

PERSONAL SKILLS

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- ◆ The information supplied is intended to provide general guidance and direction on all aspects of small business.
- ◆ The Centre is not engaged in rendering legal, accounting, financial or other professional advice.
- ◆ The information is not intended to replace professional advice and at all times the Centre, its officers and employees recommend that if legal, accounting or other expert advice is required, clients seek professional advice before committing funds to any business venture.
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PERSONAL SKILLS YOU WILL NEED TO BE SUCCESSFUL IN YOUR OWN BUSINESS

"HOW YOU FEEL ABOUT YOURSELF"

Your own morale and self esteem - how much you respect or disrespect yourself - low self esteem is usually caused by a person regularly not doing things or not taking actions that his/her ethos (self) knows as right.

"HOW YOU INTERACT WITH OTHERS IN YOUR TEAM".

Strong character and ethics - is a "good guy" who strengthens others, not a "nice guy" who shelters others.

Positive about what you are doing - also expects others to be positive - does not accept negativity (whinging) from others.

Accountable attitude - also expects others to be responsible - does not accept irresponsibility by others.

Truthful and honest - also expects others to be truthful - does not accept untruthfulness and dishonesty.

Supportive of others in the "team"- expects others to be supportive - does not accept un-supportiveness by others.

Appreciative of what others do or try to do - builds people - does not weaken them with unconstructive criticism.

Attentive and caring attitude to customers - sees customers as people to GIVE TO rather than people to TAKE FROM. (Customer service).

"HOW YOU WIN"

Ability to confront issues, people and problems - does not just hope they will go away or look for a way to avoid them.

Ability to assert oneself on others - forceful reasoning or actions - not clubbing them into submission!

Ability to persuade others - using communications skills - not threats or other unethical means.

"HOW YOU ACT".

Ability to organise themselves and others.

Ability to dedicate and apply oneself to the task/s and duties on hand - does not try and shirk or let oneself be distracted.

Ability to make decisions using logic - not using emotion. (Good financial controllers use logic to make decisions but good salesmen tend to use emotion.)

Does not procrastinate - sees what has to be done and does it - does not keep trying to avoid or put off a task or chore.

Ability to effectively and efficiently handle paperwork.

Ability to make sound financial decisions - not a miser nor a spendthrift - "canny".

Ability to concentrate mind and body on tasks and duties in an effective way - does not waste time and effort by not paying attention to the necessary details.

"HOW YOU COMMUNICATE WITH OTHERS".

Feels happy and communicates happiness to others. (Not mirth type - contentment type).

Communicates warmth and sincerity to others - not a cold fish - but also not a person that fawns all over people.

Talks freely and clearly with others - not inhibited or stilted - but also not a chatterbox or bore.

Listens attentively to others - looks for their "wants" (you have one mouth and two ears - use them in that ratio).