

PROJECT CITY MALL - Weekly Business Site Meetings

Cashel Mall West - Every Wed 11am @ In Italia Guthrey Centre
Cashel Mall East - Every Thurs 11am @ Starbucks, City Mall

Centrestage

Keeping you up with the play in Central City

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CENTRAL CITY BUSINESS ASSOCIATION



CCBA
CHRISTCHURCH

E.T. Excessive Turnover

We know it is expensive to attract and train high calibre employees yet some retailers have more senior positions open then filled. Look at on-line job sites and see even large, well-known retailers advertising positions which should be filled from within the company. If a solid internal pro

motion policy was in place most vacancies would be at entry level.

Why do so many organisations regard excessive turnover as normal and acceptable? The answer is lack of awareness. Often top managers are unaware of the root causes of high staff turnover and neglect to ask their subordinates "Why?" and "What can we do to ensure we keep the good people we have?"

Hiring and retaining good people should be as high on the list of priorities as sales and profit.

The main cause of excessive turnover is inadequate management practice. It takes great managers to manage and develop people for maximum effectiveness. They are consistent, credible, promote stability and communicate well.

Consistency: It is difficult to follow a leader who is inconsistent. They

may be seen as unpredictable and/or wishy-washy.

Credibility: It is impossible to respect a leader who has no credibility. They are seen as untrustworthy and insincere.

Stability: It is uncomfortable to work for a leader who does not create stability in the workplace and may even appear to promote instability and insecurity.

Communication: It is difficult to follow a leader who cannot/ does not communicate well. They are often misunderstood and believed to be lacking clear vision or direction.

ET can be abolished by following innovative as well as tried and true people management practices. You need to know what these practices are and how to implement them successfully.

Understanding what your good staff need from you is the first crucial step. Your great managers have to do the rest.



Paul Lonsdale
Central City Manager
Business Association

Project City Mall - Progressing well

We are only a month into the new year and City Mall project has resumed and is progressing well.

The project team decided to 'rip the Band Aid off' and take out the largest section to date in one hit. This helps speed up the works to ensure they finish on time at the end of this year.

So far, there has been minimal disruption to the businesses and they are happy the way works are being done.

Feedback from the public has been very positive with only one question being raised by many is "When is the tram going to be up and running"?



Works in City Mall expand 90 metres in length from Guthrey Centre through to just short of Oxford Tce.



New planter seats are well underway. These new seats are being well used by city patrons.



COMING TO A LIGHT SWITCH NEAR YOU

EARTH HOUR - 8.30pm, Saturday 28 March

More than 1000 cities and towns in 60 countries are set to turn off their lights for one hour.

Earth Hour - to show their support for combating climate change.

For more information, visit www.earthhour.org.

EARTH HOUR