



# Positive Change Consulting

*Improving performance through people.*

Newsletter 4/2005

## In this edition:

- At last – The Book!
- “I only hear from my boss when I stuff up”
- People management skills no longer ‘soft’
- Where can you start?
- ‘Space Harmonic’

### At last - The Book

The last newsletter we sent out was about two months ago – far too long ago, but the reason was sound – the writing of a book:

**2 Way Feedback.** How to build more effective staff relationships through a culture of constructive feedback.

Based on the numerous workshops Jennifer has run for small business owners and department managers, where the frequent cry was concern about how to communicate with their staff, this book provides the foundation for better staff relationships and improved business outcomes.

It will be published later this month and we'll notify you again when it's available. Meanwhile, for a preview of the book, [Click here](#)

### Why the concern? Why the need?

The problem isn't staff. From all the research, it's managers who can make the difference. How? By thinking and acting like leaders – setting the goals to aim for, inspiring people to follow, coaching the less skilled, giving feedback from the start. Do these two reports sound familiar?

### 'I only hear from my boss when I stuff up'

This is the conclusion drawn by S.McCarthy of **Human Synergistics International**, in *The Culture-Performance Connection*, after a 12 month research study of 1300 senior Australian executives. Managers focus more on what is bad about their employees rather than what is good ... (and) create a passive defensive culture where employees avoid responsibility and pass blame. **CCH Daily Email July 28, 2004.**

### People management skills no longer 'soft'

A media release for **The Hudson Report** (Oct 13, 2004) reported “people management skills are now seen as directly impacting the bottom line. Weaknesses in this area adversely influence staff engagement and affect productivity, turnover, customer metrics, workplace safety and ultimately profitability.... in order to achieve strong leadership,...managers must be in-sync with their people and have a close understanding of what drives them". The Hudson Report is available at [www.hudson.com](http://www.hudson.com). **CCH Email Oct 15, 2004**

### Where can you start?

Start with the 'easy stuff'. Give your staff some good feedback. When did you last:

- Thank them for a great effort?
- Put on a Pizza night for the whole team?
- Give cinema tickets to the staff member who introduced a new client?
- The first person who reads this far into the newsletter and emails [here](#) will receive a free copy of “**2 Way Feedback**”.
- Apologise for something you did wrong?
- Show your appreciation for someone who solved a problem?
- Asked their advice or opinion on something?

### Space Harmonic - Real inspiration!

One of our clients Sue Cliff, has written an Australian Musical for children, **Space Harmonic**, to be staged as a major fund-raiser for cancer, the proceeds to be shared between two hospital foundations - 'Healing With Music" (The Royal Melbourne) and The Starlight Foundation (The Royal Childrens). **Space Harmonic** is a hologram on stage, integrating light, sound, film, colour and dancing kids. It also showcases Australia's technology, taking us from the comfort of home out into space, challenging us that change is not to be feared. Kids understand all this – and they are our future. We've been encouraged by prestigious Australian companies who want to be part of this event. We'll keep you posted on this because we know **you will want to be involved too.**

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

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Your name and address, if submitted to this newsletter will not be used for other purposes.

### Why are you on this list?

- You could be any of the following:
- a client
  - we've swapped busine cards
  - a conference we've been part of
  - a member of MBN, BNI or another networking group that we belong to

To subscribe or unsubscribe to/from this list, [please click here.](#)

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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**

Please contact us if you would like to contribute to this newsletter. Just email or phone to share any experiences.

Email [here](#)