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&  
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**Newsletter  
November 2004**

We don't know how lucky we are.....

**How time passes! And, where does it all go?**

The last two months have flown and we are now less than six weeks to Christmas. I have been fortunate to see most of the country over the run down to Spring and, it looks great!! Blossoms are a bit later coming in the Central North Island but, like the lower parts of the South Island, 'The colder the climate.... The better the bloom.'

Things are Blooming ....or is it Booming?! out there.

A new shopping mall in Christchurch. The Palms looks stunning and the new Paper Plus model is a credit to all the planning and obvious dedication the team has put into this new retail offering.

Meccano Mens Clothing, in the same complex, is something well worth a look and the reception you get there is nothing short of wonderful. Immediate service and a cheery welcome by sales staff makes a huge sales impression.

If any of you happen to be in the 'Wonderful Wairarapa' and are looking for a quick cuppa or a leisurely lunch, stop off at 'Food for Thought' in Masterton. A terrific spot with food to match. The welcome, and the 'off the cuff comments' from both the owners and staff are a joy to hear and something that will bring you back time and again. When did you last buy a, "Fantastic Flat White" or a "Ballistic Banana Shake" This place is busy and you will soon see why.

The stores in Invercargill are a joy to behold!! New shop fronts everywhere and a general update by way of new, and very appealing road tiling and shopper precincts. The city is in good heart and certainly appears busy.

Service delivery and Key Performance Indicators are two major areas I have found clients to be looking at carefully and wanting to see measured and quantified. We all know that it can, and should, be done better but, how do we achieve it? Ensuring all staff's performance is measured in some way is essential if we are going to receive best performance. We all want to know where we are at and where we are going. So often we think that measurement is a threat to employees. The opposite is actually true.

The more we work with staff and let them see just how much we do care about their performance, not just for profits sake, the more it gives them a feeling of belonging and creates a desire to succeed.

If you feel you would like to talk over any of these points don't hesitate to contact me.

**Motivation Time**

*"Gently, gently chatchee monkey."* Anon.

*"When you blame others you give up your power to change."*

Dr. Robert

Anthony.

*"There are no shortcuts to anywhere worth going."* Anon.

*"The purpose of business is to serve the customer."* Peter Drucker.

*"As a rule of thumb, involve everyone in everything."* Tom Peters.

*"We have met the enemy and he is us."* Pogo.

### **It's a *Game* thing!!!!**

A little boy was taught, by his grandmother to play Monopoly at a very early age. As he grew up he became a real expert at the game and won many competitions. As he moved into business life he chose to use what he had learned through playing the board game and entered the property market. He worked hard and was successful. He pulled off huge deals with consummate ease, and was always on top of his game. He made a pile of money and had all the things that money buys, as well as a good marriage and great kids.

He made the front page of Time and there was an extensive interview. All the usual 'stuff' was discussed and comparisons drawn with other successful businessmen. Toward the end of the interview the interviewer asked, "How come money and success have changed you so little and, you appear to treat the whole thing as a game?" The reply caused a little consternation. "Grandma always told me that, when the game is over, everything goes back in the box!"

Some of us 'just don't get it' do we? We only get one go at this life thing and we really do need to do it better.

All the best for Christmas and the New Year. I look forward to catching up with you in 2005 and, once again, being able to be part of your business. Many thanks for all we were able to achieve in 2004.