

That's Enterprising

WELCOME - To the first edition of “That's Enterprising”

The official newsletter of the Australasian Institute of Enterprise Facilitators (AIEF).

What is the AIEF?

The Australasian Institute of Enterprise Facilitators (AIEF) was founded in 1997 as a result of the recommendations of the Industry Task Force on Leadership and Management Skills. In their report, entitled *Enterprising Nation*, the taskforce recommended that “a comprehensive accreditation process be established for small business trainers, educators, counsellors, mentors and advisers so as to upgrade the quality of small business advice.” The AIEF was largely the vision of Dr John Bailey who became the first President of the Association and now a Life Member.

To establish the high standard of skills required for enterprise facilitation, Members of the AIEF are required to undertake a training course in small business counselling and related business skills and complete over two hundred hours of structured counselling sessions. *(More information can be found on our website: www.aief.org.au)*

Mission:

The purpose of the AIEF is to advance the profession of enterprise facilitation.

Values of the Institute

As AIEF member enterprise facilitation professionals we value the:

- Pursuit of excellence in enterprise facilitation
- Commitment to professional and ethical standards
- Contribution of our members
- The successes of our members
- Sustainability of enterprise facilitation outcomes
- Free exchange of ideas
- Continuing professional development of members
- Success of members

**Please refer to the last page for Aims of the Institute*

Tips for Business

***Facilitators Mon. June 17,
2pm-2.30pm
(EST) \$20 (FREE to AIEF
members)***

We will explore the need for business facilitators to understand the special requirements of small business owner/managers. Characteristics and skills of effective facilitators will be discussed and a number of tips for more effective facilitation will be developed.

*Presented by Dr John Bailey,
Founder AIEF, Chairman, The
Carlton Consulting Group Pty.
Ltd*

Bookings [http://
belmontbec.com/event.php?
id_event=273](http://belmontbec.com/event.php?id_event=273)

Dealing with Difficult

***Clients - Thurs June 27,
2pm-2.30pm (EST) \$20***

We will explore a number of the difficulties sometimes faced by facilitators with their clients. Methodologies for addressing these difficulties will be discussed and we will develop some ideas for assisting clients to understand how their behaviour may be influencing the performance of their business.

*Presented by Dr John Bailey,
Founder AIEF, Chairman, The
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Introducing our Board Members

The Board Members of the AIEF are all volunteers, and they have a wide and diverse range of experience and backgrounds. Their common ground is their belief in the Goals and Objectives of the AIEF, and their passion for Business Facilitation and supporting both Business Facilitators and the 2.5 million Australian small businesses.



NAME

Board Position

John Bailey	Board Member
Geoff Carter	Public Officer
Dennis Chiron	Board Member
Geoffrey Hawke	Board Member
Peter Gordon	Board Member
Carol Hanlon	President
John Hetherington	Board Member
Stephen Jamieson	Treasurer
Phillip Kemp	Vice President
Michael Todd	Board Member
Tony Watts	Board Member



Geoff Carter



Peter Gordon



Dennis Chiron

□ Stephen Jamieson

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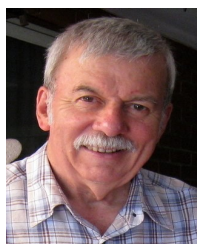
John Hetherington



Phillip Kemp



Carol Hanlon
President



Geoffrey Hawke



Michael Todd



Dr John Bailey



Tony Watts



The Six Steps in Facilitation



1. **Listening:** an effective enterprise facilitator is a good listener, almost like a 'business psychiatrist'. Allowing the business person time to fully articulate (download) the issue or problem without comment or interruption is crucial. The whole picture is important. Once the story is told then the facilitator needs to go back, ask questions and clarify any issues that are unclear.
2. **Questioning:** There may be questions that need to be asked of the person to complete the picture. For example, if the client's issue is difficulty in reaching the market a question might be – 'can you describe your market for me?' It is all about bringing the person to self-realisation.
3. **Brainstorming and idea generation:** it is important for a facilitator to not limit the range of problem solving options available to a client. Both client and facilitator will have ideas that could be tried. There are ideas and potential solutions to a problem that may have never occurred to either you or the client. The words 'what if...' should be often heard in a conversation between an enterprise facilitator and a client. 'What if we looked at the market differently? What if you targeted a different segment of the market? What if you changed the way you are promoting the product?'
4. **Business planning:** the process of building a business plan is very useful. Business planning never stops and a business plan is always 'work-in-progress'. What is valuable is to continuously work at it, update it, improve it. An effective business facilitator will endeavour to get the business enterprise owner to think about their business plan and how the current problem fits into the plan. The adage 'working on the business' not 'working in the business' is relevant here. You as their facilitator should help them do this. If there is no business plan under way then you should endeavour to get them to start to build one.
5. **Action:** he or she came to you to get a resolve for their problem. You have listened, helped them brainstorm options and let them see the issue in the context of their business plan. Now you need to help them take action. You will have other sources of information, contacts and networks and now he or she needs a plan of action. With your help, the client needs to set out a series of steps that can be taken to try to resolve the problem or address the issue.
6. **Reflecting:** some time later you should contact the client and check out how things are going. This would be reassuring for them but also provide valuable feed-back for you on the process you used and the effectiveness of various actions taken. It will help you improve as a facilitator.

**Like a copy of our Business Facilitation Practice Template? Go to our website at http://www.aief.org.au/?p=best_practice_facilitation and you can download it in either a Word or a pdf file.*

What is Risk Management?

Introduction

All of us come across risks in everything we do - driving to work, taking your family on an outing, dancing in a nightclub or simply going shopping.

Whilst many of us are oblivious to many of these potential risks or hazards, most of us try to reduce the likelihood of risk affecting our everyday activities.

What is a risk?

A risk is the likelihood or possibility of something happening as a result of a hazard or threat which will impact on your business activity or planned event. Risk arises out of uncertainty. It is measured in terms of the **possibility** of it happening and the **consequences** if it does happen.

What is risk management?

Risk management is the process which is used to prevent, avoid, reduce or control risks. There should be a reasonable balance between the cost of managing risk and the benefits you expect from taking that risk.

When you set out on a picnic, you are subconsciously going through a process to minimise the risks you may encounter. For example, you check your car's fuel level to ensure you avoid the risk of running out of petrol before you reach your destination. You ensure that you have sunscreen, drinks, eating utensils, enough food, towels, blankets, etc., **This is risk management.**

Why do you need to manage risks?

Ignoring the risk that your car may run out of fuel puts your car at risk and may also delay your arrival at your destination. In the same way, ignoring the risks which apply to your business activities or the events you have planned could impact on the following:

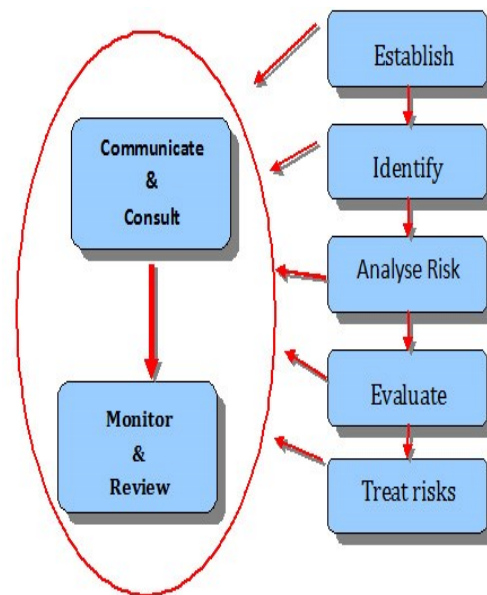
- The health, safety and well-being of employees, customers, volunteers and participants
- Your reputation, credibility and image, public and customer confidence in your organisation
- Your financial position
- Plant, equipment, the general workplace and the environment.

A systematic approach to managing risk is now regarded as good management practice.

Risk Management Process

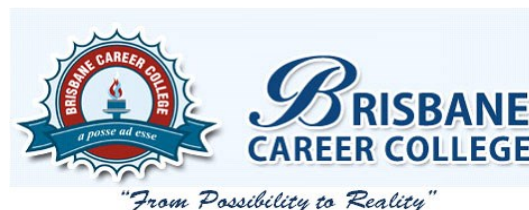
The process of managing risks involves a series of steps. At each step, you should consult with others to get their points of view. Every situation is different and requires its own risk management strategy.

The risk management process is shown below.



A good understanding of this environment will help you develop the criteria for deciding whether a risk is acceptable or not..

Outstanding Offer for AIEF Members and Our Readers



Now the AIEF through its Partner Registered Training Organisation (RTO) Brisbane Career College, provides individuals with Recognition of Prior Learning

Relevant formal qualifications give you that edge in the workplace; formally recognise your skills and experience, and the process for prior learning assessment helps you get the qualifications you deserve without duplicating learning.

Recognition of prior learning (RPL), is a process for giving candidates credit for skills, knowledge and experience gained through working and learning. RPL can provide you with the opportunity to gain a full or partial qualification without having to study subjects you already have skills in. This means you can save time and money by completing a qualification in a shorter period of time. RPL can also lead to better employment opportunities, a pay increase or a job promotion!

RPL is not difficult. It is a flexible assessment process which can vary from one applicant to another – even when addressing the same qualification. Typically the process involves some kind of assessment of your existing skills and knowledge to determine the competencies you have. The assessment is aligned with relevant types of supporting evidence, but is not necessarily dependent upon any one type of evidence; rather the complete set of evidence is viewed holistically.

Use your skills and knowledge from previous study and demonstrated work history to earn credit

toward a nationally recognized qualification endorsed by a leading training provider. Apply to have your experiences assessed by one of our industry content specialists who will work with you to design a flexible course to bridge your learning gap so you can complete the qualification.

Also, as a Business Facilitator or Business Advisor, you can offer this opportunity not only to your staff and colleagues, but also to your clients.

Compare the price of our qualifications with other RTO's. ***Plus 10% less, if you are a financial Member of the AIEF.***

Qualifications currently available through the AIEF / Brisbane Career College are:

- BSB40207 - Certificate IV in Business - \$750
- BSB40807 - Certificate IV in Frontline Management - \$750
- BSB50207 - Diploma of Business - \$1,300
- BSB50407 - Diploma of Business Administration - \$1,300
- BSB51107 - Diploma of Management - \$1,300
- BSB60207 - Advanced Diploma of Business - \$1,800
- BSB60407 - Advanced Diploma of Management - \$1,800
- TAE40110 - Certificate IV in Training and Assessment - \$750
- TAA50104 - Diploma in Training and Assessment - \$1,300

The Aims of the Institute

Aims of the Institute::

- To establish and uphold professional standards of competence, responsibility, objectivity and integrity in enterprise facilitation.
- To identify, promote or provide the required training for the maintenance of professional standards, and the continuing professional development of members.
- To provide through conferences, seminars, meetings and publications, the necessary information to keep all interested parties up to date with the latest techniques and developments in the field of enterprise facilitation.
- To promote the Institute's goals and objectives to industry at large in order to ensure a maximum utilisation of the Institute's services.
- To encourage, undertake and support research into the art and science of enterprise facilitation and related topics.
- To encompass all professions and professionals involved with enterprise facilitation and related support services who can uphold the Institute's code and high standards of competence and quality.
- To advise and inform government, industry and business at all levels on matters relating to the development of an enterprise culture in Australia.

Australasian Institute of Enterprise Facilitators

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