



May 2006

Nillumbik HomeBiz Networker

Welcome to the May edition. We hope you find something of interest in the articles.



*Benefit of membership #1
You can rise with the kookaburras and meet for a coffee, chat and support every second Tuesday. Call Daryl on 0433 948258 for more information.*

If you would like to contribute any interesting business based articles for future HBB newsletters, please let us know.

Send your articles to julie.french@nillumbik.vic.gov.au

2006 Business Expo

We now have a Reference Group to assist with planning and delivering this year's expo. Thanks to: Marilyn Andrew (NHBN Steering Group), Daryl Brooke (NHBN Steering Group), Maeve Clonan (NHBN Steering Group), Nadia Lapadula-Merino and Ana Rodriguez.

Thanks also to Ian Graham, Mal Lynch and Michelle Roberts for their ideas and offers of support.

The date for the Expo is Wednesday, 18 October.

Watch this space for more information.

For more information about the Nillumbik HomeBiz Network go to www.nillumbik.vic.gov.au > Business and Tourism > Nillumbik HomeBiz Network or call Julie on 9433 3315.

Your Advisory Group..

The Nillumbik HomeBiz Network Advisory Group is working with Council's Business Services Unit to plan and develop an effective and ongoing business network for local home-based businesses. The Group first convened in July 2004 and has been meeting monthly ever since.

The Group assists with developing the monthly network night program and now also organise speakers. Group members take turns to MC network nights, take registrations and welcome new members. Without them the Network would not exist.

Our June meeting is going to focus very much on networking, with a repeat of last year's successful Speed Networking format. It's a bit like speed dating, in format rather than outcome.

Just to get you in the frame of mind for it here are some tips from networking guru, Robyn Henderson. Robyn says: **Networking currently accounts for 87% of business in the marketplace. Yet many people neglect networking and fail to see it as a vital business building skill. In today's competitive marketplace it is critical that we understand one simple fact, people want to deal**

There have been a few changes in the membership of the Group over the past month or so. Gerald Hynes and Chris Livingstone have both retired from the Group. Chris joined the Advisory Group in October 2004 and Gerald in April 2005.

We would like to extend our thanks for the time and effort given by both Chris and Gerald, who took on the jobs of MC'ing Network nights and convening the Issues Forum.

We also welcome Maeve Clonan as a new member of the Advisory Group.

Get your networking up to speed...

with people they know, like and trust.

Some Key Points from Robyn's book **How to Master Networking:**

- Never take anyone in your network for granted – especially the people who give you quality referrals.
- Great networkers earn the right to be given referrals by building bridges of trust and friendship with their network.
- The best networkers are the best listeners.
- One in four of the strangers you meet at networking events will become prospects, clients or referees.

BDSi Biz Tips

SYSTEMS – they generate consistently outstanding results!

Systems will help you make the transition from someone who has bought themselves a job, to a successful business owner:

- There will only ever be one of you, with a finite amount of time, resources and energy at your disposal – systems allow you to leverage your efforts
- A business that is more reliant on its systems than on you as its owner, is a business that has a significantly higher re-sale value
- You should aim to put systems in place for every aspect of your business so you can improve efficiency, save time and generate consistent outcomes
- People are your best asset –

develop recruiting systems that enable you to source the best people every time

- Once you have the right people, make sure they are crystal clear on their role responsibilities and expected workflows – have a written position description
- Good customer service does not happen by accident – have standards set for how the customer is initially greeted, politeness, attentiveness, presentation, listening to customer concerns etc. Without exception, the people that you employ must add value to every transaction with your customers.

© BDSi 2000-2006 (1906)

Supplied by Daryl Brooke and Business Diagnostics and Solutions

Ph 0433-948-258 or 1300-881-370

daryl@bdsi.com.au www.bdsi.com.au



Networkers at work!

Don't miss the Festival of Small Business

Energise Enterprise 06 will run throughout June and encompass a wide range of small business events taking place in both metropolitan and regional Victoria including:

- seminars
- information sessions
- workshops
- networking events

For more information go to http://www.business.vic.gov.au/BUSVIC/STANDARD/1001/PC_61279.html

Professional development programs

A small business seminar series is being offered from Living and Learning Nillumbik. Coming up soon are:

Financial Controls for Small Business – Tuesday 30 May from 7 to 9pm.

Keeping the Balls in the Air (time management) – Tuesday 11 July from 7 to 9pm.

Introduction to Strategic Planning – Tuesday 25 July from 7 to 9pm.

The cost for each of these seminars is \$10 per person on bookings should be made with Rhonda on 9719 7506. Don't put it off though as these seminars are proving very popular.

If you're considering buying a franchise and excellent seminar being provided as part of the State Government's Under New Management Program is **Buying a Franchise** on Wednesday 7 June. Cost is \$30 and includes a manual and a voucher for a free counselling session with a business advisor.

Book with Rhonda on 9719 7506.

June's **Livewire** event is about optimising your search engine results. It's on 7 June at 6pm at Greensborough. The night will be facilitated by Craig Reardon and will feature Search Engine Optimisation specialist Jim Stewart. To book call **9849 1282**.