

Have you read a great book recently? If you have, please share the title with us, so that we can enjoy it and pass on the information to our friends, clients and centres of influence.

On this subject, Kellie recently read 'The Last Lecture'. Traditionally university lecturers deliver such a lecture to the graduating students. However, in this case the lecturer, Professor Randy Pausch, had been diagnosed with terminal cancer, making the lecture especially poignant. It is humorous, inspirational and intelligent. Enjoy!

This new financial year will provide challenges, excitement, learning and teaching opportunities for all of us...enjoy every chance you have to understand more, then pass it on. *Kellie & Gary*

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training



Gary Eaton & Kellie Mills

New Products!

TWO VERSIONS OF TAILORED CUSTOMER SERVICE PROGRAMS

1. **We design a tailored program and deliver it to your staff** - this is the traditional and still very useful way to get your staff on track with Customer Service. *There is now an alternative:*

2. **Five Step Customer Service Training. We design a tailored program and train your staff to deliver it (and licence the material to your organisation!)** - this allows you to maximise your customer service training, by having your people train your people!

Five Step Customer Service Training - HOW DOES IT WORK?

1. We design a Customer Service Program that is tailored to and suits your organisation
2. You select the staff members you want to act as Customer Service Trainers
3. These selected trainers are trained by us as Customer Service Trainers for you
4. Your new training staff train the rest of your staff in Customer Service
5. Workbooks, handouts - all training materials are licensed to your organisation

The benefits include:

- Specifically targeted program
- Staff up-skilling to deliver the program
- Good response rate because the program will be delivered by people your staff know and trust
- Large saving on training costs
- On-going training using your staff - manuals, handouts, the entire philosophy available to new and existing staff.

Here is what the Central East Zone Libraries say:

"It has been just over 12 months since you delivered the Train the Trainer Customer Service package to selected staff from across the Central East Zone Libraries, and I'm thrilled to say that well over 100 staff have now been on-trained in our region. We have completed two rounds of mystery shopping at all our branches with results indicating that our libraries provide a consistently high level of customer service to our communities." *Jo Smith, Community Programs Coordinator Lake Macquarie City Library*

Stop Press!

WOMEN IN LEADERSHIP!

Kellie has been invited to be one of the key speakers at the *Australian Regional Women Leaders Convention* being held in Melbourne in November. for more information - www.womensforum.com.au

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Articles



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New Products!

GEN Y - TRAIN TO RETAIN

We have developed a 12 month (half day) training program designed for Generation Y staff. The program is focused on assisting young staff members (trainees, apprentices & students) to better fit their organisation.

The program is tailored for each client in the areas of organisational culture, career development, program content & expectations. *Experience has shown that a trained staff is a retained staff - this is true for Gen Y's as well.*

The interactive, workshop style 'Train to Retain' program is designed to help Gen Y's transition from 'School mode into Work mode'; to address some of the frustrating communication and expectation issues: how come I don't have a company car?! Includes topics such as: We are not at School Any More, Upward Communication, Time Management, Influence & Negotiation, Presentation Skills, Creative Problem Solving, and other relevant subjects. **Don't just put up with them, train them!**

DYSFUNCTIONAL TEAM?

Every team goes through 4 stages of development: Forming (putting it together and choosing roles), Storming (dysfunction, dissension, drama), Norming (settling down and beginning to work together), and finally Performing (producing at a high level). This is usually a cyclic process; every time you make a change to the team, it has the potential to start the process over. This is normal and not always negative, but it sometimes results in getting stuck in disaster at the Storming stage.

Kellie has developed a reputation as one of the best Team Development trainers and coaches around. Her particular speciality is dysfunctional teams. Clients all over the country call on Kellie when their teams break down or stop performing. Working with management, Kellie designs and delivers a program (sometimes over several days separated by 6 - 8 weeks), tailored to the issues, personalities and outcomes desired. Her results are legendary, and explain why she is in such demand.

If your organisation needs assistance with teams, ring Kellie for a confidential conversation.

Key Thoughts on Change

During organisational change some employees may experience: anxiety, anger, fatigue, helplessness, stress, vulnerability, lower morale, depression and burnout.

Any or all of these emotional responses can lead to poor productivity, increased accident rates, turnover and other negative events. Leadership teams can reduce excessive tension arising from change initiatives by providing sufficient, consistent, and accurate information that is endorsed by a trusted and credible member of senior management.

The challenge for the management and staff of an organisation about to or currently under-going change is to plan the communication and implementation of change in such a way as to minimise the negative impact of the changes.

Ensuring there is strong, enthusiastic leadership, and that communication is robust and open, are two essentials according to a University of Queensland study. Professor Gallois said the studies showed that the higher the perception of communication effectiveness, the higher the job satisfaction, the lower the staff turnover and the higher the commitment level to the organisation.

It is important that the 'change team' (HR & Trainers / Consultants) assist the organisation to reduce emotional stress in their employees by providing the opportunity to offer input and exercise some control over the pace, structure and decision criteria for change relevant to them. The entire change team needs to take a leadership role in helping managers anticipate and respond to organisational members most likely to have stronger negative emotional responses to change news.

Dr. Elizabeth Kubler-Ross (On Death and Dying) created a Change Curve model that depicted the stages of grief. However, it is now often used to describe the stages anyone must go through when faced with a change in their lives. These stages describe nine states of emotion:

- Stage 1 : Shock, Denial, Numbness
- Stage 2 : Fear, Anger, Depression
- Stage 3 : Understanding, Acceptance, Moving On

If an organisation reflects on this Change Curve as a means of refining its communication processes, the result will be to move staff more quickly through Stage 2 – the stage that can cost the organisation its productivity, people and profits - and which could undermine the organisation's business mission and derail its strategy.