



# eftpos

# specialists (Taranaki) Ltd

## Newsletter of Eftpos Specialists Taranaki

### The Business Power Hour

Jo and Ambrose Blofield from The Marketing company have started producing their own radio show. It is called the Business Power Hour and it runs on Access Radio (104.4FM) on Monday mornings from 7.00-8.00am and then on Wednesday nights from 8.30-9.30pm. It is a fortnightly show and it is all about helping local businesses grow and develop. Each week she will have several guests on the show and they talk about key things in business.

The first week Jo had special guests Russell Atkinson from Eftpos Specialists and Peter Crawford from Tower Insurance. The three of them they talk about a variety of topics including motivation, Kiwi Saver and good business books to read that may be useful.

If you can't listen to it on the radio then you can hear it online by clicking on the following link.

<http://soundcloud.com/themarketingcompany/the-business-power-hour-may-9>

**All the best from the team at Eftpos Specialists - Russell, Michelle, Viv, Faith and Tania**

### Russell's Book Suggestion

*How to win friends and influence people*

*By Dale Carnegie*

This book was written almost 80 years ago but is as relevant today as it was then. A lot of it relates to being genuine in the way you treat people. It has a lot of very simple but very valuable ideas in how you communicate with everyone in life, whether they be customers, family or suppliers. The book can be



bought from Poppies here in New Plymouth and is a well worthwhile investment. If you put in place just a couple of the ideas you would reap many rewards.

### Change of staff

After 9 years with the business we say farewell to our office administrator Viv Lewis. Viv has been a great asset to Eftpos Specialists over the years and we will be very sad to see her go. She isn't going far though as she will be focusing more of her time on her own business, Partytopia, which is located on Mangorei Road. We welcome aboard Janelle Baker to our team. Janelle is new to the Eftpos world so please be patient as she learns the ropes.

### The Only Locally Owned & Operated Eftpos Business

- ➔ Long & short term rental options
- ➔ 24/7 On-site service
- ➔ 4 hour on-site assist
- ➔ Mobile options for business on the go
- ➔ Consumables including coloured paper

Fast Local Eftpos Service  
to keep your business earning



[www.eftpos-specialists.co.nz](http://www.eftpos-specialists.co.nz)

### The Only Locally Owned & Operated Point of Sale Business

- Cash Registers
- Point of Sale

[www.retailcashsystems.co.nz](http://www.retailcashsystems.co.nz) P 06 759 4148 | F 06 759 4143  
Shoreline Complex, 46 Molesworth St, PO Box 3204, New Plymouth

# retailcashsystems

the point of sale specialists

### How to GROW your people

As a leader, you want to encourage your people to think through the issues first, and make good decisions themselves. Alternatively, if it is a situation where they really do need your input or sign off - you want them to present all the options along with their thoughtful recommendation as to what the right decision should be.

Results.com recommend training your people to use GROW framework to think through the issues – and even have them present issues to you in this manner.

G = Goal

What is the goal? What is the outcome we want to achieve here?

R = Reality

What is the current reality? What is happening and why?

O = Options

What options do we have? What are the implications of each option?

W = Will

What WILL we do? Here is my recommendation.

Yes, things may take longer to resolve initially – but you must be disciplined if you want to stop getting sucked into “reverse delegation.” Push back, and tell your people to go away and present their issues to you in this manner until it becomes their new default behaviour.

In effect, you are now learning to delegate more effectively. You GROW your people by making these situations a valuable coaching opportunity – with the intent to teach your team how to problem solve and make great decisions without you needing to be there all the time.

Can you find an opportunity to use this approach today?

Article provided by Results.com, the Business Execution Specialists. Ph 06 769 6859, [www.results.com](http://www.results.com)

### Michelle's “who's new in the Naki”



**The Fridge** on Devon Street has some great deli choices right in the heart of town.

**The Carriage Café** has re-opened in Oakura and has some amazing sandwiches for lunch.

**Rampage West** – Rampage fitness has opened up a second gym in Westtown.

**Star Anise Café** – A new café on Buller Street next to play centre

### Laugh a Little

A celebrity is a person who works hard all his life to become well known, then wears dark glasses to avoid being recognized. -- Fred Allen

If Barbie is so popular, why do you have to buy her friends?  
-- Author Unknown

Women are like cell phones. They like to be held and talked to, but push the wrong button, and you'll be disconnected.  
---Unknown

When you're in jail, a good friend will be trying to bail you out. A best friend will be in the cell next to you saying, 'Damn, that was fun.'  
---Unknown

I sometimes wonder if the manufacturers of foolproof items keep a fool or two on their payroll to test things."  
---Alan Coren