



# Isles Internationale Universit 

(European Union)



## Insight Newsletter

Strictly for Member Circulation

August 2009

### Global Alliances



The Signing Agreement on Collaboration between Isles Internationale Universit  (European Union) the Executive President Prof H Sandhu and North Lanka IIT (Sri Lanka) Rector Mr. S.A Balasubramaniam



Business and general life is about dialogue that we `all` understand and respond to. So make the playing field equal, so all people understand the language used and the action to take, to receive and accept, so business life and general life is successful for `all` involved.

Yes, you can achieve all things in life by your attitude to be positive, you have the solution in you, so go forward and use it now!

#### Quote Of The Day:

*"When patterns are broken, new worlds emerge"*

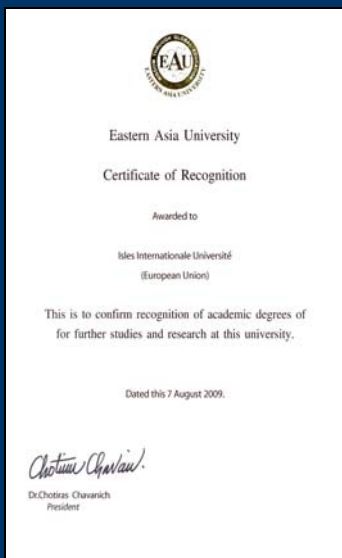
-- Tuli Kupferburg

Change is not easy. But it is simple. Things will always change. We do not have a choice about that, but we do have a choice on how we react to change. The choice really boils down to this...either we manage change, or it will manage us. This is change at work and your life

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As a leader, however, deciding to make changes is the easy part. Getting your people on board is much more difficult. Why is that? Quite simply, change is an emotional process. We are all creatures of habit who usually resist it, and welcome routine. Uncharted waters are scary! Has I said above, change at work and in life generally is not easy, but we have to change for the better, look at life that's gone by!

The truth, of course, is that change can be a wonderful gift. In fact, it is the key that unlocks the doors to growth and excitement in any organisation. Also, most importantly, without it...your competition will pass you by. As a leader, a big part of success will be your ability to inspire your team to get out of their comfort zones; to assure them that even though they are on a new path, it's the right path, for the right reasons.

**EXCERPT FROM CHANGE IS GOOD...YOU GO FIRST,**

If you're an employee, nothing is more frustrating than to understand the change mission, to embrace the change mission, but to be trapped by barriers beyond your control.

**Job number 1 for any leader in times of change is to start removing the barriers that will keep your team from executing the plan. For example, if the plan calls for creating a "customer first culture,"** you must identify any obstacles or barriers that will prevent you from doing it. Rest assured, however, that the culprits that are creating the obstacles will usually fall into one of 4 categories:

1. Outdated systems,
2. Outdated procedures,
3. Outdated people, or,
4. A combination thereof.

The first, and most important part of this challenge, is to do some serious diligence to **CLEARLY DEFINE THE "ENEMY"**. This requires getting input from everyone, especially those front line employees who are dealing directly with the customers. Your answers will come if you listen very carefully to what they have to say. Fixing what's broken, however, will take longer especially if the finger is pointed at outdated systems. Fixing issues caused by outdated procedures and outdated people can take less time, but are just as critical to the change process.

In other words, the **OBSTACLES TO CHANGE WILL VARY GREATLY**. They can be 20,000 pound boulders, or they can be many small trees. **Your job as a leader is to start cutting the trees as quickly as you can so that the people watching will become convinced that good things are about to happen.**

Here's a little food for thought...

**"WHEN YOU'RE UP TO YOUR REAR END IN ALLIGATORS, IT'S HARD TO REMEMBER THAT YOUR PURPOSE IS DRAINING THE SWAMP."**

George Napper

We all have what it takes to become successful. Are you ready to make it happen?

Building a Winning Business takes passion, stability, cash, time, happiness, freedom to diversification and a team of people = Success.

You can have an awesome future, filled with great achievements and results if you begin today to take action and make it a reality!

## Professional Recognition United Kingdom



## Certificates of Recognition



Remember that you are made for Success!

Our challenges are;

\* Changing Limited people into limitless people

and our mission, vision and goal setting training, turn Limited Companies into Limitless Companies.

You can learn from the people who are barely getting by, from those who are doing fairly well or from those at the top of the heap. Talk to people who are already successful and find out how they did it. That's what the book, "Quantum Leap to Success" is about. Its purpose is to provide success principles and philosophies from those who have excelled. They've already been down the road and you can learn from their experience. Why reinvent the wheel when someone else already did a great job of creating it? Success is within you, so go and be successful!



**CAVENDISH**

providing the solutions for success

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