



## New year New executive



Congratulations to the new executive committee.

Robin Grundon – President  
Dorcas Woods – Secretary  
David Wallis - Treasurer

We look forward to working with the members to build a great experience, increasing our base and the profitability of the business that we work and or own.

The purpose of Toowoomba Business Networkers is to assist you in promoting your business by expanding your referral base. Our meetings provide a structured and supportive networking environment focused on increasing the profile and profitability of your business.

With growing awareness on the importance of maintaining good mental health in business, the weekly meetings, monthly TBN Mixers, and the personal relationships built across the group, help provide a healthy, supportive environment for small business owners.



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## Guest Speaker – Cr Melissa Taylor

After a successful career in the world of fashion, in 2004, Melissa joined the family business (Taylors Removals). Then 2010, Melissa proudly became the first woman in four generations of the Taylor Family to become Managing Director.

Since her arrival in the business, Melissa has used her entrepreneurial skills and savvy business knowledge to change the way the business looks at the removal and storage sector – moving beyond just household and office relocations, into records management, hire, and asset management systems.

A former Director on the Queensland Trucking Association Board, Melissa continues to expand the Taylor Family legacy in the Toowoomba region, by volunteering on a number of arts and community boards, including The Empire Theatres and Toowoomba Clubhouse Boards. Melissa serves as an Industry Representative on the Department of Transport and Main Roads' Transport and passionate about creating a diverse workforce, she is credited with increasing female participation in the business from 10% in 2010 to 24% in 2015.

In October 2015, Taylor's Removals was inducted into the Toowoomba Chamber and Commerce's Hall of Fame. An honour the company and the Family hold in the highest of esteem.

In the same month, Melissa was named Queensland Trucking Association's Trucking Woman of the Year.

Melissa firmly believes it is an honor to be the custodian of the Taylor Family business and legacy

Cr Melissa Taylor was elected to Toowoomba Regional Council in 2020 and currently holds the position of Infrastructure Committee Portfolio Leader



Toowoomba  
Business  
Networkers

## Principles for Management Success

### 1. Planning:

When you think of planning in a management role, think about it as the process of choosing appropriate goals and actions to pursue and then determining what strategies to use, what actions to take, and deciding what resources are needed to achieve the goals.

### 2. Organizing:

This process of establishing worker relationships allows workers to work together to achieve their organizational goals.

### 3. Leading:

This function involves articulating a vision, energizing employees, inspiring and motivating people using vision, influence, persuasion, and effective communication skills.

### 4. Staffing:

Recruiting and selecting employees for positions within the company (within teams and departments).

### 5. Controlling:

Evaluate how well you are achieving your goals, improving performance, taking actions. Put processes in place to help you establish standards, so you can measure, compare, and make decisions.



### **The Types and Roles of Managers within the Organisation**

Organizational structure is important to driving the business forward and every organisation has a structure. No matter the organisationally specific title, organisations contain front-line, middle, and top managers.

Above the top management team are a CEO and a board of director levels. To see this structure even more clearly, visualise a pyramid model. The more you move toward the top of the pyramid, the fewer managers you have. All of these management roles have specific tasks and duties. According to Jones and George, "A managerial role is the set of specific tasks that a manager is expected to perform because of the position he or she holds in an organisation.

All great managers play important roles in this model. One important thing to remember is from Henry Mintzberg, a management scholar who researched and reduced thousands of tasks performed by managers to 10 roles.

His model points out that there are three main types of roles all managers play; they are decisional, interpersonal, and informational. In the decisional role, managers perform in an entrepreneurial manner as a disturbance handler, resource allocator or negotiator.

In an interpersonal role, managers are figureheads, leaders, and liaisons. In the informational role, they monitor, are disseminators or spokespersons, and they share information.

## **What first-time managers really need to know.**

### **Know the Business**

A common axiom in management is that a qualified manager can manage any business. This point is only partially true. It is true that most managers are generalists rather than specialists; however, many very successful managers began their careers in specialist roles.

What most successful managers bring to their work in leading crews, departments, divisions, and companies is both a solid knowledge of the business (they are very experienced) and a solid knowledge of the principles of great management.

Manager aspirants must first learn the characteristics of the business by working in the trenches, and discovering how the various pieces of the organisation work together to become a universal whole because very good managers discover what is universal in the business and capitalise on it to advance the business and improve performance.

Robin Grundon QEH



## Focusing on Members- Dorcas Woods

**Briese Lawyers - Law - Family, Succession & Estate Law**



We pride ourselves on a 'can do' approach that gets results. We are also determined to provide understanding, support and advice that is appropriate to your matter.

Our unique team of people have been carefully chosen to ensure the highest quality of legal service, professionalism and client care which is based on a value system of ethics, integrity and camaraderie with each other and our clients - we are in this together.

We are committed to ensuring you are kept well informed at every stage of the process and we will promptly respond to any concerns you may have. Dorcas works in family law and succession law

: Including wills & estate planning, Powers of Attorney & Advance Health Directives, trusts & business succession planning.

At Briese Lawyers, we can also help you with all areas of Estate Planning.

We act on behalf of the Executors of deceased Estates in the administration of Estates. In a timely and cost effective manner and help you plan, to ensure your family is looked after and to protect the ones you care about.

## Budget 2022-23

Tailored support for small businesses

The Government is committed to helping small businesses navigate their workplace obligations. A \$5.6 million investment into a dedicated small business unit in the Fair Work Commission will provide tailored support to small businesses and reduce time, cost and stress.

The Government is also providing \$8 million to the Australian Small Business and Family Enterprise Ombudsman to work with service providers to offer business planning, capacity building and financial literacy.

The Government will deliver more than \$21 billion in tax cuts to small businesses from 2015-16 to 2024-25, with around \$2.6 billion flowing in 2022-23. This includes reducing the company tax rate for small businesses from 30 per cent in 2013-14 to 25 per cent from 1 July 2021, the lowest level in 50 years.

## Q&A Web Site Tips – Info Design on Line

**Q: What should you realistically expect from a business web site? What's a realistic amount to invest?. Who can explain it all - with more clarity and less hype?**

Local Toowoomba web developers Info-Design Online views the Internet as a collection of tools... powerful tools... tools which, in the right hands, can produce a healthy return on investment. One thing we can be certain of is that your business, like any other, is unique.

Therefore, how your business goes about gaining maximum benefit from the array of online tools likewise ought to be tailored: Tailored to fit your business as a little reflection and planning produces focused results.

Better described in its approach as a craftsman than a production line, Info-Design Online works closely with businesses to craft web sites which reflect the businesses market, processes and environment, while addressing client's individual concerns.



## Professional Development

Please join us this year for our BUILDING BETTER BUSINESS SERIES. We will present the very latest in Productivity improvements, Protecting your business and value adding to the customer experience,,,,,,,,,stat tuned!!!

## Upcoming Events

- **Building Better Business Series.**

Join us as our members will showcase the very latest info of “What makes their business successful”, “How to protect your business from attack and increasing market share”.

- **Monthly Guest Speakers**

In 2022, we will invite business influences to discuss their success, failures and how to grow and strengthen your business. We will cover topics such as Social Media Marketing, Mental health in the workplace, being FIT for WORK just to name a few,,,, keep upto date via our facebook page or [www.tbn.net.au](http://www.tbn.net.au)

- **Christmas in July**

It's not all work and no play with Toowoomba Business Networkers..... more details to come -

- **Federal Election due in May – “The Ayes have it ”**

Toowoomba Business Networkers & Toowoomba Chamber of Commerce will co-present the Meet the Candidates event April 28<sup>th</sup> 5.30pm – 7.30pm Cathedral Centre 123 Neil Street. This event will be FREE to members of each organisation.

Toowoomba Business Networkers Issue Q1 2022

## ATTENTION BUSINESS OWNERS: Current Vacant Categories

- *air-conditioning installation/maintenance*
- *building trades*
- *carpet cleaning*
- *chiropractic*
- *cleaning*
- *floristry*
- *photography*
- *printer/stationery*

### *Professional Development Mentoring sponsorship:*

*If your company would like to sponsor your mid level managers and share in the benefits of Toowoomba Business Networkers, talk to one of our members today. Your managers can share in the weekly meeting, enjoy mentoring benefits from other members each week, enjoy the Free Breakfast, monthly Guest speakers and build new business and connections for “your” company. (starting from \$1200 per year)*

Toowoomba  
Business  
Networkers

Tuesday 7am-8am  
Urban Grounds Café  
210 Herries Street  
Toowoomba  
[www.tbn.net.au](http://www.tbn.net.au)