

Hello and welcome to my first newsletter, I'll explain some of the ways in which I can make a difference to you and your business. As detailed on my web-site I offer 121 coaching, group or team sessions as well as talks.

Beginning with this quotation:

'Successful businesses do not just happen and they do not just stay successful.'



Knowing when we need to modify what we're doing or how we're doing things is a skill that develops with 'self-awareness' and self awareness grows with feedback. By developing yourself and your people you will develop your business. I can be your coach, advisor or sounding board; a neutral listener, to hear and respond to issues that are on your mind.

When was the last time you asked for feedback from an employee, colleague or client? This is where I can help you personally and professionally.

I've divided the services I offer into four themes as set out below:

■ How to Maintain Successful Work Relationships



Your team operates best when they are engaged, motivated and working together.

One of the blockers to team productivity is the breakdown or stress resulting from relationships that are either mis-firing or blatantly obstructive. Successful workplace relationships fuel productivity which

in turn feeds your bottom line. If you work on your own most of the time focusing on maintaining excellent relations with clients is critical for long term business relationships.



■ How To Improve Results With Effective Communications

Be it personal or professional, you cannot do without healthy and effective communications. When it comes to business, communication becomes even more important. The pillar on which professional relationships are built. If you want your business to succeed, it is essential that you have a healthy rapport with your clients, partners and employees (if any).

■ How to increase Employee And Client Loyalty

'Customer Satisfaction is Rooted in Employee Satisfaction.'

Employee loyalty happens when employees are committed to your business and its success. They believe that working for your business is their best option. Not only do they plan to remain with your business, but they do not actively search for alternative employment and are not responsive to offers.

If you work on your own most of the time focusing on maintaining excellent relations with clients is critical for long term business loyalty and your reputation.



■ How To Boost The Feel Good Factor At Work

'Many a greater idea has borne of a laugh than a tear – invest in making people happy'.



The bottom line is that happy people are more productive and loyal.

**WORKING
SMARTER -
MANAGING YOUR
TIME AND ENERGY**

**It's you and your
people that keep
your business
going, for
continued success
you need to keep
'sharpening your
saw'.**



There was once a man cutting Christmas trees.

The first day he cut 100.

The second day he worked a little harder and cut 95.

The next day he worked longer and cut 90.

Christmas was coming and the demand was exceeding the supply.

The following day the man worked even harder and longer and cut only 70.

The next morning, a man came by with a cart. 'Hey Mister, you want me to sharpen your saw?'

'Can't stop', came the reply, 'Got to get all these trees cut.'

Ask yourself some questions:

- 1 **What am I doing that I shouldn't be doing? or
What can I stop doing?**
- 2 **What am I not doing that I should be doing? or
What can I start doing?**
- 3 **What is the best use of my time right now?**

Please contact me for a free discussion on how I can help you