

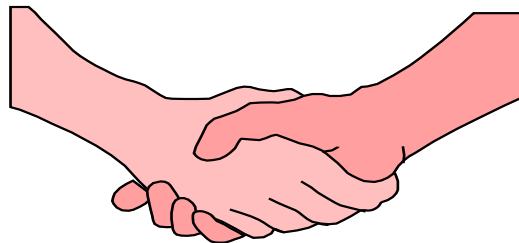
Key Success Factors(Failure is not an option)

“When reading your correspondence the reader must say “Wow” in the first third of the page”

“When listening to your presentation the listener must say “Wow” within the first 3 minutes”

INITIATING CHANGE

- When initiating change remember “People support what they create”



Learn the skills of reflective listening and appropriate self-disclosure, will help with interpersonal relationships

Develop objectives and goals for what you do, if you do not know where you want to go you cannot go there

Produce and expect succinct documentation

Concentrate on the MUST DO's

Have huge but realistic goals

Do the simplest thing that will work

When initiating change remember “People support what they create” Initiating change is difficult at the best of times, if you do not involve those affected by the change in the change process it is unlikely to work.

Remember the 6 P rule-Prior Preparation Prevents Piss-Poor Performance.

Be a life-long learner and encourage those in your team to be the same

Celebrate success

Ask for and give regular feedback

Identify and separate customer needs from wants

Use Action and Experiential learning for adults that promotes critical reflection

Use face to face communication whenever possible

The number one job of a leader is to transmit and embed high value standards

Use real world approaches not theory

Get some runs on the board quickly

Do what gives you the biggest bang for your buck

It is often the relationships you build not your technical skills that ensures success

Keep promises

What ever you do must be based on a needs analysis

Minimise the bureaucracy and bull-shit

Know your people and yourself and be gentle and respectful in all interactions, including with yourself

Project teams with defined deliverables, timelines and milestones can be a great way to drive change

Carefully define the scope of any project you take on

COMMUNICATE, COMMUNICATE, COMMUNICATE in a way that inspires

Force-Field Analysis is a great way to start off any project

Use the Pareto Principle to maximise the effectiveness of what you do

Passive countermeasures (That do not rely on action by the human being) are preferred to Active countermeasures

Use a continuous improvement / quality management approach

Give something for nothing

Differentiate yourself from the others doing similar things

Net work for success

Do not take yourself too seriously and enjoy what you do

Every now and again do something really silly

Take time out for walking / camping on the beach and in the bush. The relationships that are built around the campfire are enduring

Communicate your expectations

Beware of the person who can make pig poo, look, taste, smell & feel like strawberry jam

Strategic approaches are important but make sure you spend enough time in the field that you do not lose contact with the everyday reality of how the business is managed

Knowledge of the customer is essential

Market on value not price, saving the customer time will always be valued

Dedicated to customer service, innovation and continuous improvement