

Nov/ Dec 2014



Welcome to our Christmas Edition

"No one is a born leader. You must learn to lead"

This edition is not about getting the most out of your team, setting goals and achieving them through strong leadership and teamwork. With only weeks until year end it is not too late to set realistic goals with your team so that you go into the New Year on a high. Wishing you a fabulous Christmas and great success in 2015.

Good Teams Need Good Team Leaders

If you want to have successful teams in your organisation, make sure you have successful leaders. The way a team is led will have a major impact on the success of the team. Here are some values...

Trust. Trust is the outcome of kept promises, and something that is earned, not bought or obtained easily. Without trust there is a lack of cohesion and ability to achieve outstanding results.

A commitment to their staff as well as the task. A switched-on team leader will spend time supporting their staff and build a commitment to the team. The team leader must never lose sight of the task, but must also never lose sight of the value of the individuals within the team.

The willingness to support and serve the team. This is a leader who supports their staff by allocating appropriate resources or cutting red tape to achieve an outcome of productivity and loyalty.

Inspirational leadership, combined with energy, enthusiasm and appropriate expertise. Team members want to be inspired and have a leader who takes them to the next level.

The guts to take responsibility, rather than pass the buck. Team members want a leader who will take responsibility and work to quickly fix problems if and when they arise. This process must be one where the team grows as a result of the leader's actions.

The glue to make the team come together and operate as a team
A good team leader will recognise the need to adapt their style to fit the needs of the group. Once the glue is applied, the team will come together and operate well.

A willingness to have fun! The best team leader is the one who made coming to work fun and working never seemed like a chore because it was so enjoyable. Fun is compulsory in successful teams!

Are you the best leader you can be? Why not consider a Certificate IV or Diploma level qualification? BSB40812 Certificate IV in Frontline Management, BSB51107 Diploma of Business or BSB50207 Diploma of Management could be ideal for your situation. VET Fee Payment Plans are available. Contact us for more details. Ph. 1300 736 005 or info@targettraining.com.au

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Strong Teams Made Easy

"Failure is a pre-requisite of great success. If you want to succeed faster, double your rate of failure."

Use these phrases as guidelines for decision making, and you'll become much more effective as a leader.

1. **"I trust your judgment."** Let team members make decisions themselves rather than preventing them from growing.
2. **"I don't know."** When you show that it's OK not to know the answer to everything, your team will have much better communication and trust.
3. **"What did we learn from this?"** When mistakes happen give the team time to think about what the root cause of the problem was, and how to prevent it the next time. When you do this, you not only prevent future mistakes, but you also keep your team motivated to take future risks.
4. **"I'll take care of it."** Sometimes there will be times when you are the only one on the team with the know-how to deal with an issue or fix a problem.
5. **"We're all in this together."** When your company fails at something, fingers usually are pointing at you. When your team accomplishes something, remind them that they're the ones who got you to where you are. You win together, and you fail together. That's how you build a great company.

6 Ways to Build your Team Beyond Recent Success

"Success comes in cans, not can'ts."

The key question is: What do you do once sales success has been achieved to move your sales team towards new goals or achievements?

1. **Recognise and celebrate.** The achievement will be worthy of celebration so don't miss this opportunity.
2. **Refresh, rejuvenate and refocus.** Basking in success is positive, and you must not let that turn to complacency or lethargy. Once people are ready to rebound, you must help them refocus ... which leads to the next point.
3. **Remind people of the big picture.** Putting the success in context can actually make it more meaningful.
4. **Review lessons learned.** Search for the things that went well that you want to make sure you repeat.
5. **Reset expectations.** Work hours, level of urgency and costs might need to be recalculated so it is still a challenge.
6. **Rock on towards the next target.** One success can fuel the next. If you do the previous five things well, you will capture the momentum and move on towards new targets and success!

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