

## June/July Events

**Christchurch:** Thursday 26 June  
Holiday Inn City Centre

**Dunedin:** Friday 27 June  
Otago Museum

**Wellington:** Tuesday 1 July  
James Cook Hotel

**Auckland:** Thursday 3 July  
Bruce Mason Centre, North Shore

**Lunch session** 12 noon – 2.00pm  
**Optional Workshop** 2.15pm – 4.30pm

# SmartNet<sup>®</sup> workshops



## series 2008

## Building Team Spirit and Brand Value

The Harvard Business Review suggests that we would do better at work by trading one unit of skills for one unit of team spirit and co-operation. Frank Olsson's entertaining and inspirational presentation will help individuals and teams become more positive, more cooperative, more balanced and more productive.



**Frank Olsson**  
Frankly Speaking

Swedish-born Frank Olsson has lived in seven countries and worked with people of all backgrounds. He has held top level corporate banking roles in New Zealand, Australia Singapore and Japan.

Frank believes that we need a better way to think about work and life. In his view *all* business is about customer service. We should look to add value every day – to create real value for real people. We will deliver better customer value if the whole process is characterized by delight and fun.

### Feedback on Frank Olsson

*"Frank, I can honestly say that you are the most entertaining and inspiring speaker I have come across in a very long time!"*

*"Frank is a wonderful breath of fresh air. He gave us a brilliantly positive perspective and plenty of laughs..."*

### 12.40pm Lunch session

#### *Personal Growth - lighting our own fires*

*"...the inner flame can only be switched on by the heart."* **Frank Olsson**

Frank Olsson speaks about personal growth from the heart. He believes that organizations need people with character and motivation as well as skills. Life is all about continually finding a better way of doing things, freeing up time for research and innovation and also for pleasure and leisure.

Frank encourages us to be a bit kinder and gentler with ourselves and others and not to be so stressed and apprehensive. He challenges us to establish what fires us up in a sea of uncertainty and ambiguity.

*"Finding meaning beyond money works wonders for energy and well being....Being kind, caring and considerate is at least as important as being useful. Looking after your team-mates builds corporate spirit... and brand value and without it success will be elusive. Our traditional accounting and incentives have often overlooked this part because it is difficult to measure..."*

The bottom line is the direct link between job satisfaction and productivity and retention.

### 2.15pm Workshop (separately booked)

#### *Team Growth - focusing on people*

*"People must be allowed space to grow. Authority and rulebooks often stifle innovation".* **Frank Olsson**

Frank believes that strategy is as much about creating meaning for people as it is about establishing direction. He shows that a flat organization is where everybody's ideas are encouraged. Ultimate achievement requires the engagement and commitment of all.

He says that what people enjoy most at work are colleagues, customers, a sense of achievement, appreciation and personal growth. The challenge for team leaders is to provide the right mix of these ingredients.

*"Don't ignore the human factors because they are difficult to measure. Factors like judgment, ethics and morality are exactly what make the difference between good business decisions and bad ones. Executives who fail often do so for lack of interpersonal skills and wisdom."*

His workshop is for team leaders and key team members and covers:

- Motivating people
- Building a climate of co-operation
- Enhancing performance
- Increasing productivity
- Creating meaning
- Lifting team spirit
- Increasing intangible value
- Reducing staff turnover



### Registration form: June/July 2008 Events Fax form to 03-366 7807

#### Choose Venue

- Christchurch** Thursday 26 June, Holiday Inn City Centre
- Dunedin** Friday 27 June, Otago Museum
- Wellington** Tuesday 1 July, James Cook Hotel
- Auckland** Thursday 3 July, Bruce Mason Centre, North Shore

#### Registration Options

**Lunch session** (12noon - 2.00pm): *Personal Growth - lighting our own fires*

Please reserve \_\_\_ lunch event ticket(s) \$99 + GST pp.

- Register by 21 May and receive a 10% early bird discount - \$89.10 + GST pp.

Please reserve \_\_\_ table(s) of 8 for lunch event \$620.00 + GST per table

- Register by 21 May and receive a 10% early bird discount - \$558.00 + GST per table.

**Workshop** (2.15pm - 4.30pm): *Team Growth - focusing on people*

*Case studies from Frank Olsson's international casebook (and songbook).*

Please reserve \_\_\_ workshop ticket(s) \$185 + GST pp.

- Register by 21 May and receive a 10% early bird discount - \$166.50 + GST pp.

#### Attendee Details

Name \_\_\_\_\_ Title \_\_\_\_\_

Company / Address \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_ Fax \_\_\_\_\_

Additional Attendees: (please supply name, company and email)

\_\_\_\_\_  
\_\_\_\_\_

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