

Welcome to our Autumn edition

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



In this edition we introduce you to our North-West Melbourne Business Manager. Over the page we discuss the issue of Leadership combined with emotions. Measurement tools used to in the workplace today are designed to incorporate these intellectual drivers.

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 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....

- **Centro Warriewood**
- **Elite Fitness**
- **Kellyville Pets**
- **Lisa Ho**
- **Souvenir World**

We are focused on your success.

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Wishing you successful trading.

Louise Targett

TRT opens in Melbourne

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

Craig Martin is our newest Business Manager for TRT's North West Melbourne office. The office was formally opened on 15 February 2006 when the champagne was flowing!

Craig was born and raised in Melbourne. At 35 he now has a wife Karen, and children, and resides in the small township of Romsey. Craig has spent his working life in retail, from frontline service to frontline management. For almost 20 years, he worked for KFC starting at the coal face and working his way up to restaurant management, training manager and area manager responsibilities.

Craig's hands-on training experience coupled with his trainer and business qualifications ensures that our Melbourne clients are in good hands.



Louise Targett welcomes Craig Martin to TRT.

TRT is a nationally registered training organisation specialising in the delivery of business and retail qualifications as well as customised training and assessment services to frontline and management staff.

TRT was established in 1999 and now services many retailers across all States. TRT is looking to form partnerships with experienced retail managers who are keen to work from home and manage their own workload.

Leader's moods control Organisation's moods

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

The challenge for leaders today is to engage with their team members, to be intellectual and emotional drivers, to motivate and empathise, to guide and to lead. The challenges for leaders are great, but the rewards for the entire organisation are even greater. Effective leadership practices provide the critical foundation for the achievement of all organisational goals.

It's no longer good enough for leaders to be visionary but aloof, brilliant but distant. Leaders have to build relationships within their organisation considering that the organisation is comprised of a collection of individuals. These relationships form part of the culture you develop.

Social psychologists believe that moods are contagious. This means we 'catch' other people's emotions. Moods are more likely to be transferred to other team members. In other words, team members are more likely to be happy if the boss is happy, and the same applies for a sombre mood.

If the leader is handling the business crisis calmly and rationally, the organisation is more likely to feel confident in the leader's effectiveness. On the other hand, if the leader is tense and castigating, team members are likely to adopt this mood and potentially lose confidence.

The challenge for any leader is to manage his/her own emotions and to drive the organisation's mood in a positive direction during stressful periods.

Emotional Intelligence (EI) at work for Leaders

There are no short cuts to any place worth going.

Leadership can be described as the process of engaging people in creating a legacy of excellence through environmental and socially responsible practices.

"In essence, EI is about getting along harmoniously with others, managing frustrating emotions and maintaining a positive attitude in the face of life's inevitable problems," says Dr Kim Carter.

Although EI is about the feelings you experience while at work, it is also about emotional information where you can use your emotions to work more effectively.

"The role of the leader has expanded from motivating and inspiring others, to engaging with your organisation and creating meaningful work for employees," says Dr Kim Carter.

For example, an emotionally aware leader can detect when team members need more or less challenging tasks. Emotionally aware leaders can more effectively monitor their staffs' feelings of de-motivation, frustration and resistance. Problems arising from these negative work-place emotions can be dealt with before they begin to seriously impact upon work performance.

At TRT we have taken our training one step further with follow-up workplace coaching tools, 360° feedback tools and business audit processes. All levels of the organisation can be addressed, from frontline staff, to middle management and corporate level. Contact us for recommendations regarding your team needs.

Improve your staff retention

Have you ever considered that by simply training your staff, they may actually stay with you for longer? Old school thinking says why should we bother training our people when they will probably just leave a short time later. So what happens if they stay? Then we have long term employees that are unskilled and therefore not maximising their worth in the organisation. **The outcomes speak for themselves really...has this been your dilemma?**