

# PERFORMANCE GROUP MONTHLY

FROM THE RESURG GROUP



DECEMBER 2007

## DEFAULT DIARY

Do you find there are not enough hours in a day? You are working hard, long hours but you just can't find the time to spend on those tasks that will make a real long term improvement to your business. Perhaps you are too busy running around after inexperienced staff to plan their training. Or you are so short of staff that you just don't have time to get off the floor to plan a recruitment drive.



Instigating a default diary is the first step in getting off the treadmill that is the day to day running of a business, particularly one that relies too heavily on the owner / manager. It helps you commit time to key long term priorities on a regular basis.

Why does it work? Firstly, as you are planning your time into the future your focus is far more on long term improvement of your business rather than the short term, more immediate problems that you have to deal with before you go home at night. Secondly, communicating your

intentions to others commits you, and makes it far more likely that you will actually do it, and that others will leave you in peace to get it done!

Do you currently have a set time for holding staff meetings, answering your emails or going for a run? If so, then you have already started to use a default diary. Anything can be included in a default diary, here are some common examples:

- Staff and management meetings
- One on one time with individual staff members
- Spending time with customers
- Reviewing financial reports
- Time planning
- Time to work on goals
- Speaking to customers
- Email Management
- Meeting free' time
- Phone free time
- Preparation for important meetings, presentations etc
- Days off / leave / rejuvenation!

### YOUR FIRST STEP

Decide right now that you want to schedule yourself an afternoon to write you default diary. Decide now and tell someone.

## EXAMPLE DEFAULT DIARY

	Mon	Tue	Wed	Thu	Fri
AM	9 - 10 emails	9 - 10 emails	9 - 10 emails	9 - 10 emails	9 - 10 emails 10am - 2pm shop floor - speak to customers
PM	2pm - 3pm Staff Meeting		2pm - 4pm Staff Training	2pm - 5pm Work on Goals - no interruptions	
	5:00 - 5:30 Time Planning	5:00 - 5:30 Time Planning	5:00 - 5:30 Time Planning	5:00 - 5:30 Time Planning	5:00 - 5:30 Time Planning

## RESURG GROUP

60 SECONDS WITH...  
SHANE SMITH from  
WILLIAM AND  
JACKSON CRT



Shane Smith and his team in North Geelong, Victoria won the CRT Member of the Year award for 2006 for the Southern Region. (see page 2 for story)

**Favorite Destination:** Anywhere Outback

**Favorite Food:** Freshly shucked oysters

**Favorite Movie:** One Flew Over The Cuckoo's Nest

**Someone I Admire:** Weary Dunlop

**Something I want to see:** My kids as parents

**How do you motivate your staff?**

- 1/ Make work fun
- 2/ Reward staff unexpectedly
- 3/ Constantly work on the 'team spirit'
- 4/ Flexibility (both ways)
- 5/ Pick up a broom

**What tool(s) do you use for your time management?** PDA with email access synched to server & PC

**How long have you been in a Performance Group?** 4 years

**How do benefit from being in a Performance Group?** The format of interaction, trust and camaraderie with other group members allows open discussion and honest feedback not available to me elsewhere. Critiquing another business sharpens my focus on my own business. The comparison with other like sized businesses with common issues and challenges definitely helps me to identify areas for improvement.

## MIGHTY WELL TRAVELLED

Mitre 10's VIC/TAS 1 is one of our oldest Performance Groups. The group has been running for 6 years now. They have gained a reputation for holding their meetings in unique locations. Last year they traveled to New Zealand together to visit the highly successful Mitre 10 Megastores. The trip was very successful and the group learnt a lot about merchandising methods such as clip strips, other impulse programs and the fact that hardware stores don't just have to sell hardware.

This year they held their meeting on a houseboat on the Murray River. They are now

considering that their next trip may be to look at the state of the hardware industry in the United States!



Mitre 10's VIC/TAS 1 Performance Group in front of their most recent meeting venue, a houseboat on the Murray River.

## PERFORMANCE GROUP MEMBER TAKES TOP AWARD



Shane and Corrie Smith (centre front) pictured with members of the CRT management team after receiving their award.

It's been a good year in Geelong! Firstly the Cats win the AFL premiership and now popular local retailer and Performance Group member, William and Jackson has been recognised by CRT as their Member of the Year for the Southern Region.

Co-directors Shane and Corrie Smith (pictured above) accepted the award on behalf of fellow director Greg Erwin recently at a gala dinner in Sydney. The award is judged on business performance, member compliance, professionalism and local service delivery.

William and Jackson has been trading under the CRT banner for 29 years. Their leading position in the local market is based on the fact they provide a one stop shop for the local farming community. 'Our clients need to be confident that we can always provide a full suite of services to help them meet their goals' said Shane.

National Member and Marketing Manager Cameron Beamish praised the business, saying 'Shane and Greg lead by example and actively uphold the CRT local bloke philosophy. They have made a great contribution to the CRT group, their business and the local community, we're proud to have them as members.'

## BUSINESS BOOK OF THE MONTH

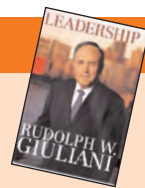
### Leadership

Resurg Rating: ★★★★★☆ Author: Rudy Giuliani

This book was already a work in progress before September 11th occurred. While it includes some intriguing descriptions of Giuliani's experiences on that day this book is really about an uncompromising leader who made his way to the top by holding those around him accountable. This book stands out from so many other leadership books on the market due to the depth of the real life scenarios Giuliani uses to illustrate his principles and ways of getting things done.

We recommend this book to anyone in a position of leadership. It shows how a combination of benchmarking and accountability can be used to improve performance. As mayor of New York, Giuliani instigated detailed reporting of KPI's across key public services. He would then hold weekly meetings with each service to discuss the week's results. For example he would ask a Police captain why his precinct had an increase in a particular type of crime while all other precincts were reducing it. The benchmarking data was also used to identify patterns. If there had been a spate of armed robberies in a certain area the police could use the historic data to predict future patterns. This would increase the chance of either preventing further robberies or at least being ready to react a lot more effectively.

The lessons learnt from this book are relevant to leaders in any organisation. It is also refreshing to know that you are reading the words of someone who was truly successful at what they did. What Giuliani describes in this book works. He took New York from being statistically one of the most dangerous city's in the world to being the second safest city in the USA during his time as mayor.



## PERFORMANCE GROUPS AND CONFERENCE CALLS DECEMBER 2007

December 5	11:00am	Travelscene American Express SAWA Conference Call
December 5	11:00am	BIG4 Group 2 Conference Call
December 10/11		Travelscene American Express Best Practice Group, Sydney, NSW
December 10/11		Combined Rural Traders NSW3, Wagga Wagga, NSW
December 11	10:00am	Travelscene American Express VIC 1 Conference Call
January 18	10:00am	Combined Rural Traders VIC3 Conference Call,
January 18	11:00am	Combined Rural Traders SA Conference Call
January 24	11:00am	Combined Rural Traders NSW2 Conference Call
January 25	11:00am	Mitre 10 NSW2 Conference Call

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