

TLC TRAINING NEWS

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LEADERSHIP TRAINING

Catherine and Alan Logue took on a new approach to leadership training in June. As Rotarians they participated in the Rotary Youth Leadership Awards as Administrators at the one week leadership residential held at Macclesfield SA.

The one week program covered aspects of Leadership, Interpersonal Communication, Public Speaking, Personal Values, Ethics, Team Building, Conflict Resolution, Working with Diversity and Cultural Communication.

"The experience is life changing" was a comment by Alan when talking about the week's events. The program offered young business people, (selected for their leadership potential) an opportunity to work with like minded individuals in a study rich week of experiential action learning.



Our awardees came from around the state, and the diversity of backgrounds saw young people from Australia, France, Ethiopia, Lyberia, Sudan, Milan and Burundi. The multicultural influence of the group was outstanding and provided a rich insight into the strength of diversity within our population.

Activities took many forms over the week long program, from morning lectures from prominent business people, to life stories from high achievers like Katrina Web AM (gold medal para-olympian) and many experiential games to explore the concepts of team development and interpersonal relations.

This residential program is offered to youth (aged from 18 – 25) each year through Rotary International. The selection and sponsorship of individuals is managed by Rotary Clubs though a District Committee. The team leaders who provide the leadership and team support during the program are selected from the RYLA participants of the previous year. Thus offering further leadership development to those who demonstrate outstanding leadership potential during the program.

If you have a young staff member who would benefit from participating in this program, contact Catherine on phone 82270310 or Alan on 0407135110.



RETAILING

One of the most diverse and old professions in the world of trade.

Training for Learning has been offering accredited retail training since 1995, and has seen the development of many people as they grow in their profession.

In 2007/8, Training for Learning Co is offering the Diploma of Retail Management via distance learning for those unable to attend training sessions.

DIPLOMA of RETAIL MANAGEMENT

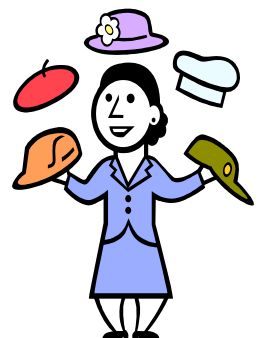


The importance of product knowledge and your service in your retail business is what sets your business apart from your competitors. Understanding how this can be nurtured within your staff and exemplified in your business culture is one of the benefits of participating in the study program.

Other areas such as Buying Merchandise and developing your buying plans, Managing and developing your team and Innovative concepts within your specific field of retailing are areas which can enhance your business and allow you to develop that uniqueness that sets you apart from fellow operators.

As retail managers and owners, there are many skills required on a day by day basis, and achieving balance in the management of these skills is all important. The program will assist you to develop those areas where you need to grow and fine tune those current abilities with the latest trends in the word of business.

If you would like more information about this program, or the evening Diploma program, please phone (08) 82270310 and ask for Julie Tollan.



Alternatively, email us at trainingforlearn@ozemail.com.au.

Regional Training Sth Aust

Catherine Logue is currently working with retailers in Pt Pirie, Pt Augusta, Whyalla and Pt Lincoln. This is the second round of training for the retailing fraternity in this region. An initiative of Amelia Cooper of the Whyalla Economic Development Board to assist local business improve their ROI.

“The initiative of the business operators in the regional areas is outstanding” say Catherine. “Some of the business concepts which have been developed for the local communities are a credit to the individual retailers. The creativity and diversity of retailing in the regional areas is a most exciting development.”



The program entails an evening workshop for the local business owners and operators, sharing the concept of ‘Merchandising’ with a comprehensive manual to use in their daily business operations.

This is then followed by a mentoring session in their actual business location, working with Catherine to make changes and further develop the presentation of the products and layout of the store.

Each business receives a written report on the suggested changes to incorporate into their action plans for the following months.

Catherine mentioned that during the training program, the group work on the development of an “annual promotional plan.” Merchandising is part of the strategic management of a retail business. The establishment of a promotional plan will assist in the promotion of products and services for the business. It also provides a foundation to present a consistent image to the customers on products and services.

If you would like to participate in a program similar to this, you can contact Catherine at TLC on (08) 82270310.

The training team at TLC are developing a set of easy to use Retail Business Training Manuals for managers to use in the development of the staff team. These are great for that one hour development session for improving your customer service, selling skills and preventing theft in your business.

Preparing Selection Criteria Applications

Writing a successful application for that **new job** can be time consuming and frustrating. What you need to keep in mind is the ultimate result, getting to interview with a chance for that new job.



Some other tips for your preparation:

- ◆ Ensure you use the same wording as used in the Essential and Desired Criteria
- ◆ Ensure you answer **all the criteria**, if you miss one out, then you let yourself down
- ◆ Answer each criteria with the claim that you can perform that skill, and **provide an example** of when you have used that skill in a previous situation
- ◆ Stop worrying that the responses sound repetitive – that happens
- ◆ Keep your responses brief, don’t waffle
- ◆ Endeavour to include as many of the Desired Criteria as you can
- ◆ Research the company to **understand their vision** and business policy, it can have an impact on the way you answer some of the criteria
- ◆ If you email your application, also send a hard copy, often the formatting is lost on the email, and you have no idea how your application presents at the other end
- ◆ **Send it in by the due date**
- ◆ Allow a week to prepare and do some each night, don’t leave it till the last minute, Selection Criteria applications do take a long time to complete.

Our Career Series Booklets



The series of 4 booklets covering the topics;

- **Job Interviews**
- **Developing your Resume**
- **Writing Application Letters**
- **Preparing your Profile folder**

These booklets have been written for the school leaver who is embarking on their first step in their professional career. The booklets include examples and ideas that assist the reader to make their move stand out from the crowd.

In the booklet, “Developing your Resume” there is a template to assist in the construction of a resume from scratch. Some vital tips to make the resume a easy-to-read document for the employer, and ensure that the applicant is considered as a potential candidate for the job role.

For those busy people, who need to update or develop a resume and would like some personalised professional assistance, TLC offers a Career Support Service.

Phone Julie or Inta on 82270310 for an appointment. Our consultant will allow time to gather your details and target your desired area of interest in the development of your resume. We can also assist with your applications too.