

Facilitation FOCUS

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IMPORTANT NOTICE FOR INSTITUTE FINANCIAL MEMBERS

NOTICE OF ANNUAL GENERAL MEETING

**Monday 31st October 2022 3.00 pm AEDST by
ZOOM**

*You will be notified of access code for Zoom meeting
PRIOR to the meeting date.*

- Calling for Nomination for Directors 2022/2023



Facilitating Change in Your Client's Organisation



At some point in time, many businesses have a range of products and services available to customers. These businesses have worked hard to develop and market these products, struggling to create something unique that can be distinguished from those of their competition.

But in business (and life too) nothing stays the same. A fierce competitor comes onto the scene, and starts to develop a strong marketing campaign and begins to attract your clients' customers away from the business. You are working with one of these firms, and you have recognised there is a need for change within the organization. The difficulty may be that you will have to convince your client of the need for change.

The need for continual business growth The most functional and successful businesses are those that are able to challenge the current status quo they have made and build something new, even at the cost of moving on over time from what they once created and made successful. Change occurs in every type of business, particularly during turbulent financial times.

Developing the skills to facilitate and manage organizational change requires enhanced leadership abilities. Working on your marketing skills allows you to promote new ideas effectively while improving your communications helps you get the point across to your reluctant client or business owner.

If you understand the stages people typically go through when dealing with change you can successfully facilitate and manage transitions and mitigate problems.

Sandra Stopher a supporter of the *Transtheoretical Model* (Prochaska and DiClemente, 1982) tells us: Originating in the psychotherapy field, the relevance of the Transtheoretical Model (TTM) to facilitation has been explored as it can provide a useful guide to the different stages someone moves through when seeking change (Grant, 2010). The model asserts that there are five main stages of change:



- ☐ Pre-contemplation,
- ☐ Contemplation,
- ☐ Preparation,
- ☐ Action and
- ☐ Maintenance.



There is also an additional stage which may be present, depending on the circumstances (Relapse). The model is cyclical, with progression between the stages varying from person to person. The baseline is created by identifying the dissatisfaction, vision, first steps, and change resistance for each stakeholder involved with your change program. One method is using a spreadsheet application, make a table listing the stakeholders and each area of investigation:

- ☐ **Who** are the stakeholders?
- ☐ What are their expectations?
- ☐ How do they **feel** about the planned changes (**Vision**)?
- ☐ What **steps** will provide a good Return on Investment (ROI)?
- ☐ And finally: What **resistance** must be overcome to succeed?

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Communicate Change Details

One way to facilitate change is to define what needs to change in as much detail as possible. For example, you can't just say, "Salespeople need to be *friendlier* to customers." You have to define "friendly". You have to communicate the characteristics of friendly behavior, such as "greet customers warmly", "ask about their concerns", or "address them by name". Once you know what the behaviour looks like, translate it in detail.

Communicate Successful Change

Always acknowledge your clients contributions. In order to facilitate change, you must focus your attention on people who change and ignore those who do not. This will send the message to others that you value the changes made and, in turn, encourage others to participate in the change program.

Measure Change Progress

Make sure you have a regular method to communicate where the organization stands with respect to the change program.

Is the current dissatisfaction, vision, and first steps level greater than the *resistance to change*?

We all know the challenges that come with organizational change. Depending on the source of change, it's well documented that 70-85% of all projects and programs requiring people to adapt to a new way of doing things fail. Change is constant and organizations will continue to spend millions of dollars on things associated with change only to have it come at them at a higher speed. Essentially, the unaccounted cost of poorly facilitating change is far greater than the direct cost.

People get frustrated and burned out and begin to adopt change resistant behaviors that thwart future initiatives. This resistance is rarely understood and hardly ever assessed. Worse yet, companies lose customers, don't establish competitive advantages and miss chances to grow opportunities that often are not measured.

The role of the facilitator or change agent is to mentor, coordinate, and provide support to those who have volunteered to lead the change process. This includes recruiting a team, bringing them up to speed, developing a consensus plan, coordinating activities, incorporating assessment, keeping people active, documenting progress, and being positive about the change.

The facilitator is to help the organisation to clarify the targeted outcomes aligning with their mission. This would include identifying the key projects, inventorying the current resources and leaders, through quality development grow these individuals skill sets so that they become the internal change agents. Mentor these individuals on a monthly basis growing their knowledge, skills, and identities so that the organization becomes empowered to take on the change them. As the facilitator, you must challenge quality consistently and provide assessment of the key performances so everyone is clear about quality and how to improve it

Recognize that people adjust differently to changes. In the beginning, people don't know what to expect and wait with anticipation. Some may become angry and confrontational. When they realize that change is actually going to happen, people experience sadness about leaving behind the past.

Finally, they begin to accept the change and move forward. Learn to be patient when dealing with change.



How Can You Settle A Business Dispute?



Disputes arise from time to time as part of doing business. They can range in severity and, depending on the complexity, can cost time and money. Whether it's a disagreement between two businesses, or business partners, or a breach of a confidentiality agreement, finding a resolution to a business dispute will depend on the nature of the disagreement.

Resolving business disputes quickly and efficiently is in everyone's best interest. While you should try to resolve disputes yourself, sometimes you may need to seek help from others.

Regardless of the size of the business, disputes are almost inevitable, particularly if you have not taken the proper steps to try and avoid them.

If you've found yourself in a legal dispute, it can be easy to get caught up in the emotion and the 'principle' of the situation. This is what often leads people to pursue a dispute — until they realise how much stress, money and time that principle is likely to cost them.

If a dispute makes it all the way to trial, it is likely to take about 18-24 months. In a Magistrates Court matter, a cost of \$40,000 to \$70,000 — depending on the complexity — to take it to trial is a reasonable estimate.

So if you're fighting with someone over a \$10,000 debt, you may want to think twice about how hard you want to pursue it.

The business dispute definition relates to any kind of disagreement between two businesses over the terms of an agreement signed by both parties involved. They can happen in any kind of business arrangement and are almost unavoidable during a company's lifetime.

Often disputes are about things that affect your business bottom line, such as:

- unpaid invoices
- disagreements about the quality of the work or product
- a clause in the contract.



[Regie Anne Gardoce](#)

Regie, a lawyer at [Sprintlaw](#), says that in the course of running a business, there may be some situations where you might run into a dispute with another business (though, let's hope this doesn't happen!). In these situations, there can be a lot of back and forth between both of you. And, if you've finally come to "settle" on an agreement to end the dispute, you want to avoid any further headaches. and this is where a [Deed of Settlement](#) steps in.

A Deed of Settlement is effectively a legal document that is signed by both parties to **settle a dispute**. Generally, both parties sign a Deed of Settlement to avoid any further legal costs or disputes. The terms within this document are legally binding to reflect whatever the parties agree to.

Settling out of court

Rather than taking legal action in the courts, the Parties may reach an agreement out of court, and may use this Deed to document that agreement. For example, if a staff member crashes into another car, the other Party might agree to refrain from taking any legal action against the staffer or the company, provided that the company agrees to pay an agreed sum of money to the other Party.

By reaching an agreement in this manner, both Parties may avoid a lot of stress, save on legal costs, and still reach an appropriate resolution.



Time is a Fleeting Thing



You've heard it before—time favours no one; time is one of the great equalizers; and all the other truisms that describe this fleeting commodity that we all share. The truth is that although we can't control the passage of time, we can make better use of the time we have.

So, firstly, let's talk about ***Focus*** and the **Sieve Technique**.

Focus. While this may sound simple, focus is one of the most powerful tools we can use in making the best of our time, achieving goals, or creating greater balance in our lives. What methods or systems have you put in place to create focus on the things that are important to you? Writing down your goals, creating a personal mission statement and values, a planner, to do lists, computer software, bulletin boards, sticky notes? All these methods can help you create the focus you need. The key is to know what works for you and what derails you from focusing on what's important. Remember, we achieve those things on which we focus!

Sieve Technique. By “poking holes” in a large task, you can accomplish an activity by using little bits of time instead of waiting for one large block of time. Whether writing a report, planning a vacation, or completing a home improvement project, breaking the job down into smaller pieces not only helps organize the project and proactively prepare for the different phases, it also allows for completion in smaller segments. This technique reminds us of the value of any amount of time, no matter how small.

Now. Let's address procrastination, which many of our clients identify as their greatest time management challenge.

You know what needs to be done; you just don't do it! Miraculously, you'd rather clean the house, wash the car, take out the garbage, or walk the dog—anything to avoid tackling that “other” task that's waiting for you. It's a common tale, but too often procrastination leaves us running to catch up, working under pressure, and stalled from accomplishing the results we want.

There are a few techniques to fight procrastination. Take a look at this list to see which strategies may work for you:

- ◆ Just do it!
- ◆ Do the worst tasks first.
- ◆ Tackle the task in small segments.
- ◆ Delegate the task.
- ◆ Decide to decide—handle e-mails, voice mails, snail mail, and inquiries decisively rather than setting them aside for later.
- ◆ Create a priority action list (daily-weekly-monthly; A-B-C; 1-2-3, must do-should do-nice to do, etc.).
- ◆ Refer to long-range plans to stay focused.
- ◆ Keep priorities visible.
- ◆ Anticipate and plan time for interruptions in your day.
- ◆ Turn difficult tasks into a game or competition.
- ◆ Select the best time of day for the work required.
- ◆ Commit to a deadline and hold yourself accountable.
- ◆ Ask for help.
- ◆ Build in rewards or incentives for accomplishment.
- ◆ Question priorities and be willing to change them if appropriate.
- ◆ Identify potential obstacles and how you will overcome them.
- ◆ Celebrate your progress and successes.
- ◆ Share your goal or project with someone that will encourage you and help you stay on track.

Keep this list handy to refer to when you find yourself procrastinating.



The Benefits of Google Reviews For Your Business?



[Steve Brambley](#)

It's common knowledge that no matter how excellent your services are or how sincere your messaging is, what your consumers think about you will always trump what you say about yourself. Furthermore, Google has now included customer reviews in its local ranking algorithm – not just the number of reviews but also the quality of those evaluations. So, in order to maximise your click-through rate, you must get more and better Google reviews. In other words, good Google reviews are no longer an option; they are necessary.

GOOGLE REVIEWS MATTER

Placing a Google review is a quick and straightforward process with ongoing benefits for your business. A good review will improve your reputation and ranking in a Google search. Moreover, the statistics for focussing on gaining more reviews are compelling:

An online review is as essential to nearly [9 out of 10 consumers](#) as a personal recommendation. Customers [spend 31% more](#) at a business with “excellent” reviews.

Google rewards companies with lots of positive ratings. They are a ranking element for local SEO, as revealed by Google.

GETTING MORE GOOGLE REVIEWS

1. MAKE IT EASY.

Make writing a review as easy as possible for a happy customer. So, rather than asking them to find your business on Google maps, send them a link or include it on your website.

2. GOOGLE REVIEWS PAGE ON YOUR WEBSITE

Creating a review page on your website makes leaving a review even easier. Plus, having the reviews right there will entice prospects to become customers. Include a clear ‘call to action’ to leave a review.

3. HAVE A CALL TO ACTION IN YOUR WEBSITE FOOTER

This could be in addition to a review page on your website.

4. ASK YOUR CUSTOMER IN PERSON

Ask for a review if you have a good experience with a customer in-store or on the phone. Most customers will be pleased to be asked and more than happy to oblige.

5. MAKE SURE THEY KNOW HOW EASY IT IS TO LEAVE GOOGLE REVIEWS

Some customers can be overwhelmed by the prospect of writing a review. Let them know they can leave a starred review or keep the review down to one or two lines. Plus, use phrases like ‘drop a review’ or ‘leave a quick review’ rather than write a review.

6. LAUNCH A GOOGLE REVIEW EMAIL CAMPAIGN

A simple email marketing campaign to ask for reviews can work wonders. You may be surprised how keen happy customers are to write a review. After all, asking them to take a specific action to assist current and potential consumers in making wise choices is perfectly acceptable.

7. USE SOCIAL MEDIA

Use your presence on platforms like Facebook to ask customers for reviews. Make it easy with a direct link.

8. ASK PARTNERS AND VENDORS

Although not customers, partners and vendors can let customers know what it's like to work with you.

9. LINK IN YOUR EMAIL SIGNATURE

Make every email an opportunity to get a review by including a link in your email signature.



WHO IS YOUR TARGET MARKET?

Identify Your Target Market?

Identifying and understanding your customers is an essential part of your business and marketing plan. Not everyone is your potential buyer, so it's important to have a clear understanding of your target market early on. Learn how to analyse your market and define your customer segments.

What is a target market?

A target market is a group of potential customers that you identify to sell products or services to. Each group can be divided into smaller segments. Segments are typically grouped by age, location, income and lifestyle. Once you've defined your target audience, you'll find it easier to determine where and how to market your business.

Why have a target market?

For your business to thrive you need to know who your customer is. Knowing your customers will help you to target customers who are willing to pay for your product or service. This is a much more effective and affordable way to reach your customers and generate business. You'll be wasting resources if you aim too broadly, or find out too late that there aren't enough customers for your product or service. By understanding your market you can promote your product or service more effectively to the right customer group. You will know:

- where they are
- which media channels they use
- what their buying habits are
- how to tailor your marketing to motivate them to buy your product or service.

1. Research your market

To define your target market effectively you'll need to do some research. Gathering statistics and other market research data helps you to understand your potential customers and their needs and make better marketing decisions.

2. Segment your market

Work out if your market is large enough and accessible. Then segment the market into groups of buyers with similar preferences and buying habits. For example, the athletic shoe industry is broken up into several segmented groups – first by gender, then by the activity or sport. Once you've identified your market segments, you can define your ideal customer for each segment.

3. Define your target customers

To define your target customers, ask yourself the following questions:

Are your target customers male or female, and how old are they?

Where do they live?

What is their marital status?

Do they have children? How old are their children?

What is their education level?

What do they do for a living and what is their average income?

Customer interests and buying habits

What motivates a customer to make a purchase?

What are your customers' common interests?

Who makes the buying decisions?

How often do they purchase a product?

Do they shop online or prefer to see their product before they buy?

How long does it take them to make a buying decision?

What form of media does your target rely on for information?

How far do they travel to make a purchase?

What other products do they buy?

Then target your marketing efforts to explain how your product and service will fit into their lifestyle and how it best meets their needs.



Classroom Vs Online Training

The concept of "blended learning", which was introduced as early as 2000, has assumed more importance than ever before and has transformed from a theoretical concept with rudimentary applications to an essential part of mainstream education.

The traditional instructor-led training has now evolved into virtual classroom or online training. In the current scenario, no one has that much time to attend "physical" training sessions. Every person now desires flexibility and of course in learning too. For this reason, online training programs have now gained a lot of recognition. One of the most significant advantages of online corporate training is that it actually reduces training costs. There is no longer be a need for printed training materials or even on-site facilitators or trainers. While there may be an initial investment involved, the upkeep costs of online training are minimal when compared to traditional face-to-face employee training.

Happy and well-informed employees are employees who are more likely to remain loyal to your organization. By giving them access to round-the-clock online training and self-paced learning modules, they can further their professional goals and feel motivated to improve their on-the-job performance.

Time saving: In classroom training, a lot of working time of employees gets lost while they are attending the training instead of doing their job. This consumes the valuable time of the company as for that period nothing productive happens by the employee. With online LMS that run for 24 hours, employees can get the training whenever they are free thereby saving their own and company's precious time. Thus, companies can have full control over the employee's schedule.

Multitude of courses: Usually today, companies prefer to book online for training programs as on internet they can see the detailed description of each and every course. There are multitudes of courses available online for companies to choose from for their employees.

Cost-saving: Online training courses are always less expensive than classroom-based training courses. It saves boarding and lodging charges, venue costs, trainer salaries, refreshments etc. Thus, companies can save on overhead costs while earning more profits. Whilst spending little cash on training, businesses can increase the productivity of their team.

Timely update of content and integration with company's system: Learning management system (LMS) ensures that website course listings are always up-to-date. A better LMS system allows the integration with other systems too. Thus, if the company has another system for managing the training, they need not to enter course listings in both systems. LMS should be able to automatically synchronise with their system.

Pre and post-skill assessments: Online training modules let the employers assess the details about improvements of their employees. These reports include feedback reports, user reports, course reports, quiz reports, etc. which provides a clear picture of the core strengths and areas of improvement of their employees. This also displays the hidden skills of employees in front of the managers that can be utilized in other departments also as per the company's requirements.

Employees who have access to online training gain the ability to go at their own pace. They don't have to rush through the content that is being presented in a corporate classroom setting or move at the pace of their co-workers. They are given the opportunity to acquire and fully absorb what is being taught before they move on within the online training course.

When an employee is able to learn in an interactive and engaging setting, then this leads to improved knowledge and skill set retention. Giving them access to interactive, reality-based scenarios, games, and assessments enables them to digest the information more effectively, which allows them to utilize the data they have learned when they venture into the working environment.



WATCH THIS SPACE

Are you a Business Mentor, Coach, Trainer or Facilitator? Are you a professional, an expert in your field? The Australasian Institute of Business and Enterprise Facilitators Inc (AIBEF) is in the process of updating and modernising our web site, and we are placing a lot more emphasis on promoting our members to the world.

If you are experienced and skilled in your field, and you are not a member of the AIBEF, you might consider that now would be a good time to become a member and profile yourself/your business amongst highly respected and accredited Business Consultants under the banner of the AIBEF.

The below pic is an example of how we currently profile our members watch this space when our new website is completed.



Dr Tim Baker MAIBF

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<http://www.winnersatwork.com.au>

Dr Tim Baker is a thought leader, international consultant, and successful author. His latest book, Performance Management for Agile Organizations (Palgrave Macmillan) can out in December, 2016. Tim was recently voted as one of The 50 Most Talented Global Training & Development Leaders by the World HRD Congress which is awarded by a distinguished international panel for professionals "who are doing extraordinary work" in the field of HRD. He is the author of:

- The 8 Values of Highly Productive Companies: Creating Wealth from a New Employment Relationship (Australian Academic Press, 2009)
- The End of the Performance Review: A New Approach to Appraising Employee Performance (Palgrave Macmillan)
- Attracting and Retaining Talent: Becoming an Employer of Choice (Palgrave Macmillan)
- The New Influencing Toolkit: Capabilities for Communicating with Influence (Palgrave Macmillan)
- Conversations at Work: Promoting a Culture of Conversation in the Changing Workplace (co-authored with Aub Warren) (Palgrave Macmillan), and
- The End of the Job Description: Shifting From a Job-Focus To a Performance-Focus (Palgrave Macmillan).

Tim has conducted over 2,430 seminars, workshops and keynote addresses to over 45,000 people in 11 countries across 21 industry groups and regularly writes for HR industry press. Director WINNERS-at-WORK Pty Ltd 105 Hawthorne Road Hawthorne, Brisbane Qld 4171



Bernadette O'Connor - MAIBEF

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Bernadette formed Management Governance Australia Pty Ltd in 2014 with the purpose of assisting business and community to navigate the rapidly changing work environment.

Bernadette draws on over 20 years experience in leading companies (Victoria & NSW) specializing in education and training (RTOs), employment services, apprenticeship services and disability services. She also has extensive in designing and managing the delivery of local responses to the development needs of business and individuals. In addition to her CEO roles, Bernadette has extensive governance experience and contributes to strategic discussions and national forums.

Bernadette holds a Masters in Public Policy and Management; a Graduate Diploma in Education (Mathematics); a Bachelor of Applied Science (Mathematics); an Associate Degree in Applied Science (Amenity Horticulture); an Associate Diploma in Applied Science (Therapy Radiography); a Diploma in Frontline Management; and a TAE 40110 Certificate IV in Training & Assessment.

Currently Bernadette is President/CEO of Workforce Plus and Chair of Enable Social Enterprise and has held previous Board Directorship roles with Jobs Australia Ltd, Job Futures Lt, Community Colleges Australia and Community Colleges Victoria, Victorian Adult Community & Further Education Board, Job Futures Ltd, Learn Work Develop in Baw Baw, South West Local Learning and Employment Network, South West Regional ACFE Council and the Colac Area Health Board.



Welcome to AIBEF

Continuing Professional Development



Continuing Professional Development (CPD) is embedded in our Institute's Constitution, not just for our members, but offering CPD to the much wider and diverse Business & Enterprise Facilitation profession is at the very heart of our Institute.

2022

CPD TRAINING FOR BUSINESS & ENTERPRISE FACILITATORS

DELIVERY	All Programs are delivered online or by Distance Learning and are self-paced	
RECOGNITION	Statement of Completion issued.	
DURATION	All CPD SHORT COURSES are approximately of 2 - 3 hour study duration	
COST	AIBEF Members \$25.00 Non-Members \$35.00	CPD Yearly Planner and CPD Log are included

CPD SHORT COURSE SAMPLES

- | | | |
|-------------------------|------------------------------|------------------------------|
| ♦ Market Research | ♦ Contracting | ♦ Intro to Human Resources |
| ♦ Exporting | ♦ Accounting Concepts | ♦ Business Networking |
| ♦ Winning Customers | ♦ Sales Planning | ♦ Business Etiquette |
| ♦ Growing Your Business | ♦ Customer Service | ♦ Project Management |
| ♦ Competitive Advantage | ♦ Establish Values & Culture | ♦ Business Communication |
| ♦ Business Planning | ♦ Buying a Business | ♦ Giving Great Presentations |

Further information or application form please contact AIBEF CPD Training info@aibef.org.au +61 410 082 201



AIBEF Code of Conduct

All AIBEF members are obliged to maintain professional standards and ensure the legitimate interests of their clients are paramount. They must ensure that any conflicts of interests are avoided and confidentiality maintained. Members are required to adhere to the highest standards of facilitation, advice, referral, information provision, support and client care through undertaking ongoing professional development

The Process of Becoming an AIBEF Accredited Facilitator

To be an accredited Member of AIBEF, simply submit your application to the AIBEF Secretariat.

The AIBEF Accreditation Committee then assesses your experience and qualifications and will advise you of the Institute's decision.

Often this decision is partly based on Recognition of Prior Learning (RPL) where the Committee takes into account the equivalent experience of the candidate. The new AIBEF Member is then provided with a certificate of Membership and is invited to have their name listed on the Institute's website, and can immediately use the post nominal *M.A.I.B.E.F.* after their name.

Whether it is a concern about business start-up or growth, a marketing issue, HR or financial issue, a member of the AIBEF can provide effective guidance and support to entrepreneurs, business owners, communities or organisations.

Ph: +61 0410 082 201

About the Institute

Benefits of Membership Some benefits include:

Recognition of the professional qualifications of Member of the Institute of Business and Enterprise Facilitators (MAIBEF) and Fellow of the Institute of Business and Enterprise Facilitators (FAIBEF) in Australia and New Zealand.

The ability to use the post-nominals, MAIBEF and FAIBEF in promoting their activities and achieve:

- credibility/validation as an enterprise and business facilitator
- a premium for services
- client confidence and direct benefits to their business secure and regular employment/use as a business facilitator and enhanced market/business opportunities

Personal confidence and increasing business:

- through business support organisations including training providers and centres increasingly requiring counsellors/advisers to be professionally trained and experienced facilitators
- achieved through the formal recognition of practitioner skills
- by becoming preferred contractors.

The sharing of knowledge and skills and growth of new business through:

- peer networking and interchange of ideas with other



Members and Fellows

- peer mentoring of other Members and potential Members
- enabling contacts (formal and informal) with peer organisations and alliances

Regular electronic Newsletters and communications that:

- disseminate news of major developments in the business support industry
- notify Members of relevant conferences and events
- keep Members up to date with current issues
- notify Members about opportunities in professional development

Development of business facilitation skills and knowledge through the provision of:

- notification of opportunities to participate in ongoing targeted and specific professional development
- access to professional development in recommended training courses
- the best and most up to date information on business and training/facilitation.

Representation to others (government and non-government) on Members behalf on issues



affecting business facilitation.

A.I.B.E.F. Established 24 years

Web: www.aibef.org.au

Email: info@aibef.org.au



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?

Thanks for the Info

Just a note to thank you for the helpful information contained in your magazine. I'm a client of one of your members, who sends your magazine onto me. I find it easy to read and some of the ideas in the numerous articles are very useful and valuable.

*Peter Haley
Solar For Life
Coffs Harbour, NSW*

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:

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