

If you have trouble viewing this newsletter please click
<http://www.nda.com.au/newsletters/july07.pdf>

NDA

Business Skills ● ● ●
Qualifications ● ● ●
IT Solutions ● ● ●

[Make a booking](#)

[Make an enquiry](#)

[Course dates](#)

[NDA Website](#)

Welcome to NDA's monthly email newsletter for July 2007.

At a Change Management course last month I began by asking our clients if they were more or less receptive to change than the average person. As usual, around 75% claimed to be more receptive to change than the average (think about it!). You might like to ask your colleagues the same question. If they claim to be change-friendly you can seek confirmation by asking them when they last:

- Moved house (average every 5.5 years)
- Changed employer (average every 6.4 years)
- Changed relationships (on your own with this one but the average length of first marriages leading to a separation is 8.4 years)

Change is an ever present feature in our lives, particularly in the digital era where so many changes are technology driven. Change can be intimidating but it can also be stimulating and life enhancing. The successful management of change, whether it be in our domestic or professional lives, draws upon a wide range of skills. See below for NDA's Hints and Tips on change management.

Kind regards
Nigel Davies
Director, NDA

Hints and Tips – Change Management

Create a personal culture that is receptive to change

- Do some everyday things differently – travel to work by a different route, read a book on a different topic, wear a different colour.
- Do things slightly outside your comfort zone – write a letter to the editor, organise a sports event, throw a dinner party.
- Maintain a list of personal goals (big and small) in different aspects of your life.

Create a work culture that is receptive to change

- Switch staff between roles to avoid them becoming stale.
- Actively seek suggestions from staff for better ways of doing things.
- Reward effective suggestions and excellent work. Studies show that ad hoc, occasional rewards (cinema tickets / flowers) are more effective than predictable, expected rewards – even though the latter may be larger.
- Sincere praise in front of peers costs nothing and is highly valued.
- Delegate - give staff the opportunity to implement their suggestions, if appropriate.

Communicate!

- Hold weekly staff meetings and give everyone an opportunity to contribute.
- Circulate a monthly or bi-monthly newsletter to keep staff informed of current activities / new projects etc.
- Keep people fully informed about their jobs. Explain not just what you want them to do, but

why – and the contribution their role makes to the overall success of the organisation.

- Communicate a professional message by setting a high standard through your own work habits and manner of dealing with people.
- Make time to move around the office and talk to the team – don't be tied to your desk.
- Be open to communications in both directions. Develop active listening skills to pick up the unspoken messages, as well as the spoken words.

Some technical change management skills

- Employ a range of thinking skills to identify potential changes and opportunities to add value. Use techniques such as [Lateral Thinking](#), [Mind Maps](#), [Brain Storming](#) and [Six Thinking Hats](#).
- Use cost / benefit analysis techniques to calculate the financial impact of change. Calculate the [Payback Period](#). Calculate the [Return on Investment](#).
- Set clear goals. How will the success of the change be measured? When will the change be completed? What will it cost?
- Take time out to plan. The planning phase of any activity should take around 25% of the total activity time – yet many people bypass this phase completely. Fail to plan = plan to fail (see [Managing Successful Projects](#)).
- If the activity is at all complex (involving several people, lots of \$ and several functions) consider using project management software to create the project plan and manage the implementation (see [Microsoft Project](#)).
- Perform a risk analysis. Ask yourself what could go wrong (be seriously pessimistic here!) and develop preventative and contingency plans for the most serious risks.
- Identify the key stakeholders in the change (the people most affected by it – especially those in a position to either 'make it work' or prevent it from happening). Prepare a Stakeholder Engagement Plan, identifying how you can best win the support of each group of stakeholders.
- Develop a Benefits Realisation Plan to ensure that the anticipated benefits of the project are actually achieved.

NDA's [Managing Change](#) course presents all these techniques. The course is presented in a workshop format that gives practical guidance in planning for change in your organisation.

Stand by rates

NDA is now able to release the following courses for Stand-by enrolment, most at significant discounts on standard rates (to obtain the discount, please mention this email when making bookings):

Hobart – IT courses

[Introduction to PCs](#) 25/27 June – 20% discount \$368 (standard rate \$460)

[Flash](#) 25 June – 20% discount \$220 (standard rate \$275)

[Notes Introductory](#) 29 June – 20% discount \$140.80 (standard rate \$176)

[Publisher](#) 3 July – 10% discount \$207 (standard rate \$230)

[Outlook](#) 9 July - 20% discount \$184 (standard rate \$230)

[Project](#) 10/11 July – \$460

[Access Introductory/Intermediate](#) 17/19 July – \$460

[Word Advanced](#) 18/20 July – 10% discount \$414 (standard rate \$460)

[PowerPoint](#) 20 July – \$230

[Access Advanced](#) 24/26 July – 10% discount \$414 (standard rate \$460)

Hobart – Business Skills courses

[Training Delivery](#) 28/29 June – 20% discount \$440 (standard rate \$550)

[Effective Supervision Skills](#) 16 July – 10% discount \$247.50 (standard rate \$275)

[Managing Successful Projects](#) 25/26 July – \$550

Launceston – IT courses

[Word Advanced](#) 26/27 June - \$460
[PowerPoint](#) 28 June – 10% discount \$207 (standard rate \$230)
[Introduction to PCs](#) 28/29 June – 10% discount \$414 (standard rate \$460)
[Project](#) 11/13 July – 20% discount \$368 (standard rate \$460)
[Word Basics](#) 12 July – \$230
[Crystal Reports Advanced](#) 12/13 July - 10% discount \$495 (standard rate \$550)
[Word Intermediate](#) 16/18 July – \$460

Launceston – Business Skills courses

[Conflict Resolution & Assertiveness](#) 27 June – 20% discount \$220 (standard rate \$275)
[Training Delivery](#) 28/29 June – 10% discount \$495 (standard rate \$550)
[Professional Telephone Techniques](#) 6 July – 10% discount \$247.50 (standard rate \$275)
[Learning Design](#) 12/13 July – 20% discount \$440 (standard rate \$550)
[Assessment](#) 17/18 July – 20% discount \$440 (standard rate \$550)
[Performance Management](#) 24 July – 20% discount \$220 (standard rate \$275)
[Delivering Convincing Presentations](#) 27 July – \$275

North West – IT courses

[Excel Basics](#) 4 July – 20% discount \$184 (standard rate \$230)
[Office 2007 Conversion](#) 5 July – 20% discount \$184 (standard rate \$230)
[Word Intermediate](#) 16/18 July – \$460
[Access Basics](#) 17 July – 10% discount \$207 (standard rate \$230)
[PowerPoint](#) 20 July - \$230
[Access Advanced](#) 24/26 July – 10% discount \$414 (standard rate \$460)

Call NDA on 1300 765 376 for more information or make a [booking](#) here. Existing bookings may not be amended but where at least one person is already enrolled at full price, additional people from the organisation may be enrolled for 50% of the standard course fee. These discounts may not be used in conjunction with any other offer.

Our privacy policy

NDA's privacy statement is published in full at <http://www.nda.com.au/quickfind/privacy.html>. If you do not wish to receive the NDA newsletter, please click [here](#).

Contact details

HOBART	LAUNCESTON	DEVONPORT
Level 3, Trafalgar Centre, 110 Collins St Hobart TAS 7000 Phone: (03) 6224 2660 Email: hobart@nda.com.au	Level 1, 65 St John Street Launceston TAS 7250 Phone: (03) 6334 4910 Email: launceston@nda.com.au	The Roberts Building, 23 Stewart St Devonport TAS 7310 Phone: (03) 6423 4547 Email: devonport@nda.com.au