



Positive Change Consulting

Improving performance through people.

Newsletter September 2004

In this edition

- News Update
- Team Building – to Retain Great Staff
- Work/Life Balance

"Excellence is the result of caring more than others think wise, risking more than other's think safe, dreaming more than others think practical, and expecting more than others think possible."
Anonymous

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News Update

At long last we have a website. It's still under development, but we'd love you to check it out and give us feedback. See www.positivechange.com.au.

Team Building – to retain great staff

Most of our clients are small/medium business owners, working hard to build teamwork amongst staff, to retain their staff and to improve customer service.

Research by the Ambit Group of Companies (reported Aug.04) covering over 3,500 employees - from frontline staff through to senior management and CEOs, found there are four issues critical to maintaining committed employees. Employees:

- want the support of their company and direct boss -to know they are trusted & can make mistakes;
- need to know their organisation is committed to developing their potential – that they are challenged, valued and feel they are making a real contribution;
- need to share the same values and culture as their employer – that values & expected behaviour are clear and consistent from the start;
- need to know their organisation is a competent one – that they can take pride in the way the business is run, the way it handles change and its effectiveness in implementing projects.

Working With Employees to Grow Your Business

Knox City Council Business Week, on September 20th

We try not to include too much blatant advertising in this newsletter, but our public course may be of interest. **See the attached the brochure (middle pages)**. Here's what others have found most interesting/rewarding about the program:

- "A means of working toward having the staff regard the business (& customer) the way I do"
- "How to encourage teamwork and resolve conflict in the workplace"
- "Motivating staff without financial reward"
- "I'm going to be more sympathetic to changes made to staff roles"
- "Introduce 'change' in a more positive light"
- "Excellent; Geared well to the level of participants. Jargon free"
- "Very informative"
- "Would recommend to others" **Michele Skamp National Manager, Forstaff Professionals**

Please feel free to forward the brochure to anyone you think might be interested.

A final note for now, on the value of team work:

"Teams that win usually have spent a great deal of time building relationships between the players and the coaches. I believe that, to a large extent, it is the quality of relationships between people that is more likely to create success than the quality of talent.

The Hungarian Men's Water Polo Team that won its second successive Olympic Crown, (and its eighth in 28 Olympics), is coached by Dr Denes Kemeny, ..(whose)... commitment to building relationships between his players is paramount. Can you do the same in your team/organisation to take your team to Olympian heights?
Charles Kovess Australia's Passion Provocateur © www.kovess.com

Work/Life Balance

While building staff commitment and improving business outcomes might consume all your waking hours – and more - a balanced focus on where you are heading, plus good health is essential.

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

Workshops can be customized to meet your timeframes.

Contact us now on:

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We'd love to hear your feedback.

Jennifer McCoy & Tony Austin

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- a client
- we've swapped business cards
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