



# Positive Change Consulting

*Improving performance through people.*

## Newsletter January 2005

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*"We simply cannot afford the luxury of managing in the same way as we have in the past. All managers have had to become more of a coach and a counsellor; leaders who are receptive to the notion of empowerment".*  
**Stephen Croni, Group Personnel Director Rank Xerox.**

*" People deal too much with the negative, what is wrong.... Why not try and see positive things, to just touch those things and make them bloom.*  
**Thich Nhat Hanh, Vietnamese Buddhist Monk.**  
 [Self Improvement Newsletter October 19-20, 2004]

### New Year Greetings



**Best wishes to all our readers for the coming 2005. And thank you to all our clients for a wonderful year in 2004. We look forward to working with you again.**

We've been in the UK for Christmas – Tony's first visit to his family in 30 years. The family responses to the visit of these long-lost 'colonial' relatives was overwhelming, and we were totally spoiled - almost didn't want to come back. Apart from looking forward to meeting them, I longed for heaps of snow and a real English Christmas, but it was not to be. We took blue skies and sunshine (albeit chilly) nearly everywhere we went.

**Meanwhile, our thoughts for you:** We hope you were able to use the festive break to restore your balance – to reflect on all the positives, dream a little (or a lot) on what you really want out of life/work, and set some outrageous goals for 2005.

### It's how you treat staff that makes a difference!

If you think that the commercial cleaning industry is not the easiest business to run, you'd be right. With managers and their staff, the face of the company, spread across the city in office blocks and shopping centres, some on 24 hour shifts, you'd expect a rigid hierarchy, with rules to control every possibility. Not so, says Mary Grant, a Risk Manager, **Consolidated Property Services**. "People are human beings and they need to be treated fairly – like you'd want to be treated yourself. When we win new contracts we often inherit unhappy people who've been treated badly, but a lot stay with us. It's how you manage people; you can turn them around. Well trained Area Managers, who embrace our culture, are pivotal to Consolidated's success", she says. Read about the company [here](#)

### Building a Leadership Team

So much depends on any manager and few these days have the luxury of being simply 'managers'. They represent the company; they have to be leaders:

- building teamwork,
- giving staff purpose and direction for their work
- handling difficult situations sensitively - and yet,
- able to confront issues before they explode – and, potentially, bring industrial relations or workcover penalties upon the company.

Managers need their own team. They need time to reflect, to share ideas that have worked (or haven't), learn new people-management skills, build trust amongst each other and with senior management. Managers need to develop leadership skills; managers need to become leaders.

### Leader as Coach/Mentor

**This program provides the foundation for the people management skills that all workplace leaders/managers need in today's complex work environment.**

- Skills and tools to establish trust, maintain integrity, question to ensure focus; give feedback, challenge to lift expectations
- Leading to more satisfied, focused team members, greater productivity and improved performance
- For more information [click here](#)

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*We'd love to hear your feedback.*  
**Jennifer McCoy & Tony Austin**

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**The purpose of this Newsletter**

Positive Change Consulting shows people how to build great leadership, manage change, improve teamwork for business productivity – and restore balance to your life.

In this newsletter we aim to alert you to the latest research into leadership, report people-related workplace news, suggest ways for encouraging staff involvement to improve your business and alert you to the things we are doing and the services we can offer you.

**We welcome  
Contributions**

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