

My Beechworth Secretary

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“Impressions of Autumn”

2006

The most beautiful Autumn weather has finally arrived, a welcome transformation after what seemed like never ending heat! Beechworth is looking its best as the leaves change colour and prepare for winter.

Over the next few months, Michelle and I will be completing a MYOB Accounting course through Holmesglen TAFE, enabling us to provide an improved basic book keeping service to our clients.

And as the weather changes, we have finally made the move into our new home and office. Thankyou to all my wonderful clients who have been incredibly patient over the last few weeks. I'm settling in and back on track again!

PS Also included with this newsletter are brochures from some other Beechworth businesses. I hope you find them of interest.

"Live life fully while you're here. Experience everything. Take care of yourself and your friends. Have fun, be crazy, be weird. Go out and screw up! You're going to anyway, so you might as well enjoy the process. Take the opportunity to learn from your mistakes: find the cause of your problem and eliminate it. Don't try to be perfect; just be an excellent example of being human."

- Anthony Robbins

MEMBER
2004/05



BPW
Australian Federation of Business and Professional Women Inc

Habits of the Mind

Habits of Mind aid students in school and adults in everyday life as they are challenged by problems, dilemmas, paradoxes, and enigmas for which the solutions are not immediately apparent. Drawing on the Habits of Mind means knowing how to behave intelligently when you don't know the answers. It means not only having information, but also knowing how to act on it.



1. **Persisting:** *Stick to it!*

Persevering in task through to completion; remaining focused. Looking for ways to reach your goal when stuck. Not giving up.

2. **Managing Impulsivity:** *Take your time!*

Thinking before acting; remaining calm, thoughtful and deliberative.

3. **Listening with understanding and empathy:** *Understand Others!*

Devoting mental energy to another person's thoughts and ideas; make an effort to perceive another's point of view and emotions.



4. **Thinking Flexibly:** *Look at it Another Way!*

Being able to change perspectives, generate alternatives, consider options.

5. **Thinking about your Thinking:**

(Metacognition) *Know your knowing!* Being aware of your own thoughts, strategies, feelings and actions and their effects on others.



6. **Striving for Accuracy:**

Check it again! Always doing your best. Setting high standards. Checking and finding ways to improve constantly.

7. Questioning & Problem Posing: *How do you know?* Having a questioning attitude; knowing what data are needed and developing questioning strategies to produce those data. Finding problems to solve.

Questioning
&
Posing
Problems

Applying
Past
Knowledge
to New
Situations

8. Applying past knowledge to new situations: *Use what you Learn!* Accessing prior knowledge; transferring knowledge beyond the situation in which it was learned.

9. Thinking & Communicating with clarity & precision: *Be Clear!* Striving for accurate communication in both written and oral form; avoiding over generalisations, distortions, deletions and exaggerations.

Thinking &
Communicating
With Clarity
& Precision

10. Gather data through all senses: *Use your natural pathways!* Pay attention to the world around you. Gather data through all senses, taste, touch, smell, hearing and sight.

Gathering
Data
Through
All
Senses

11. Creating, imagining & innovating: *Try a different way!* Generating new and novel ideas, fluency, originality.

12. Responding with wonderment and awe: *Have fun figuring it out!* Finding the world awesome, mysterious and being intrigued with phenomena and beauty.

Responding
with
Wonderment
and Awe

13. Take responsible risks: *Venture Out!* Being adventuresome; living on the edge of one's competence. Try new things constantly.

14. Finding Humour: *Laugh a little!* Finding the whimsical, incongruous and unexpected. Being able to laugh at oneself.

15. Thinking interdependently: *Work together!* Being able to work in and learn from others in reciprocal situations. Team work.

16. Remaining open to continuous learning: *Learn from experiences!* Having humility and pride when admitting we don't know; resisting complacency.

Arthur L. Costa, Ed.D. is an Emeritus Professor of Education at California State University, Sacramento and Co-Director of the Institute for Intelligent Behavior in El Dorado Hills, California

Thanks for your Feedback....

I really want to thank you for the assistance you have given me to date. Your professionalism and humour have made my "going back to school" so much easier. I have appreciated your calmness and patience, in my endeavours to update forgotten computer skills. I regularly set aside time to practice implementing the things you have instructed me on so far and I look forward to continuing with my "lessons" in the near future. Your services came highly recommended and the recommendation is obviously well deserved.

Again, thank you.
Carol Bush

'My Beechworth Secretary' is able to assist with your training needs.

- ⇒ Individual and small group
- ⇒ Topics include computer applications, goal setting and time management.
- ⇒ Tailored to your business needs.



I need a manager ...

Being the owner of Copy dot Com and a web design and a database programming business, I'm flat out just managing the day to day business. There is no time or energy left to follow new business ideas up, and I have a never ending supply of them.

Reading Karen's Newsletter, another brilliant idea was born; 'How about hiring a part-time manager - Job description: Get NE Link up and running, deal with our staff members - get them organised, do what ever "I Don't Wanna Know...!"'

Magic happens - 'secret meetings', total visual redesign of the website, letters to all businesses, Radio ads, Alec working feverishly to meet set deadlines. Gee, what's going on?

So I asked some questions and the answers always came back with "Karen reckons....", "Karen this, Karen that..."

She always has the right answer and solution to everything.

Wow - it works, nobody needs me - GREAT

To make a long story short, www.nelink.com.au is now up and running - Thank you Karen!

Harald Borchard



The ERA of the DATABASE.

We have all heard the expression in real estate Location, Location, Location well in business today it is about "Database, Database, Database!"

Some 20 years ago the Kimberley Clark paper products company commenced gathering information about every baby born in the USA, hence they were developing an understanding of the "paper needs" of this new generation of consumers, and probably their parents and families along the way. We often wonder where that research is at today and how successful the initiative has been, one suspects very successful.

We are in an "information age" and the successful businesses today have what is called "a learning environment." Learning about their industry, skills, knowledge, experience and their business in general and their clients in particular; geographically, demographically and psychographically.

GEOGRAPHICS are WHERE they are based and what we need in place to communicate with them and service them.

DEMOGRAPHICS are WHO they are and what are their needs and preferences and how the features and benefits of our products and services match the identified needs.

PSYCHOGRAPHICS are about WHY (and HOW) they would buy our product or service and from you or your firm in particular. Also be aware people buy off people.

In the era of technology we have the opportunity to service people far and wide and in the absence of direct contact may need to design a personalised way of delivering our service via technology. This means knowing as much as we can about our (remote) client and the best way to store this knowledge is in a well-constructed customer friendly contact management system.

At a recent Trade Show I was asked to put my business card into a glass bowl, for the lucky draw! Of all of those business cards put into the glass bowl, less than 10% hear from the company collecting the information, a poor return on their investment in the Trade Show.

The Internet has opened up opportunities galore and the "Learning Environment" includes being able to utilize all of the tools that open your business up to the world!

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'My Beechworth Secretary' Team

I started 'My Beechworth Secretary' in September 2004. Working for many years in administrative roles, including Mayday Hills Hospital, Ford Motor Company, Dept of Meteorology, Uncle Bens and Broadmeadows Army Camp, I have gained extensive experience in the clerical and administration area. I have a very practical working knowledge of many computer applications and can tailor these to meet your needs. Add to that 10 successful years in the party plan industry leading a team of 100+ consultants, gives me a strong base to work with local small businesses and individuals.

I am thoroughly enjoying the diverse range of tasks that this business has brought me and the opportunity to contribute to local businesses.



Karen Nankervis

5 Simple Ways to Reduce Interruptions

by Maria Gracia

Interruptions soak up our time like a sponge. Here are five simple ways to limit interruptions so you can accomplish what you set out to do each day.

1. **POST A DO NOT DISTURB SIGN.** Schedule certain periods during the day when you're available for questions, feedback, etc. and conserve other periods for your own purposes. Let everyone involved know when you're available, and when you are not. During the time slot when you're not available, hang a Do Not Disturb sign, along with the time slot visitors should return
2. **SCREEN YOUR CALLS.** While you're working on an important project, have your answering machine--or an office assistant--take your calls. You'll be able to work on your project, and then return calls at a later time when it's more convenient.
3. **DON'T ENCOURAGE UNSCHEDULED VISITS.** At the office, remove visitor chairs unless you have a legitimate appointment. Visitor chairs do nothing more than encourage people to stop by and shoot the breeze. At home, ask friends and family to schedule visits with you, rather than just stopping by.
4. **CLOSE YOUR DOOR.** If you have an office with a door, close the door while you're working. When you have your door open, basically it's seen as an open invitation. A closed door implies you're working on something important and should not be disturbed.
5. **WRITE UP INSTRUCTIONS.** People will interrupt you when they have questions or don't know how to do something. Whenever you can, put answers to common questions and instructions in writing. Give these instructions to the appropriate people so they can look up answers, rather than disturbing you for every little thing.

by Maria Gracia - Get Organized Now!

Want to get organized? Get your FREE Get Organized Now! Idea-Pak, filled with tips and ideas to help you organize your home, your office and your life, at the Get Organized Now! Web site <http://www.getorganizednow.com>

Michelle joined our team in November 2005. She has broad secretarial experience and is committed to our high level of service.

"I have been in the data entry world off and on for the past 18yrs. I have done relief reception work, used excel and Microsoft word. Currently I am undertaking a MYOB course to expand my skills. I have worked in the position of Personal Assistant to a Health Promotions Officer, within the health industry for 2yrs therefore I understand the need for confidentiality. Within this role I have also taken minutes, organized meetings and catering, assisting with emergency relief, putting together data and maintaining stats for SARS reporting, Maintaining the HPO's diary and deadlines.



Michelle Taylor

The experience of relocating our new home and renovating has been very rewarding and equally frustrating at times. I'm sure anyone who has been through this can relate to the highs and lows. It has reinforced to me, the qualities necessary to provide a professional service - good work ethics, pride in results and the ability to make the customer feel valued and respected.

Please indulge me while I take this opportunity to thank some of the wonderful people that I have been privileged to deal with:

Dave Atkins, local handyman and my building mentor. Thanks Dave for being there throughout the whole building process and beyond. You are a fantastic tradesman. And thanks, to Toni for her patience and support.

Darren and all the staff at Beechworth Home Hardware & Timber—thanks for treating me with respect despite my lack of building knowledge and ensuring I always had top quality materials delivered promptly.

Brian Copley, our local electrician who worked quietly in the background, always one step ahead of what needed to be done, to achieve a fantastic result.

Ben, Geoff, Steve and all the staff at Don Sparks Steel Supplies in Wodonga. Ben picked me up a couple of times when I was drowning in roofing dilemmas and set me straight.

Paul Dean Plasterer — Paul and his team's professional approach and pride in their work, shone through with fantastic results.

Paul Tanner from T-squared - who considered all the options and then some. Thanks for working through the red tape and rock to get the power to us.

Rod Marshall from Magpie Rock - Rod & his bobcat are a very talented and experienced pair. Thanks for transforming my block into a workable base for the house and garden

Michael & Anne Breen & Bronwyn - BW Gas — thanks for all the guidance and encouragement, and my wonderful stove.

Chris Dean - thanks for spray painting the house and saving us so much time, with a great result

Ross Robinson Plumbing — thanks for getting the water in and the waste out and lots in between.

Daniel Bruce — Roofing Installer, who stepped in mid way through construction. The praise keeps coming about your excellent workmanship.

Ben Robinson - Shed builder extraordinaire!

Martin Ryan - you've made a great start to carpeting our home with lots more to come.

Glenn Colwell, Indigo Shire Building Dept, for his guidance through the whole relocation process.

Teneille & Vince from Monet Home Loans - for making all this possible.

Beechworth Machinery - thanks Sharon & Michael for our beautiful warm heater.

John North Plumbing - who did a fantastic job of installing our heater, and rescued us from the cold.

PLUS:

NE Bin Hire

Phil Emslie & Adam — ABB/Telstra

Lance Jarvis

Trena from Wunderbar

Paul from McLeods Transport

Hilton from Indigo Glass

Doug from Man with Truck

Pheona from Hoe and Sow

Have I forgotten anyone, if I have, sorry, there have been so many people involved.

Thankyou so much to Bidy and John from Beechworth Cabins. We have been living in one of their beautiful cabins throughout the building process and greatly value their support and friendship.

And a huge thank you to my family and friends who have supported us, physically and emotionally throughout this long process.

