



PERFORMANCE GROUP

MONTHLY

FROM **RESURG** GROUP

DECEMBER 2009

BAD HABITS OF BUSINESS OWNERS

Marshall Goldsmith is a leading executive coach in the USA and also the author of this month's business book recommendation: *What Got You Here Won't Get You There*. The book focuses on the fact that most successful business people think that because they have been successful so far they don't need to change to achieve future success. Goldsmith claims that this is in fact the opposite of the truth. Most successful people have got where they are despite their bad habits and the people who go on to achieve an even greater level of success are those who can analyse their own behavior and change it for the better. The meat of the book focuses on the 20 bad habits of successful people. Below is a brief selection of these habits that are particularly relevant to the owners and managers of small businesses.



Not being able to stay quiet! - This happens when you can't stop yourself from having your input on your employee's ideas. "It is extremely difficult," Goldsmith says, "for successful people to listen to other people tell them something that they already know without communicating somehow that (a) 'we already knew that' and (b) 'we know a better way.'" The problem with this behavior is that, while it may slightly improve an idea, it drastically reduces the other person's commitment to it and therefore their level of motivation.

Failing to give recognition: Business owners can't keep quiet when they have a great idea but many of us stay far too quiet when it's time to recognize the input of others. As Kenneth Blanchard & Spencer Johnson say in the *One Minute Manager*, you should go out of your way to catch your staff doing something right so you can praise them. This builds their confidence and therefore improves performance.

Passing judgment: Constant judgment and dismissal of the ideas of others will cause those ideas to dry up. Don't ask for input and then judge or dismiss any contributions you receive.

Making destructive comments: Everyone reaches the end of their tether at some stage and it's tempting to take it out on those around us who may be the cause of our frustration. But when we feel the urge to

criticize, we should realize that negative comments can harm our working relationships. "The question is not, 'Is it true?' But rather, 'is it worth it?'"

Making excuses: This can either be an outside influence such as the government, customers or competition or even using our

own weaknesses as an excuse :eg. I just don't have attention to detail.

Withholding information: This one is all about power. Even the best intentioned people do this all the time. We do this when we are too busy to get back to someone with valuable information. We do this when we forget to include someone in our discussions or meetings. We do this when we delegate a task to our employees but don't take the time to show them exactly how we want the task done.

Playing favourites: This behavior rewards those who focus on making you happy, not necessarily making the best business decision based on the facts of the situation. If they end up as leaders they may well be ineffective for this reason.

Being a bad listener: This behaviour says, "I don't care about you," "I don't understand you," "You're wrong," "You're stupid," and "You're wasting my time."

Not saying thank you: Goldsmith advises breaking the habit of failing to say thank you by saying it — to as many people as we can, over and over again. 'Gratitude is not a limited resource, nor is it expensive.'

If you on the lookout for a New Year's resolution and you'd like to be more successful in the future why not take a close look at the list above and admit to yourself which bad habits you are guilty of. Then make a conscious effort to eradicate these habits in the New Year.

60 SECONDS WITH...

GREG AND CHRIS MCMAHON, from THE CHEESECAKE SHOP, SOUTHPORT



Favourite Destination:

Kruger National Park (Sth Africa).

Favourite Food:

Thai.

Someone I admire:

My Father.

Favourite Movie:

Shawshank redemption.

Something I want to see:

Great Wall of China.

How do you motivate your staff?

- Rewards.
- Incentives.
- Praise.
- Good working environment.
- Appreciation for their work.

Do you run a staff incentive scheme?

Not as such but do reward our staff with movie tickets, chocolates and provide a fun working atmosphere.

What tools do you use for your time management?

Greg is a big list writer that helps with getting things done as I am a bit of a wonderer.

How long have you been in a Performance Group?

We have just had our second meeting, we are loving it.... It is a great way to get to know your fellow franchisees and to get a better understanding of your business.

How do you benefit from being in a Performance group?

We have a better focus on our business. It helps us break things down and get a better understanding of what we actually want out of it. We have improved a great deal and really enjoy being in the group.

WHEN WAS THE LAST TIME YOU REVIEWED YOUR FINANCING ARRANGEMENTS?



Would you like to know if your current financing is as cost effective as possible? Did you know that Resurg Capital Finance now offer Performance Group members the opportunity to have their current lending reviewed by one of our experts free of charge and with no obligation? We will be able to tell you if your current financing arrangements could be improved, or if they are best left as they are. We will also be able to explain your current deal to you in plain English so you can understand exactly how much your borrowing is costing you. As always Resurg is here to help you improve your profits and we are confident Resurg Capital Finance can help you do just that.

Lenders value the industry and performance data provided by Resurg. This information is packaged to strengthen finance applications, and by knowing your business, we create a competitive advantage to ensure you are receiving the most

favourably structured finance option. Through our lending specialists, we have access into all major and regional banks, non bank lenders, as well as private superannuation funds.

'I would like to pass on sincere thanks and praise to Resurg Finance and to Brett for his assistance. I had cause to turnover my car in the last week at the end of a lease and was almost ready to just re-sign with the present company, when your words "give us a try" echoed in my mind.

Brett was so helpful, but far more than that you have just saved me \$2000 on the repayments for the term of my lease! It was a fantastic result in tough financial times, so I appreciate it most sincerely.'

Debbie Wilkie, *Director*
Harvey World Travel, Ferntree Gully

To arrange your free review of your current financing arrangements please call either

Brett Paull on 0432 327 822 or
Steve Footit on 0408 166 349.

OUT OF RANGE



Big4 Performance Group members relax in the MacDonnell ranges after a long day during their recent Performance Group meeting in Alice Springs.



Standing (left to right) Trish Lusty, Jenni Tonkin, Brendan Brady, John Hider-Smith, Andrew & Nola Ricketson, Lloyd Lusty

Seated (left to right) Geoff Olholm, Chris Young, Adrian Edwards, Barbara Heenan, Mark Cove, David Johnston, Alan Rowett, Brendan Heenan (host)

NEW PERFORMANCE GROUPS



Congratulations to HBT who held the first meeting of their second Performance Group in the Yarra Valley earlier this month.

Group members are:

Tony Anderson from Strathalbyn Homeworks
Jens Arnold from The Gap Handyman Centre
Steven and Tricia Guppy from Kilmore Timber & Hardware
Frank Hoogenraad from Hoogies of Yarra Glen
Larry & Anita Seiter from Seiter's Timber Supplies
David van der Plaat from Norton's Building Supplies

NEW PG MEMBERS

Congratulations to the following businesses who recently joined a Performance Group:

Ian Cornwell – Doncaster Mitre 10
Anne Peirce – Harvey World Travel Bacchus Marsh
Derek Street – Swimart Maroochydore
Beth & Ross Bennion – Swimart Aspley
Lisa Harrison – Harvey World Travel Ashburton

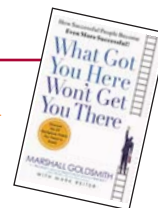
Do you know someone who would benefit from being in a Performance Group? Email their details to performancegroups@resurg.com.au, if they join a group you will receive a cheque for 10% of your annual Performance Group fees.



MERRY CHRISTMAS FROM THE TEAM AT RESURG



The Resurg office will be closed for Christmas from December 24th and will reopen on January 4th. If you have an urgent query during this period please do not hesitate to contact Performance Group Manager, Chris Young on 0403 091 875.



BUSINESS BOOK OF THE MONTH

What Got You Here Won't Get You There

Resurg Rating: ★★★★★☆ Author: Marshall Goldsmith

This book will help you get rid of self destructive behaviour that is holding you back. Goldsmith comes up with a variety of methods to make an immediate impact on your behaviour as a leader. One concept he introduces is asking others for 'feed - forward.' Not comments on your past performance (feedback) but how they would like to see you behave in the future. This is a great book that will really help you become a better manager, quickly.

PERFORMANCE GROUP CALENDAR JANUARY 2009

14th Jan – 11am AEDT	Cheesecake Shop QLD Conf Call	1800 857 029, 90673653#
19th Jan – 12noon AEDT	Harvey World Travel NSW1 Conf Call	1800 857 029, 90673653#
20th Jan – 11am AEDT	Mitre 10 SAVIC Conf Call	1800 857 029, 90673653#
21st Jan – 10am AEDT	Mitre 10 NSW1 Conf Call	1800 857 029, 90673653#
22nd Jan – 11am AEDT	Jetset Business Select Conf Call	1800 857 029, 90673653#