION OR TASK
- A > ACTION
- R > RESULT

FOR FEEDBACK FOR IMPROVEMENT

- ST > SITUATION OR TASK
- A > ACTION
- R > RESULT
- A > ALTERNATIVE ACTIONS TO GET
- R > ALTERNATIVE RESULT

Feedback needs to be timely and current so that the individual can remember exactly what happened, not something which happened three or 12 months ago!



3 FOCUS ON BEHAVIOURS

It is imperative that you feedback against observable behaviours. There is a huge difference between (1) 'You are rubbish at customer service' and (2) 'When you were talking on the phone to your provider yesterday, I heard you raise your voice, shout and swear.' The first statement is general and subjective; the second statement is an observed behaviour — a description of what you saw or heard without assumption or accusation.

4 OWN THE FEEDBACK

understand too.

It is important when giving good quality feedback that you own it. 'This is what I heard, observed or felt and this is the impact it had on me'.

- 5 MAKE FEEDBACK A TWO-WAY CONVERSATION
 Feedback is not a speech but a two-way dialogue. You need to listen to
- 6 AVOID GIVING NEGATIVE FEEDBACK IN PUBLIC
 Giving negative feedback in public, even if it is good quality, will not provide the individual with the space or dignity of reflecting on the event. Also remember some people don't like to be praised in public!
- 7 PRACTICE!

The more you give good quality feedback, the more natural it will become!

Stephanie Evans MCIPD, Mindful Managing, facebook.com/mmstephanieevans

5 WAYS a Professional

Business Development, Support

and Networking Group

Grows Your Profits and Cuts Your Costs



Whether it's directly with a potential client or through a referral / recommendation, you get to skip through a lot of the initial hoops and get ahead in the process.

Smart move!

Supplier Synergy

You'll save oodles of time and money by working with trusted suppliers in the network that value excellence of service to meet your business needs rather than trying to sell you everything in their shop. Savvy!

Make Better Mistakes

Mistakes are needed in business. It's how business owners cut their teeth and keep sharp. But not all mistakes are equal. Group members will share their experience to help you avoid the common costly mistakes and maximise your efforts. Now that's worth knowing!

A Team of Advocates

A good business development manager is, quite rightly, a significant investment... and is still limited by their connections. Imagine having a team of people looking out for business opportunities for you and opening up their network to expand yours. Hey this group stuff is pretty cool, right!

Social Motivation

We're social beings, us humans. All the more important to surround yourself with people who create a success environment, cheering you on... and who are also on their own business growth adventure. Priceless!



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Darren at Treganna Design has a rare ability to go to the next level with what he does. After working with him, we have been over the moon with the results.

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Neil Lloyd, Founding Director, Zokit

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To join online see www.zokit.co.uk/join or contact us on 02921 111 232 | hello@zokit.co.uk