



Etiam

A Question of Success

"We help talented people make the most of their talents"



When people have a problem they may choose to be self-sufficient and attempt to solve their problem using the same thinking that created the problem in the first place. Many people, on the other hand, choose to seek external assistance to solve their problem. There is a wide range of “helpers” available with a wide range of approaches. The most interesting spectrum is the difference in emphasis between telling the client compared with asking the client. We at Etiam believe that people are smart enough to know the style of “helper” they would like and we appreciate that some people like to be told. However....

We want to work with talented people who want to be asked, not told.....



For Executives Working in a Corporate Environment

My Problem Is...	How Etiam Can Help	Style of Engagement
<p>“I want to fully participate in this year’s planning exercise and so I don’t want to have to run it myself.”</p>	<p>We can facilitate your planning meeting, asking questions to provoke the thinking of you and your team. You are free to think – with a better quality outcome.</p>	<p>Facilitated workshop – style, duration and location that suits your culture and objectives.</p>
<p>“We work in a technical industry and my team are great at what they do. However, their communication skills need work and our customers are becoming more difficult.”</p>	<p>We have a range of activities and exercises that can help your team members relate better to other human beings – both inside and outside your workplace.</p>	<p>A series of workshops, tailored specifically to your needs, with an emphasis on practical application - and real, permanent changes in behaviour.</p>
<p>“Every member of my team is a good person and yet they just don’t seem to work well together. The lack of team spirit is starting to frustrate me.”</p>	<p>We love working with teams to help them recognise their individual styles, recognise (and appreciate) other styles, and assist them to modify their own style – for the good of the team.</p>	<p>Facilitated workshop, with a follow up progress check. Your choice of profiling tool (although we have our favourites if you need help in deciding).</p>
<p>“One of my star performers has a few difficulties with their people skills. I think it may be starting to impact their results.”</p>	<p>We can help you (and your star performer) to identify the core problem. We can then decide whether we are the right business to assist their decision to change.</p>	<p>One-on-one coaching on specific people skills - with clear goals and indicators of success.</p>
<p>“It’s a really competitive environment and I’m just not sure that we all agree on how we should differentiate ourselves.”</p>	<p>We challenge you and your team to identify what is special about your business. We then work with you to enunciate your value proposition – for your clients, your potential clients and your team.</p>	<p>Facilitated workshop, with a follow up progress check. Your choice of style, duration and location to suit your culture and objectives.</p>
<p>“This job is so busy and I never have enough time. I wish I was more organised. I just don’t know where my day goes....”</p>	<p>We can help you to make smarter decisions about your use of time. We query your habits to diagnose the key issues. Is it prioritisation? Interruptions? Meetings? Support?</p>	<p>One-on-one coaching on your work practices. This exercise may also include your assistant, if you have one.</p>



For Principals Working in a Small Business Environment

My Problem Is...	How Etiam Can Help	Style of Engagement
“My business has been growing, and I should be pleased I guess, but I just don’t seem to enjoy it as much these days.”	We can help you identify what you really enjoy doing and then challenge you to make the changes that will re-energise you –and your business.	Initial business assessment, followed by quarterly business review meetings to ensure that changes are implemented (and working).
“I know it’s a cliché but I am so involved <u>in</u> the business that I have no time to work <u>on</u> the business. I have such great ideas”	We introduce the discipline of regular meetings where you play the owner (not the worker). We help you set plans and then install some accountability.....	Board of Advice relationship, with frequency and duration of meetings to suit you, and formal review of the value of the relationship.
“Every member of my small team is a good person and yet they just don’t seem to work well together. Why can’t they just get along and get on with their work?”	We love working with small teams to help them recognise their individual styles, recognise (and appreciate) other styles, and assist them to modify their own style – for the good of the business.	Facilitated workshop, with a follow up progress check. Your choice of profiling tool (although we have our favourites if you need help in deciding).
“Our business is highly dependent on great relationships with our clients. My people are good at what they do but I wish they could deal with our clients the way I do.”	Whilst we can’t make your team just like you, we can help them to relate better to other human beings – both inside and outside your workplace.	A series of workshops, tailored specifically to your needs, with an emphasis on practical application - and real, permanent changes in behaviour.
“This job is so busy and I never have enough time. I wish I was more organised. I just don’t know where my day goes....”	We can help you to make smarter decisions about your use of time. We query your habits to diagnose the key issues. Is it prioritisation? Interruptions? Clients? Support?	One-on-one coaching on your work practices. This exercise may also include your assistant, if you have one.



What's It Like to Work with Etiam?

There are a range of engagement styles, both group and individual, but there are some core attributes to our approach which apply to all of our engagements. And we know that they are not for everyone, not least because of the paradoxes involved...

We Like	And Yet....
Great business outcomes - and we set clear business objectives in our engagements.	We are most interested in you, the client, as a person.
Being organised – for example, plans and agendas for our meetings and booking times in your diary.	We are flexible with the conduct of each engagement because everyone is different.
Our ideas – and we have plenty of them!	We know from experience that you are more likely to implement your ideas, so we start with yours.
Using tools and templates – and we have a wide range at our disposal.	We understand that the tool cannot drive the process, it is only a facilitator.
Talking to people – we love people!	We realise that our clients usually have the answers so we ask questions (and listen very carefully).
Long term relationships with our clients – and we have a number of long term clients.	We recognise that for many of our engagements the measure of success is that our client feels empowered, and no longer needs us.

Our clients have told us that the things they most value about working with us are:

- The support and empathy we provide, so they feel supported and understood
- Our professional and tailored approach, which makes them feel special
- The fresh thinking that emerges, which makes them feel clever and well equipped
- The sense of accountability, which makes them feel responsible
- The validation of their ideas, which makes them feel confident about the future.

**If this appeals to you, please contact us to discuss how we might help you succeed:
Email us at info@etiam.com.au or call us on 0417 001 534**