

Announcements Peter D

President Ash stressed the need to keep our members informed of our club's continuing operation and the need to maintain contact with our members.

The board decided to run a trial Zoom meeting with club members for 6.30pm this coming Wednesday 15 April, with Peter D arranging the trial. There will be two emails to members for this. The first will be instructions on how to get set up and the second will be the link to make it work. The hope is that we will be able to hold club meetings using Zoom once we get the members up to speed with the program. It is no harder than email – 'just different.'

Zoom is a computer program which lets people talk and see each other. The picture shows us looking our best as we figure out how to make it work. The following Wednesday we were able to hold our first board meeting. Katrin took the minutes with the normal reports being presented with the main issue being the wellbeing of our members, both physically and psychologically, given the current pandemic.

Other issues covered were how we can continue to help our community and our reduced income whilst the markets are in hiatus.

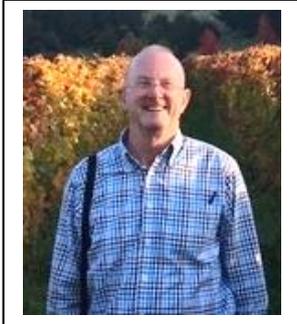
Our wonderful exchange student Johanna was called back to Germany last week due to the virus. She was driven to Sydney airport by Glenys and Terry having had a wonderful experience in her short stay. She was sad to leave but philosophical about her time with our club.



Ashley and the Board wish every member a happy, safe and blessed Easter.

Pride of Workmanship Awards

Although we are not currently having meetings, Richard was still able to present The Pride of Workmanship Awards to the various recipient. The opening presentation was undertaken by Kevin.



Kevin Dunne is a former school principal who lives in Cooma. He taught in Government and Catholic Schools for 53 years, retiring in 2018. He has been a member of the Rotary Club of Cooma for 22 years and was President in 2005-6. Kevin is a great supporter of Dementia Australia and is a Dementia Advocate for the Snowy Monaro region. He represents Dementia Australia nationally. In 2016 he received a NSW Carers Award. In 2017, he was chosen as the Cooma Citizen of the Year.

Do It Once, Do it Well, Build a Better Australia

Firstly, Congratulations are extended to everyone who was nominated for a Rotary Pride of Workmanship Award this year. You should feel very proud that you have been recognised for your valuable contribution in your employment and in the Snowy Monaro community. Special congratulations are extended to those who received the coveted Pride of Workmanship Awards for 2020.

The theme of Rotary's Pride of Workmanship Awards is:

-  Do a task once.
-  Do that task well.
-  Help build a better Australia.

What qualities does an employer seek in trying to find a reliable and competent employee? Let's look at what these qualities may be in more detail.

Competency and Training

Future employment opportunities will often depend on your qualifications and experience. It is so important that the individual trying to obtain employment be as competent and knowledgeable as possible. While waiting for an employment opportunity, take the TAFE online course, attend that seminar to refresh your First Aid Certificate, complete the Certificate 3 Course in Aged Care or Hospitality that you started last year. Employers value someone who displays initiative and is keen to develop their knowledge and skills and is prepared to study and learn new ideas and strategies.

Set Goals

Set yourself some short and long term goals so that you will have a purpose and direction in your life. Try to integrate these goals with your values and principles that you want to follow in your life.

Honesty

A characteristic of a good employee is their honesty. Employers want a person they can trust in both small and large matters. They want a trustworthy, conscientious employee who is seeking to become a person of integrity where their strong core values are embedded in their behaviour and actions. Rotary has a four-way test to guide its members in the way they should behave in the business world. The first test, '*Is it the truth?*', emphasises how important this value is in the workplace.

Mutual Respect

The boss wants employees to respect themselves as well as their fellow workers and to be courteous and polite to their supervisors and managers. They want their staff to follow workplace policies and procedures and make certain that the work environment is safe and free from bullying.

Pride in Yourself and Your Work

One of the important qualities is to take pride in the work that you do and develop an attitude that whatever you are asked to do that you do it to the best of your ability. In his book written in the 1930's, '*How to Win Friends and Influence People*', Dale Carnegie told the story of a young man who tried to get work and finally managed to get a job as a street cleaner in New York. Rather than be discouraged with such a menial job this man decided that he would become the best street cleaner in New York. Eventually this man's positive attitude was recognised, and he was promoted to higher positions in the organization and eventually became a multi-millionaire in America. Always see the glass as being half full rather than seeing it as being half empty. Employers are impressed when they see a person who has a strong work ethic and are not deterred when the going gets tough.

Learn to Listen Attentively to Others

We have two ears and one mouth, so we need to listen twice as much as we talk. It is important as an employee that we seek to understand rather than be understood. Most people do not listen with the intent to understand; they listen with the intent to reply. One key skill in developing the ability to listen is to learn and remember people's names when you meet them for the first time. This is a critical skill for an employee who wants to be of value in their organization.

Be Proactive rather than Reactive

This attitude or habit is one suggested by Stephen Covey in his seminal work, '*The 7 Habits of Highly Effective People*'. In work or personal situations, we have the ability and the responsibility to make things happen rather than blame other people for what is going on. Reactive people respond negatively to any life situation. It is never their fault or responsibility!!! A valued employee takes responsibility for their actions and behaviour. How can I improve my performance, so I do not make that mistake again? Think of what you can do rather than what you cannot do.

Think Win-Win when problem-solving

As an employee use this strategy suggested by Stephen Covey. In challenging and difficult work situations adopt a win-win approach rather than a win-lose mentality. This second approach means you try to dominate the discussion and make certain that your solution becomes the outcome. You win and your colleagues lose which often has a negative impact on social cohesion in the work environment. A win-win approach is much more

constructive and more conducive to building harmonious and positive relationships at work.

Communication Skills

Andrew Brushfield is an expert in recruitment services, and he offers some wonderful advice in communicating effectively: *'Successful people communicate clearly and concisely. They are persuasive and confident in all their personal dealings and efficiently manage all daily communication channels including email and social networking. In addition, successful people know how to communicate a message and to get their point across'*.

Be Grateful, Appreciative, Flexible and Innovative.

Be appreciative of people who help you at work and acknowledge their support verbally. Look for the rainbows rather than the storm clouds and be grateful that you have employment at this challenging time, especially with the coronavirus pandemic that has affected so many jobs in Australia and the rest of the world. It is important to be flexible and be able to adapt to new situations especially in the area of technology. Be prepared to learn new skills and be willing to be innovative with your ideas and practices so that your organization can remain productive and relevant in this ever-changing world.

Seek Feedback

As a new employee ask your boss if you can have another staff member be a mentor for you in the first months of the new job. Seek honest and constructive feedback from your mentor of how you are performing in your new role. Be prepared to accept ways that you can improve your performance so that you continue to develop your knowledge and skills.

Develop a Sense of Humour

Colleagues in the workplace appreciate and enjoy a fellow worker who can laugh at himself or herself when mistakes are made and who appreciates using humour to defuse a difficult situation.

Serving Others can be a Pathway to Happiness

It was the social commentator, Hugh Mackay, who said: *'Serving others may not bring you happiness but nothing else will'*. As an employee, be willing to help others in the workplace without expecting any reward. Rotary's motto, *'Service above Self'*, reflects the sentiments of Hugh. It is so important that we reach out to others in an unselfish way. We need to be a team player.

Perseverance

Suffering is part of the human experience, so you need to persevere especially when you are finding the job challenging and difficult. Remember Thomas Edison, the inventor of the electric light bulb, took 14 years and four thousand attempts before he found the right element to use in the light. As the quote says, *'When the going gets tough, the tough get going'*. It may take several different jobs and many years to develop all the skills listed above and you need to persevere. It was the Chinese philosopher, Laozi, who said, *'The journey of a thousand miles begins by taking the first step'*.

If Employers and Employees strive to develop the above qualities then certainly we can say that work tasks will be completed very well the first time, and this will help to contribute to the building of a better Australia.

The recipients of the 2020 Rotary Pride of Workmanship Awards are:

CAITLIN HOLMES - BOOKKEEPER/RECEPTIONIST - ESSENTIAL OFFICE SUPPORT



Caitlin Holmes pursues excellence in all her dealings with clients, colleagues, and other stakeholders of the accounting and bookkeeping firm which employs her. She has even been observed by clients as “the best receptionist in town.” Upon joining the firm, she was commendably quick to learn and grow her bookkeeping skills. Caitlin Holmes manages her schedule well, meeting bookkeeping clients weekly at their businesses. She really enjoys helping business owners and managers to increase their productivity by use of software. She assists in showing them how to improve cashflow. Her standard of service delivery is outstanding, with exceptional attention to detail. Caitlin Holmes is an ethical, conscientious member of her workplace team, and consistently exceeds

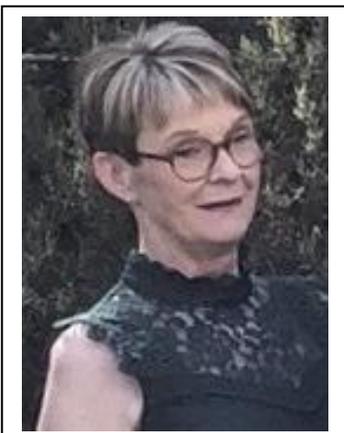
expectations.

JENNY EVANS - TOURS MANAGER - SNOWLINER TRAVEL



Jenny Evans arranges and conducts tours from Cooma for clients. She manages coach tours to theatres in Canberra and Sydney, coach tours across Australia, and overseas tours. She understands and provides for her clients’ needs such as access at entry points, in hotel bathrooms, and to lifts. On the spot, Jenny Evans swings into action when problems arise, fixing issues with hotel rooms, immigration matters, lost property, and the like. Understanding her clients, she keeps costs down, making the tours affordable. She caters for all her clients’ needs with a friendly smile and some dry wit. Jenny Evans’s tours generate friendship among clients.

PAULA HURFORD - HOSPITALITY ATTENDANT -PD MURPHY’S CAFE



Paula Hurford has been a valued member of the PD Murphy staff for the four years. She has demonstrated a high quality of customer service and food preparation. She is happy to take care of the other little tasks required to ensure a safe and clean workplace. Paula Hurford’s upbeat personality is appreciated by the customers as they can see she enjoys her work and the people she gets to interact with. She has a positive attitude towards her work and her customers. Paula Hurford supports fellow staff members, especially those who are new to the job and need extra encouragement.