

# agenda

NOVEMBER / DECEMBER 1999

## Awards Highlight Queensland's Top Managers

A school founder, a business manager and a dealer principal have taken out the top awards at the Australian Institute of Management's 1999 Queensland Management Excellence Awards.

The awards were presented at a Gala Dinner at the Brisbane Sheraton last month.

**Dr Lyn Bishop**, Founder and Principal of Sheldon College, a private co-educational Brisbane school with over 500 students, was awarded *Manager of the Year - Professional*.

**John Glanville**, Co-owner and Dealer Principal of Mackay Toyota was awarded *Manager of the Year - Owner/Operator*.

*Manager of the Year - Middle Specialist* was awarded to **Ross Bimrose**, Business Manager at Boyce Garrick Lawyers, the largest legal firm on the Sunshine Coast.

The three winners were chosen from a pool of twenty-three finalists, all AIM regional award winners.

AIM's Chief Executive Officer, Carolyn Barker said the calibre of this year's nominations highlights the management talent across Queensland.

"This year's winners distinguished themselves by their creative and unique approach, their focus and investment in staff, and their strategic thinking and forward vision," she said.



L to R: John Glanville, Ross Bimrose & Dr Lyn Bishop

"As the only awards program in Queensland that celebrates outstanding individual management practice, our aim is to inspire managers at all levels to strive for more, set the benchmark for those to come and open the doors for those seeking success.

"Today's managers, through their direction and expertise, play a pivotal role in the success of an organisation and directly contribute to the growth of the Queensland economy."

The Queensland Management Excellence Awards were established in 1996 by AIM to celebrate management excellence and achievement.

"The inclusion of nine regions in this year's program reflects the state-wide interest in management excellence," said Ms Barker.

"In fact, the awards have been such a success that other AIM branches around Australia are considering taking on the awards as a national initiative in coming years."

The 1999 Queensland Management Excellence Awards have been made possible through the major sponsorship support of QR, Sunstate Airlines, WIN Television and the Sheraton Brisbane.

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JOIN THE LEADERS

# AIM Celebrates Management Excellence



1999 Queensland Management Excellence Award Finalists

The Grand Ballroom of the Sheraton Brisbane was booked to capacity on Friday, 15 October 1999, as Queensland's leading business people joined together to celebrate management excellence and recognise outstanding management talent at the 1999 Queensland Management Excellence Awards Gala Dinner.



Lyn Bishop with AIM President, Paul Wright



Guests enjoy the evening's entertainment

This year's gala dinner featured a keynote address from renowned Australian social commentator, entrepreneur and author, Fabian Dattner.

Twenty-three finalists from all over Queensland participated in the State awards (see page 1 story). Guests at the gala evening enjoyed one of the year's best networking opportunities while savouring the first class cuisine of the Sheraton and the dynamic sounds of the *Fabulous Blues Boys*.

## AIM Congratulates Diploma Graduate

Congratulations to **Carmen Briggs**, Location Manager at iSOFT, for being the first Queensland participant to graduate from AIM's **Diploma of Business Management**.

Carmen began the Diploma in February 1999 and completed her final assessment in October. During this time she gained a Certificate IV in Management Practices.

Using the Certificate as a learning pathway, Carmen went on to complete the required modules for the Diploma in Business Management.

AIM offers a number of certificate programs designed to provide national recognition of professional development and articulation to tertiary study.

For enquires about AIM's Certificates and Diplomas call 13 16 48.

## State-wide Graduations for FMI Participants

More than 200 participants in AIM's Frontline Management Program will graduate in December in a number of ceremonies being held around Queensland.

The graduates will have all completed Certificate III or Certificate IV qualifications, as part of the Frontline Management Program with Queensland Health's Health & Community Care sector.

Simultaneous graduations are being held in Brisbane (for South-East Queensland graduates) and in Rockhampton on 17 December 1999. Graduations are also being held in Mackay on 15 December and in Townsville on 29 January 2000.

For graduation details call AIM on 13 16 48.

# Gottliebsen on the Future

*Breakfast with one of Australia's most respected journalists and social commentators*

Join renowned business commentator **Robert Gottliebsen** for breakfast on **Tuesday 16 November 1999** as he once again shares his insights into survival, prosperity and the shape of business in the future.

On the cusp of the new millennium, Gottliebsen will challenge your perceptions, test your assumptions and take you to the edge of what might be!

In his presentation, "**Business in the 21st Century**", Gottliebsen will paint a picture of business and globalisation in the future. He will identify the winners and losers and show you how to adjust to the rapid acceleration of change.

Robert Gottliebsen is one of Australia's most respected journalists and social commentators and is the Chief Commentator for Business Review Weekly. He founded BRW in 1981 and it now has the highest per capita readership of any weekly business magazine in the world.

Last year's event was a sellout. Book now!



<b>Date</b>	Tuesday 16 November 1999
<b>Venue</b>	Brisbane Convention & Exhibition Centre
<b>Time</b>	7.00am - 9.00am
<b>Cost</b>	Non Members \$45 AIM Members \$35
	Corporate Table of 8:
	Non Members \$340 AIM Members \$260

Proudly supported by **ERICSSON** 

## Don't miss Brisbane's premier networking event for women

Professional business women once again have the opportunity to celebrate the festive season at one of Brisbane's premier networking events.

The 1999 Business Women's Christmas Celebration is scheduled for **Wednesday, 1 December** at the Sheraton Brisbane. AIM CEO, Carolyn Barker said the Institute is excited about its role in the event.

"AIM is glad to once again co-ordinate the evening to which Brisbane's vast array of professional women's groups are invited."

"This year the Sheraton will allow us to take as many bookings as we can get, but that still means early bookings and payment are essential."

The event runs from 5.30pm to 7.30pm. Tickets are \$35, which includes two hours of drinks, hors-d'oeuvres, networking, formal and impromptu entertainment and lucky door prizes.

Bookings can be made over the phone by calling AIM on 13 16 48.



## Capitalising on Knowledge

As knowledge moves centre stage in the global economy, managers need new frameworks to help them implement effective knowledge management strategies.

Join **Alan Burton-Jones**, international IT and management consultant, and author of the internationally acclaimed book *Knowledge Capitalism: Business, Work and Learning in*

*the New Economy* as he explains how you can use such frameworks to capitalise on knowledge, both inside and outside your organisational borders.

Through a six stage model of knowledge growth, learn how to plan and monitor the progress of your organisation towards a knowledge centred enterprise and to link knowledge management with other management strategies such as TQM and BPR.

Look forward to a challenging and insightful discussion of knowledge management issues, opportunities and practical techniques.

**For bookings call AIM on 13 16 48**

<b>Date</b>	Monday 22 November 1999
<b>Venue</b>	AIM Management House
<b>Time</b>	6.00pm to 7.30pm
<b>Cost</b>	Non Members \$10 Members \$5

# Training Opportunities in November

## The New Supervisor

On demand!

November 17 - 18  
& December 2 - 3

This course introduces the relationships between supervisor and worker. It shows group or team leaders the functions of effective groups or teams and how to weld together concerns of task, team and individual to achieve overall objectives.

It is recommended for new supervisors, and employees recently promoted to or acting in a frontline management position, or those wishing to revise their knowledge or skills. This course introduces junior or potential supervisors and specialists to the fundamentals of the role of a supervisor.

2 - Day Program

Non Members	\$630
Members	\$520

## Advanced Train the Trainer

Become a master trainer.

November 8 - 11

This program will provide practising trainers with the skills and knowledge of advanced techniques to a standard expected of a master trainer.

**Advanced Train the Trainer** is recommended for trainers who have some experience in training, are already comfortable with basic techniques, and have knowledge of adult learning principles. Intending participants should have attended a *Train the Trainer* or *On the Job Instructional Techniques* program or possess equivalent competency.

Achievement of the learning outcomes in this course enables participants to meet the National Competency Standards for Workplace Trainers Category 2, Unit 2: Deliver Training.

**Advanced Train the Trainer** is part of AIM's Certificate IV in Training for Workplace Trainers Category 2.

4 - Day Program



Non Members	\$1260
Members	\$1040

## Advanced Business Presentations

Make an impact; become a dynamic presenter.

November 18-19

This course is designed for middle managers and technical specialists who are required to make cohesive, interesting and effective presentations as part of their job.

Ideally participants will have some experience in talking to groups as this course will advance those skills.

The two-day program makes extensive use of role plays for both impromptu and planned presentations.

Advanced Business Presentations will not only build participants' presentation skills, but also increase their confidence.

2 - Day Program

Non Members	\$630
Members	\$520

## Preparation for Training

Skills and knowledge to design a training event.

November 24 - 25

This course is designed to provide participants with in-depth skills and knowledge to design a training program. Participants will be able to identify training needs for individuals, work groups and the organisation, design training programs to satisfy those needs, liaise with appropriate people and manage the training program to ensure it achieves the intended outcomes within a budgeted framework.

It is recommended for trainers, training coordinators, HR officers and other specialist staff responsible for diagnosing training needs and designing training programs.

**Preparation for Training** is part of AIM's Certificate IV in Training for Workplace Trainers Category 2.

2 - Day Program



Non Members	\$630
Members	\$520

## Developing Manager

Effectiveness

November 15 - 19

'Working smarter' is critical to your success!

Managers and leaders in the year 2000 and beyond will need to possess a greater range of skills than managers of the past - being able to 'work smarter' will be critical to success.

**Developing Manager Effectiveness** is a five-day course designed to enable managers to build knowledge, skills and attributes that inspire confidence. It is recommended for managers who need to build their interpersonal skills and applied management approach.

Ideally participants will have completed the five-day *Principles of Management* course.

5 - Day Program

Non Members	\$1575
Members	\$1300

## Managing Quality

Customer Service

November 18 - 19

Ensure staff deliver excellent customer service on a regular basis.

In today's competitive environment, customer service is a key tactic to create and sustain competitive advantage. This practical course provides contemporary concepts, techniques and tools to those who are responsible for managing customer service.

This course is recommended for customer service managers, frontline managers and supervisors responsible for ensuring that staff deliver excellent customer service on a consistent basis.

**Managing Quality Customer Service** is part of AIM's Frontline Management Initiative.

2 - Day Program



Non Members	\$630
Members	\$520

# Training Opportunities in December

## Assertion Skills

Become more confident, positive and cooperative.

December 9

This course provides participants with guidelines for enabling them to stand up for themselves without violating the rights of other people. Participants will develop confidence and gain an understanding of the impact of the assertive style in defusing problem situations.

It is recommended for people who wish to be more confident, positive and cooperative in their approach to others and who wish to improve their ability to influence.

3 - Day Program



Non Members	\$315
Members	\$260

## Principles of Management

AIM's core management program.

December 6 - 10

What will fundamentally distinguish effective and successful organisations of the future from traditional "top-down organisations" will be the mastery of certain basic principles by their management employees.

*Principles of Management* is recommended for emerging managers or team leaders who wish to develop skills in the various functions of management. The course will also benefit newly appointed managers, technical specialists who have been promoted to managers, and those who aspire to make a career change to management.

The five-day course teaches participants to organise themselves, develop solutions, influence outcomes, choose appropriate communication approaches, understand motivational theories and manage change.

*Principles of Management* is also part of AIM's Certificate IV in Business Management.

5 - Day Program



Non Members	\$1575
Members	\$1300

## Train the Trainer

Keep your staff up-to-date with skills and knowledge.

December 6 - 10

This course provides trainers with the skills and knowledge to plan, prepare and present effective and participative training sessions, and the opportunity to practice and develop skills.

*Train the Trainer* is specifically designed for potential trainers, frontline managers, managers and personnel officers responsible for developing and presenting training courses. It is the core module of AIM's Certificate IV in Training for Workplace Trainers Category 2.

5 - Day Program



Non Members	\$1575
Members	\$1300

## On the Job

### Instructional Techniques

Professional instructional techniques to assist the sharing of knowledge.

December 1 - 3

Are you required to pass on your job knowledge? Learn to provide effective instruction "the first time" with properly structured sessions that actively involve the learner.

*On the Job Instructional Techniques* is recommended for frontline managers, sales people, administrative staff and others who are required to instruct others as an integral part of their job. This course is part of AIM's Certificate III in Training for Workplace Trainers Category 1.

It is recommended that participants choose between this course or *Train the Trainer* and should not attend both.

1 - Day Program

Non Members	\$945
Members	\$780

### Essential Selling Skills

An intensive, interactive course!

December 1 - 3

How do your clients value you? As a long term business partner, or as just another sales representative? In today's highly competitive marketplace, success as a sales professional requires astute business management skills, highly tuned relationship building skills and dedication to focusing all activities around the identification and satisfaction of the needs of clients.

This intensive, interactive course will equip enthusiastic sales professionals with the skills and competencies necessary to ensure their place as highly valued relationship builders, who can return high sales-to-call ratios.

This course is recommended for sales people, client service personnel, call centre staff, account managers and other individuals who need to gain sales commitments from clients.

3 - Day Program

Non Members	\$945
Members	\$780

### Writing Effective Reports and Documentation

Learn to 'strategically' plan your reports to management.

December 1 - 2

Are you required to write reports to management? The effectiveness of your reports will be greatly enhanced if you learn to 'strategically' plan your report, collect and analyse information, write a quick first draft, edit for accuracy and impact, and present it professionally.

This course is recommended for people new to report writing, or who seek to improve their report writing skills by revising the basics.

2 - Day Program

Non Members	\$630
Members	\$520

# Events & Special Inter

Leadership and Strategic Management

Wed, 17 November 1999

## In the Hot Seat

Have you ever wanted to know how leaders think and act in real life situations?

Join some of Brisbane's most prominent managers including **Tom Potter**, **Greg Brigden**, **Ronald Webb**, **Anne Uldridge** and **Wendy McTainsh** as they participate in a scenario designed to get you thinking and acting on your feet. Moderated by **Narelle Matlin**, this session is designed around a hypothetical situation.

Participants will cover topics such as research and development, marketing, alliances, negotiating and meeting targets as the scenario unfolds.

Don't miss this opportunity to witness some of our State's top managers working independently and together to resolve issues.

<b>Venue</b>	AIM Management House
<b>Time</b>	5.30pm to 8.00pm
<b>Cost</b>	Non Members \$10 Members \$5
	Maximum 100 people

Young Professional's Network

Thu, 25 November 1999

Win an AIM Training Course

## "Media Speaks"

Effective media communication is often the difference between average and exceptional public positioning. Learn first hand about the mechanics of the media and the most effective ways to communicate to meet your business needs.

Join a panel of media industry representatives, as they share their expertise on what media strategies are best suited to the business scenarios presented.

Panelists include **Warren Clarke** from Channel Nine, **Graham Gardiner** from Qld Bizreview, **David Anderson** from ABC Radio News Qld, and **James McCulloch** from The Courier Mail. **Stephanie McMahon** from The Rowland Company will act as facilitator for the evening.

*Business Card Draw: Win an AIM "Managing the Media & PR" training course.*

<b>Venue</b>	AIM Management House
<b>Time</b>	6.00pm to 7.30pm
<b>Cost</b>	Non Members \$10 Members \$5
	Maximum 100 people

Women in Management

Wed, 1 December 1999

## Brisbane Women Celebrate the Millennium

AIM's Women in Management, on behalf of many Women's professional groups, will once again coordinate Brisbane's biggest women's Christmas networking evening.

The \$35 ticket will provide access to an all-inclusive

- two hour drink package
- hors-d'oeuvres
- formal and impromptu entertainment
- lucky door prizes and a few surprises!

Last year's function was a sell out, so to avoid disappointment it is essential to purchase your tickets early.

<b>Venue</b>	Grand Ballroom Sheraton Brisbane Turbot Street
<b>Time</b>	5.30pm to 7.30pm
<b>Cost</b>	\$35

Leadership and Strategic Management

Tue, 16 November 1999

## Gottlieb on the Future

Join renowned business commentator **Robert Gottlieb** for breakfast as he once again shares his insights into survival, prosperity and the shape of business in the future.

In his presentation, *Business in the 21st Century*, Gottlieb will paint a picture of business and globalisation in the future. He will identify the winners and losers and show you how to adjust to the rapid acceleration of change.

*Don't miss breakfast with one of Australia's most respected journalists and social commentators.*

<b>Date</b>	Tue, 16 November 1999
<b>Venue</b>	Brisbane Convention & Exhibition Centre
<b>Time</b>	7.00am - 9.00am
<b>Cost</b>	Non Members \$45 AIM Members \$35 Corporate Table of 8: Non Members \$340 AIM Members \$260

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# Best Network Activities

Speaking Club

Tue, 8 December 1999

## Speaking of Christmas

Join AIM's speaking clubs for the annual combined 1999 Christmas Dinner.

Meet members of the day and night clubs, share highlights of the year and enjoy the fine food and drinks.

The night includes the presentation of the:

- Speaker of the Year Competition
- Most Improved Speaker
- Member of the Year
- Chairman of the Year

Pre-payment is essential so catering can be finalised. RSVP to AIM on 13 16 48 by Wednesday, 1 December.

Venue	AIM Management House
Time	To be advised
Cost	\$30

Managing Information Network

Mon, 22 November 1999

Book Launch

## Knowledge Management II - Capitalising on Knowledge

As knowledge moves centre stage in the global economy, managers need new frameworks to help them to implement effective knowledge management strategies.

Join **Alan Burton-Jones** author and IT and management consultant for AIM's second seminar on Knowledge Management.

Through a six stage model of knowledge growth, learn how to plan and monitor the progress of your organisation towards a knowledge centred enterprise and to link knowledge management with other management strategies such as TQM and BPR.

Look forward to this challenging and insightful discussion.

Venue	AIM Management House
Time	6.00pm to 7.30pm
Cost	Non Members \$10 Members \$5

Psychology at Work

Thu, 18 November 1999

## The Psychology of Winning

Join **Jeff Bond**, most senior and longest serving Psychologist at the Australian Institute of Sport and personal psychologist for the **Awesome Foursome**, to discover the formula to create and exercise your competitive advantage - psychologically.

In this highly insightful presentation, connect with techniques used in elite sport to re-route your personal, business and organisational practices through:

- visualising goals
- implementing strategies
- tactics to maintain perseverance
- developing self awareness of personal resources
- dealing with physiological issues and reactions

Learn how sport psychology principles translate to the personal and business arena.

Sponsored by

THE MASTER OF ORGANISATIONAL PSYCHOLOGY PROGRAM, GRIFFITH UNIVERSITY.



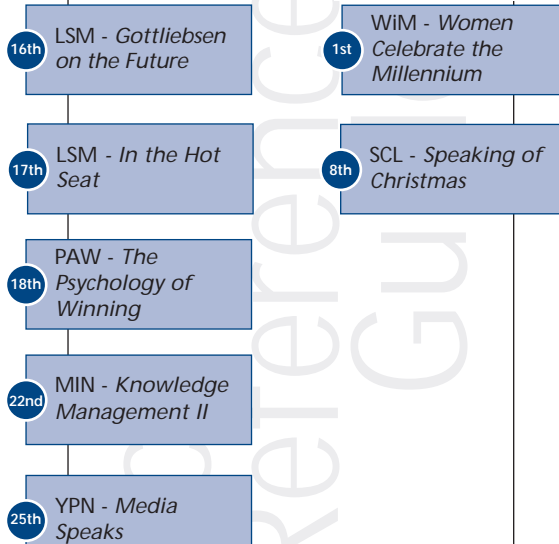
GRIFFITH UNIVERSITY

Venue	AIM Management House
Time	6.00pm to 8.00pm
Cost	Non Members \$45 Members \$35 Non Member tables of 8 \$340 Member tables of 8 \$260
	Price includes Supper

## Quick Reference Guide

November 1999

December 1999



Book Now on 13 16 48

## Professional Development

### Gold Coast

#### Aquitaine Consulting

The New Supervisor 11 & 18 November  
Please call Arie Troughton on  
(07) 5574 2674

### Mackay

#### Concept Training

Developing a High Performance Team 16-17 November  
Please call Robyn Taylor on  
(07) 4953 1594

### Rockhampton

#### Central Queensland University

Principles of Management 3 - 5 November  
On the Job Instructional Techniques 9 - 11 November  
Effective People Skills 18 - 19 November

Please call Ricki Jeffries on  
(07) 4927 8723

### Sunshine Coast

#### Business Builders Australia

Project Management 1-2 November  
Techniques for Planning & Organising 5 & 12 November  
Developing a Learning Environment 19 & 26 November  
Workplace Leadership 29-30 November  
Leading Dynamic Meetings 1 December  
Taking Control with Time Management 2 December  
Please call Elizabeth Craig-Holmes on  
(07) 5443 8825

### Townsville

#### ARLO Business Training

Working with an Effective Team 2-3 November  
Techniques for Planning & Organising 29-30 November  
Implementing Change 2-3 November  
Effective People Skills 16-18 November  
Managing Work Priorities 9-10 November  
Workplace Leadership 23-24 November  
Please call Trudy Lightfoot on  
(07) 4725 2327

## International alliance boosts AIM training opportunities

A strategic alliance between AIM and Port Moresby based training company Daltron has given Papua New Guinea managers access to an exciting range of professional development opportunities.

Daltron Electronics is the latest addition to AIM's Regional Licence program. The company now delivers some of the Institute's most popular professional development programs through their Port Moresby training centre.

Daltron's Managing Director, Bruce Dehlenburg, said the move into general management training is a response to strong local demand.

"For more than a decade, Daltron has been a market leader in

computer training," said Mr Dehlenburg. "Over recent years we have noticed a steady increase in demand for a wider range of professional development outside of the IT sector."

"We approached AIM about delivering some of their courses, and now can give PNG managers access to an extraordinary range of training opportunities."

Over the next few months, Daltron will deliver a number of AIM courses including The New Supervisor, Fundamentals of Human Resource Management and Accounting for Non Accountants.

## AIM open for the Festive Season

It will be "business as usual" for AIM during the Festive Season. Management House will only be closed for official public holidays and normal bookshop, library and professional development services will be operating on all other weekdays.

Bookshop and Library opening hours from Monday 27 December 1999 to Friday 7 January 2000 will be from 8.30am - 5.00pm.

## Don't miss the December Members' Reception

Do you know anyone who could benefit from AIM membership? Bring them along to our Members' Reception on Wednesday, 15 December 1999.

This evening is designed to welcome new members and introduce guests to the Institute. As a member-based organisation, AIM is committed to growing and reaching further into the management community.

Membership referrals and personal introductions play a vital role in supporting and developing our membership base.

To register call AIM on 13 16 48

Date	Wed, 15 December 1999
Venue	AIM Management House
Time	6.00pm - 7.30pm
Cost	FREE

**AIM Year 2000 Diaries Are Now Available**  
Call 1800 991 033 to place your order

# AIM trials new on-line member service

AIM has launched the pilot stage of a new and innovative member service to be delivered over the Internet...**MemberNet**.

AIM's Manager, Membership & Information Services, Ms Lana de Kort, said MemberNet, using Concord Australia's knowledge management software suite, will provide AIM's 5000 personal members with an exclusive gateway to the world of opportunities the Institute offers...and much more.

"One of AIM's key drivers is to become the Australian Manager's professional development partner and knowledge source of first choice," she said. "To do this we need to combine three elements; customer relationship management, knowledge management and multi-media."

"Our personal members expect us to know them, they expect us to respond, they expect us to anticipate their needs and...in many cases, they want to contribute," Ms de Kort said. "These expectations form the basis of our customer relationship with our members."

"To meet and exceed these expectations AIM has to harness the business and management knowledge of the Institute (and the wider management community), and to find a personal, intuitive and very accessible way to deliver this service. MemberNet achieves all three," she said.

At the recent pilot launch, involving focus groups throughout metropolitan and regional Queensland and the Northern Territory, AIM's Webmaster, Dana Kennedy said "MemberNet knows you, and knows why you joined the Institute...it's fresh, relevant and intuitive."

**"MemberNet knows you, and knows why you joined the Institute...it's fresh, relevant and intuitive."**

"Dialling in over the Internet, MemberNet brings you direct to your own personal home page. Here you can find out about AIM's latest networking and knowledge opportunities. Using an innovative mix of multi-media and knowledge management technologies you can search AIM's library collection including web sites and electronic documents," Ms Kennedy said.

"Better yet, because AIM knows you and your interests, MemberNet anticipates your needs and delivers relevant information direct to your MemberNet inbox."

Ms de Kort said MemberNet's pilot launch is just the

beginning, offering minimal "gift wrapping" to ensure maximum speed and functionality.

"During this initial four-month stage, a sample of members and regional committees will test the site and provide us with valuable feedback," she said.

"We've provided the multi-media canvas, but ultimately it's the feedback from everyone within our membership that will determine how this picture will finally come out."

**MemberNet will be launched exclusively to personal members early March 2000.**



## Year 2000 Learning Opportunities



For a free copy of  
AIM's Year 2000  
Professional  
Development Handbook  
call 13 16 48

Available mid November

### agenda

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Agenda is mailed 10 times a year to AIM Qld & NT Personal and Corporate Members.  
Circulation 8,000

**Note:** While every effort has been made to verify the contents of *Agenda*, AIM Qld & NT accepts no responsibilities for inaccurate information or the views of contributing authors within this publication.  
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## Ensure ergonomically safe work practices to reduce stress and promote efficiency in your office with...

### ERGOWISE: Safe efficient workplace and work practices

CD ROM, \$19.95 by Manacomm

Discover how a computer workstation affects your health and wellbeing directly - learn how both you and your employer have responsibilities to ensure the best possible working environment for your own good, and the efficient operation of your employer's business. Many of the contributing factors are obvious, but some are certainly not, and combinations of detrimental factors are common. This CD covers all aspects of workplace design and placement to help you avoid the long-term effects of poor ergonomic design.

Detailed modules are provided to explain the important ergonomic principles relating to desks and chairs, object on desks, keyboards and mouses, laptop computers, your work practices and your physical condition at work.

These modules will help you to correct problems - both large and small - that may contribute to strain and injury at work.

Exercises: In addition, the CD contains an exercise module with a wide variety of exercises designed to minimise the effects of repetitive activities commonly associated with the computer workstation. Each exercise is fully described, and a video sequence is provided for demonstration purposes. All of these exercises may be performed while still at your workstation, and will help alleviate problems with minimal disruption to your job. ErgoWise also has a work monitor - set it to a suitable time and it will

remind you to take a short break from performing workstation activities in order to perform a few simple exercises - these exercises, plus sensible examination of your workstation layout, will help you to improve your efficiency while dramatically reducing the risk of injury through poor ergonomic design.

Available now from AIM Bookshop at Spring Hill, phone 13 16 48.

## Glenys' Best of the Web

- The best search engine I have come across to date is [www.askjeeves.com](http://www.askjeeves.com). This search engine allows you to ask questions in full, such as "Do dolphins sleep?" and is linked to a suite of other search engines for optimum research results.
- If you need to quickly find up to date information on a person, then try [www.egosurf.com](http://www.egosurf.com). This will give you all news, media and published information on the subject and related links from around the world.
- For the best in free public on-line seminars that do not require downloading, try Stanford University on-line for relevant and topical lectures by renowned industry experts. <http://stanford-online.stanford.edu/seminar/index.html>

## Quiz Time

Q. What did Plautus mean when he said: "Tandem Impetravi Ut Egomet Me Corrumperem"?

A. "At Last I've finally managed to completely screw up my life!"

From *How to Insult, Abuse & Insinuate in Classical Latin* by Michelle Lovric & Nikiforos Doxiadis Mardas, hardcover \$19.95

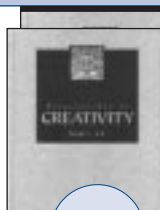
## AIM's Top 10 Best Selling Books - October 1999

- 1** *Crisis Control: Preventing & Managing Corporate Crises*  
by Ross Campbell, hardcover, \$39.95
- 2** *The Australian Consultant's Guide: Setting Up and Running Your Own Consulting Business Profitably and Painlessly*  
by Cindy Tonkin. Softcover, \$29.95
- 3** *How Big Business Performs: Private Performance and Public Policy*  
by Dawkins, Harris & King. Softcover, \$35.00
- 4** *Straight From the CEO: The World's Top Business Leaders Reveal Ideas That Every Manager Can Use*  
by Dauphinais & Price. Softcover, \$29.95
- 5** *Business the Bill Gates Way: 10 Secrets of the World's Richest Business Leaders*  
by Dearlove. Softcover, \$19.95
- 6** *IQ Puzzles: Aerobics for the Brain*  
by Dickson. Hardcover, \$18.95
- 7** *The Power Game: How to Use the Black Art of Corporate & Personal Power to Get the Results you Want*  
by Griffin. Hardcover, \$44.95
- 8** *What Customers Like About You: Adding Emotional Value for Service Excellence & Competitive Advantage*  
by Freemantle. Hardcover, \$49.95
- 9** *Futurize Your Enterprise: Business Strategy in the Age of the E-Consumer*  
by Siegel. Hardcover, \$52.95
- 10** *AMWAY: The True Story of the Company that Transformed the Lives of Millions*  
by Cross. Softcover, \$14.00



**Century Makers: 100 clever things we take for granted which have changed our lives over the last 100 years**  
by Hillman & Gibbs  
hardcover

\$39.95



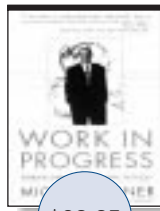
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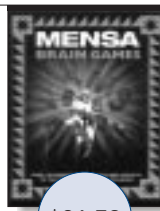
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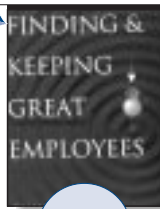
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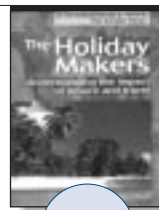


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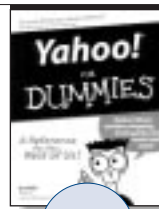
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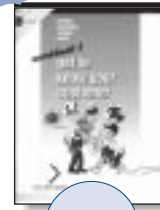


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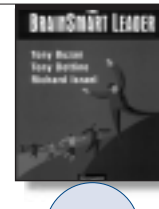
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