

Mar – Apr 2012



Welcome to our Autumn Edition

"Leaders think and talk about the solutions, followers think and talk about the problems."

This edition is all about being the strongest leader you could possibly be, in order to drive your team positively and grow the business to where you want it be. Business growth comes with strategy and a visionary, dedicated leader. Over the page we provide more tips without you having to spend a cent, considering the Australian Government funding available to businesses.

The Leadership Measuring Stick

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For hundreds of years, there's been a debate raging across the world. People have been demanding the answer to one question. They want to know - indeed, they need to know - if leaders are born or made. Is leadership a matter of having the right genes or the right education?

Well, after decades of research and thousands of published research studies, the answer is a definitive "yes". In other words, some people are "more inclined" to exhibit leadership behaviour; it comes to them more naturally. However, everybody can learn to become a more effective leader.

Everyone leads. The problem is, great strategies fail without great leaders at every level. And from personal experience, I've seen hundreds of people "become" very effective leaders who did not initially appear to have very much potential.

Simply score yourself (honestly) on a scale of 1 to 10, where 10 is excellent, 5 is average and 1 is failure. Here are the 9 key areas to score yourself against: Action-orientation, change-maker, opportunity grabber, results focussed, performance rewarder, positive thinker, vision driver, mistake processor, communicator.

Now add up your scores. If you have an overall score of 80 or above, I would put your aspiring leader in the "Excellent" category. If you have an overall score between 50 and 79, get some feedback, get some coaching, read some books, and enrol yourself in a course to improve your leadership skills.



Paul Juergens – NAB Retail General Manager NSW North & Louise Targett address a group of students from NAB who are enrolling into BSB51107 Diploma of Management.

This program has been heavily customised to meet the needs of NAB and we are looking forward to working with these students in their endeavour to be better leaders in their stores.

Avoid 5 Pitfalls of Difficult Conversation

"Integrity is most valuable and respected quality of leadership. Always keep your word."

Have you ever watched two people handle a difficult conversation poorly? It is always easier to see the mistakes other people make, but much harder to see our own contributions in similar circumstances. If you can reduce the unhelpful behaviours coming from you, most of those people you find difficult will become far easier to handle. Here are five pitfalls to avoid when you next need to have a difficult conversation with someone at work.

The truth is that none of us are perfect and we are all prone to doing very human things when placed under enough pressure. Having said that, it seems that some people are more human than others! When people are sorting through difficulties and frustrations, emotions tend to be running high, making it easy to make choices which inadvertently fan the flames.

1. Seeing others as difficult – change your mindset as they are just different to you
2. Choosing a bad time and place – coffee outside of work is always better than in a highly stressful team meeting.
3. Letting others lose face – define the problem in a private conversation with the person and let them explain from their perspective.
4. Not being prepared – get your facts before approaching the situation and show some empathy, agree, apologise where you can, while exploring solutions.
5. Focussing too much on the past. The past is a reference only, and too late to change. The future is where it can all happen, so focus your energy on going forward positively.

This and more is covered in Certificate IV Frontline Management. The Australian Government pays employers \$4000 per person to complete this qualification. All the training is done in your workplace with resources completely tailored to your business. Staff graduate with an Australian-recognised qualification without having to do any tests or exams.



Become the Leader you want to be

"Leadership is the ability to get extraordinary achievement from ordinary people."

Knowing some basic level skills provides an important foundation on which you build the trust and respect you need to lead people most effectively. It also provides the foundation from which you will then be able to get great results from more advanced techniques.

This type of leader is about becoming self-aware and defining yourself as a leader, then committing to be the type of leader you want to be, and then acting congruently and consistently with that definition.

To help you get a better grasp on this, try this 3 step process... **Step 1:** Define **who** you want to be as a leader. Identify the traits, personality characteristics and the communication style you are committed to applying in your leadership role. If you know or have admired other leaders whom you would like to emulate, list them and their traits. **Step 2:** **What** are the specific details behind each of the traits, personality characteristics and the communication style you want to use. **Step 3:** **How** are you committed to manifesting these traits and **how** are you committed to showing up as a leader. This is where the leader commits to applying those traits, characteristics and actions into specific daily behaviours in leading their organization.

The "**How**" section is the leader's personal promise and standard statement to themselves and to those they lead. It is something those that aspire to be great leaders are willing to hold themselves accountable, to and are willing to have those they lead hold them accountable to.

This is a very powerful process offering a solid strategy for strong leadership. It is a living, working document that should be evaluated, and adjusted regularly.

The Diploma of Management is another government-funded course, where this content is covered.

Contact us for more information on 1300 736 005 or info@targettraining.com.au



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