



Improving People Performance

www.learningdimensions.com.au

Welcome to the April 2005 issue of the Learning Dimensions' eNewsletter

Phone	03 9531 7199
Fax	03 9531 7123
Freecall	1800 555 453
Email	click here

Learning Dimensions takes on a new dimension...

As part of our development strategy, we are delighted to announce that Learning Dimensions and Auckland-based corporate training company, Peak Performance International (PPI) have joined forces. The new company will be re-branded as **Learning Dimensions International Pty Ltd.**

The rationale for this move is simple enough: to offer our clients in Australia, New Zealand and the Asia-Pacific region an even stronger range of people development services. Our two companies are strategically and operationally aligned; we offer complementary and highly synergistic services and our two teams share a passion for making a difference to people in the workplace.

... and a new director...

We are delighted to welcome Linley Watson as a director of Learning Dimensions International. As co-owner and director, Linley successfully led Peak Performance in New Zealand and Australia for the past five-years. She has a corporate background in the IT industry and was marketing manager at Oracle and Compaq before her entrepreneurial spirit took hold 10 years ago. Linley brings a wealth of business experience, a strong customer focus and a passion for helping people achieve their personal and business goals. The PPI team of facilitators in New Zealand and Australia also make a welcome addition to the LD family.



... and new products and services...

We can now provide an even wider range of world-class solutions for improving the performance of your people so they get better results. One you'll be hearing a lot more about is our powerful customer value program called *Second to None*. Developed by PPI and [Dr Ian Brooks](#), to help organisations transform their sales and service targets into measurable business results, *Second to None* has delivered outstanding, tangible success for the likes of Telecom NZ, Air New Zealand, Bank of New Zealand, Fisher & Paykel Finance, AIA and DHL among others. If you want to build a more customer-driven organisation and need a quantum leap in the performance from your sales and service teams, take a look at [Second to None](#) or contact linley.w@learningdimensions.com.au.

... with new branding coming

With all this positive change, it is about time we updated our brand! Watch this space for our new logo, and a new website The new look Learning Dimensions will be stepping out next month.

...and finally, new premises

After eight years on the outskirts in leafy Elwood, we have decided its time to move closer to the city. We move in May and we hope you will come and visit us in our new Queens Road head office in Melbourne.

Improve Sales Performance with Emotional Intelligence

Boost your sales results

Looking for an effective way to immediately improve the performance of your sales team? Well, look no further!

Learning Dimensions is one of Australasia's leading authorities on the application of Emotional Intelligence (EI) in the workplace. We know from our [award winning research](#) that people who are high in Emotional Intelligence are better sales performers and the good news is that EI can easily be enhanced with the right training and coaching.



We have designed a practical one day workshop, especially for sales people, which will equip them with an understanding of EI and how they can apply it to achieve better sales results.

Participants will:

- improve their basic sales skills
- examine the benefits of understanding the emotions involved in a sales situation
- enhance their ability to read and understand people's emotional states
- learn techniques to better empathise with client's needs and styles
- understand how to access available emotional information when making decisions
- develop effective strategies to remain positive and optimistic even in low periods
- develop their emotional resilience
- learn how to control emotionally intense sales situations.

Facilitated by senior consultant **Louise Quinn**, renowned for her fun, interactive style and ability to inspire people to change the way they do things, *Improve Sales Performance with Emotional Intelligence* will be held in **Melbourne on 24 May, 2005**.



Places are strictly limited so please log on to our [online booking site](#) to register and receive our Early Bird discount of \$100. If you have any difficulties in using the website, or prefer to register by telephone, please call the Learning Dimensions office on 1800 555 453 or email us at events@learningdimensions.com.au

Date: Tuesday 24 May, 2005
Time: 9:00am – 5:00pm (8:30am for prompt 9:00am start)
Venue: Cliftons, UG Floor, 440 Collins St, Melbourne

Investment:

Early Bird (registrations before 6 May) - \$450 inc. GST
After 6 May - \$550 inc. GST

Your investment includes a self review, the workshop including all refreshments, and a follow up coaching session.

Customer Survey

Our customer survey results

At Learning Dimensions we know that customers are not just important to our business, they ARE our business so in late February, we conducted our regular customer survey using an online survey tool for the first time. Our aim was to gather comprehensive feedback about our customer's experience with Learning Dimensions so we can do more of what we do well and work on aspects of our business that need improving.

More than 100 clients, both large and small, in a wide range of industries, were contacted. Respondents reported they are most satisfied with Learning Dimension's performance in regards to:

- Assessing requirements
- Interaction with consultant/facilitator
- Ease of working with us

Areas that need most improvement include:

- Usefulness of support materials
- Follow up contact

Our survey also provides us with insight for guiding the direction of our business. For many of our clients, leadership and coaching are high priorities for the coming year and Learning Dimensions is well placed to deliver a wide range of solutions in these vital areas.

The table below outlines the percentage of our customers intending to utilise the various training methods in the next 12-18 months. Coaching rated the highest with face-to-face and blended learning close behind.

Coaching	64%
----------	-----

Face-to-face (classroom)	61%
Blended (combination of methods)	55%
On the job	36%
Online	24%
Self paced learning	15%
Other	7%

The training areas most of our customers plan to focus on in the next 12-18 months are:

Leadership development	75%
Coaching	56%
Supervisor/team leader development	47%
Management development	41%
Emotional intelligence	38%
Culture transformation	38%

How do these aggregated results compare to your organisation?

And the winner is Sonia Edwards!!

As a thank you for participating, survey respondents were entered into draw to win a complimentary individual Values Assessment valued at \$1200. Congratulations to Sonia Edwards from InfoSys who is the lucky winner.

As they say, customers will tell you everything you know to run a successful business and we have listened and learned!

Thank you to everyone who participated in our survey. Your feedback is valued and we're already starting to implement better processes for follow up and have hired a new Client Services Executive to ensure we meet our objective of exceeding our customers' expectations.

Leadership skills for Postgraduate students

For the past six years Learning Dimensions has worked in partnership with the University of Melbourne's School of Graduate Studies on the development of a leadership and professional development program that assists Postgraduate students close to finishing their Doctorates. The program focuses on developing the skills they are likely to need when they enter or return to full time employment, in particular their formal or informal leadership skills.



Such has been the program's success, we and the University of Melbourne are now working with the University of Washington in Seattle to develop a similar program that will engage Doctorate students from both Universities, and be conducted in both countries commencing in 2006.

If you would like to know about the program, please contact Kevin Obermuller at: kevin.o@learningdimensions.com.au.

Learning Dimensions goes global

Learning Dimensions' Director, Kevin Obermuller has become a board director of the Global Leadership Alliance (GLA), headquartered in the UK. The GLA comprises like-minded organisations in Europe, North and South America and Asia who specialise in behavioural change, leadership and learning and development. Through the GLA, Learning Dimensions can offer our globally-spread clients the same service quality and consistency they have come to expect, throughout the world.

The selection of GLA partners was made first using organisational values with all partners undertaking the [CTI values assessment](#) that we showcased during one of our recent breakfast events. With the theme, *Act Global, Deliver Local* with consistent quality and service, our goal is to take the best of global experience and research from our partners around the world and create truly globally applicable learning and development solutions.

For more information on the Global Leadership Alliance, contact Kevin Obermuller at: kevin.o@learningdimensions.com.au.

New software – FREE!

At LD, we have recently been using a simple bit of software that lets you make free calls to your friends all over the world. And it's free! Called Skype it refers to itself as "the big, free Internet telephony company". The software's quick and easy to get started with. You download it from www.skype.com, register, install, plug in your headset, speakers or USB phone and start calling. We regularly use it for conferencing across the USA, UK and Asia, often linking all at one time. You can have up to 4 people on line at the same time and from our experience, when you use broadband the quality is excellent with no detectable time lag. For those of you on a 56k modem, conversations with one person still work fine, but the time lag for four on line when we tried it (once!) became 45 seconds!!

CD for Oxfam's Tsunami Rehabilitation

New Australian compilation album to assist Oxfam tsunami rehabilitation.

'Brave New Day' is a fantastic double CD compilation of some of Australia's best loved performers including George, Mark Seymour, Vika and Linda, My Friend the Chocolate Cake, Abbie Cardwell, Stephen Cummings, Monique Brumby, Colin Hay and many others. You can pre-order the CD from www.oxfamtrading.org.au or purchase or pick up an order form from participating Video Ezy stores from April 25. All proceeds donated to Oxfam Tsunami Rehabilitation.

Whenever I have a leadership need I simply call Learning Dimensions – doesn't everyone?

Sean Fernando - General Manager - HR - InfoSys

Disclaimer: We hope you enjoyed receiving this email from Learning Dimensions and apologise if you have received it in error. If you have received this message in error, please notify the sender by return e-mail or telephone. If you would prefer not to receive future messages and newsletters from Learning Dimensions, please send a blank email to unsubscribe@learningdimensions.com.au and include your details in the subject line. You will be removed from future mailings (please allow up to 5 days for the unsubscribe to take effect). The information contained in this email is intended only for the addressee and may contain privileged or confidential information. If you are not the addressee, you are notified that any transmission, distribution, downloading, printing or photocopying of the contents of this message or attachments is strictly prohibited. The privilege of confidentiality attached to this email is not waived, lost or destroyed by reason of mistaken delivery to you. This email is also subject to copyright. No part of it should be reproduced, adapted or transmitted without the written consent of the copyright owner. This e-mail message has been checked for the presence of computer viruses. However, Learning Dimensions provides no warranty that all possible viruses have been detected and cleaned during this process. If you encounter a problem with your subscription or with reading this file, please contact us at info@learningdimensions.com.au.