

Achieve Success with 3 Key Skills

Most people die with the music still locked in them!

- 1. Self-Awareness
- 2. Self-Management
- 3. Social Competence

The Centre for Creative Leadership has revealed that the primary causes for derailment in executives involves substantial deficits in emotional competence.

The good news is that Emotional Competence can be developed, and the more skill you have in these 3 key areas (above), regardless of your IQ, the more successful you'll be.

Self-Awareness is the ability to recognise one's own moods, emotions and drives.

Self-Management is the ability to constructively manage one's own thoughts, moods and emotions.

Social Competence is the ability to demonstrate interpersonal skills such as 'listening' to others feelings, sincerity and understanding of other's viewpoint.

By coaching you through these key competencies you are addressing real issues that managers are facing and encourages experimentation with new approaches, and practice of new behaviours incorporating feedback as part of this process. The coaching interaction itself promotes opportunities for managers to role play and practice in a safe environment.

The end of the process, once competency is demonstrated, you are awarded with a nationally recognised qualification called Certificate IV in Business (Frontline Management). This qualification will give you the skill and knowledge to lead by example, work with others effectively, delegate to team members, coach others in the workplace, prioritise their work responsibilities, mentor to others, and a whole lot of other key professional development issues.

Special Offer: Receive your Certificate IV in Business (Frontline Management) FREE for every booking of 4 others, or more, in your workplace, priced at \$1,890.00 per person, plus GST and learner's guides. Call us today for more details. (02) 9659 5313

A Retailers New Year's Resolution: Update my Business Plan

You can lead a horse to water but you can't make him drink!

Give your retailers some direction and set them on a path to growth and prosperity, with Business Planning.

A Business Plan enables a business to work out a strategy in order to bridge the gap between its existing market share and forecast market share by considering the external forces surrounding the business and applying distinctive competence relative to other competing companies, products and services already available.

Stages in the lifecycles of the business are recognised and measured against benchmark averages so that performance evaluation can be conducted with the overall goal being further growth. Long term goals must be identified via strategic and sound business planning principles and performance measures. The ultimate goal of this training is to give each and every business manager the tools necessary to make their business more successful.

With many businesses operating under calendar year arrangements, it is ideal and timely to consider business planning now.

Business Planning can take place in one-on-one format, or more cost effectively in a series of group training workshops with a number of managers. It is recommended that a minimum of 3 workshops take place in order to cover each step of the process in ample detail. Two hour workshops are only \$995.00 plus GST in this format, inclusive of learning materials and experienced trainer.

By completing this training, exemptions can be gained towards Certificate IV Business (Small Business Management) and Diploma of Business Management of which we can assist you through the entire process if you wish to complete the qualification. Contact us today for all details.

Word Power Puzzle

Congratulations to Jaclyn Tucker, from Parkmore for working out the Word Puzzle in the last edition of Targett's Tactics. Email your answer to Kerry at info@targetttraining.com.au. To win a double movie pass.

This month's quiz is....below are four lists of words. Which **list** is the odd one out?

- 1. Sole, Herring, Octopus, Anchovy, Lobster
- 2. Cork, Larch, Upas, Maple, Plane
- 3. Nectarine, Elderberry, Satsuma, Tangerine
- 4. Poppy, Orchid, Snowdrop, Yulan