



Welcome to our Year End Edition

"Dream big dreams! Imagine that you have no limitations and then decide what's right before you decide what's possible."

This edition is all about coping with the end of financial year issues that affect most managers on the job. Your goal is to maximise sales now so that your 30th June figures reflect glowing results! Over the page we discuss strategies to get the most out of your team and analyze your business. The situation analysis of your business means looking at where you have come from (historical results), where you are now and where you want to go. Be honest with yourself.

Managing End of Financial Year Stress

Workplace stress is a very real occurrence and many people are finding it harder than ever to cope with challenges on the job. Both the stress we take with us when we go to work and the stress that awaits us on the job are on the rise, and employers, managers, and workers are all feeling the added pressure.

Stress in the workplace can reduce productivity, increase management pressures, and even make people ill. Workplace stress affects the performance of the brain, including functions of work performance; memory, concentration, and learning.

While some stress is a normal part of life, excessive stress interferes with your productivity and reduces your physical and emotional health. It's important to find ways to keep it under control. Fortunately, there's a lot that you can do to manage and reduce stress at work. Here are some tips....

- Before approaching a task, plan your work-flow and organise yourself
- Stay positive
- Laughter is said to be the best medicine. Try to see the humour in any situation and laugh it off, rather than allowing an unpleasant situation get to you
- When you feel stressed, try some deep-breathing exercises
- Keep fit. A fit body leads to an agile mind which can easily cope with stress
- Sharing a stressful situation with friends can help to ease the stress
- An unbalanced diet causes health problems that may percolate to the workplace. Eat healthily. An intake of vitamins and minerals will also help
- Tackle stress head-on and don't allow it to get to you. Analyse the situation that is causing stress, and try to find solutions

Target Training offer various accredited and non accredited workshops that can address these issues.



Congratulations to all the staff from Blackwoods Sydney who recently graduated with a Certificate IV in Frontline Management qualification. There were a total of 21 graduates all told.

Welcome to our new clients...

- Bankstown Aged Care
- Charlie Brown QLD
- Goondee Aged Care
- Harvey World Travel Dubbo
- House of Fraser
- Newsagency Association of NSW/ACT
- Sydney Harbour Foreshore Authority
- Versatile Ceramics
- Wilshire Motor Trimmers



focused on your retail success

Build Rock Solid Performance Now While the Heat is on!

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

Rock solid performance takes concentrated effort and the ability to remain focused in a disruptive workplace. Those that are in the box seat to pull in real results are team leaders and department or site managers. Be aware of, and work to address, these common disruptive elements:

Ambiguity - Workers may see an uncertain future, and with uncertainty comes fear. Recognise it and address it with your team to allay concerns.

Loss of face-to-face contact - Thanks to the internet, staff face-to-face contact is minimised. This can bring alienation and a feeling of being alone. Pull team together through team meetings and social functions to overcome this.

Unfamiliar territory - Staff are often in unfamiliar terrain trying to find their way through a melting pot of lifestyles. They encounter unfamiliar workplace challenges which may cause them to question how to proceed. Guidance and follow up are the key.

Mentally stretched every day - Not only do they have to stretch to understand new cultures, but they have to stretch their mind with new concepts, new software packages, new marketing techniques, and new ways to stay competitive every day. Show some empathy.

Training new co-workers - Staff will undoubtedly have new co-workers to guide, coach, or train. Some may be less capable or less co-operative. Others may be a welcome change and a breath of fresh air that everyone can benefit from. Spread the word!

Balance - Disruption in your work environment can cause staff to feel they are being squeezed by work demands and struggle to maintain a balance with their personal life. It is your job to ensure staff can cope and are not burnt out. Work / Life balance is a critical ingredient to the business' growth.

Assess your Business Performance

"Obstacles are what you see when you take your eyes off your goals."

By reviewing your business, you will identify any areas which are working really well, and any which may require you to take action. Being informed about the real drivers in your business is critical to achieving results and optimal utilisation of all your resources.

The only way to truly assess your performance is by the results you achieved in your business. Ask yourself these 10 important questions ...

1. Which product or service lines are most profitable to your business?
2. Do you need to change the mix of your product/service portfolio in any way? Eg. length of sales cycle, volume of sales, profitability, how easy is it to sell, repeat sales, support revenue and costs, pricing, cross-sell and up-sell, etc.
3. Do you acknowledge and nurture your best customers?
4. Where will your growth come from this year versus last year? Will it be from your core business and customers, or elsewhere?
5. Will you be able to fund your growth? What options do you have?
6. Where is the biggest exposure in your business? What needs to be done to address it?
7. Do you have the right systems and infrastructure in place to support your goals and priorities?
8. Do you know what the key measurements are to assess the overall progress and performance of your business, and can you report on that?
9. Do you have the right team? Do you have resource gaps?
10. What changes could you make in what you do, to improve the performance of the business?

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