



TEAM DEVELOPMENT

• TEAM DAYS • TEAM PERFORMANCE • TEAM BUILDING •

Issue: team growing rapidly, team performing poorly, team unsettled or not working well

Possible Reasons: new team members, poor leadership, changes in working environment, poor communication, stress levels within the members of the team

Available Solutions: ignore it and hope it fixes itself, crack down on, move or dismiss selected team members, replace the team leader...or ask for assistance from Mills-Eaton Training

Mills-Eaton specialises in delivering outcomes from difficult situations. Mills-Eaton understands the need to create positive change when things are not working. Mills-Eaton takes on tasks with an open mind, but with an eye on the organisation's health and well-being. Mills-Eaton doesn't put you at risk by taking your team to dangerous environments. Mills-Eaton is practical, down-to-earth, plain speaking with immediately applicable tools and solutions to most team problems. Mills-Eaton is highly experienced, and most of our work comes from our existing customer base and personal referrals. *To find out why, or to discuss your team, call Kellie Mills on 02 4927 5554.*

Shula Kentwell, Manager, Job Network Services, Wesley Uniting Employment puts it this way:

"My organisation has engaged Kellie Mills for some years now to work with our teams in the Hunter and Mid-North Coast of NSW. Ongoing development of our teams is vitally important to our operations, and with the expansion of our operations and staff numbers Kellie has been able to provide support with team building and forward planning activities that refocus our people on the task at hand. She is responsive to the brief, and always delivers the outcomes required by our large and growing organisation. Kellie is effective, innovative and I believe is an essential part of our team development plan."

Welcome to our June/July 2007 Newsletter!

Over the last few months we have enjoyed many interesting challenges...

KELLIE'S BOOK

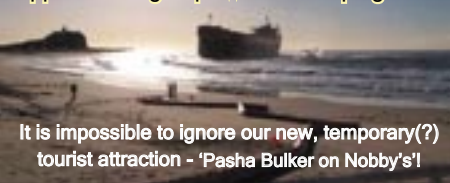
Much work has been done on the book, and over the next few months we will launch a Kellie Mills web site in relation to the book.

EMOTIONAL INTELLIGENCE

Gary has completed his accreditation training with Genos on Emotional Intelligence - more about this elsewhere in this newsletter.

THE RECENT STORMS

We feel humbled by the strength and dignity exhibited by so many people who lost everything in the recent storms that struck Newcastle and surrounding regions. We support those groups who are helping out.



It is impossible to ignore our new, temporary(?) tourist attraction - 'Pasha Bulker on Nobby's'!

WE HAD A MOVING EXPERIENCE!

Please note our new details overleaf.

Cheers, Kellie & Gary

info@millseaton.com.au

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

TEN 10 TEN 10 TEN 10 TEN

Ten Things that Salespeople do that CUSTOMERS dislike

1. Lack of Preparation
2. Lack of Interest / Purpose
3. Over Aggressiveness and a Failure to Listen
4. Lack of Product Knowledge
5. Lack of Follow-through
6. Taking the Customer for Granted
7. Lack of Awareness of the Customer's Operation
8. Failure to Make / Keep Appointments
9. Lack of Creativity
10. Failure to Keep Promises

We are both experienced salespeople and sales trainers. We have worked in a number of industries including the media (TV, Press, Radio). We enjoy helping people learn how to sell, or if already experienced, learn how to sell more effectively.

Some of our sales training clients are those that have not been traditional sales organisations such as local councils and others holding government contracts. If your staff need to sell, we can assist them to do it better and easier.

Key articles in this issue

- Team Development - Why Mills-Eaton
- Sales Skills - 10 things Customers dislike
- Supervisor Training - Why is it essential?
- Emotional Intelligence - What is it?



So, Where are we exactly?

Translation: If you don't stop and assess where you are from time to time, your goals will go un- or under-achieved.

Our recent client list includes:

- Boeing Australia
- Forsyths (Armidale & Tamworth)
- Hunter Valley Training Company
- Lawler Partners Accountants
- Newcastle City Council
- RTA NSW Graduate Program
- Wesley Uniting Employment



SUPERVISOR & TEAM LEADER TRAINING Leadership Skills & Staff Retention

More and more often we are asked to work with Supervisors and Team Leaders. There are several reasons for this:

1. As businesses and organisations of all types expand, more supervisors are required.
2. Technically skilled staff are difficult to find and retain, and supervisors play a critical role in staff retention.
3. Effective people management is now being seen as playing an essential part in achieving the organisational goals.

While we deal broadly and specifically with all areas of leadership, when dealing with new, inexperienced or poorly performing team leaders, they often have much in common. At the base of their issues is a lack of understanding on how to deal effectively with their teams.

Many of the issues that most supervisors have can be put in the following categories:

- I was their mate yesterday, and today I am their boss. How do I deal with this?
- When it comes to discipline, how can I discipline my best friend?
- Many of the people that I supervise are more highly skilled than I am at their jobs, so how can I lead them?
- I am really good technically (which is often why this person was promoted), but I have no idea how to deal with people.
- How do I tell someone older than me what to do?
- I have the title, but some of my team members don't treat me with respect.

In order to be effective as part of the leadership team, supervisors should ideally be trained in people skills before they move up to this level. In other words, identify your future leaders and expand their potential (and your organisational strength at the same time) by training current *and* prospective supervisors / team leaders.

Many organisations have planned ahead and already have team leaders trained in the areas of:

- communication
- leadership
- staff retention
- emotional intelligence
- negotiation & influence, etc

...and are reaping the commercial benefits.

SOME THOUGHT STARTERS:

Most supervisors are surprised to discover how little of their new job is technical...this is particularly true the higher they move up the corporate tree. Educate them about the role.

When selecting new supervisors, consider more than their technical abilities. Look at their ability to communicate, the emotional intelligence they apply on the shop floor, and their willingness to learn (in other words their desire to learn new people skills is critical to their likely success as a manager).

Emotional Intelligence (EI)

For many years organisations have relied on measures such as IQ and technical qualifications as the primary means of choosing staff.

Experience is showing that, in the arena of people management and leadership, these two alone are insufficient tools as a means of ensuring a level of positive people skills.

About 10 years ago, a psychologist, Dr. Daniel Goleman, made a significant impact by suggesting that a third measure: Emotional Intelligence (EI), was much more important than IQ and technical skills when choosing a people manager.

While Goleman didn't invent the concept, he was the first to promote it widely in his books: 'Emotional Intelligence' and the sequel 'Working with Emotional Intelligence'.

The idea of emotional intelligence has become an area of intense interest, both academically and practically. Swinburne University (Melbourne) was heavily involved in research about EI, and from this research a spin-off organisation called GENOS was formed. Together they created a series of tools that are now used widely in Australia, Asia, Europe and the USA.

I recently completed my accreditation with Genos. What makes these tools interesting is that they don't measure a person's knowledge of EI, but instead they measure the frequency with which each area of EI knowledge is applied in the workplace.

What emotional intelligence is:

Feelings influence the way we think and the decisions we make. For example, you don't ask the boss for a pay rise or more resources if the boss is in a bad mood - because they may be more likely to say no! The scientific term for this is "mood congruent thought".

Feelings also influence our outward displays and behaviours helping to define things like our tone of voice and body language. Finally, feelings influence our performance at work. For example, how well were you performing last time you felt undervalued at work?

As a result, feelings can be a defining factor of how we think, act and perform at work.

Emotional intelligence involves a set of skills that define how effectively we perceive, understand, reason with and manage our own and others feelings. When applied to the workplace, EI involves the capability to 'intelligently' use one's own and others' emotions to intentionally and efficiently deliver individual and organisational outcomes.

Unlike our IQ and Personality, research has also shown that EI skills can be enhanced through insight, and the application of simple yet effective development techniques. Developing EI leads to better leadership, team work, organisational commitment, job satisfaction, and overall effectiveness

EI is introduced to organisations on a group or individual basis via training sessions or coaching using the most appropriate tools.

Contact Gary Eaton for more information.

Our clients say...

Feedback from Team Days

"This team needed to have a better understanding of each other's personalities and I think that today is a positive step towards that. Thanks"

"Kellie was very attuned to the group dynamics."

"To be able to voice opinions in a controlled environment. To have Kellie mediate and control points of friction. A better understanding of other people's feelings."

"It is important to be comfortable in the workplace with the people and having a session like this was a real 'eye-opener' and 'ear-opener'. THANKS!"

"Thank you for enabling people to state how they feel about certain topics in an environment that was in control and at ease."



Gary Eaton

Kellie Mills

staff training and coaching & mentoring

- team development workshops
- leadership & management
- supervisor skills
- creative problem solving
- influence & negotiation
- sales & customer service
- communication
- public speaking & presentation
- time management / goal setting
- emotional intelligence
- networking skills

- ◆ Belbin Team Role Theory
- ◆ Conference Key Note Speaker
- ◆ Conference Facilitation
- ◆ Management Consulting
- ◆ Genos Accredited EI

EMAIL US: gary@millseaton.com.au
kellie@millseaton.com.au

CALL US: Phone (02) 4927 5554
OUR NEW PHONE & FAX Fax (02) 4926 5554

WRITE TO US: 3/28 Kitchener Parade
OUR NEW ADDRESS Newcastle NSW 2300

VISIT OUR WEBSITE:
www.millseaton.com.au