

Integrating people, process and technology.



This month we feature **Bevan Roberts** from [Dale Wood Business and Sales Consultancy](#) who is one of our Mentors in the Leverage Program

KP super sleuth asked Bevan the following questions

Who are you? What do you do? Why do you do it? And what experience do you have



Bevan Roberts

I don't generally spend a lot of time reflecting on the question of 'who I am' but your question prompts this response.

I guess I would best describe myself as mature but forward thinking, in touch, and an agent of change. I have a vision of how things, (business, operating methods, systems) may change for the better and for the ultimate benefit of the people involved.

I have reached this position from working now for almost fifty years! Twenty five years was spent working in my own business which taught me above all, the great responsibility and opportunity that ownership brings.

I have consulted widely in Operational Management and I feel I bring practical wisdom to any forum which is seeking solutions and positive outcomes. I see myself as a people person and I therefore receive great satisfaction from the mentoring programme. It provides a forum for

[Home](#)

[Contact](#)

[Archive](#)

This months:

[Don't miss the speed networking event](#)

Every Month

[This month special offer](#)

[2008 Events](#)

[2008 Training Schedules](#)

Learning & Development

[Managing Conflict](#)

[Radio Station WII FM](#)

Information Technologies

[Process Automation](#)

Questions/Feedback

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

exchange about positive practical management. Whilst I cannot speak for mentorees, from my perspective it provides a true opportunity to assist the progress of some wonderful young Directors as they successfully move forward.

Any funny experiences along the way?

Many and varied, and often at my own expense and certainly a contributor to “don’t take yourself too seriously”

Favourite food?

My food tastes are simple and varied but I admire the cooking skills of those who take the time to prepare for others, in whatever style. Aided by a cast iron gut, I can experiment, so I am not daunted by the exotic.

Favourite Movie?

Whilst the answer to a ‘favourite movie’ question may be better received with a ‘new release’ answer, I guess that West Side Story and the experience and circumstance of the viewing will be foremost in my mind forever.

Favourite Quote?

My favourite quote is from Calvin Coolidge. “Nothing in this world can take the place of persistence. Talent will not; nothing is more common than unsuccessful people with talent. Genius will not; unrewarded genius is almost a proverb. Education will not; the world is full of educated derelicts. Persistence and determination alone are omnipotent.”

My own grandfather’s advice was “where there’s a will there’s a way”. They are almost the same message.

When you were a child what did you want to be when you grew up?

I always wanted to be a farmer and probably still do.

Bevan Roberts is one of many Mentors who so kindly donate their time to assist Knowledge Plus gold members of the Leverage Program we hope to feature more of our wonderful Mentors over the coming months

Oooooops we did it again!

The Speed networking event held on 18th March was a great success, we have received nothing but praise for the organising and networking of this event, our MC for the evening, Les Leane did a spectacular job, if you didn't go home with a fist full of business cards then you weren't following instructions.

If you couldn't make this one be sure to get along to the one in August, our events are fast becoming the place to be for all the who's who of the SME world.

When : Thursday 28th August 5.30pm to 7.00pm

Where: Innovation House, Mawson Lakes

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

[click here for the events diary](#) ...too good to miss

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

This month's special offers – but only valid to 31st March

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](#)

[Back to top](#)

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			

[Back to top](#)

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 Mawson Lakes	\$3500 (full funding may be available)
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>

[Back to top](#)

Learning and Development – by Ly Lim - Managing Director

A tale from India

A water bearer in India had two large pots, each one hung on either end of a pole which he carried across his neck. One of the pots had a crack in it, and while the other pot was perfect and always delivered a full portion of water, at the end of the long walk from the stream to the master's house, the cracked pot arrived only half full. For a full two years this went on daily, with the bearer delivering only one and a half full pots of water to his master's house.

Of course, the perfect pot was proud of its accomplishments, perfect to the end for which it was made. But the poor cracked pot was ashamed of its own imperfection, and miserable that it was able to accomplish only half of what it had been made to do.

After two years of what it perceived to be a bitter failure, it spoke to the water bearer one day by the stream. "I am ashamed of myself, and I want to apologise to you."

"Why?" asked the bearer. "What are you ashamed of?"

"I have been able, for these past two years, to deliver only half my load, because this crack in my side

causes water to leak out all the way back to your master's house. Because of my flaws, you have to do all of this work, and you don't get full value for your efforts," the pot said.

The water bearer felt sorry for the old cracked pot, and in his compassion he said, "As we return to the master's house, I want you to notice the beautiful flowers along the path."

Indeed, as they went up the hill, the old cracked pot took notice of the sun warming the beautiful wild flowers on the side of the path, and this cheered it some. But at the end of the trail it still felt bad because it had leaked out half its load, and so again the pot apologised to the bearer for its failure.

The bearer said to the pot, "Did you notice that there were flowers only on your side of your path, but not on the other pot's side? That's because I have always known about your flaw, and I took advantage of it. I planted flower seeds on your side of the path, and every day while we walked back from the stream, you've watered them. For two years I have been able to pick these beautiful flowers to decorate my master's table. Without you being just the way you are, he would not have this beauty to grace his house with."

Good management is all about knowing the strengths and weaknesses of the individuals in your team and helping each one of them find strengths in their weaknesses. To learn more about leading performance and improving performance, enquire about our Frontline Management course.

We are taking registrations now.

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.

[Back to top](#)

Leverage – by Les Leane - Lead Mentor/Trainer

Top Candidate.....or....Top Employee?

Business owners and managers spend more time on managing people and people decisions than on anything else – and so they should! Unfortunately no other decisions are so long lasting in their consequences or so difficult to unmake and yet, by and large, most managers will make poor promotion and staffing decisions.

When we hire a new person into our business we share the expectations they will be the 'right one', or we wouldn't have hired them. Why, then, are we so often disappointed? Research suggests the answer may be a missed point of focus. We are trying to find and hire top candidates rather than top employees. They're not the same!

Recruiters, employers and business owners have compiled this list of the characteristics of top candidates:

Good Resume	Good Communicator	Interested in you
Good Skills	Enthusiastic	Interested in company
On time for interview	Great first impression	Good follow up
Prepared for interview	Aggressive jobseeker	Poised and confident

Is there anything missing on this list?

Looks rather attractive, doesn't it?

Consider this: using this list, would all of your top employees today be considered top candidates?

Those people also gave us the following list of characteristics of top employees:

Highly motivated to work	Competent	Do more than required
Do not make excuses	Anticipate problems	Solve problems
Take initiative	Learn quickly	Strong team player
Focused	Consistent	Committed

Did you notice there isn't much overlap between the two lists?

To improve your odds of getting the right people, give careful thought to the qualities of your top employees, and then look for those qualities in those you hire

Paperwork hassles with service staff?

Invoicing cycle taking too long?

Inventory loss hurting profit?

OH&S compliance challenges?



Invoices prepared at the end of the day or week are annoying, and time wasted on paperwork cuts in on valuable work or leisure time. Inefficiency is increased if record entries have to be duplicated in an accounting system for accounting and tax purposes. The familiar comment *"I didn't train for four years to fill out forms"* would probably ring true for many tradespeople.

ConnectiX is a software solution that allows you to automate your mobile workforce through the use of wireless technology and handheld mobile devices.

The software enables traveling servicemen to enter their job sheets, purchase orders, OH&S checks and timecards directly into your accounting package, eliminating the time and effort wasted on paper trails.

If you want to increase billable hours, productivity and cash flow, call Knowledge Plus today to find out how you can streamline your business.

[Back to top](#)

[Back to top](#)



"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](#)

