



WCT NEWS

APRIL 2012 ISSUE

This Issue

1. WCT Staffing Division
2. Encouraging others in the workplace
3. Executives Corner | Effective Executive Speaking
4. Dates to Diarise, Forthcoming Events - Become Part of Our Family - Management Development Programme | Meetings and Minute Taking Workshop | 5 Day Mini MBA | ****New Course Lifting Equipment and Material Handling | PA's Winter School | Front Desk Training
5. Just Ask
6. Thought of the Month

1. WCT Staffing Division

Our Staffing Division Offers a Unique Approach To Our Clients

We owe as much to our high calibre clients as we do to our candidates. We offer the best service we can to employers who are actively seeking to recruit new members to their teams.

Disciplines in which we have strong competency include:

Highly Skilled local, Regional and International candidates including, Engineering, Projects, Construction, Support Staff, Business Development, Accounting and IT.

- ☐ *We aim to save you the time you spend on the interview and selection process.*
- ☐ *We spend time in briefing the candidate as much as possible about your company and about the role they are being put forward for.*
- ☐ *Ultimately this saves you time and allows your actual interview with the candidate to be more in depth and to the point in the amount of time you have allocated to the actual interview.*

We also make sure you don't waste time by interviewing unsuitable candidates.

*****"We have local talent in the diaspora making enquiries re: opportunities available back home"*

2. Encouraging others in the workplace

By Annalisa Berkey

How often to you give or receive encouragement? If you were asked to encourage five people a day, would you find it challenging? I was asked to do this recently and it was more difficult than I thought it would be. It seemed forced and perhaps insincere. At the same time, I was hoping that it didn't come across superficial. Realizing that most of us aren't used to giving and receiving compliments unless maybe from a close friend, family member, or significant other, it kept me from feeling like a complete phony. After all, if it doesn't come readily, the only way to learn is by practicing.



Think about the last time you gave encouragement. Maybe, you are one of the few people naturally gifted in encouraging others. But if you're like the majority of us, it is something that you have to intentionally practice in order for it to become something that flows with more regularity and normalcy.

Now, think about the last time you received encouragement at work. Outside of an annual review highlighting your strengths and weaknesses, when was the last time someone gave you a verbal pat-on-the-back? Wouldn't you feel good about yourself, and be likely to work harder if someone made you feel appreciated? On the reverse, when is the last time you let someone else know that you noticed their hard work? Perhaps if you start offering words of encouragement, others will be likely to follow suit. So, what are some techniques that can be used to encourage fellow employees?

The following are practices I've seen implemented and proven effective:

1. When you introduce someone, add a few words of praise about the person's abilities and/or accomplishments.
2. Write someone a personalized note with examples of things you have noticed them doing well, or improving on.
3. Make celebration a more regular part of your relationships. For example, celebrate both large and small victories by getting coffee or lunch together; or something as simple a phone call, or a high-five.
4. Be specific when you offer words of praise by giving an example. In doing that, you give more credibility to your encouragement.
5. If someone in the office is working on a big project, send them something small to show them you are thinking of them and support their ability to do a great job. For example, maybe you know they like chocolate, so you get them a small box of chocolates.
6. Show genuine interest, let them know you care about them as a person.
7. Acknowledge what's important to them. If you have spent time with this person, you start to learn what they care about or what their interests are and can ask questions about things that matter to them.
8. Say "Well done," or "Great job," sometimes if the person is in the middle of something challenging, a

word of encouragement at the right time can be the difference of them giving up, or sticking it out to completion.

9. Say "Thank you." A simple thank you lets others know that what they have done was noticed and appreciated.

10. Reciprocate the favour. If someone does something that you appreciate, a great way to show your gratitude is to return the favour.

Last, and maybe most complimentary, if you see someone doing an excellent job, send a note of commendation to their supervisor or boss making them aware of the hard work that you have seen from your co-worker.

Once you have put some of these techniques into practice, offering encouragement will start to feel more natural. More than likely you will enjoy doing it, and you will get value out of making others feel valued. The more you practice the better you will get, and it just might start a positive change of environment around the office. Sooner than later you will be comfortable giving words of praise and will start to generate your own ideas.

3.EXECUTIVES CORNER

Speak, present and communicate with poise, power and persuasion.

Effective Executive Speaking” - a Fun, Inspiring and Educational Programme.

Today, presentations and public speaking are very much a part of every executive's responsibilities. Effective executive speaking is what distinguishes the successful professional from everyone else. Public speaking skills are most critical to your success-and to your individual and corporate image. Learn to use powerful tools and techniques to turn every presentation or public speaking opportunity into a rewarding experience.

A New Exciting Programme FOR Executives 16-17 May 2012 Save the Date!!

4. DATES TO DIARISE

Become part of the learning, our family, our passion and Courses

Sharpen skills and stay ahead of the competition with our leading-edge seminars in 30 distinct subject areas. WCT offers training to meet every individual's needs. Our Business Enhancement Skills seminars deepen your level of self-awareness and help build your professional competencies, with skills that you need whether working independently or managing a team.

- ✓ Meetings and Minute Taking - **24 – 25 April**
- ✓ **5 Day Mini MBA 14-18 May 2012**
 - **1. Leading High Performance Teams – *14th May 2012***
 - **2. Business Finance Fundamentals (BFF) - *15th May 2012***
 - **3. Strategic Planning - *16th May 2012***
 - **4. Marketing Excellence – *17th May 2012***

- **5. Best Practices for Recruiters and HR Personnel - *18th May 2012***
- ✓ Implementing a Total Safe Lifting and Material Handling program in your plant or operation 16-17 May
*** **New**
- ✓ **Front Desk/ Receptionists Training – 22nd May 2012**
- ✓ PA's Winter School **13-15 June (Vic Falls) Registrations Now Open**

PROFESSIONAL MEETINGS AND MINUTE TAKING 24-25 APRIL 2012

Accurate and concise minutes are essential for an organisation's planning procedures. By keeping them brief, to the point and comprehensible, planning can move forward and businesses can stay on track.

This practical 2 day course offers a step-by-step guide through the process of preparing for meetings, active listening and accurate note taking to producing the perfect minutes. This course is not only for minute takers but for anyone who attends chairs or attends a meeting. **Venue: Harare Crone Plaza**

Who should attend?

- Any individual who chairs, runs, or attends meetings for organisations, municipalities, government, businesses, body corporates, social or sports clubs, charitable organisations, academic committees, etc.
- General Administrators responsible for meetings and minutes
- New employees who have never been exposed to meetings or minute taking before
- Anyone who has been entrusted with minute taking for their team, Attends Meetings or Chairs Meetings

THE 5 DAY MINI MBA 14 -18 MAY 2012

Ever increasingly, managers and professionals are expected, to have a holistic understanding of all facets of business over and above their area of specialization. This is why Waterfront Conferences is running this Business Development Workshop to help professionals master the fundamental business concepts which are so essential to you and your organization's success. *Waterfront Conferences* are offering a course titled "The 5 Day Mini MBA".

It is specially designed for the busy manager who wants to get ahead in their career and who needs to get to grips with a business programme in a timely and cost effective manner .

The Workshop covers the following Modules:- *Leadership | Marketing | Finance | Strategic Management | HR Management*

Ensure your widespread understanding of modern business and all its functions ranging from finance to HR, we are offering all business Professionals the opportunity to attend this training programme.

PA's OFFICE ADMINISTRATORS AND OFFICE MANAGERS WINTER SCHOOL

14-16 June 2012



Do you want to improve the support you provide to your boss. The Congress will provide you with the systems and skills needed to better organise, plan and manage your workload to maximum effectiveness and win your bosses full confidence.

WCT IS pleased to announce their signature Congress. Fun and Inspiring works. A bigger and better Motivational and Educational experience.

Get Professional Skills and Increase Productivity: In and out of attending educational sessions, you can experience everything you love about tranquillity in a 4 star setting, right in the heart of the Zambezi. Laptop registration options are being offered.

5. JUST ASK

Asking is one of the hardest things many of us have to do. For whatever reason, and they are countless, we don't ask for what we want. Fear, rejection, or whatever we make up, gets in the way. What is true is that asking is the only way you are going to know if you can get what you want from the person you are asking or if you need to move on. No doesn't mean never. It just means Next Opportunity. The problem is you will never get the opportunity if you don't ask.

Sometimes I am a very good asker. I am always asking and I often get what I ask for. The principle of asking is one I coach on continually because I know how effective it is. Recently, I had the opportunity to prove my point. A situation came up where I needed to get some assistance. The only person I knew to ask for help is a colleague that I respect, admire and am totally intimidated by. To me, he is way up there in the stratosphere. I spent a couple days telling myself why he would have no interest in helping me. Finally, I got over myself and sent him an e-mail and asked for what I wanted. He sent me an e-mail back with an attachment containing what I needed and offered additional assistance if I needed it, in less than 20 minutes. I couldn't believe that I had wasted



any time worrying about asking him. He was happy to help.

What you will find is most people want to help you if you simply ask. Do yourself and others a favour and ask. You have a good chance of getting what you want and you give the other person the opportunity to create good karma. It is a win/win.

Are you asking for what you want?

Today, practice asking for what you want (FEEDBACK IS Welcome)

6.Thought for the Month

"People who ask confidently get more than those who are hesitant and uncertain. When you've figured out what you want to ask for, do it with certainty, boldness and confidence." Jack Canfield

Stay Blessed and don't forget to email your contributions articles, adverts and vacancies and Job searches.



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About Us - WCT NEWS consists of a common goal to provide tips, hints, facts and resources to help businesses big & small and professionals, run, manage and grow their businesses. WCT NEWS is widely known for featuring a distinct number of seminars for the local market. Our consists of Corporates, Ngo's and business executives and managers who have full-time jobs and work part-time as consultants, or other businesses