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# **A Great Way To Kick Off 2014**

Welcome to the 1st Hills Staff Newsletter, “The Missing Piece”,

I wish you all a very Happy New Year and hope you all had a great Christmas. I love Christmas, from decorating the Christmas Tree to listening to Carols to watching Christmas Movies, it’s a magical time and makes me feel very grateful for my family. It’s also a good time to think of others that are finding it tough and to give as much as I can.

I always find the start of a New Year full of hope, wonder and excitement, wondering what the New Year will bring and surprises it holds. I always think, “well, we’re at the top again, now have to work our way back down”. New goals are set, both personal and professional and it’s always interesting to see how long I can stick to them. I do have a personal goal this year though which I really hope I stick to - I would love to have a White Christmas, so I want save as much as I can and take my boys to Switzerland for Christmas 2014. Will keep you posted on my progress.

Speaking of my boys, it’s School Holidays and so hard to keep them active and off of the computer…….must be an age thing…

They played in a Tennis Country Carnival Tournament at Memorial Drive at the beginning of this year and they both did very well. Their team members were players from the Hills that they compete against in the local competition so it was great to see everyone getting along and getting to know each other as a team player rather than an opponent.

I would love The Missing Piece Newsletter to be an interactive one, so if you have any questions, queries, staffing issues or successes, topics of interest, please let me know and I can answer them or give advice in the Newsletter, you can email me [janette@hillsstaff.com.au](mailto:janette@hillsstaff.com.au)

Happy reading.

Janette Size  
Hills Staff

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# Business Customer Satisfaction Research Tips

Customers are the lifeblood of any business, but it can be difficult to actively manage such relationships if you do not know how they really feel about you. This is why every business should have a regular program of customer satisfaction research.

One good tip in conducting such research is to avoid focusing on the negative. Far too many customer satisfaction studies tend to be focused on what is wrong. There is no need to be so pessimistic – just ask questions that deal with what you are doing well as this enables you to spread best practice.

You also need to spend some more time with big accounts. These relationships are very strategically important and should be explored in depth and have several different points of view included in the survey.

You should also learn to react in real time. The survey should include options for customers to ask for immediate contact regarding any concerns or issues as this can then prevent such problems from becoming more serious.

If customers have taken the time to give you their support, it is important to offer them your thanks. Surveys should also not be repeated until after any recommended changes have been implemented and had a chance to have an impact.

### ­**Quotes Of The Month:**

##### It is the mark of a truly intelligent person to be moved by statistics.

###### —George Bernard Shaw

##### Like dreams, statistics are a form of wish fulfillment.

###### —Jean Baudrillard

##### There’s lots of people in this world who spend so much time watching their health that they haven’t the time to enjoy it.

###### —Josh Billings

##### A sad soul can kill you quicker than a germ.

###### —John Steinbeck

##### Poor health is not caused by something you don’t have; it’s caused by disturbing something that you already have.

###### —Dean Ornish

##### Precaution is better than cure.

###### —Edward Coke

##### Carelessness doesn’t bounce; it shatters.

###### —Hartman Jule

##### All labor that uplifts humanity has dignity and importance and should be undertaken with painstaking excellence.

###### —Martin Luther King Jr.

##### To find out what one is fitted to do, and to secure an opportunity to do it, is the key to happiness.

###### —John Dewey

##### Science knows no country, because knowledge belongs to humanity, and is the torch which illuminates the world.

###### —Louis Pasteur



# Open Up and Speak Freely With Your Manager

Talking to your boss doesn’t have to be a scary experience. Most managers actually want their employees to feel comfortable asking questions and speaking up about problems, because they know that open communication is at the heart of a good working relationship. Overcome your fears by following this advice:

* Learn your boss’s priorities. You don’t want to bother your boss with something he or she sees as trivial. Find out your manager’s plans, goals, and major problems so you can choose what to talk about and what to deal with on your own.
* Get to the point. Managers want to talk, but they don’t want to waste time. Whether you’re writing an email or coming in for a meeting, decide what you need to say and lead off with that so both of you can quickly focus on what needs to be done.
* Present solutions, not problems. Don’t simply walk into your boss’s office with a problem and demand an answer. Figure out the best strategy and offer that as you discuss the situation. Your manager may or may not agree, but you’ll make a better impression if you come across as someone with initiative, not a complainer.
* Prepare to be flexible. Recognize that sometimes your boss is legitimately too busy to drop everything and talk. If the issue isn’t an emergency, ask for a good time to come back. You’ll show that you understand his or her responsibilities, and your boss will appreciate your willingness to wait.
* Commit to honesty. Don’t hide unpleasant facts, or tell your boss what you think he or she wants to hear. You’ll only waste time and lose your manager’s trust in the long run once the facts come out. You’ll win your manager’s respect by telling the truth, even when you disagree.
* Listen. Don’t expect to do all the talking. A good manager will listen, and you should show the same courtesy when your boss is speaking. Pay close attention, ask questions to confirm your understanding, and take notes as necessary to show you’re taking the boss’s instructions and perspective seriously.

### Did You Know?

* There are 1,792 steps in the Eiffel Tower
* Koalas never drink water. They get fluids from the eucalyptus leaves they eat.
* Arabic numerals are not really Arabic; they were created in India.
* EMI stands for ‘ Electrical and Musical Instruments’.
* Elephants only sleep for two hours each day.
* In space, astronauts cannot cry, because there is no gravity, so the tears can’t flow.
* An Olympic gold medal must contain 92.5 percent silver
* There are 240 dots on an arcade Pac-Man game
* The country code for Russia is “007″.
* Angel Falls in Venezuela is the world’s highest waterfall, at 3,212 feet (979 m).
* A crocodiles tongue is attached to the roof of its mouth.
* Your stomach needs to produce a new layer of mucus every two weeks or it would digest itself.



### No Place Like Home

A man walked into a roadside diner and asked for a menu.

A few minutes later he told his waitress:

“I’d like a T-bone steak, medium rare, but instead of that bring me a ribeye steak so well done its crispy and black. And French fries, but instead of that get me a baked potato. And a house salad with ranch dressing, but instead you can serve me French dressing. Iced tea would be nice, but you can pour me a cup of coffee.”

The waitress stared at him. “What are you talking about?”

“I’m a truck driver,” he explained, “and I’ve been on the road for six months. So I wanted a meal that reminds me of home.”

# HILLS STAFF

**The Essential Piece in your Workforce Puzzle**

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# Follow The Lead of Creative People by Living These Principles

Creativity isn’t something you have to be born with. Here are some habits and traits of creative people that you can put to work in your quest to make your imagination blossom:

* Intolerance for boredom. Creative people don’t like to spend their time with the same old ideas. When they get bored, they start looking for something new and different to play with.
* Willingness to take chances. Trying or suggesting anything new has an element of risk. The people you want to emulate aren’t afraid of being laughed at or rejected as long as they’re committed to their ideas.
* Enthusiasm. No one works hard on a project or idea they don’t feel strongly about. Don’t pursue a project that doesn’t make you excited about the possibilities.
* Generosity. Don’t worry too much about people “stealing” your ideas. Creative types know that they do better when sharing their thoughts with a wide array of people and listening to the feedback they generate.
* Optimism. You won’t succeed if you think only about the possibility of failure. The most successful creative people reached their goals because they never believed that giving up was a good idea.
* Realism. At the same time, the best artists, writers, designers, and entrepreneurs understand that hanging on to an idea too long doesn’t work. Persistence is a positive trait, but it has to be tempered with an understanding that moving on to a better idea is sometimes the best path to take.