

Integrating people, process and technology.



Speed Networking

You will **meet** and **greet, drink** and **eat**. In only **90** mins, we **guarantee** you will make at least **three** business contacts and you will still be home in time for dinner!

When : Tuesday 18th March 5.30pm to 7.00pm

Where: Innovation House, Mawson Lakes

How much: \$30.00 per head (\$25.00 for members) includes drinks and canapés

Why?Why Not!

But wait there's more [click here to see this special offer](#) ...too good to miss

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Questions/Feedback

For any questions or feedback about the contents of this newsletter, please contact iris@knowledgeplus.com.au

[Click here to send us your success story!](#)

**This month's offers – 1) GOLD MEMBERSHIP to the Knowledge Plus Leverage Program
2) \$200 DISCOUNT for all Leverage Members on the LEAN workshop**

Free....now you can't get cheaper than that can you!

If you are under 35 years of age and are a business owner or manager you could qualify for **FREE** Gold membership, that's \$7500.00 worth of value for **Free**.

If you are over the age limit then don't despair you can still get a **great bargain**, register before 31st March 2008 and pay **just \$2880.00**, that's an astounding \$4620.00 saving.

The Leverage program assists emerging business owners / managers (mentorees) to grow their business by

linking them with experienced business people, (mentors) by using a combination of mentoring, coaching and practical business workshops.

The Leverage Program is an Australian Government funded service under the Building Entrepreneurship in Small Business Program

If you are a Leverage Member you will reap the benefits with this **huge \$200 discount** on the **LEAN Management for Modern Business**, [click here for more information](#)

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Events			
Name of event	Date	Venue	Cost
Speed Networking (1)	March 18 th 5.30 – 7pm	Innovation House	\$30 (\$25 for members)
Platinum Club	April 30 th 7pm – 9.30pm	Restaurant	By invitation only
Business seminar	May 27 th 9pm – 5pm	Innovation House	Full day \$200 Half day \$100 (Members \$160 Full day \$80 Half day)
Platinum Club	July 30 th 7pm – 9.30pm	Restaurant	By invitation only
Speed Networking (2 inc Leverage Business Awards)	August 28 th 5.30p – 7.30pm	Innovation House	\$30 (\$25 for members)
Award winner & finalist dinner	September 25 th 7pm – 9.30pm	Restaurant	By invitation only
2008 Business Leverage Expresspo	October 17 th 11.30am – 2.30pm	Innovation House	\$40 (\$35 for members)
Speed Networking (3)	November 27 th 5.30pm – 7pm	Innovation House	\$30 (\$25 for members)
For more detail visit: http://www.knowledgeplus.com.au/forum/event.php?tab=nwrk			

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Training Schedule			
Details of workshop	Date	Venue	Cost
Performance Enhancement through Coaching	Email / Telephone for more information	TBA	TBA
Certificate IV in Frontline Management	3/04/08 > 3/07/08 = 14 weeks	Mawson Centre Mawson Lakes	\$3500 (full funding may be available)
Certificate IV in Business Development	22/07/08 > 18/11/08 = 18 weeks	Mawson Centre Mawson Lakes	\$3500 (full funding may be available)
Certificate IV in Occupational Health & Safety	16/07/08 > 5/12/08 = 18 weeks	Mawson Centre	\$3500 (full funding may be available)

		Mawson Lakes	
Lean Office for Small Business	28 th March & 11 th April	Innovation House Mawson Lakes	\$400 (Member \$200)
For more detail visit: http://www.knowledgeplus.com.au/forum/event.php?tab=wshp			

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Learning and Development – by Ly Lim - Managing Director

Here are some great tips to assist with **Managing Conflict**

“To handle yourself, use your head; to handle others, use your heart.”

Donald Laird

- ☞ Decide on a good time to approach the person.
- ☞ Find a place where you both can talk comfortably.
- ☞ Think beforehand about what you want to say.
- ☞ Explain that the conflict has been worrying you and you’d like to sort it out.
- ☞ Clearly state what the problem is and how it makes you feel.
- ☞ Don’t blame the other person.
- ☞ Don’t state your opinion on what you think should be done.
- ☞ Avoid name-calling. It only makes it harder for the person to hear what you are saying.
- ☞ Don’t be tempted to interrupt while the other person is speaking.
- ☞ Give the person a chance to tell you their side of the story.
- ☞ Apply active listening. Relax and take in what the speaker is saying.
- ☞ Show that you are listening.
- ☞ Encourage the other person to dwell upon the problems. Get everything out in the open.
- ☞ Agree on an outcome that both parties are satisfied with.

Tomorrow’s leaders need to be geared with skills to handle the challenges of global business implication and working with X and Y Generations. To find out more about developing tomorrows leadership skills today contact training@knowledgeplus.com.au.

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Leverage – by Les Leane - Lead Mentor/Trainer

Does Static Ruin Your Reception ?

I was listening to a program on my car radio a few days ago, and just when they were getting to the really good points, serious electrical interference ruined the signal.

Anyway it got me thinking about another radio station that I try very hard to get other people to tune into.

It’s one where I learn a huge amount of great information. Most of it leads me to seeing better ways of

doing things and in fact it always leads to business improvements of some sort.

The really surprising thing is that this station is run by the employees of businesses from all over Australia. They get to tell their stories and I find it fascinating.

Those managers and bosses, who have tuned in already, are reaping the benefits. They assure me that just because they **'tuned in'** it seems their **employees are happier and turnover has reduced. Productivity and profitability seems to have miraculously improved** - they're not kidding.

It's an FM station and the signal can be really weak when you first tune in but amazingly the content gets better and better the more you listen.

I know from experience that just like my car radio this FM station is ruined by static in many businesses, when the signal isn't strong – but it's worth it when you get it right.

Ask your employees how to find this station and tune in - WII-FM. If you really try you'll get a good strong signal. That station again – **What's in it for Me** (WII-FM)

Is your own interference preventing you from hearing what your employees need to say?

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Process Automation – by Reg Joshua – Design Manager

Get to know your business, its processes and procedures

One of the common issues I find while consulting with a client is the fact that they often have a lack of knowledge regarding the actual processes or procedures involved within their business.

I say this tongue in cheek, because, clients have a general idea on how things should be done, but in reality the staff are probably using a totally different process to complete tasks. This is not necessarily a bad thing as usually processes within organizations are not reviewed regularly and updated accordingly, therefore leaving the staff to adapt to new situations or technology to fit within the old processes.

So when a client wants to computerise a process within their operations, one of the first things they should do is document (map) the actual manual process and paper trail. They should also have their computerised systems well documented. By doing this they can see any shortfalls within the process and possibly incorporate some improvements to the overall system.

Once this has been completed computerising this procedure becomes an easy process, as now there is a roadmap that can be followed to provide a more accurate understanding of inputs, processes and required outputs. A more robust system can then be developed that will accommodate for what is actually happening within the organisation.

To develop a great computerised system you must have first documented (mapped) the actual manual process.

Knowledge Plus provides consulting services to our clients for standard operating procedures (SOP)

development or review.

Standard Operating Procedures (SOP) are essential in all organizations so keep them up to date....

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*“I know where I want to be . . .
... but how do I get there?”*

LEAN expert, Graham Eagles, presents a workshop for proactive business owners and managers giving you an overview of how to make your business work for you by applying established processes

KNOWLEDGE + PROCESS = SUCCESS

When?	Where?	How Much?
Friday 28 th March AND Friday 11 th April 9am – 1.30pm	Innovation House, Mawson Lakes Boulevard, Mawson Lakes	\$400 per person (ex GST) Leverage Participants \$200 per person (ex GST)

Why?

Discover LEAN thinking and learn how to better service your customers by improving workflow, eliminating non-value adding activities and introducing 5S methodology into your business

Clear Vision
=
A Bright Future

Can you afford to miss out?

Limited spaces are available on this highly sought after professional development course to ensure maximum benefits to all our participants.

Contact training@knowledgeplus.com.au to register today!

knowledgeplus
training • ICT • design

in proud partnership with



Knowledge Plus Events are different!

2008 Speed Networking Events

Up to 100 managers and
business owners

\$30 per person
\$25 Leverage Members

5.30pm – 7pm networking
with drinks & canapés

All events held at Innovation House, Mawson Lakes Boulevard, Mawson Lakes



But wait ... there's more ...

**Book all 3 networking events and only pay a total of
\$75.00 per person
(\$60.00 per person for Leverage Members)**

And bring one complimentary guest to each event!

**Register your interest by email events@knowledgeplus.com.au and leverage
your business to the next level**

If you wish to be removed from our mailing list [click here](#)