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## Welcome to our Winter Edition

*"If you could find out what the most successful people did in any area and then you did the same thing over and over, you'd eventually get the same results they do."*

This edition is all about growth by overcoming hurdles. We are growing our business by welcoming new managers and launching a new office. Also note the latest qualifications you can enrol into and keep up with current workplace legislation and operational requirements. We are recommending you grow your business by focusing on the weakest links, and often they are the ones who don't want to change. Enjoy the read...

### Target Training Launches South West Sydney Office

We are excited to announce our newest office, now open for business and located in Campbelltown. This South West Sydney operation will service the population with a customised and personal training approach. The South West Sydney office will service key business districts such as Liverpool, Camden, Campbelltown and Fairfield.

Since business inception in 1999, Target Training has cemented a reputation as a quality provider of education and training with both Nationally Recognised Qualifications and Non Accredited Training Workshops. Target Training has offices located Australia wide.

Target Training **South West Sydney Business Managers, Tariq and Rania Osmany**, are thrilled to be joining the team and remaining in an industry in which they are extremely familiar and passionate about. As existing owners of their own training organisation, and experts in the retail, First Aid, and IT acumens, Rania and Tariq understand first hand the education industry, the needs of employers and the dreams of students. Rania has owned and operated a small chain of retail stores, and firmly believes that it was through quality retail application and sales training that helped grow her business and improve the bottom line.

"Having lived in the area for many years, we have seen many changes, however one thing that has not changed is the employers have been, and continue to be keen to retrain and up skill their existing staff and be the employer of choice for new employees. The South West Sydney business sector has seen some tough times over the past 3 years, however dedicated business people and individuals, keep the business momentum moving. It is one of the things I love about this area" said Tariq. "Training is a passion I have held for a long time and sharing my knowledge with others is something that I will do until I can do it no more'." Tariq is passionate about driving the growth of business through its people and with a focus on key performance indicators.

In Target Training South West Sydney, Tariq will be leading a team of experienced trainers and retail training consultants to provide training services that are customised to suit your business's specific needs. Both Rania and Tariq's direct office number is (02) 4620 0188.



Both Rania and Tariq's direct office

#### New Qualifications now available:

- **BSB20211 Certificate II in Customer Contact**
- **SIT30713 Certificate III in Hospitality**
- **SIT40313 Certificate IV in Hospitality**

Visit [www.targettraining.com.au](http://www.targettraining.com.au) for more details



focused on your retail success

## Problem: Dealing with People who won't Change

*"Difficulties come not to obstruct, but to instruct."*

Many business leaders think that the great majority of people with a reputation for being 'difficult' are capable of change. They may not get there easily, but change is possible. However, there are some individuals who simply refuse to change or have significant barriers which limit their ability to change.

Here are some indicators, which will help you to form an opinion, as to whether a particular person lacks a capacity for change

1. **Their history**, ie. A long history of problematic behaviour or difficult relationships in the workplace.
2. **Do not see the need to change their behaviour.** They lack self awareness and see their entirely inappropriate behaviour as entirely appropriate.
3. **A lack of empathy for others.** If they haven't suffered greatly in their life or have a personality disorder, then they cannot be empathetic.
4. **Rigid, irrational beliefs.** There is only 1 way to see a situation...their way. They maintain a perverse perspective and view others' way of seeing things as wrong, biased, or swayed by others despite the evidence.
5. **Hidden Agendas.** Sometimes, their words may be saying that they are willing to do their part to help things to improve, but their actions, over time, are giving a different message altogether.

## Solution: Don't try to Change Them

*"Your most valuable asset can be your willingness to persist longer than anyone else."*

Some people lack a capacity for change. In this instance you can at least stop trying to influence change and instead use your energy in far more productive ways

1. **Being less frustrated or offended by their behaviour.** Try not to take it personally.
2. **Coping with them, if that is possible.** Just accept it or disregard any slanderous comments.
3. **Minimising their weaknesses and maximising their strengths.** This might mean giving them more of the tasks they are good at and enjoy, if that is possible to do.
4. **Putting protective measures in place.** Keep file notes, logs, records and password protection on your computer, as examples.
5. **Moving them into a role that is a better fit.** The records you have kept about the behaviours that have concerned you, and the actions you have taken to turn things around, will put you in a stronger position to influence Human Resources and senior management to take action.
6. **Recommend they complete a qualification in their field that challenges them moves the emphasis off you.**

FUNCTION

## Welcome Nando's...



Our new office in **South West Sydney** welcomes the **Macarthur Square Nando's** team!

These students are currently undertaking **BSB40812 Certificate IV in Frontline Management**



*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. We are focused on your success.*

