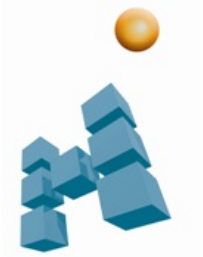


Hosca Management Consultants

WE CAN SEE THINGS FROM THE CLIENT'S PERSPECTIVE

MAY 22, 2008 VOLUME 1, NUMBER 1

Contents:

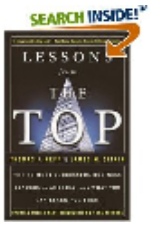
1. *Leadership*
2. *Health Service*
3. *New Belbin DVD*
4. *Book Review*
5. *Latest News*
6. *Dr. Gadget*

Welcome Failte Welkom Bienvenidos Witajcie Yo Koso Huan Ying

Hosca is very pleased to launch our **H°zine**.
This will be issued on a bimonthly basis to keep our clients informed of new developments in our business.

Leadership

Ahern, Bush, Blair, Paisley and Mugabe, what do they have in common?



What makes a leader great? There are ten traits that leaders share: Passion, intelligence and clarity of thinking, great communication skills, high energy level, egos in check, inner peace, capitalizing on formative early life experiences, an appreciation of family values, positive attitude, focus on doing the right things right

What does it really take to lead an organisation successfully in today's ever more competitive and fast moving world economy? Countries are looking toward their leaders to provide three basic qualities: direction, trust and hope.

As for the best leaders, the people do not notice their existence. The next best, people honor and praise. The next, the people fear, and the next, the people hate. When the best leaders work is done, the people say "we did it ourselves". The more extensive a man's knowledge of what has been done, the greater will be his power of knowing what to do. So what do they have in common that's missing?

Some of the above have some of these traits but few have all, maybe that explains where they are today. 'Lessons from the Top' is worth revisiting in these times of change and competition.

('Lessons from the Top' by Thomas J. Neff and James M. Citrin.)

Health Service

Can we overcome the crisis?
The answer is Systems Thinking and its application in Continuous Improvement.

Lucia Berte has been applying her knowledge of continuous Improvement to the Health Service in the US, the principles that she puts forward are also applicable to the Irish Health Service. In the audio clip that you can access on www.hosca.ie, she clearly explains how this can be done. Performance Management helps to set the goals. These will include the clear definition of where you are through data collection and ongoing measurement.

If you are interested in training in the Continuous Improvement area, check out our Course Outlines below the Lucia Berte interview on the

Hosca website.

New Belbin DVD

***Fire, Toast and Teamwork* has just been released by the Belbin organization**

Hosca trainers have been using the Video Arts 'Building the Perfect Team' which covers the same learning points but has aged slightly. The new DVD brings a more modern approach to the model and to compliment the facilitator's guide that accompanies the DVD, Belbin has put together some slides and hand-outs

Belbin has given Hosca permission to sell the DVD on their behalf, contact Zenda Crowley at 01-8464151 or zendacrowley@hosca.ie for further details.

Book Review

Hosca clients regularly ask for recommendations on business books.
'Can Two Rights Make a Wrong? ` is our recommendation for this month.

It is a difficult but engaging text that illustrates a novel way of managing change. It's the perfect read for any merger, acquisition or amalgamation of function in a large organisation. Click on the Library link on the top of the Hosca Home Page at www.hosca.ie to access Amazon and purchase your copy.

"This is the book for people who never get past page two of a management book - it is as close as the genre comes to being a compulsive page turner. Its main thesis is built on at least three big ideas that are individually persuasive and cumulatively compelling. They naturally fit into an alignment tool that is applied to the range of day-to-day and exceptional challenges all enterprises face, including the Holy Grail of transformational change." - Donald McRae, general counsel and chief knowledge officer, Department for Environment, Food and Rural Affairs, England.

Latest News

Hosca have entered into a strategic relationship with Calyx. The companies have already started supporting each other in the provision of SoftSkills and P.C. skills delivery with a key client. The short-term goal is to offer a blended solution that offers classroom and e-learning offerings.

What do you want to be when you grow up?

If you still haven't answered this question you should check out Hosca's range of diagnostic tests.

These online tests include Belbin® Self-Perception Inventory, Emotional Intelligence Quotient (EQI) and Cut-e. These tests can be completed online. If you need interpretation of the reports, Linda Mackin of Hosca can talk you through your results. Contact jenniewhately@hosca.ie to access the tests.

Hosca Management Consultants

Broomfield Business Park

Malahide

Co Dublin

353-1-8464151

353-1-8464144

info@hosca.ie

We're on the Web!

www.hosca.ie

Dr. Gadget

Hosca is pleased to announce the launch of a new tool for improving communication with customers – Ienquire.

Ienquire provide an information service using text messaging, this covers a fast and efficient directory inquiry service, real time flight information, real time suburban and mainline rail information, up to the minute bus schedules, AA alerts and rout planning functionality.

Hosca is particularly interested in the messaging side of the service. We can now inform customers of our public course schedule and provide details of start times and location by mobile phone. This is a great innovation that will help to enhance our Customer Service. To find out more, check the website at *www.ienquire.ie*

Product Review: Apple iPhone

The question that a lot of people have asked themselves is "Will this replace several devices?
Will it do more than the phone I have now?"
The answer to both of these questions is, "Yes".

Pros: Stunning display, a sleek design, and an innovative multi-touch user interface. The Safari browser makes for an easy Web surfing experience, and it offers easy-to-use apps. Data is sent over a Wi-Fi link or the Edge network. The screen dims as you hold the phone to your ear to save power. As an iPod, it also very good. The fact is, it's very nice to look at.

Cons: Lack of 3G, until it comes in this summer. Can be difficult to set up push mail successfully. No way to put fully fledged satellite navigation on the device. iTunes must be used to add music. Cannot be used as an external storage device. Expensive, you are tied into an 18-month mobile contract.

Hosca – who are they?

If you don't know us, I'm delighted that you've received this and would like to introduce the Company.

We are located in Malahide in Co. Dublin and offer consultancy and training services in four main areas. Further information on the Hosca offerings are contained at www.hosca.ie.