

# JEAN ROBERTS UPDATE

November 2017

## Jean Roberts Publications – Echobooks Website

Founder and Director of Roberts Management Concepts Pty Ltd from 1985 to 2012.  
Jean is based in Melbourne, Australia

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**Link to details of current publications are listed, with all 2017 issues of Jean Roberts Update:**

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

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This link to [Roberts Management Publications](#) provides further links to my library of Books, eBooks, Manuals, PDFs and Checklists released through Echo Books. All of these publications are based on my personal and professional experiences and observations as – in chronological order from 1967:

- Small business partner,
- Community activist,
- Community worker,
- Independent consultant, trainer, mentor and business writer for the Nonprofit and Small/Medium Enterprise Sectors,
- Independent researcher and writer involved with many Commonwealth and State Government reforms and initiatives,
- Small Business Owner/Manager – 1985 to retirement in 2012,
- Family history researcher, and
- Five years into retirement – and now two years into my journey with cancer.

### My 2017 releases through Echo Books include:

- [One Person Show – the smallest of small business – 2<sup>nd</sup> edition](#); available as both paper-back and eBook. This 2nd Edition is aimed at women and men of any age with a strong belief that they can develop a product or service that they can sell to others. My aim is to encourage you to learn from your own experience—by doing, observing, trialling, experimenting, building and re-building your ideas. This is how you will learn about—and from—yourself. **A quote from Einstein reads “the only thing that interferes with my learning is my education”**

[The Art and Craft of Observation](#) – published as an eBook. This new publication examines the Three Basics of Observation - The Act of Observing; Becoming the Observer; and Observing what you have Observed. These Basics demonstrate and demand an Observer's willingness to place more importance on the person, task and environment being observed than upon her/himself - practical tools are offered for each of these three distinct activities. Several 'notes of caution' related to Observation are listed and discussed – and the key notes are to do with wise and unwise assumptions. Practical tools are offered for each of these three distinct activities.

- [Riding the Waves of Community Development in Australia from the 1970s – 2<sup>nd</sup> edition](#): re-published as an eBook. First edition was published in 2007. I had by then been closely involved with the Nonprofit Sector in Australia for over fifty years, witnessing introduced, re-badged and imposed organisational structures, staff certification and qualifications, service standards and accreditation, etc.

However, it appears that this continuous emphasis on change, effort and investment has neither achieved the best possible outcomes – nor resulted in ensuring the best possible life or lifestyle for the identified target groups, ie the service-users. The continuous 'waves of change' have ensured this short-coming.

- The Left and Right Brain Business – to increase and enhance business effectiveness – re-published as an eBook. First edition was a paper-back published in 1997. Left- and right-brain orientation has been a major tool in my organisational consultancies and training programs, and in my work with men and women in career planning and improving business and personal relationships since 1989. I share my extensive experience and observations with readers interested to similarly engage their minds in the mystery and meaning of human factors, ie values, attitudes and behaviours.

Initially concentrating on organisational policies and procedures, I quickly realised that these can produce very few positive results unless human factors are taken into account. I have found that identifying and respecting the reasons for particular actions and re-actions contributes to resolving many of the problems inherent in employing staff, building teams, allocating responsibilities and achieving desired results. And am convinced that understanding and predicting human behaviour in a specific environment plays a key role in creating effective business and workplace relationships.

Further e-Books available on <https://www.echobooks.com.au/business/jean-roberts-management-publications/>

**Manuals:**

- Submission/Grant Writing Training Manual
- Making Ethics Work Toolkit

**Governance Kits:**

- Governance Kit No. 1: Clarifying the role and responsibilities of Nonprofit Board Members and self-appraisal of their performance
- Governance Kit No. 2: Partnership Relationships
- Governance Kit No. 3: Personal Responsibilities of Nonprofit Board Members
- Governance Kit No. 4: Nonprofit Board Dynamics and Behaviours

**Training Material supporting Nonprofit Organisations**

- Collaborative Working Relationships Toolkit – 2017
- Outcome and Social Impact Measurement Checklist
- Service Delivery for Nonprofit and Commercial Service-providers

Sharing my cancer journey with friends has been interesting indeed – I have now condensed the description of my hospital week (September 2017) to just a few sentences to avoid the temptation to re-live the experience. I returned to my U3A Group on Friday 3<sup>rd</sup> November, and presented a 12-minute talk on the humorous side of being hospitalised for a week. **Now, I'm sharing what I've learned and observed rather than what I've experienced.**

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**Jean Roberts**