

JEAN ROBERTS UPDATE

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Contents:

1. **The importance and value of human experience**
2. **Series of four Governance Kits for Nonprofit Organisations and Social Enterprises by Jean Roberts.**
Link to purchase a PDF of each kit @ \$AUD\$9.95:
<http://www.echobooks.com.au/business/jean-roberts-governance-kits/>
3. **The Left and Right Brain Business – to increase and enhance business effectiveness by Jean Roberts.**
Link to purchase this eBook as a PDF @ \$AUD\$9.95:
<https://www.echobooks.com.au/business/the-left-right-brain-business/>
4. **Four free PDFs for Nonprofit Organisations and Small/Medium Enterprises by Jean Roberts**
email jean146@ozemail.com.au to receive any – or all – of these free PDFs

1. **The importance and value of human experience**

I've been writing about the effect of scientific and technological discovery in under-mining the importance and value of human experience. Science, with its mantra of 'evidence-based research', is attempting to replace human experience with an experimental approach to almost anything that has the capacity to cause or force an individual to think for themselves, solve their own problems, find their own way out of a dilemma.

The two extremes in human experience are (1) entrepreneurial aspirations – and (2) simply surviving. Having experienced both, I can vouch for the fact that they equally enable a person to grow through their own effort and achievements, find their path in life and contribute to mankind. Many people appear to have no interest in their past experiences or the great wisdom that comes from personal experience and effort.

In brief, there is a move away from the importance and value of human endeavour, human nature and human behaviour and of the great benefit of personal experience.

2. **My series of four Governance Kits for Nonprofit Organisations and Social Enterprises**

Each Kit offers specific sections, each with a discussion sheet to guide and encourage board/committee discussion – covering (1) the basics of governance, (2) partnership relationships, (3) the legal requirements of individual board/committee members, and (4) board/committee dynamics and behaviours. Each Kit is structured to facilitate Board discussion to increase the confidence and skills of individual board members, and a more productive use of a board's time in terms of achieving their organisation's purpose.

3. **The Left and Right Brain Business – to increase and enhance business effectiveness**

In this e-book, I've shared information, experience, observations and tools with readers who are interested to similarly engage their minds in the mystery and meaning of human behaviours. Initially concentrating on organisational policies and procedures in my

consultancies and workshops, I quickly realised that these can produce very few positive results unless human factors are taken into account.

'If we can understand and anticipate human behaviours, we are much closer to increasing job satisfaction, efficiency and productivity... and confidently being able to capitalise on opportunities as they arise.'

4. Four free PDFs for Nonprofit Organisations and Small/Medium Enterprises

Jean's Collaborative Working Relationships Toolkit

This 36-page free PDF Toolkit is offered as an aid in considering formal or informal collaborative working relationships as a strategy in achieving organisational growth.

Jean's Outcome and Social Impact Measurement Checklist

This 35-page free PDF Checklist addresses and explores measurement of outcomes – as separate and different to recognition of 'effort' and 'investment'. Many Contracted Service Providers place a higher priority on needs assessment and service delivery than on measurement of outcomes – ie benefits in the life or lifestyle of their service users.

Jean's Service Delivery for Nonprofit and Commercial Service Providers

This 49-page free PDF addresses both Service Delivery and Service Quality.

There are three major stages in Service Delivery:

- assessment of the target audience and their needs, interests and aspirations (ie research),
- service design – to ensure that the service design is based upon the research stage, and
- service delivery – to ensure that the services delivered are consistent with the service design.

Jean's Successful Quoting and Tendering Techniques

This 43-page free PDF addresses the core business of nonprofits and small businesses in successful quoting and tendering:

- always start with what you are offering to deliver – complete with costing, budgeting and scheduling of all related activities. Then, and only then, can you draft and refine a positive, powerful and persuasive document and 'corporate' image.
- include validated and sufficient detail on cost, quality, delivery and timeliness to convince the assessors of your organisation's credibility, capability and commitment to a consistent and superior quality of goods or services.
- an effective request-for-quote or tender brief will provide sufficient and accurate detail on eligibility, specifications, quality, timelines, assessment/evaluation criteria, selection procedure, confidentiality, negotiation procedures and contractual obligations.

Link to the Jean's Webpage:

<https://www.echobooks.com.au/business/jean-roberts-management-publications/>

Details of planned publications are listed, with all 2017 issues of *Jean Roberts Update*

Link to the Jean Roberts LinkedIn Profile:

<https://www.linkedin.com/in/jean-roberts-writer/>

You'll find many free articles there on current issues waiting for you.

Link to purchase *Submission/Grant Writing Training Manual*, PDF – \$AUD9.95

<https://www.echobooks.com.au/business/grant-application-training-manual/>

... the task of writing submissions and grant applications should be treated as a core business function: this Training Manual is structured for in-house training, with each section consisting of 'core material' followed by a number of discussion worksheets.

... the aim is for decision-makers in organisations, businesses, teams, etc., to collaboratively review their current efforts and plan improvements.

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