



FOR AMAN { U } ENSANS...

March 17, 2010

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UPCOMING EVENTS ...

- > **Time Management Workshop ... 1-Day 19 Apr 2010**
- > **Applying NLP for Better Communications Workshop ... 2-Day 26-27 Apr 2010**
- > **Communication Skills Workshop ... 2-Day 4-5 May 2010**
- > **Stop Anger Managing You Workshop ... 1/2-Day 22 May 2010**
- > **www.Amanuenses ... Events for details ...**

NEWS FLASH...

- > **Employability Skills?**
We provide Companies access to Foundational Business Skills Training under the **ESS & SPUR** schemes in Singapore ...

RECENT ARTICLES...

- > **Promote Your Own Brand**, Learn how Social Networking Tools like LinkedIn can play an important part in boosting Employability ...
- > **Put Time On Your Side**, Understand why it's Important to have good Time Management Skills ...
- > **Just Get On With it**, Learn the 4Ps of Effective Time Management to get better Results ...
- > **www.Amanuenses ..Knowledge for details ...**

SLÁINTE ...

A Happy Saint Patrick's Day ...

To you All, and as we say in Gaelic—a big Cheers, or Sláinte, to you.

This time last year, we were over in Sydney, and don't those Aussies know how to paint the town green.

From sun up to sun down, there's lots of meeting, drinking, and shenanigans a going on. Great Craic if ever there was.

Which brings me around to my theme today, the concept of joy, celebration & reward that has recently reared its head again here in Singapore.

Putting it another way, should we apply a Service Charge, or just Tip?

For me, a Service Charge is a simple enough system, brings clarity, and in a society that enjoys a level of certainty, it seems likely to fit the bill.

That said, knowing that most Charges collected don't go to Service Staff, that does leave a pretty unsavoury taste in one's mouth. It doesn't seem right.

Seems to me that there is no real harm in mixing things up though, is there?

If the end goal is a better Service level, a little experimentation sounds just fine.

So, enjoy my day, be a Saint yourself, and, Tip to your Heart's content :-)



EARTHQUAKE & AFTERSHOCK

What a devastating start to 2010...

Have you ever experienced a real trembling Earthquake? How did you feel?

My first one in Wellington New Zealand, was a little one, only 5 point something. It only went on for a few seconds too, though it did shake me up.

But Haiti in January, magnitude 7.0, and Chile in February, magnitude 8.8. We saw the trauma & devastation caused.

It got me thinking about Training, and the twin concepts of Preparedness, and, Returning to Normality.

Chile suffered a far more severe quake, yet the devastation was considerably less, when compared to Haiti.

Experts suggest that the building code meant greater investment when developing properties, resulting in much more resilient infrastructure.

So why in our recent global financial crisis, was it that the PMET infrastructure was so weak as to crumble?

Was this due to under investment in what we all claim to be a "Companies finest asset", its People?

Are we really investing in the right Soft-skills that people need in order to Lead & Manage in this changing world?

I was also stunned by the Haitian spirit.

Despite their desperation, it took them only 7 days to set up stalls, and once again, begin selling goods on the street.

They seemed to possess an inner strength, and managed to bootstrap themselves without need for NGO or government intervention.

How might our workplaces be different, if we can find appropriate interventions to instil this kind of spirit in our teams?

Wouldn't it be fantastic, when people feel empowered to haul themselves up from nothing, and re-create their lives?

God bless these people, and the insights that their maladies may provide us.