



## CEO Q&A

**Mark Johnson,**  
 RicewaterhouseCoopers Australia

**Name a business leader you admire.**

Jeff Immelt, chief executive of General Electric, for his bold approach to achieving growth through research and development and effectively institutionalising management innovation.

**What is your number-one tip for managing people?**

Treat people as you would like to be treated yourself.

**What is your number-one tip for managing business?**

Lead from the front. Set the tone.

**What is the best advice you have ever received?**

Business is business. Don't take it personally.

**Is there a lesson you've never forgotten?**

Less is more.

**What is your greatest regret in business?**

Missing a couple of opportunities through not having listened enough.

**What skills or qualities do you wish you had?**

Speed reading and proficiency in another language.

**What are you reading?**

Ram Charan's *Leadership in the Era of Economic Uncertainty*, as well as a couple of thrillers.

**How do you achieve work-life balance?**

Having a great family helps. I make it a priority to set aside time with them.

**Do you have an executive coach?**

I have a couple of people I work with and a number of other mentors.

**What's the most important relationship you have in business?**

In any business, the most important relationship is the one you have with your clients.

Interview: Agnes King

## Travel lobbies gear up

● The federal government's shake-up of consumer protection laws is still months away, but the proposed review has already sparked a row between travel agents and the compensation fund that has been protecting consumers since 1986.

The Australian Federation of Travel Agents, representing about 70 per cent of travel agents, wants to abolish the Travel Compensation Fund, claiming its protection of consumers "has become outdated, with its coverage no longer reflecting the realities of the travel marketplace".

AFTA alleges that the TCF inefficiently processes claims, given the average cost of administering a claim is \$4266 compared with the average claim value of just \$3095 last year. It also marks the TCF down because it does not provide protection for air disasters.

AFTA is lobbying for national government licensing legislation and a new accreditation scheme.

TCF chief executive Glen Wells declined to comment on AFTA's proposal but said the federation would be making a submission to the review. The TCF, which operates in every state, also monitors travel agency collapses.

Lisa Allen

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**Number of investment offers by Chinese entities valued at \$US30 million or more in the past year**

Cashed-up Chinese companies have scoured the world for investments in the period since Lehman Brothers collapsed, making offers valued at \$US50 billion (\$59.5 billion). Only two prospective deals – with Rio Tinto and car maker Opel – have collapsed.



● THEY SAID ...

It's an accomplishment that three Greeks managed to stay together for this long – we have a tendency, like warring city states, to go in our own directions

Napoleon Perdis Cosmetics managing director Emanuel Perdis, on working with his brother Napoleon and sister-in-law Soula-Marie.

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