



Centrestage

Keeping you up with the play in the Central City.

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City Mall project A Winner



Christchurch projects and designers Isthmus Group, were judged among the best at the New Zealand Institute of Landscape Architects awards in Auckland last Friday. The City Mall revitalisation project was one of five to receive gold awards.

Mayor Bob Parker said the recognition justified the City

Mall concept, which attracted criticism when it was first mooted. Winning a major award for the work being the first part of a major inner city revitalisation project was important, he said.

Isthmus was also awarded silver in the planning category of the NZILA awards for communication and planning of the Project City Mall design process.



Paul Lonsdale
Central City Manager
Business Association



New level of treating customers

You often hear businesses talking about customer expectations. "Let's deliver on customer expectations." If you deliver on customer expectation and give your customers what they are expecting you are probably in a vulnerable position.

May I suggest that with all the change out there, the competition, globalisation

and so many people getting into your industry doing exactly what you do, the only standard to win by is not delivering on customer expectations but being so good at what you do that people cannot take their eyes off you.

It is offering genius levels of value to all your customers and stakeholders. In other

words, being so good at what you do, offering so much value and making the user experience so exceptional that people are breathless every time they do business with you.

How do you do that? I am going to leave that to you to sit down with your team and figure out, but this is the new level of winning customers.



No Butts About It

To help keep City Mall clean and tidy smokers are being asked to get rid of their cigarette butts properly.

The new rubbish bins in the Mall have an area on top specifically for stubbing out

cigarettes, but people still drop them on the footpath or extinguish them in planters.

We are asking people who work in the Mall to set a good example so hopefully others will follow suit!

Leadership & Self Mastery

The Chinese philosopher Lau Tzu said, "Knowing others is intelligence, knowing yourself is true wisdom. Mastering others is strength, master yourself is true power". The message... to be a good leader,

one should master one self! Self-mastery is about being the best you can be. Leaders who strive to master themselves recognise and accept who you are and take

responsibility for self-improvement. To achieve self-mastery you could go to the top of the mountain and fast for a few weeks or you could do the following...

Create a personal vision and purpose. Be aware of you values and beliefs and ensure they are aligned with your objectives in life. Source - Meet the Ninja