



# PERFORMANCE GROUP

## MONTHLY

FROM **RESURG** GROUP

MAY 2009

### MAKING THE MOST OF MEETINGS

You think you are the only one who doesn't like meetings—then ask your team members what they think!

I can't recall any person who actually admitted to enjoying meetings. However, meetings are a fact of working life, and luckily you can take steps to lift the effectiveness of meetings you run.

#### Before the Meeting

The most basic aid is an Agenda, and it has three parts:

- a clear and concise purpose — what do you want this meeting to achieve?
- a list of the topics to be covered, in order — including your estimated time for each item
- specified start/finish times.



This requires some thought and preparation on your part. Go around the team members asking for their input. You will be surprised how many people will air their grievances on you, and during your meeting they will be less volatile. Sometimes naturally-quiet people when approached one-on-one will indicate their support on particular agenda items. It helps your running of the meeting to know who is 'for' and 'against', and by listening to their ideas, you can steer the meeting towards a successful outcome.

Issue the Agenda early, so that members can prepare information or handouts that they need to supply.

#### During the Meeting

Start/end on time: this shows respect for your team members, since they can plan their working day around this meeting.

Stick to the Agenda: begin by restating the purpose and only if necessary give a 20

second overview of the previous meeting. Work through each item in order and keep as close to your time estimates as possible.

Minute-taking: the essence of an effective meeting is that the planned outcomes were achieved. Therefore, if you have done your preparation well, and talked to the key players as you were designing the agenda items, the Minutes become almost a "tick" exercise.

Taking control: because you wrote the Agenda, your team members will expect you to be in control. The biggest concern you might have is when side-talkers become distracting or when one strong-willed person tries to dominate. The deceptively simple way to re-gain control is to stand-up and write something on the board. The standing position signals your leadership, and you remain standing until you have everyone's attention—then you point back to the Agenda and continue.

#### After the Meeting

Reword the Agenda so that it becomes the Minutes

Add an Actions List to the bottom and hand a copy to the people who have come away with Actions. Check that they are clear about what they will be doing for the next meeting.

#### Final Tip

You will know you successfully ran the meeting if you can return to your desk, prepare the Minutes and issue them straight away. In a non-verbal way, this sends a strong signal to the team that you have energy around the team and its goals.

Robert Watson

#### 60 SECONDS WITH...

**TIM BOORMAN, from POOLSIDE WATERWORLD COFFS HARBOUR**



#### Favourite Destination:

Gold Coast

#### Favourite Food:

Stone Fruits

#### Someone I admire:

Pastor Steve Spence

#### Favourite Movie:

Cinderella Man

#### Something I want to see:

Antarctica

#### How do you motivate your staff?

- Positive encouragement to staff
- Financial bonuses
- Include staff in Decision making
- Engage with staff (without being all high and mighty)
- Reinforce Company Vision

#### Do you run a staff incentive scheme?

No

#### What tools do you use for your time management?

I have used the book "Eat That Frog" by Brian Tracy. It is a thin book with 21 short chapters and I have found it to be an excellent basis for my own time management.

#### How long have you been in a Performance Group?

1 year

#### How do you benefit from being in a Performance group?

- Understanding some of the critical financial ratios eg. Wages: Sales
- Exchanging ideas has been good
- Membership boosted me to put in the POS system which I had been deferring for some time.

## INAUGURAL PERFORMANCE GROUP RETREAT

Your invitation to the inaugural Resurg Performance Group Retreat will arrive in your post box in the next couple of weeks. The three day retreat will be held from the 28th – 30th July at the Sydney Conference and Training Centre on Sydney's northern beaches. The retreat is open exclusively to all Performance Group members. The retreat will provide an unique opportunity to network with business owners from a cross section of industries while participating in an intensive

and interactive three day program facilitated by the Resurg Group and inspirational guest speakers. Further details to follow shortly!



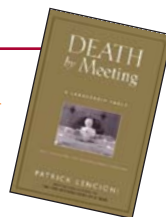
The Sydney Conference & Training Centre – Venue for the inaugural Performance Group Retreat.

### BUSINESS BOOK OF THE MONTH

#### Death by Meeting

Resurg Rating: ★★★★★☆ Author: Patrick Lencioni

This book is a great tool for anyone who fears their meetings are boring and unproductive, which let's face it is probably a lot of us! Management consultant Lencioni believes a meeting should be something that everyone looks forward to, they should be an integral part of getting things get done, not a waste of time. To increase the effectiveness of your meetings Lencioni suggests using four different types of meeting: the daily catch up (don't sit down!), the weekly 45 minutes tactical meeting, the monthly strategy meeting and the quarterly offsite meeting. This is one of those great books that you can read, learn from and make immediate changes to the way you work.



### MITRE 10 VICTAS 1 REACH NEW HEIGHTS



This well travelled Mitre 10 performance group recently added the Sydney Harbour bridge climb to their list of destinations. Facilitator Michael Aylen reported that it was a little hard reviewing the financials up there with such a strong wind blowing the pages about.

### PERFORMANCE GROUP CALENDAR MAY/JUNE 2009

4th June, 11am	Mitre 10 SAVIC Conference Call	1800 857 029, 90673653#
23rd & 24th June	Travelscene American Express NSW1/VIC2	Zetland, NSW
23rd, 24th & 25th June	Harvey World Travel VIC1	Melbourne, VIC
23rd June, 11am	Mitre 10 WA Conference Call	1800 857 029, 90673653#
23rd June, 11am	BioGuard Conference Call	1800 857 029, 78244001#
25th June	Mitre 10 NSW2 Conference Call	1800 857 029, 90673653#
2nd & 3rd July	Swimart NSW Performance Group	Zetland, NSW

### NEW PERFORMANCE GROUP MEMBERS

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

Melanie Stedman – HWT Winston Hills  
Mark van Huisstede – HWT Maitland

Thank you to following Performance Group members who referred the above new members. They will now each receive a cheque for 10% of their annual Performance Group fees.

Kylie Leadbeatter – HWT Warners Bay  
Julianne Gazal-Rizk – HWT Crows Nest

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

### NEW PERFORMANCE GROUPS

Congratulations to Harvey World Travel New Zealand who held their first meeting in Auckland in April. While Performance Group meetings have been held in New Zealand before this is the first group to be based in New Zealand and comprise solely of NZ businesses.

Group members are:

Karen Pocklington – HWT Henderson,  
Gerald Patterson – HWT Howick,  
Debbie Natoli – HWT Miramar,  
Correen McCurdy - HWT Miramar,  
Greg Southcombe – HWT Napier,  
David Cull – HWT Tauranga,  
Susan Small – Upper Hutt,  
Michael Small – Upper Hutt,  
Michelle Beretta – HWT Warkworth,  
Bruce Blacklock – HWT Wellington City,  
Lynne Bennett – HWT Whangarei.



Members of the group with facilitator, Jenny Watson.