









## A UNIQUE NEW SERVICE TO SUPPORT & ENGAGE YOUR EMPLOYEES

As human beings we get “stuck” in patterns of thinking that create the same results, feelings and experiences in our lives and work. Indeed of the 60,000 thoughts we have every day we typically will have 95% of the same thoughts again the following day.













Given that our thinking directly impacts on our feelings, behaviours and ultimately the results achieved, it is important to support people with ways to enhance their thinking ability and this unique service is designed to achieve this. 20-30% of business results are driven directly by how people feel so employers who provide resources for people to be resourceful and manage their feelings more effectively will potentially see a significant positive impact.

**Better Questions Are The Answer™** is a unique online service that empowers your people to tap into their own innate wisdom and find better answers than they would normally find from their own routine thinking. The service is simple and yet powerful in that it provides access to better questions which assist people to:

-  Create new ideas
-  Expand their thinking
-  Appreciate another perspective
-  Find solutions
-  Feel empowered to take responsibility
-  Change feelings
-  Change behaviours
-  Change the results achieved



Some of the many advantages to your organisation in licensing this service include:

-  More engaged and motivated employees
-  Employees are empowered to move from problem thinking to finding solutions and taking action
-  Greater accountability for personal development
-  An easy to use tool that can be used in conjunction with existing performance review and development plans
-  You choose the number of modules and topics that are most relevant for your organisation
-  Unlimited access during the license period
-  Employee's individual needs can be addressed without disclosure to line managers
-  Access to newly released modules throughout the year (additional fees may apply)
-  Modules updated regularly
-  Minimal administration required
-  Optional complementary services to add further value
-  Low cost per employee

## There are two ways that your organisation can use this service:

### **Option One – Individual “As Needs” Basis**

One option for use is on an “as needs” basis which means employees are briefed about the service and can access the modules at any point during the license period as/when required. They are in control in that they only need to be provided with a user name and password and they then have access to all the modules that you have chosen from the ones available. The only administration involved is to set up a user name and password for each authorised employee as required.

### **Option Two – Use in Conjunction with Performance Reviews**

The service also works extremely well in conjunction with any existing performance review and/or development planning systems. Once development needs or performance issues are identified as part of the performance review cycle the line manager can refer the employee to the relevant modules for completion. They can then continue to engage with them and follow up at appropriate intervals/as required reviewing their progress and providing any support necessary. This ensures that there is added accountability for employees to answer the questions, complete the action plan and to follow through with the actions.

There are currently 81 modules in the *Better Questions Are The Answer™* series which are available for you to provide to your people under three broad categories. Please see the table on the following page. You will note that some topics relate directly to the work environment, and there are others that are more holistic in their approach and relate to other areas of life. It is intended that by supporting your employees in a more holistic way you will enhance their overall wellbeing and ultimately their ability to perform their roles more effectively.

Each module can be viewed on screen, saved into a personal drive and then worked through at the individual’s own pace. The module is designed in an easy to use booklet format that contains notes pages and an action plan. There are specific instructions provided with each module as to how to get the most out of this service. The instructions outline information about the ideal mindset required before asking the questions, suggested ideas to access better answers and information about action planning as a result of undertaking each module.

Each module can also be printed out as a hard copy if preferred so that individuals can access the module at convenient times and written responses can be recorded in the document as they progress through the questions/action planning.

***You can request a free 24 hour trial of five sample modules by clicking on the free trial request on our website.***

Please see below for details of the logistics and costing for the provision of this service.

In addition, there are some optional additional resources that you can access that will add value to this service. These include:

- A. One on one coaching** - your employees can work on a particular issue with the support of one of our professional coaches. (Both face to face and telephone coaching are available.)
- B. Email support** - your employees can email their individual issue to one of our professional coaches and they will be provided with some personalised questions to reflect upon.
- C. Face to face briefing sessions with your team** - depending upon your requirements we can support the launch of this service by holding a face to face briefing session where we provide guidance on how to get the most out of the service. Briefings cover the power of questions, being open minded and curious, challenging yourself, finding better answers, setting goals and action planning.

## Self Management

### Better Questions to:

- ? Ask to build relationships\*
- ? Be a better parent
- ? Be a better partner
- ? Be happy
- ? Be more assertive
- ? Be more compassionate
- ? Be more fulfilled at work (1)
- ? Be more fulfilled at work (2)
- ? Be more optimistic
- ? Be more reflective
- ? Build rapport
- ? Challenge myself!
- ? Communicate better
- ? Create work life balance
- ? Develop better relationships
- ? Develop my emotional intelligence
- ? Develop wisdom
- ? Fulfil my potential at work
- ? Get the job done
- ? Improve self awareness (1)
- ? Improve self awareness (2)
- ? Improve my confidence
- ? Improve my health
- ? Improve my questioning skill
- ? Improve my resilience
- ? Keep motivated
- ? Manage a poor boss
- ? Manage my career
- ? Manage my emotions
- ? Manage my time
- ? Manage stress
- ? Manage upwards
- ? Plan my year ahead
- ? Prepare for retirement
- ? Prepare to be interviewed (1)
- ? Prepare to be interviewed (2)
- ? Raise my profile
- ? Reflect on my life
- ? Respond effectively to feedback
- ? Set effective goals
- ? To sell my idea

## Leadership

### Better Questions to:

- ? Be a better leader (module one)
- ? Be a better leader (module two)
- ? Be innovative and creative
- ? Conduct a good performance review
- ? Conduct effective interviews
- ? Create a great workplace culture
- ? Deal with difficult staff
- ? Delegate effectively
- ? Develop potential in people
- ? Engage and retain employees
- ? Facilitate great meetings
- ? For managers to ask at a performance review\*
- ? For managers to ask at interview\*
- ? For managers to coach their team\*
- ? For managers to get to know their staff\*
- ? Give constructive feedback
- ? Induct staff effectively
- ? Inspire and motivate your team
- ? Manage people
- ? Manage retrenchments
- ? Negotiate better outcomes
- ? Prepare for a difficult discussion
- ? Recruit the right staff

## Business Management

### Better Questions to:

- ? Be more cost effective
- ? Be more socially responsible and environmentally friendly
- ? Become more ethical
- ? Become more profitable
- ? Continually improve
- ? Develop a great presentation
- ? Ensure corporate governance
- ? Improve safety
- ? Increase sales
- ? Manage budgets effectively
- ? Manage challenging customers
- ? Manage change
- ? Manage complaints
- ? Promote the business
- ? Solve problems



\*These modules provide questions for you to ask others

## LOGISTICS/PRICING - BETTER QUESTIONS ARE THE ANSWER™

Upon agreement for the provision of this service you are provided with access to the resources via user names and passwords for authorised personnel. These user names and passwords give access to the online modules that you choose from the list provided.

The fees are charged as follows:

Number of modules you choose to access	Number of employees in your organisation or division	Fee per annum for unlimited access for your organisation or Division	Equivalent cost per employee per annum (based upon max no. employees)
<b>1-20</b>	1 – 10	\$500 + GST	\$50.00
	11 – 50	\$1500 + GST	\$30.00
	51 – 100	\$2000 + GST	\$20.00
	101 – 250	\$3750 + GST	\$15.00
	251 - 500	\$5000 + GST	\$10.00
	501 - 1000	\$6000 + GST	\$6.00
	1001 - 2500	\$8000 + GST	\$3.20
	2501 - 5000	\$10000 + GST	\$2.00
	>5000	Price on application	
<b>21-40</b>	1 - 10	\$900 + GST	\$100.00
	11 - 50	\$2800+ GST	\$56.00
	51 - 100	\$3750+ GST	\$37.50
	101 - 250	\$7000+ GST	\$28.00
	251 - 500	\$9000+ GST	\$18.00
	501 - 1000	\$11000+ GST	\$11.00
	1001 - 2500	\$13000+ GST	\$5.20
	2501 - 5000	\$15000+ GST	\$3.00
	>5000	Price on application	
<b>41-60</b>	1 - 10	\$1250+ GST	\$139.00
	11 - 50	\$4000+ GST	\$80.00
	51 - 100	\$5250+ GST	\$52.50
	101 - 250	\$10000+ GST	\$40.00
	251 - 500	\$13500+ GST	\$27.00
	501 - 1000	\$15000+ GST	\$15.00
	1001 - 2500	\$17500+ GST	\$7.00
	2501 - 5000	\$20000+ GST	\$4.00
	>5000	Price on application	
<b>61-80</b>	1 - 10	\$1500+ GST	\$150.00
	11 - 50	\$5000+ GST	\$100.00
	51 - 100	\$7000+ GST	\$70.00
	101 - 250	\$12000+ GST	\$48.00
	251 - 500	\$16000+ GST	\$32.00
	501 - 1000	\$20000+ GST	\$20.00
	1001 - 2500	\$22000+ GST	\$8.80
	2501 - 5000	\$25000+ GST	\$5.00
	>5000	Price on application	

The fees payable provide unlimited access to the service for one year and the only restriction will be in the modules that you choose to be available for your organisation. Please note that new modules will be made available to you as they are released and additional fees may apply for this service. In addition your license is only valid for your employees personal use and cannot be transferred to anyone outside of your organisation.

Any new additional modules will be provided at no additional cost unless it takes you into a higher price bracket. In this case the rate applicable to the total number of modules in your package will be calculated on a pro rata basis and will be based on the time remaining (number of months including the month when service commences) until your annual renewal.

## OPTIONAL SERVICES - PRICING

The costs for the optional services are as follows:

Option	Service provided	Cost
A1	One on one coaching (face to face) – 1 hour	\$300 plus GST
A2	One on one coaching (telephone) – 1 hour	\$200 plus GST
B	Personalised questions emailed	\$150 plus GST per email
C	Face to face briefing sessions (max 50 people per session)	\$500 plus GST per hour plus applicable expenses

- A. One on one coaching gives your employee the opportunity to engage with one of our professional coaches to work further on the issue. (Both face to face and telephone coaching are available.)
- B. Email support allows your employee to email their individual issue to one of professional coaches and they will be provided with some personalised questions to reflect upon. The issue is emailed to the coach (in less that 200 words) and the coach will respond within 48 hours with a minimum of 10 questions to reflect upon.
- C. Face to face briefing sessions with your team. Depending upon your requirements we can support the launch of this service by holding some face to face briefing sessions where we provide guidance on how to get the most out of the service. In the briefing we can talk about the power of questions, being open minded and curious, challenging yourself, finding better answers, setting goals and action planning.

## TESTIMONIALS

*“Excellent questions that flowed on from each other, really helped me address a situation I felt ‘stuck in for a while’. Now given me the clarity to move forward in a new empowered direction. I will be able to reuse these questions to lead to solutions in my life. Thank you.”*

Sue Moore

*“As leaders, it is important we take stock of where we are, and plan the year(s) ahead. Our entire outlook and approach can be improved in an instant, by asking the right question!”*

Jeremy Cotton, CPA