

Learning Dimensions NEWSLETTER

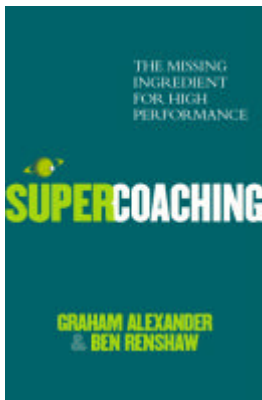
July 2005



SUPERCOACHING - The Missing Ingredient for High Performance

Recently released in Australia, **SuperCoaching**, is hailed as *the definitive guide to the philosophy, methodology and application of coaching*. It is written by UK-based **Graham Alexander**, the founder of business coaching in Europe and the originator of the **GROW** model, and his colleague **Ben Renshaw**.

Drawing upon the authors' extensive practical experience and the latest findings from the largest ever global study of high performance, **SuperCoaching** explains why coaching is essential for the modern business world in which one must create more success, at a faster pace, with less resources, more competition and constant uncertainty in a global marketplace.



Not just a book, **SuperCoaching** is a comprehensive learning solution aimed at helping managers become better coaches. The **SuperCoaching** program helps turn 'the what into the how', demonstrating ways for maximising performance, development and fulfilment, through achieving measurable results in alignment with explicit business needs.

Working closely with the authors, **Learning Dimensions** is delighted to bring the **SuperCoaching** program to the Asia-Pacific region, and we invite you and your colleagues to participate in the inaugural **SuperCoaching Masterclass**, to be expertly facilitated by **Ben Renshaw**.

This Masterclass will lift your coaching skills to a new level, enabling you to create the right environment for high performance, develop the self-awareness, relationships and skills to create every-day success, and achieve positive outcomes in every interaction. **DON'T MISS OUT!**

SuperCoaching Masterclass

Date: 16-17 August 2005

Time: 9:00am – 5:00pm

Venue: The Sebel Melbourne, 394 Collins St

Investment: \$1500 inc GST, Earlybird (before 22 July) \$1250 inc GST.

Includes: Autographed copy of SuperCoaching, workbook, all refreshments

For more info and to register visit <http://learningdimensions.eventix.com.au> or contact Linley Watson (linley.w@learningdimensions.com.au).

Private/In-house SuperCoaching Sessions

Ben is also available for private/in-house sessions in Melbourne 18-19 August and Auckland 22-26 August, 2005. Contact Linley to discuss your requirements.

EMOTIONAL INTELLIGENCE IN YOUR SALES PROCESS

Our recent public workshop "**Improve Sales Performance with Emotional Intelligence**" hit the spot with very high ratings from participants.

We are now delighted to be able to offer a special two-day, tailored, in-house workshop that incorporates:

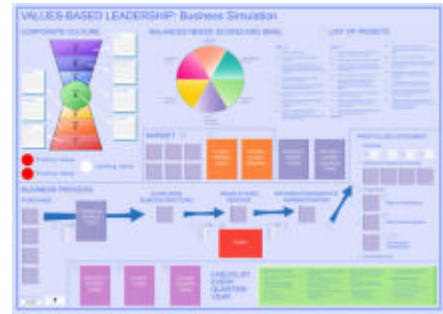
- our recent EI research findings
- the five dimensions of Emotional Intelligence
- your unique sales process

Contact Linley (linley.w@learningdimensions.com.au) to find out how we can help you to improve success in your sales environment.

BUILDING A VALUES-DRIVEN ORGANISATION THROUGH EXPERIENTIAL LEARNING

"People make the difference" is a well versed homily and sometimes platitude expressed by senior leaders in most organisations. Likewise, there's a lot of noise about the importance of corporate values but where's the proof that this 'soft stuff' actually makes a difference?

Learning Dimensions International has recently introduced a new tool - **Values-Based Leadership: Business Simulation**. It's a board simulation experience that supports executives and managers in understanding how to build a values-driven culture by exploring the relationships that exist between values, culture and financial performance.



In June, we invited a cross section of 53 people from the corporate, not for profit, and academic arenas to experience the simulation process, and to learn and review how the concepts and processes might be practically integrated into their own work environments. Participants came from many backgrounds, countries, cultures, age groups, and work experiences and the majority of participants were unfamiliar with the concepts or principles behind the tool, its validity or effect on organisations that had used it before.

Groups of 4-5 people took over the management of an ailing production/service organisation rapidly losing customers due to poor product quality and customer service. They were required to review a series of strategies aimed at bringing the company back to profitability by building a values-based culture that supports employee fulfilment, customer satisfaction and shareholder value. Decisions made had a direct impact on all areas of the corporate scorecard and over a 12 quarter period, the participants quickly began to experience the values-based decision making challenges of senior executives in organisations

Feedback:

Following the end of the period, participants were asked to review their learnings. Comments included:

"I knew values made a difference, but I am astounded how much value-based decision making can build the long term sustainability of a business in such a short time."

"I came here from working in Nepal, thinking that different countries and cultures would mean that the concept of values based decision making would not work in some of them, however I now recognise that this is not so, people are people and as such, if involved with respect will embrace this way of thinking."

The tool demonstrates clearly how values and sustainable corporate health are inextricably linked. This exciting "learning by doing" experience is suitable for managers at all levels in production/service type organisations. It can be run as part of a culture change or leadership development program, or as part of a conference focused on values.

For more information contact Kevin (kevin.o@learningdimensions.com.au) or Louise (louise.q@learningdimensions.com.au) at Learning Dimensions (03 9510 0477).

LEARNING DIMENSIONS VENTURES INTO CAMBODIA

Learning Dimensions is partnering with a large international bank and a successful local business in Cambodia who have entered into a joint venture to create a new bank, with a new brand. The new bank's plan is to open six branches across a selected region by the end of 2005. Once staff were recruited, a training effort was required to skill staff, many of whom had never worked in a bank environment before and only had English as a second language.

Learning Dimensions was commissioned to design and deliver customer service, sales, product and risk management training. Parallel to this, Learning Dimensions project managed the implementation of the first four weeks of the bank's 'training effort' to ensure that content was aligned to organisational values, programs were scheduled and resourced efficiently, and that it was a seamless and enjoyable experience for staff.

This has been a very enjoyable and memorable experience for the LD team members involved. Our people returned to Australia absolutely delighted with the interaction and feedback from participants and the feeling that they really made a difference.

For more information on our work in the Asian region please contact Kevin (kevin.o@learningdimensions.com.au).

BUSINESS BOOKS – WITH OUR COMPLIMENTS

Dr Ian Brooks is one of Australasia's leading authorities on business management. He delivers more than 150 keynote addresses and seminars each year in Australasia, North America and Europe on such topics as Customer Care, Creating Customer Value and Pricing. He's also consulted to some of the largest companies in the Southern Hemisphere.

Learning Dimensions is delighted to partner with Ian to deliver a range of training programs built around his best-selling books including **Second to None; 6 Strategies for Creating Superior Customer Value.**

We have copies of our following favourite books by Ian Brooks to give away:

- Second to None
- 10 Steps to Becoming Customer Driven
- Persuade Your Customers to Pay More
- The Businessperson's Toolbox of Really Useful Business Ideas 2

The first person to email Linley (linley.w@learningdimensions.com.au) with the name of one these books in the subject line will receive a free copy.

Best regards
From the team at Learning Dimensions International.

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