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Facilitation Focus

PROVIDING A RANGE OF TIPS, IDEAS AND STRATEGIES

Helping You Achieve Your Business Goals

*A company is only as good
as its people, their ability to
deliver, and the promises
they keep.*



From the Board and Members of the
Australasian Institute of Business
& Enterprise Facilitators Inc.

Best Wishes for a Joyful Christmas and Happy
New Year Filled with Health, Happiness and
Spectacular Success Throughout 2020.



Sam Tornatore B.Com
0404 099 102
Sam@networkoffice.com.au

*Sam is a Member of LinkedIn's
 "Business Facilitator's FOCUS"
 and is a prolific Presenter and
 Guest Speaker*

I need more time in my life!

Listen to someone's conversation long enough and you will come across statements such as "I don't have enough time," or "I need my time in my life." I am sure you heard it as well. Have you maybe said it yourself? The simple reality is that we have all the time there is in the world! Each and every one of us has 24 hours in a day. No more. No less. It is what we do with our time that determines our effectiveness.

The issue of time management is really life management. Life is simply broken down to allocations of time. Time and life are both precious and limited commodities. So if you want more time in your life, or what appears to be "more life," you have to get the most out of each day. That means getting the most output, simply by using 24 hours in the best possible way.

Here are seven of the simplest, yet most powerful tips to get more done and get more time. Or, as I like to say: 'seven ways to get more life out of your day'.

A WARNING THOUGH! If you are quick to dismiss these seven proven strategies as just another nice time management article, I have a challenge for you. Starting today, do each one of these things daily. Yes, tick them off as something you did. A daily ritual, if you like. Do that for twenty-one consecutive days and watch how much more you get done.

Here we go.

1. Ask yourself this question, first up in the day. What is the most important thing to do today? It is

the task that, if not done, has the most serious consequences. It could be the biggest loss you will make, or the greatest cause of emotional pain. If you are honest with yourself, you will find that there will always be something that is 'the most important thing to do'. Get serious with yourself. You may not like it, but you know what it is. Identify it.

2. Do that most important thing, straight away. Or do it at the soonest time that's most practical. Best if you can to do it before anything else and then discipline yourself to complete it until it is finished. Rearrange your daily patterns if need be, so you can accomplish this - it's vital. Imagine how you would feel if, every day, you started your day doing your most important task.

How would you then feel for the rest of the day? How much more energy, patience, and peace of mind would you have for the rest of the day? It is better to be in front of the game rather than be behind the eight ball, playing catch-up all day.

3. Separate the urgent from the important. If we don't guard ourselves, the urgent things for the day sap us of all our productivity. Some urgent demands are important but if we stop and evaluate, we may find that are not so important, and that they can wait. Try it.

You don't have to answer every phone call, every email, or respond to every person who comes into your office.

You must schedule a time in your day to do your most important tasks and block off, say "later", or schedule a time for all the urgent

issues to be dealt with.

4. Learn to say no to some things. Most people have an inability to say 'no'. They get involved in more projects, committees, activities, and unimportant issues. Their mind loses focus, and it simply reacts to the next thing that comes along.

Learning to say no - in a polite way - puts you back in control. You don't have to be rude. Simply decide to put the emphasis back on your most important task and schedule a later time for the other things, or eliminate them altogether if they really don't add value to your life. People will respect you more, and will be less likely to waste your time in the future.

5. Work with a list. This one may sound obvious, however I am never surprised by the number of people who think in their head and never on paper. Use a 'to-do list', a diary, a whiteboard, anything you need, as long as you write things down and get organized. These days you can get all sort of sophisticated devices, software and equipment to remind you, prioritise, and alert you of any tasks.

If it is written down, it won't get lost, because even those with the best of memory can lose track of some things. Just feel the peace of mind from not constantly having it in your head, for a change.

6. Separate your list into ABCDE priority. Allocate a letter to each task you need to do, from A to E;
(Continued next page)

I need more time in my life!

'A' represents the most important tasks. There can be serious negative consequences if you don't do an 'A' task. 'B' stands for something important; something you should do, but not something as important as an 'A' task. 'C' is for something that would be nice to do, 'D' is for task you can delegate to some else, and 'E' is for an unimportant task that can instead be eliminated from the list. The rule is doing your 'A's first, never letting a 'B' or 'C' tasks get in the way.

7. Continually ask yourself this same question with every activity you engage in. Is this task that I am doing helping me move towards what's important: my goals, my values, my income, is it taking me backward? It is either generating a benefit to you, or a waste of time. Be honest with your answer, and remember, don't kid yourself - you are only robbing your own time and life. If the answer is yes then it is adding value to you if not then replace the activity with one that does.

Remember, we only have one true moment of power in our life, and it's in this moment called now. Treasure it. Don't waste it. Once it's gone, it is gone forever, and you never get that moment back. Besides, who knows how many moments of 'now' we really have? Apply these simple principles to your life for the next 21 days, and prove to yourself once and for all how much potential and power you really do have.

Do it now!

****Sam is a Member of LinkedIn's "Business Facilitator's FOCUS" and is a prolific Presenter and Guest Speaker particularly on the subject of Procrastination.**

Safety Leadership in the Workplace



Establishing and maintaining health and safety in the workplace requires genuine commitment from every organisation – whether it's a small business or multi-national corporationand that starts with your leaders.

Small businesses are the backbone of the Australian economy. At the end of 2018 there were well over 2 million small businesses and over 800,000 of these employed [4.8 million people](#).

Each and every one of these 4.8 million people must have adequate training, information and instructions to perform their job safely.

As a business owner you are obligated under the [Act and Regulations](#) to provide safety and health training for all your employees.

“[Tap Into Safety](#)” believes It can be a complicated and confusing legislative system for small to medium sized business to understand, with only [50% of employers](#) believing themselves to be fully compliant. With the majority admitting they could do more to implement their safety plan, it's evident there is still a long way to go to ensure all workers are safe.

[Worksafe Queensland](#) believes that safety leadership in small business is vital.

Small business owners have a vital role to play when it comes to safety leadership and promoting a strong safety culture in their organisation.

When workers see importance being placed on working safely, they are more likely to be motivated to follow safety procedures and raise safety issues.

By supporting and encouraging positive work health and safety practices, a better safety culture will develop over time. A positive safety culture can help small business owners avoid costly incidents and injuries, minimise productivity disruptions and reduce overheads.

Worksafe Queensland provide a number of checklists to identify the key safety leadership issues for your business and create a plan of action. You can download these checklists by clicking [HERE](#).

How do you initiate and promote a safety culture in your business?

There are 6 steps to promote a safety culture and mentality:-

1. Firstly, perform a Baseline Assessment
2. Appoint a Safety Champion or Lead
3. Spend the time to introduce Safety Education and Training to all Employees
4. Involve all your Employees in the Safety Education Program
5. Utilise EHS (*Environmental Health & Safety*) Tools and Applications
6. Aim for Continuous Improvement and Sustainability



MEASURING PERFORMANCE MANAGEMENT



Performance measurement is a process by which an organization monitors important aspects of its programs, systems, and care processes.

Data is collected to reflect how its processes are working, and that information is used to drive an organization's decisions over time. ([Ref link](#))

Typically, performance is measured and compared to organizational goals and objectives. Results of performance measurement provide information on how an organization's current programs are working and how its resources can be allocated to optimize the programs' efficiencies and effectiveness.

Data used for measuring performance provides evidence of how well an organization's system is working currently and what happens when changes are applied.

Why Does an Organization Need to Measure Performance?

There are a numerous reasons why an organization may choose to measure its performance.

Performance measurement provides a reliable process to determine if an organization's current system is working well.

Also in today's economy, there is a demand for transparency and increasing scrutiny of an organization's total business

practices.

These reasons promote an organization's use of process and outcome data as a means to demonstrate its performance.

There are other typical circumstances of why an organization may choose to measure its performance, such as:

- Distinguish what *appears* to be happening from what *is really* happening
- Establish a baseline; i.e., measure before improvements are made
- Make decisions based on solid evidence
- Demonstrate that changes lead to improvements
- Allow performance comparisons across sites
- Monitor process changes to ensure improvements are sustained over time
- Recognize improved performance

It is useful to categorize performance measures to better understand what systems or processes are measured. An organization may combine different types of measures to provide a complete picture of its underlying systems.

Performance Management

Performance management is a process for setting goals and regularly checking progress toward achieving those goals. It includes activities that ensure organizational goals are consistently met in an effective and efficient manner.

The overall goal of performance management is to ensure that an organization and its subsystems (processes, departments, teams, etc.), are optimally working together to

achieve the results desired by the organization.

Performance management has a wide variety of applications, such as, staff performance, business performance, or in health care, health outcome performance measures.



Herman Aguinis tells us to measure [performance management](#) behaviors, first cluster them into competencies. These are measurable clusters of knowledge, skills, and abilities (KSAs) that are critical in determining how results will be achieved.

Examples of competencies are customer service, written or oral communication, creative thinking, and dependability.

Measuring two types of competencies

There are two main types of competencies.

- **Differentiating competencies** are those that allow us to distinguish between average and superior performers.
- **Threshold competencies** are those that everyone needs to display to do the job to a minimally adequate standard.





AIBEF 2019/20 INTERNATIONAL SCHOLARSHIP PROGRAM

"The business advice industry in Australia and in many other countries is self-regulated, and virtually anyone can call themselves a business or enterprise facilitator, advisor, coach, mentor or consultant. Business Facilitation and Coaching has copped its fair share of flak in recent years, primarily because the industry has a reputation for attracting spruikers and touts."

Denise McNabb, Sydney Morning Herald

- **Do you provide Business Advice, Consulting, Mentoring or Facilitation Services?**
 - **Are you looking for recognition of your facilitation skills?**
- **Wanting to give clients the confirmation of your professionalism and experience?**
 - **The AIBEF is awarding 20 + Scholarships in 2019/20– Apply Now!**

www.aibef.org.au/aibef-scholarship-program

A program has been launched to enable business advisors and mentors to achieve industry-recognised accreditation without the need for lengthy study or expensive courses.

The Australasian Institute of Business and Enterprise Facilitators' (AIBEF) new scholarship program recognises the skills, knowledge and experience of business advisors and mentors who have the expertise but may not have gained relevant qualifications.

There are three Scholarship categories:

- **Women**
- **Young Advisors (up to 29 years of age)**
- **General**

Additional details and Application Form is on our web site (www.aibef.org.au); or you can send an email to info@aibef.org.au requesting these forms to be sent to you.

Australasian Institute of Business and Enterprise Facilitators Inc.

QLD: PO Box 906, Bribie Island, QLD 4507

ACN: 161 325 686

ABN: 50161325686

Mobile: +61 410 082 201

The Australasian Institute of Business and Enterprise Facilitators (AIBEF) 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, facilitators and advisers so as to upgrade the quality of small business advice.”

It's a fact that, at the moment, the business advice industry in Australia is self-regulated, and virtually anyone can call themselves a business or enterprise facilitator, advisor, coach, facilitator, trainer or consultant.

Check out Google for instance; there must be a dozen (or more) sites on “*How To Start Your Own Business Consulting Venture*”.

The AIBEF is the Peak Body for Business Facilitators, Coaches and Trainers, and we, the AIBEF Committee, hope to continue the association's great work to further promote the professionalism and quality of our members, and to endeavour to act as a respected voice and advocate for the wider community.

The AIBEF represents a profession that is proud of its independence and confident of the service it provides, committed to continual improvement in the skills and knowledge of our members and Business and Enterprise Facilitators in general, who ably assist in the professional guidance and support of business, enterprise and community development.



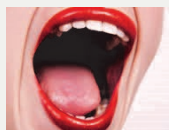
Welcome to our Newsletter

Facilitation Focus is an opportunity for Business Facilitators, Coaches, Facilitators, Trainers and Consultants to ask questions, offer answers, and become part of a group where we can all join in peer-to-peer discussions and conversations about challenges, experiences and outcomes. ***It is also worth noting that 'Focus' can be included in your Continuing Professional Development (CPD)***

Facilitation Focus is a publication for a rapidly changing world.

Almost daily, SME's are facing constant changes, and it is vital that the Business and Enterprise Facilitator is current with their expert advice and guidance.

Facilitation Focus has as its main aim to access to a professional network of peers through the AIBEF, and by gaining more insight into business and industry best practices, as well as increasing the focus on the important aspects of their own business, an AIBEF Focus member can accomplish amazing results.



Something To Say?

Letters and Article contributions from members and readers are most welcome

Please send your comments to info@aibef.org.au

WHO ARE BUSINESS OR ENTERPRISE FACILITATORS?

Virtually any professional, qualified person or organisation involved in assisting entrepreneurs, organisations, or communities to improve their Skills; Knowledge; Business; Staff; and/or Life.

The role of a Business and Enterprise Facilitator is to promote local economic growth by providing support to local entrepreneurs, groups or entire communities wishing to start or expand a small business enterprise or to assist to develop a concept where the community will benefit

The concept of Business and Enterprise Facilitation is a model of development that supports the creation of wealth from within a community by nurturing the resourcefulness of its people.

The Australasian Institute of Business and Enterprise Facilitators is an international not-for-profit institution that works with entrepreneurs, small groups and / or communities to establish sustainable, grassroots enterprise projects.

For more information please contact:

www.aibef.org.au
info@aibef.org.au

ABN: 56 306 620 484

Ph: 1300 407 406

Mob: +61 410 082 201

PO Box 906 Bribie Island QLD 4507