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Welcome to our Mid Year Edition

"A feeling of continuous growth is a wonderful source of motivational and self confidence."

This edition is all about change...fears of change, how to deal with it and changes that are occurring around us every single day. We announce some changes in our business, and in the adult education sector across Australia. We also welcome our newest clients and congratulate those that have graduated recently. It's a big edition, cram packed with breaking news, in our fast changing and exciting workplace.

New qualifications now available

Target Training is now able to offer the following qualifications...

- **FNS41811 Certificate IV in Financial Services** – this qualification is ideally for employees with roles that involve working across a range of duties in the financial services sector where a specialist qualification is not the most suitable qualification to meet their training needs. The Australian government will fund employers in QLD, TAS and WA for staff to complete this qualification. Please contact us for more details about this opportunity.
- **BSB50207 Diploma of Business** – this qualification is suited to the needs of individuals with little or no vocational experience, but who possess sound theoretical business skills and knowledge that they would like to develop in order to create further educational and employment opportunities. The Australian government will fund employers in VIC, NSW, SA, QLD and TAS for staff to complete this qualification. Please contact us for more details about this opportunity.

Breaking News... changes to the employer subsidies for Australian Qualifications, effective 1 July 2012

The Australian Apprenticeship Reform was announced in the 2012 Federal Budget...

- Existing Workers Incentives at Certificate III level and above will now receive one completion payment only of \$3000.
- Commencement incentives \$1500 for New Workers will be paid 6 months after enrolment.
- Completion incentives of \$2500 for New Workers will be paid upon completion.

With many business, sales, retail, finance and management qualifications available, please contact us for more details.

Welcome to our new clients...

- Bakers Delight
- Bendigo Bank
- Defence Bank
- Monster Skate Park
- Pegasus Healthcare
- Pizza Capers
- Southcoast Brokerage
- Athletis
- Wellness – Advice
- Affordable Home and office removals
- All digital Services
- Telstra
- DP World Melbourne



focused on your retail success

Overcoming the 5 fears of change

"Ignorance breeds fear; the more you learn about your subject, the less fear it holds for you."

All progress is the result of change. So fearing change or fighting change is the wrong way to go. Instead, choose to change. Fight the fears that block your change. And look for the progress that will come your way.

ALL progress is the result of change. Unfortunately, change isn't all that easy. Change is always challenging and sometimes messy. You make a few changes in your business or in your life, hoping for better results, but you're going to experience some obstacles and setbacks along the way. And if you're not careful, you may get discouraged and QUIT, or you may not even try to change anything for the better. You just settle for things the way they are.

1. **Overcome the fear of the unknown** – choose growth over going backwards to comfort zone.
2. **Eliminate the fear of failure** - change requires risk, and risk involves setbacks ... so allow yourself some no-fault, no self-condemnation, trial-and-error learning experiments. Set your goals for change, and don't set your goals to be instantly successful in that change.
3. **Fight the fear of commitment** – focus on what needs to be changed and keep the rest. Effective leaders make change but stand for values that don't.
4. **Dismiss the fear of disapproval** - Don't be distracted by criticism. Remember the only taste of success some people have is when they take a bite out of you.

Other criticisms may come from good-intentioned and well-experienced people. They may know some things about your proposed change that you need to know. Treat their comments with discernment. Take what is useful and throw the rest away.

5. **Discard the fear of success** - Relish your success instead of settling for mediocrity. Change champions don't quit and don't settle. All progress is the result of change. So fearing change or fighting change is the wrong way to go. Instead, choose to change. Fight the fears that block your change. And look for the progress that will come your way.

If you are dealing with change in your workplace, you might like to consider the Diploma of Management or Certificate IV in Frontline Management. Both qualifications are Govt funded and cover change management units as elective options.

Photos...

"Every great success is the accumulation of thousands of ordinary efforts that no one sees or appreciates."

Adelaide graduates CW Products



Sunshine Coast graduates Drummond and Kindred



Southern Cross Design and Drafting



Coles Warratah



Coles Cessnock



Coles Tuggerah

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.

