

## Integrating people, process and technology



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### This month:

Badge Constructions is our feature story

### Questions/Feedback

For any questions or feedback about the contents of this newsletter, please contact [donna@knowledgeplus.com.au](mailto:donna@knowledgeplus.com.au)

### Every Month

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## This month we feature Brenton Trenorden from Badge Constructions who is one of our wonderful Mentors in the Leverage Program

KP super sleuth asked Brenton the following questions

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

Brenton Trenorden, I'm the Group General Manager for Badge Constructions. I am a builder of things. At first I was a builder of buildings, but the types of things that I felt I needed to build changed over time: like building a home and family, a business, and subsequently, other people's businesses.

For a short time I was a TAFE lecturer, which found me being part of helping to build the lives and careers of young building professionals. If you ask me to maintain anything, you will get a blank stare.



Why do I do it: Regardless as to what is being built, the building process provides significant personal satisfaction when you can see what you have built working, and providing someone with benefit.

*Any funny experiences along the way?*

Something funny happens every day. If you can't summon up a good laugh every day you take yourself too seriously.

*Favourite food?*

I have two: King George Whiting and Calzone, and I can't split them. The whiting should be lightly dusted in flour, pan fried in butter, accompanied only by buttered fresh white bread, a lager beer, and a sunburnt nose; within smelling distance of the sea. The calzone – it should be from Bocelli's; shared with a friend, red wine and coffee.

*Favourite Movie?*

The Shawshank Redemption. The silent lonely struggle; the rewards of patience and the acceptance of true friends; it gets me every time.

*Favourite Quote?*

The first and last paragraphs of Rudyard Kipling's "IF". An oldie but a goodie.

If you can keep your head when all about you

Are losing theirs and blaming it on you,  
If you can trust yourself when all men doubt you,  
But make allowance for their doubting too;  
If you can wait and not be tired by waiting,  
Or being lied about, don't deal in lies,  
Or being hated, don't give way to hating,  
And yet don't look too good, nor talk too wise;

If you can talk with crowds and keep your virtue,  
'Or walk with Kings – nor lose the common touch,  
If neither foes nor loving friends can hurt you,  
If all men count with you, but none too much;  
If you can fill the unforgiving minute  
With sixty seconds' worth of distance run,  
Yours is the Earth and everything that's in it,  
And – which is more – you'll be a Man, my son!

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

A Mouseketeer: I was in love with Annette Funicello from the Mickey Mouse Club.

Brenton Trenorden is one of our many Mentors, who so kindly donate their time assisting Knowledge Plus Leverage Program gold members, we hope to feature some more of our wonderful Mentors over the coming months

## Focus Group for Small Business – by Ly Lim - Managing Director

### Drilling down on the REAL challenges in small business

Knowledge Plus is developing a software program which will enable small business owners to operate more efficiently and overcome serious small business challenges such as:

- performance management
- management skills and challenges
- tracking returns in staff and in projects
- resource planning
- sales and marketing challenges

If you employ between 5-25 employees, you can be 1 of the 10 lucky participants of a focus group aimed to identify common pain points for small businesses.

By participating in this 2 hour session, you will receive a copy of the notes from the session which you can use to benefit your business. You will also receive the benefits of the software free of charge for 12 months once it is completed. To register your interest before July 24<sup>th</sup> 08 by email [ly.lim@knowledgeplus.com.au](mailto:ly.lim@knowledgeplus.com.au) or ring 1300 135 754.

## Leverage – by Les Leane - Lead Mentor/Trainer

### Why don't they do what they're supposed to?! – Part 3

Having productive and engaged employees, all the time, is a real challenge. In part three I discuss the issue of people not knowing what to do.

#### Number Three:

*They don't know what they're supposed to do.*

- This is what you'll see in your work place if this problem is evident:
  - People knocking off at exactly the same time every day (this is quite a skill to master).
  - People getting to work on time (what ever that means!) but not being productive on time
  - Employees who are really good at looking busy, while they wait for something to do.
- Solutions:
  - If things your employees do are unimportant to you then let them do it any way they like – as long as they do it.
  - Give accurate job descriptions describing the behaviours you desire of them.
  - Don't ask them if they know what they need to do. Get them to tell you, and if they can, they know.
  - Mutually define their projects with details of when to begin, how to recognise the finish of each step and when the end result is reached
  - Give much more detail than you could ever imagine they'll need.

## Process Automation – by Reg Joshua – Design Manager

## Off the Shelf Packages and their limitations ...

I have come across some interesting situation these past couple of weeks, which I thought I would share.

Off the shelf software packages and their limitations. Quite a few companies I have spoken to lately have had issues with retrieving information from their current software packages. Not that the data is not being recorded but that they cannot manipulate the data into a format they want. Or they require extra information to be recorded but cannot because the software does not make allowances for these situations.

So what's the answer??? Simple technology has advanced to a stage that allows most databases to be accessed by other packages through what they call an ODBC connection. So what does ODBC stand for, it's Open Database Connectivity. What this does is allow programmers to connect to databases and read or write to the tables.

As a customised software developer **we use** this quite often to access the required data and then from this connection we can develop and massage the data to produce the necessary analysis or reports. It also helps with the reduction of double entry of information. Why enter the information again when you can connect to an existing database that has the information you require.

A quick example...

Let's say you wanted your clients to have access to their outstanding invoices. By using ODBC linking into your accounting package and developing a web access front end you can allow your client to see and print outstanding invoices. Your client will be able to login and get access to their records at anytime with real time information. This can also be done for online ordering system.

I am not saying there is not a place for off the shelf software packages but before you decide to make that investment please investigate the possibility of a customised development.

Knowledge Plus specialises in customised software development. It could be your company's point of difference or edge in the market place.

## Knowledge Plus News

### Quarter Club Lottery

The 2008 Quarter Club Lottery is now on. The prize is a Toyota Corolla Ascent, total prize value of \$26, 737. Proceeds go to The Robert Gerard AO Athlete Development Fund Please contact Knowledge Plus on 1300 135 754 to buy a ticket. (3000 tickets @ \$20.00 each, Licence No: M11766)

## Events

Name of Event	Date	Venue	Cost
Platinum Club	July 30 <sup>th</sup> 7pm – 9.30pm	Restaurant	By invitation only
Speed Networking (2 inc Leverage Business Awards)	August 28 <sup>th</sup> 5.30pm – 7.30pm	Innovation House	\$30 (\$25 for members)
Award winner & finalist dinner	September 25 <sup>th</sup> 7pm – 9.30pm	Restaurant	By invitation only
2008 Business Leverage <b>Expresso</b>	October 17 <sup>th</sup> 11.30am – 2.30pm	Innovation House	\$40 (\$35 for members)
Speed Networking (3)	November 27 <sup>th</sup> 5.30pm – 7pm	Innovation House	\$30 (\$25 for members)

For more detail visit: <http://www.knowledgeplus.com.au/forum/event.php?tab=nwrk>

## Training Schedule

Details of Workshop	Date	Venue	Cost
Certificate IV in Frontline Management	24/07/08 > 23/10/08 = 14 weeks	Mawson Centre Mawson Lakes	\$3500 (full funding may be available)
Certificate IV in Occupational Health & Safety	10/09/08 > 21/01/09 = 18 weeks	Mawson Centre Mawson Lakes	\$3500 (full funding may be available)
Performance Enhancement through Coaching	Email / Telephone for more information	TBA	TBA