



Positive Change Consulting

Improving performance through people.

Newsletter July 2004

In this edition

- Re-Connecting
- SPAM again
- Managing staff; leading people
- Work/Life Balance

"Far better it is to dare mighty things, to win glorious triumphs, even through chequered failure, than to rank with those poor spirits who neither enjoy nor suffer much, because they live in the grey twilight that knows neither victory or defeat"
Theodore Roosevelt.
 Former US President.

"Take the first step in faith. You don't have to see the whole staircase, just take the first step."
Dr. Martin Luther King Jr.

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Re-Connecting

After a great start to this newsletter at the end of Jan. - fulfilling a New Year Resolution in the production of 5 monthly editions – we then discovered that most people hadn't received it. Pride comes before a fall? At last we believe the problem has been sorted out. However, we feel compelled to re-state our commitment to non-SPAM in case you missed it in April.

Spam again

Under this legislation we are required, by law, (April 10, 2004) to obtain (or have obtained in the past) express or inferred consent from all of our newsletter recipients. ['Express consent' refers to direct subscription requests. The definition of 'inferred consent' is somewhat broader; for example, most business contacts - customers, collaborators, and providers - are classified as giving inferred consent, as is any person who presents a company with their business card if that card includes an email address].

We believe that the people receiving this newsletter have given us express or inferred consent in the past. **However, if you would like to unsubscribe to the newsletter, please refer to the RH column of this newsletter.**

Managing staff; leading people

We aim to help business and organisations improve their performance through people. We all need to find ways to work together if we plan to go anywhere fast.

"When businesses start to go under, 67% is the result of perception (by customers) of staff dissonance".

Shane Manley. ASCET Group. BusNet. Ballarat, June, 2004

One issue we've been assisting with is workplace bullying and harassment. How serious is it? **Comcare** reports psychological injury accounts for 6% of total workers comp claims, but nearly 21% of total claims payouts; costs four times as much and take longer to resolve than other workers comp claims. Common reasons include - controlling management style, a blaming culture, unclear job description, unexplained constant change, unsupportive work environment and interpersonal conflict. **Has your workplace considered workplace bullying yet?**

Work/Life Balance

We're all working too hard it seems!

The Optus 2004 Small Business Matters Survey, the inaugural survey into business, marketing and work-life balance trends of small to medium businesses in Australia, recorded these results for W/L balance. Business satisfaction? – 97% claimed 'personally rewarding'; 60% claimed 'more financially rewarding'. However, 67% claimed significantly longer hours at work than when employed; 55% claimed significantly higher stress levels.

The WA Government is looking at ways of limiting working hours – to cap working hours at 56 hrs pw, set limits on no. of sequential night shifts, and number/length of rest breaks. Longer working hours? That's everyone - from management down.

Australia (plus the USA, UK & NZ) all working longer hours. A code of practice is to be finalised by mid-2005. For the full report see the [Western Australian Ministers website](#).

▪ Improve your own Work/Life Balance:

Take a weekend off and learn how to write a book, at Jen McVeity's **Book Boot Camp**, Melbourne on **July 24 & 25**. What better way to restore your perspective on life?
http://www.highlightingwriting.com/Book_Boot_Camp/book_boot_camp.html

▪ Book us to run a Workshop on Work/Life Balance to re-focus your workplace.

Contact us now on:

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We'd love to hear your feedback.

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Comcare: C'wlth Govt workers compensation insurer.

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- a client
- we've swapped business cards
- a member of MBN, BNI, or another networking group that we are part of.

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