

Jul / Aug 2013



Welcome to our Mid Year Edition

"Attitude and personality are as important as experience and ability"

This edition is focused on powerful tips for success in business. Sometimes we simply need optimism and a positive attitude. Other times we need to realize that further learning or formal education may be needed to get us to where we want to be. Over the page you will find more information on 2 very powerful qualifications that are ideal for managers or team leaders who have big dreams and want to achieve grand goals.

Arnie's Tips for Success

In your eyes is Arnold Schwarzenegger a role model or an outcast? Recently he addressed an audience in Sydney. Arnie has reached top status in body building, movies and politics so maybe we can learn from him. Arnie's 5 Rules for Success are as follows...

1. **Find your vision and follow it.** "If you don't have a vision, if you don't have a goal, if you don't see your future laid out in front of you, you are floating around without a purpose."
2. **Never, ever think small.** "If you are going to accomplish anything you need to think big. I didn't just want to be a body builder, I wanted to be the greatest body builder of all time. I didn't just want to be in the movies, I wanted to be a movie star. I didn't just want to enter a race for city council. I wanted to be Governor of the greatest state in the United States – California."
3. **Ignore the naysayers.** "When someone said, 'it's impossible', I heard 'it's possible'. When someone said 'it can't be done', I heard 'it can be done'. When someone said 'no', I heard loud and clear, 'yes'. I believe in what Nelson Mandela said: 'it always seems to be impossible until someone does it.' I wanted to be that one that does it."
4. **Work your ass off.** "You never want to fail because you didn't work hard enough. I remember [Muhammad] Ali being asked in the seventies how many sit ups he did. 'I don't know because I only start counting when they start burning'. Work your butt off. If you don't apply that rule, all the other rules won't mean anything. You can't climb the ladder of success with your hands in your pockets."
5. **Don't just take – give something back.** "I believe that we all have an obligation to do something for our community, something for our state, something for our country. We must serve a cause that is greater than ourselves. Ultimately we will all be judged not by how much we take, but by how much we give."

With 3 great careers achieved, do you think Arnie is still saying "I'll be back"?! What can you learn from this?

SIT30712 Certificate III in Hospitality and SIT40312 Certificate IV in Hospitality are now available. These qualifications are partly or fully funded by the Australian Government*. Contact us for details. * varies in each state.



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Power Mentoring of Rising Stars

"Think before you act and then act decisively. Fortune favours the brave."

Power mentoring of rising stars is good for business. High potential managers should be getting much more than the standard-issue kind of mentoring that most businesses provide. To accelerate the development of rising stars and keep competitors from poaching them, power mentoring should be adopted.

Power mentoring is based on the mentor as an advocate model where the mentor does more than simply share their knowledge and experience with a mentee. They become a true advocate by providing contacts, opportunities, recognition and even recommendations that result in a mentee fast tracking their career advancement.

Here are 9 steps you could take to mentor your rising stars into future leaders:

1. Keep the managers informed and up to date with company initiatives and plans.
2. Showcase their accomplishments so they know they are valued.
3. Conduct power assessments / performance reviews quarterly for more timely feedback.
4. Deploy every development resource the company offers, eg. Job rotation, shadowing, team projects, team meetings.
5. Plug skills gaps with internal or external training options.
6. Foresee problems and offer solutions before they occur.
7. Get to know the rising stars and what motivates them, so that goals are set accordingly.
8. Encourage personal evaluation so that rising stars are aware of their own unproductive habits and whether their focussing on their priorities.
9. Suggestions for mentors so that they come up with their own goals, and solutions, and evaluate outcomes themselves.

Most important, don't allow a mentor to take on a rising star unless there is a strong commitment to being a power mentor and a mentor who is the manager's advocate.

Who are the mentors in your organisation? Are your mentors ready, able and willing to take on the role of mentor? Do you need to train the trainer in this situation? Start by looking at their personal skills and knowledge so that you can assess if they really are up to the challenge or whether they need further coaching or education to fill this gap. This is our specialty, so please give us a call.

TAE40110 Certificate IV in Training and Assessment

"You are fully responsible for everything you are, everything you have and everything you become."

The Certificate IV in Training and Assessment is aimed at developing the competency, skills and knowledge of trainers, managers and coaches in the workplace. It is particularly targeted towards those who are currently trainers (and/or workplace assessors) or those who are entering the field.

The key disciplines that are covered in this qualification include:

- ▶ Planning assessment activities, conducting assessments and participating in assessment validation processes.
- ▶ Designing and developing assessment tools
- ▶ Planning, organising and delivering group-based learning, workplace learning and distance-based learning and e-learning
- ▶ Designing and developing learning programs
- ▶ Using training packages and accredited courses to meet client
- ▶ Mentoring in the workplace
- ▶ Addressing adult language, literacy and numeracy skills

All trainer/assessors working in the VET industry must have this qualification.

Contact us today for more details of this qualification that will formalise your responsibilities in training and assessing.

BSB40812 Certificate IV in Frontline Management Now Available

Do you have any leadership / management qualifications?

Do you have dated qualifications?

With the release of the brand new Certificate IV in Frontline Management qualification, it makes perfect timing for you to enrol.

The qualification is Australian Government funded in most states of Australia. The funding and qualifying criteria varies in each state, so please contact us on info@targettraining.com.au or ph 1300 736 005 for more details.

As Australia's leading sales and service training organisation, we are committed to implementing world class business development programs. Our goal is to match solutions that bridge the performance gap in your business and we support this with our 100% money back service guarantee.

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