

Welcome to our first 2007 Newsletter!

Our first 12 months based in Newcastle has been both exciting and busy.

Some of the highlights for Kellie would include: being the key note speaker at nine conferences for the Roads and Traffic Authority (RTA), a challenging and rewarding program of soft skills training with the Farrow Wyatt team, and the many team days she conducted for a variety of organisations.

Gary was challenged by the Regional Libraries to create a Customer Service Program for them, and then teach 20 of their staff to be Customer Service Trainers. He also had the pleasure of being the facilitator and trainer for the Ampcontrol conference, as well as running a 'Soft Skills' program for a group of bright young Boeing apprentices.

As always, it is rewarding to be part of helping our client organisations to move forward.

Cheers, Kellie & Gary

Key articles in this issue

- Communication - make your emails work better
- Thoughts on Time Management
- Public Speaking Tips

Our clients include:

- Ampcontrol Pty Ltd
- Boeing (Williamstown, NSW & Amberley, Qld)
- Central East Zone Libraries
- Davies Knox Maynard
- Farrow Wyatt Chartered Accountants
- Forsyths (Armidale & Tamworth)
- Lawler Partners Accountants
- McDonalds Restaurants - Port Macquarie & Taree
- Maitland City Council
- Maroba
- NBN Television
- NSW Medical Board
- NSW RTA
- Partnership for Aboriginal Care
- Wesley Uniting Employment

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Know someone who would benefit from receiving our newsletter - let us know. Also, if you wish to be taken off our mailing list, simply write to us, give us your name and address and we will take you off the list.



- 1 Ampcontrol teams competing in the sandcastle competition
- 2 Ampcontrol Team Lead Conference attendees
- 3 Ampcontrol - the Winning Team of Ampcontrol Team Idol
- 4 Grafton RTA Spokeswomen Day doing the 'Animal Team Activity'
- 5 Grafton RTA Spokeswomen - what animal are they mimicking?

COMMUNICATION

Email's Curse of Success

I recently read an article on the net about the curse of email. Do you remember when email used to be really efficient and work well? In those days, you could send a message and usually get a quick response. Instead of playing 'telephone or receptionist tag' you could send simple messages that got the recipient's attention.

Soon we could attach documents or files and email became a messenger service, and we have kept learning how to send more complex messages ever since. Email seemed like the perfect communication tool for our ever busier life. The paper-free office looked like it was just around the corner, but that was an illusion.

So, what happened? I think email has become the 'communication pacifier or dummy' - the thing you use when you think someone may squawk at you if you phone them. Email is becoming the communication you have instead of actually talking to someone.

Positives: fast, fairly dependable, attach files, colourful, easy, can reach across the world or across the room, helps us keep in touch and know what is going on...

Negatives: spam, everyone is doing it (so you may wait for a reply), hackers, people don't talk to each other much, we spend so much time keeping in touch and finding out what is going on... that we never see anyone or go anywhere.

Communication Difficulties: Everything in life today appears to have shortcuts - read (spy on) your kid's sms, or re-read your own emails and you will probably find that you are leaving out essential elements of polite speech - not to mention punctuation. These shortcuts often create misunderstandings and hurt feelings (ever wished you had re-read your email before hitting the SEND button?)

If you don't think punctuation matters, then try this sentence:

"Women without her man is nothing."

Okay, now try it with punctuation:

"Women, without her man, is nothing" or "Women without her man, is nothing."

Two entirely different meanings depending on when and where you place your commas (remember them?).

Inspite of so many ways of staying connected to each other, it is becoming harder to get each other's attention, and we become more isolated day by day. So, what am I doing? Slowly collecting the mobile phone numbers of people that I need to keep in touch with. Want mine? Send me an email. ☺

(with apologies to <http://weblog.fortnow.com/2004/09/emails-curse-of-success.html>)



THOUGHTS ON TIME

Occasionally I meet someone who doesn't wear a wrist watch. Sometimes this is a fashion statement, but more often it is a direct rebellion against the tyranny of the clock.

It is important to realise that you can fight the clock (mostly this means ignoring it), but you can not defeat the passage of time. While science tells us that time moves at different rates, they are mostly referring to millionths of seconds rather than something that we can be conscious of in a practical way.

Whether we like it or not, our lives are measured against the clock. Examples are calendars, budgets, work start and finish, days off sick or on holidays, chargeable hours, bus timetables...the list is endless.

Kellie and I recently saw the movie - based on a true story "The Pursuit of Happyness". The main character, Chris Gardner, (Will Smith) discovered that he could save 8 minutes a day (as an investment sales person) by not hanging up the phone between phone calls. So, every time he completed a call, he just depressed the plunger at the end of each call and dialled the new number. In his (perilous) situation, the 8 minutes was critical.

For most of us, 8 minutes is not so vital, but Will's character illustrated an important time management point:

Discover what is important to you, work out the time you need to accomplish that goal, and prioritise your time to make time to achieve it.

Truly, the identification of goals, and the desire to achieve those goals are essential tools in helping you control your use of time.

Finally, YOU have to value your time.

This may sound simple, but think of all of those people who make demands on your time - employers, family, children, friends, partners, neighbours, telephone salespeople and door knockers. You need to make decisions about how you allocate your time - and the only way you can do that, is if you work out what is important to you. Letting everyone else control your time will leave you feeling used, unsatisfied and frustrated.

All of us are allocated the same number of minutes per day (1440), week (10080), and so on...it is up to us how we use or waste them. Remember, time (as far as we know) only flows one way, so grab it while it is here.

ANDY WARHOL:

They say that time changes things, but you actually have to change them yourself.

CAPTAIN JEAN-LUC PICARD*:

Time is a companion that goes with us on a journey. It reminds us to cherish each moment, because it will never come again. What we leave behind is not as important as how we have lived.

**played by Patrick Stewart, from the film "Star Trek: Generations"*

PUBLIC SPEAKING TIPS



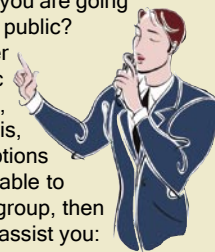
Agitation, sweating, nervousness, edginess, increased heart rate, dry mouth and sudden memory loss. Am I describing a person facing a firing squad or maybe one suffering a medical problem? No, I am describing most people who are about to speak to a group (alias Public Speaking).

Research indicates that given a choice, most people would rather be the subject of the eulogy than have to deliver it. In other words - they would rather be dead!

So, this public speaking can be seriously taxing.

What should you do if you are going to have to speak in public?

An obvious answer is to attend a public speaking course (yes, Mills-Eaton can do this, but there are other options as well). If you are unable to do a course or join a group, then here are some tips to assist you:



NERVES. The physical symptoms are natural - they are part of the body's automatic defence system known as 'fight or flight'.

This system prepares your body to run or do battle. Blood moves away from your internal organs such as your stomach and out to your arms and legs, brain and so on. Adrenalin surges in to your bloodstream (which is why you get the feeling of butterflies) - the body is trying to help you power up and get ready to deal with a challenge. So don't let nerves add to your stress - most professionals get nervous too. In fact, many experienced speakers (including Kellie) believe that the nerves help them do a better job!



SHAKY VOICE. A shaky voice is usually caused by not breathing deeply and often enough. Make sure you take regular breaths, and ensure that they are mostly full breaths. Pausing to breathe will make your speech flow better as well as sound better.

APOLOGISING FOR NERVES. Do not apologise for being nervous. Commenting on your nerves just makes everyone more aware of it - including you.

PASSION. Don't be afraid to be passionate about what you are speaking about. Some people think that they should hide their passion because it might not sound professional. However, passion makes you more believable, attracts interest and encourages the listener to think more deeply about what you are saying!

Our clients say....

Thank you, it was one of the most interesting and enjoyable conferences I have been too
- Dan V (Regional Sales Mgr - Ampcontrol)

A very productive day, thank you very much Kellie for facilitating better team understanding
- Jen, Wesley Team Day attendee

Everything! The day was over in a flash. I love knowing tools / ways of getting the best out of others, and this has really helped, especially due to the nature of my team members, manager and the team dynamic
- Farrow Wyatt Team Member



Gary Eaton

Kellie Mills

staff training & management consulting

- team development workshops
- leadership & management
- supervision skills
- creative problem solving
- influence & negotiation
- sales & customer service
- communication
- public speaking skills
- time management / goal setting

- > Belbin's Team Role Theory
- > Conference Key Note Speaker
- > Conference Facilitation
- > Mentoring

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