

ConneXion

January 2009 - No.16



CONTACT US

From the CEO

In these uncertain times caused by the global financial crisis, organisations worldwide are feeling anxious and unstable. Many are planning to cut expenses by reducing training budgets. I feel it is imperative to invest in your people, to train and develop them, even during a recession. Employees are your long-term competitive advantage. Training and development will help refocus and re-energize your staff. Smart organisations will invest in its people even in these challenging times and, armed with the critical commitment and engagement of its employees, will continue to sow the seeds of future success.

Michel Bruyère
Chief Executive Officer
mbruyere@neotelis.com
☎ +1 514 281 1211

The VoIP Industry is Still Innovating

Many businesses have unplugged regular circuit switched telephone lines to adopt the Voice over Internet Protocol (VoIP) technology. Employees use the broadband high speed Internet connection to exchange data, audio, video and mobile employees can make extremely affordable long distance calls. Communication continues to be essential in any business, the better communication within an organization, the greater level of productivity the business will get from employees. There have been many VoIP innovations in 2008. For example: the extension of mobile calling technology to video by Global IP Solutions, the unification of all communications channels with the VoxOx platform and the MagicJack, a USB-port device that once plugged in an Internet-connected computer allows one to make unlimited calls using VoIP

technology without receiving monthly bills. Among all these great ideas, one can certainly demonstrate that the VoIP industry has seen outstanding progress in recent years. Voxbone SA, a Belgium-based VoIP provider, has found a way to regroup everybody from around the world under one global country code. Subscribers of VoIP services are now able to get an 'iNum' – an international number that starts with the +883 code newly created by the ITU (International Telecommunication Union) – and send and receive "local" calls between subscribers from anywhere around the world. Rodrigue Ullens, CEO and co-founder of Voxbone, had mentioned that this innovation leads to the idea of a world with a new geography that's about local presence and global relationships, not about distance or national

Launching the Neotelis PassPort

Neotelis is glad to announce the launch of offer that allows its clients to benefit from advantageous conditions for its consulting and training services – the Neotelis PassPort! With the Neotelis PassPort, your organization will be given access to an added value of up to 20% of the PassPort cost. This means that Neotelis PassPort holders will receive more services for the same price, and benefit from the simplicity of payments and from reduced transaction fees related to multiple payments. The Neotelis PassPort is applicable to any of Neotelis' consulting and training services such as participation to public Training Programs or private on-site Training Programs developed specifically for your organization.

For additional details on the Neotelis PassPort, please contact Ms. Hélène Duran at hduran@neotelis.com.

What Clients Say

"A very useful course which will help in improving our job performance" said a participant who attended the 'Advanced Telecom Traffic Engineering' Training Program held in Khartoum, Sudan on 9-13 November 2008.



borders. Despite the difficult economic situation, all those brilliant initiatives definitely show us that the VoIP industry is still very innovative.

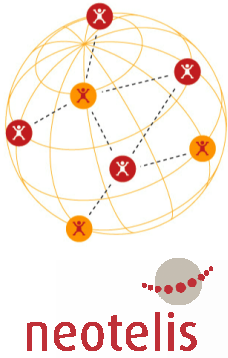
Neotelis offers several Training Programs related to VoIP and can assist your organization through consulting or training assignments in capturing the opportunities of VoIP technology.

For further information on our expertise in VoIP, please contact Ms. Hélène Duran at hduran@neotelis.com.

Announcing Upcoming Training Programs

- Interconnection Agreements Negotiation & Management, 22 March – 2 April 2009, Dubai, UAE
- Gestion financière en télécommunications, 30 mars – 10 avril 2009, Paris, France
- Gestion des affaires réglementaires, 20-24 avril 2009, Paris, France
- Cost Modeling in Telecommunications, 27 April – 1 May 2009, London, UK
- Management of Regulatory Affairs, 4-8 May 2009, Montreal, Canada
- External Corporate Communications & Public Relations, 4-8 May 2009, Montreal, Canada
- Effective Internal Communications, 11-15 May 2009, Montreal, Canada





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Exercising Influence without Authority

Just like executives have annual objectives related to the performance of the organization, we might also have New Year resolutions concerning our influence on people surrounding us. In order to maximize our business success, we have to be able at one point or another to influence people over whom we have no formal control. In a situation where we feel the need to influence peers, clients, people that are in a higher hierarchical position, or if we are the type of person who is more of a coach than a mentor, we might want to influence but without authority.

Allan R. Cohen and David L. Bradford, co-writers of the book 'Influence without Authority', have developed a model that can be used to build an environment of collaboration, mutual assistance by giving and taking, and real goal achievement. According to the Cohen-Bradford model, we should always consider in the first instance that all persons or groups are potential allies. You don't know if you might need something from that person or group in the future, and vice versa. Then, we should make sure that

our goals and priorities are clear. It is important to know what our primary and secondary goals are in order to pursue them effectively. Then the Cohen-Bradford model suggests that we evaluate the world of the other person so that we assess what are the needs of that person and what are the costs. The fourth step is to identify relevant 'currencies', the things that are valuable to us and to people we want to influence. The fifth step of the model is dealing with relationships. If the relationship with the person is positive, you will find it easier to go through the influence model as you will be doing it naturally. The final step is to influence through give and take. It is essential that the exchange of 'currencies' be a win-win situation for you and the person you want to influence.

Although this model might seem to let everybody win in the end, no matter who you want to influence or which approach you are using, influence is a matter of relationship between people. If you focus too much on your goals you could lose some of your influencing power.

What Clients Say

"It's a Program that is very rich in knowledge and also in debates. It allowed me to learn much more about tariff determination" mentioned a participant who attended the 'LRIC in Telecommunications' Training Program in French held in Niamey, Niger on 1-5 December 2008.

"What I enjoyed the most was the exercise of project management, to continuously improve the project and how to truly define and work through a project" indicated a participant about the 'Project Management in Telecommunications' Training Program that took place in Oranjestad, Aruba on 20-24 October 2008.

Neotelis offers a Training Program in this area of expertise: 'Exercising Influence'.

For further information on this topic, please contact Ms. Yaëlle Philippe-Auguste at yphilippe-auguste@neotelis.com.

Neotelis Delivers Training Programs in Morocco

In November 2008 Neotelis led Training Programs for a Moroccan mobile operator in Casablanca, Morocco. The first Training Program, 'Financial Management of Telecommunications Products', was held on 24-26 November 2008 and covered topics such as basic financial principles and the development of a business plan for a new product. The second Training Program, 'International Settlements & Traffic Management', was held on 1-5 December 2008 and provided participants with the knowledge necessary to negotiate and manage international interconnection agreements. 'I particularly appreciated the customization of the Training Program and the methodology of the trainer' said a participant of this Program. Both Training Programs combined dynamic presentations, live discussions over situations faced by the participants, hands-on workshops and working sessions to practice what was learnt during the Program.

Neotelis can develop similar training, consulting or coaching sessions adapted specifically to the needs of your organization.

For further information about our customized on-site Training Programs, please contact Ms. Yaëlle Philippe-Auguste at yphilippe-auguste@neotelis.com.

Join the Neotelis NetWork

We would like to invite you to join the hundreds of members who have already joined the Neotelis NetWork. As part of the NetWork, you will stay updated on Neotelis' activities by regularly receiving information on our organization and our services: articles, newsletters, invitations to attend Training Programs, special announcements, etc. You can also decide which type of information you would like to receive. If you are interested in joining our NetWork, please visit the 'About Us' section on our website at www.neotelis.com. We hope you will join and enjoy being part of the Neotelis NetWork!

For further information on the Neotelis NetWork, please contact Ms. Yacine Prosper at yprosper@neotelis.com.