

May 2013

Updated Training Material

ThinkZone Resources is committed to the on-going development of our training material to ensure that it is relevant to the current workplace environment.

We have recently upgraded the following training material.

- Foundations of Leadership
- Coaching, Mentoring and Delegation
- Exceeding Customer Satisfaction
- Writing and Maintaining and Active Business Plan
- Presentation Skills
- Sales Skills Levels 1, 2 and 3
- Business Negotiation Techniques
- Creative and Innovative Thinking
- Workplace Communication
- Train the Trainer
- Stress Management
- Effective Time Utilisation
- Personal Motivation and Goals Setting



Interactive Training Methodology

To ensure optimum skills transfer our training methodology is highly interactive using the principles of Accelerated and Situational Learning. Prior to all training assignments a thorough scoping exercise will be completed to determine the content required for each course. We provide pre and post course activity and skills application assessment, as well as flexible course structure, delivery and duration.

Training Material and Course Design

If you would prefer to facilitate your own training initiatives, ThinkZone Resources can develop training material designed specifically for your organisation and industry.

Development work would involve the following:

- Personalised Leaders Guide
- Personalised Course Workbook
- Personalised PowerPoint Presentation
- Material updates for one year
- Eight hours training on delivering the course content



There are no on-going licence fees or costs for using the material once purchased.

To find out more about our **Training Material and Course design** service, contact ThinkZone Resources for a no obligation meeting: **Phone:** 09 278 2338 **Mobile:** 027 287 2527 **Email:** rstock@thinkzone.co.nz **Skype:** thinkzone1



Business Performance Coaching

ThinkZone Resources provides cost effective business coaching and mentoring that is practical, well founded and derived from successful and comprehensive business experience.

There are times in business when it is beneficial to have someone from outside the organisation who is well experienced, open-minded and prepared to listen. Our coaching provides confidential guidance and fresh ideas that enhance business performance and alleviate the on-going pressures and concerns related to owning or managing a business.



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Establishing and Monitoring Performance Standards

Establishing performance standards should be a collaborative process. Once the standards of performance are established, it is imperative that a consistent and well structure monitoring and assessment process is implemented. This monitoring process means supplying the team with the information necessary that will assist them to know whether the performance objectives and standards are being achieved.

Points to consider:

1. Establish confirmation and agreement of specific performance standards required
2. Establish an appropriate and consistent process for effectively monitoring and measuring performance
3. Accurately assess and compare performance results
4. Acknowledge all levels and aspects of performance achieved
5. Establish collaboration for implementing corrective action when required



Worth Reading

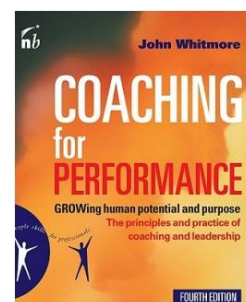
Title: Coaching for Performance

Growing Human Potential and Purpose

Author: John Whitmore

Overall, the newly written sections on leadership for high performance and transformation through transpersonal coaching really stand out. They are up-to-date, relevant and make a significant challenge to the reader's mind-set.

Disclaimer: ThinkZone Resources Limited makes no claim to authority or licence in relationship to this book. We submit the title of this book as recommended reading only.



Quote for the Month

The conventional definition of management is getting work done through people, but real management is developing people through work.

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