

The Learning

Espresso

unlocking
people potential

closing the gap between
knowing & doing



Yeeehaaaa! and welcome to the Learning Espresso!

The reason for my enthusiastic Yeehaa greeting is that I've recently returned from running a session in Austin Texas where we started the day with a hearty Yeehaa yell! Americans in Texas love that stuff! Two of us from talkforce ran a two-day session for a financial industry client with 60 participants from all over the United States. The general vibe from the participants was upbeat and positive. The US financial sector has been hard hit by the GFC and fear and caution have paralysed many industries. In 2010, it seems that caution is now giving way to greater confidence.

We are finding signs of greater confidence in Australia too. In 2009, many of our clients' L&D and HR departments engaged us on more short-term and quarter-by-quarter training and development projects – waiting to see what would happen. In 2010, we are seeing greater confidence as longer-term training calendars are being rolled out – but with some important differences.

Many clients are wanting greater flexibility – the choice of full-day and two-day programs as well as shorter half-day day sessions (so their people can fit in training and work in the same day.) Other clients are enrolling their people in our **Public Programs** (see page 4) if they have smaller numbers of people (2-4) who need to upgrade their skills in presentation, business writing or influencing others. Instead of waiting until they have enough people for their own session, several different organisations send along a couple of people for a combined public workshop.

Another interesting development is that many organisations are cutting down on their travel costs and are using more **conference calls** for business. Many clients are asking talkforce to help them make their conference calls more productive (and less frustrating!) On page 2 you can check out some of our tips and see if you are making the most of your conference calls.

Finally, another cause for a big Yeehaa (the last one I will use this year!), is that we have appointed **Beth Rayner** as our Business Development Manager. Find out how she can help you find the best solutions for your organisation's development needs.

Happy trails,

Christopher



Christopher Whitnall, Managing Director

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How you can run more E-ffective Conference Calls: Remember The Eight E's

Is your organisation suffering from conference call fatigue and frustration?

More and more companies are trying to cut travel expenses and save time by conducting meetings and business with conference calls – only to find that these conference calls are chaotic and counter-productive.

Conference calls can be hard to run and even harder to stay engaged in if you are a participant. The calls lack the visual contact to help people feel connected - and to make sure people are paying attention!

talkforce is getting cries for help from organisations needing their conference calls to be more productive and less unpopular. Here are some of our top tips for making your conference calls more effective and engaging.

For more **E-ffective Conference calls**, remember **The 8 E's**:

- **Extra Effort** - take extra effort in planning, preparing and your vocal delivery for your conference call.
- **Establish Expectations** - it's vital to let all conference call participants know what is expected from them.
- **Etiquette** - create and modify your own list of Conference Call Etiquette to suit your organisation.
- **Eliminate Distractions** - avoid interruptions and distractions in order to giving the call your full attention.
- **Equipment** - get familiar with your equipment before an important conference call.
- **Establish Identity** - because people can't see who is speaking, always establish identity when you speak.
- **Engage and be engaged** - inject appropriate energy and enthusiasm to avoid a monotone delivery.
- **Entries and Exits** - pay special attention to how you start and finish.

In our workshops, participants get more than tips and techniques – they get a valuable opportunity to apply the workshop tips and techniques in a realistic exercise.

We record a conference call where participants have to work without seeing each other. Participants then get valuable constructive feedback from our facilitator and their fellow participants.

Why don't you jump online and read the full version of this article for more of our tips at www.talkforce.com.au?

If you would like to discuss how we can help you hone these skills, please contact Tony Biancotti at tbiancotti@talkforce.com.au or call 9844 2999.



Welcome to Beth Rayner

We welcomed Beth Rayner to talkforce at the end of 2009 in the role of Business Development Manager.

After leaving London in 2005 to travel the world, Beth worked for 3 years as a recruitment consultant in North Sydney where she helped the financial sector find reliable temporary staff.

She can help you by matching the training and learning & development needs of your business with talkforce's many offerings. She has the skills, the talent and the passion for creating long-term relationships that can get the best results for both your business and ours. Beth has a Business Studies Degree majoring in HR, a genuine desire to help develop people, and (from her many travels) an ability to connect with all types of people from around the world - from the guards of Windsor Castle to Cambodian monks and Bolivian farmers.

You can contact Beth at brayner@talkforce.com.au



Oasis Cooks Up A Storm 'Masterchef' Style

talkforce recently held a team cook-off for The Oasis Youth Support Network as part of their annual off-site team-building day. This involved teams working together to prepare lunch which was then shared by the entire group of 65 staff.

The participants were split into groups, given a recipe and asked to prepare the following elements of the meal:

- Preparation/set up
- Mocktails
- Entree
- Salads
- Mains
- Dessert



Particular areas that were highlighted were leadership, communication & how we communicate differently using a variety of styles and of course team building.

Teams also needed to bear in mind some constraints that existed within the wider group for example food allergies, in order to ensure the event was successful.

The exercise was a big hit and the participants really enjoyed being involved in something very different to their ordinary 'working day'.

The task involved identifying and utilising the different skills within the group and also provided the opportunity to work alongside colleagues they did not usually come into contact with.

*For information on how talkforce can assist with your next team event, please call **Rosalie Katsinas** on **9844 2999**.*

talkforce Public Program Calendar 2010

	Date	Duration	Time	Max. Class size	Location	Price	Includes
Facilitation	28 & 29 April	2 Days	9.00 – 5.00	12	The Dock, 4 Clarke Road, Woolwich	\$1950 + GST	Morning tea, lunch & afternoon tea
Presentation Skills	1 & 2 June	2 Days	9.00 – 5.00	8	The Dock, 4 Clarke Road, Woolwich	\$1950 + GST	Morning tea, lunch & afternoon tea
Business Writing – Effective e-mail	16 June	½ day	11.00 – 2.00	12	The Dock, 4 Clarke Road, Woolwich	\$500 + GST	Morning tea
Business Writing – The War on Error	16 June	½ day	2.30 – 5.30	12	The Dock, 4 Clarke Road, Woolwich	\$500 + GST	Afternoon tea
Business Writing – Effective e-mail & The War on Error	16 June	1 day	11.00 – 5.30	12	The Dock, 4 Clarke Road, Woolwich	\$975 + GST	Morning tea, lunch & afternoon tea

Course materials provided, public transport and free parking available, wheelchair accessible.

Minimum class size is 6.

Please contact us if you would like to find out more about any of these sessions.



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www.talkforce.com.au