

November / December 2005

Welcome to our Christmas edition

The secret of happiness is not doing what one likes to do, but liking what one has to do.



In this edition we have given you some tips to survive Christmas unscathed. Meet our newest team member and over the page we discuss the option of flexibility in training, plus checkout details of our latest e-learning initiative.

Have you had a chance to visit our website? It's the easiest way to keep in touch, as well as be informed of our special package offers.

This publication is targeted at keeping you In Touch. In Touch with the retail world, in touch with the latest techniques in developing your staff, and in touch with our very special training options and packages. It's too hard doing it by yourself, so fortunately there are alternatives.

Welcome to our new clients....

- Angel Music
- Auto One Kensington
- Auto One Waitara
- Endeavour Hills Shopping Centre
- Greengold Garden Centres
- Hyperdome Tuggeranong
- Queenspark
- Souvenir World Group

We are focused on your success.

PHONE: (02) 9659-5313, FAX: (02) 9659-5314,
EMAIL: info@targetttraining.com.au, or visit our
WEBSITE: www.targetttraining.com.au

For an e-version of this newsletter, simply contact us at info@targetttraining.com.au

Wishing you successful trading through Christmas.

Louise Targett

The 10 Commandments of Christmas

There's a degree of passion in every great business decision.

It didn't happen like in the movies. There were no explosions. No parting seas. No earthquakes. This is real life:

As you plan your 2005 Christmas retailing, follow these commandments. While not divinely inspired, they are the product of many years experience. If you disobey them, may God help you survive!

1. Thou shalt analyse last Christmas.
2. Thou shalt establish Christmas objectives.
3. Thou shalt know thy Christmas targets.
4. Thou shalt create a Christmas staff incentive program linked to KPI's.
5. Thou shalt cover the basics before the frills.
6. Thou shalt keep it simple.
7. Thou shalt attempt originality.
8. Thou shalt over-communicate.
9. Thou shalt attend to daily details.
10. Thou shalt strive to measure thy success.

Welcome to our newest team member



Meet Leanne Yard, our Training Administrator. Leanne maintains confidential student records, prepares training materials and issues certification. If there is any paperwork missing, Leanne will be calling!

Leanne has a Master of Education, a Bachelor of Science, Diploma of Education and Graduate Certificate in Physics. This impressive list of qualifications coupled with her teaching background ensures Leanne is in touch with education and your needs.

TRT partners with TOLI for flexible learning initiative

If you are not learning today, you are not earning tomorrow.

Targett Retail Training and Training Online International have partnered to create a retail specific staff induction e-learning program that also includes assessment.

New employees work their way through a series of learning segments that cover critical dimensions of the work environment such as health and safety, customer relationships, theft, personal behaviours and store procedures.

Denise Archie, training co-ordinator for the Christmas Cave, said "e-learning is a perfect solution for us, because new staff take the induction and move to the sales floor very quickly and we know that they have had appropriate orientation without taking up too much management time. Also, we can print off the assessment results and put them in the personnel file to show that we have met our compliance obligations."

The program is fully customisable to any retail company and TRT/TOLI work with a team of subject matter experts, designers and technical experts to produce a valuable learning experience in an appropriate timeframe.

Targett Retail Training is a registered training organisation offering Australian recognised qualifications via a blended approach that combines face-to-face training and online support to maximise learning potential. We would be happy to meet with you to discuss your staff needs.

Flexibility...a priority with training

There are no short cuts to any place worth going.

In our business, flexibility is 3-fold:

1. **Custom-designed learning guides** by incorporation of your company standards, policies and procedures. By working with you, we are able to merge your systems with our training so that the staff can relate to the training and results are linked to your KPI's and immediate.
2. **Training sessions conducted during or after hours** at times and days that suit you and your team. We pride ourselves on meeting your timeslots and move heaven and earth to make it happen at the times you request. In this way your team are more dedicated to the training because the convenience factor has been maximised.
3. **Dynamic, high impact trainers** that have both skill and knowledge in your classification of business and product range. That means that they can directly relate to your staff and their needs. We undergo a rigorous matching process, matching your staff development needs with the most experience trainer for the job.

Consider that retail is our speciality. So if it's retail audits to find out where the real problems are and put the store on the road to recovery; or if it's customer service audits to measure the level of sales and service; or if it's training – accredited or non-accredited – from Business Admin to Frontline Management, to Retail and to Business Management, we can assist.

The new Certificate IV in Training and Assessment

If you currently hold a certificate IV in Assessment and Workplace training, be aware that it has recently undergone a rigorous upgrade process and the new qualification is available.

Lookout in the next edition of In Touch for details of how we can assist you with a bridging course to ensure your qualification remains valid and current.