



**Gain 6 Hours a week in productivity, lower stress levels and enhance team workflow.**

**Redesign your workspace, create a workflow system and overcome time management challenges.**

### **What is *Work Smarter, Not Harder*?**

*Work Smarter, Not Harder* is a developmental training program designed to improve personal productivity and group workflow. In a nutshell, this program improves self-management skills and helps participants get more done in less time with lower stress.

### **How is *Work Smarter, Not Harder* different from other 'time-management' seminars?**

All seminars present good ideas that make participants want to run back to their offices and implement them. But once back into reality, they get busy with other urgent activities and their great ideas, seminar materials and enthusiasm end up on the back burner or on a shelf.

In the *Work Smarter, Not Harder* program, seminar modules are just the beginning because 7 -10 days later, the Coach comes to help implement all those great ideas! And together with participants, they'll create customized solutions to overcome productivity challenges. Change takes a while, so the Coach works with participants over a two-month period to ensure they can apply these new concepts. This developmental learning approach has longer-lasting results and the follow-up coaching has made this program successful.

### **What are some of the benefits or outcomes of the program?**

These are just some of the benefits and outcomes our graduates have experienced:

- Analyzed and implemented effective follow-up strategies to increase sales.
- Created customized solutions for filing, streamlining processes and enhancing team workflow.
- Determined if the lack of productivity was due to disorganization or just too much work to be done with current resources.
- Designed new office layouts to minimize distractions, increased concentration and utilized office space more effectively.
- Created tracking systems for pending items to prevent items from falling through the cracks.
- Designed workflow processes to track and manage multiple projects and priorities.
- Decreased personal stress by creating a better work environment.
- Increased personal productivity—by as much as 6 additional hours a week.

### What's involved in the *Work Smarter, Not Harder* program?

Most people think of 'time management' as one big problem to solve. In reality, people can never manage **time**—they can, however, manage how they approach priorities. Our program focuses on improving productivity and strategies are implemented over four training modules and with follow up one-on-one and group coaching sessions.

Prior to implementing the training program, the facilitator will e-mail participants to collect feedback on their training expectations and how they will measure their success if the training is successful. Before the first module, participants will also complete an online assessment to evaluate their performance in 12 time management areas, which include:

- **Time Management Attitude**—Time is a paradox. We never have enough time. We should feel that we have the ability to influence how our time is managed.
- **Goal Setting**—Those who manage themselves best develop clear goals and focus on the activities that will best achieve them. Goal setting is an important habit and it's important to set long and short-range goals, monthly and daily goals.
- **Managing Priorities**—Learning to distinguish between the Urgent and Important activities keep us focused on doing the 'right things' at the 'right time.'
- **Analyzing Time Habits**—To achieve better results, we have to change the way we spend our time. Knowing how we spend our time is key to changing habits. Using planners and project logs keep us on track.
- **Planning Skills**—We all admit that planning is important, but few people actually invest time to plan. Developing planning systems ensures that we act proactively and less reactively at work.
- **Scheduling Time**—Sometimes we use planning and scheduling interchangeably, but they're two different activities. Planning is deciding *what* to do, and scheduling is deciding *when* to do it. Scheduling and implementing activities produce results.
- **Managing Interruptions**—It's a part of daily life and our job is to deal effectively with them. Learning to accept the uncontrollable interruptions and using strategies to control the controllable ones is the best approach.
- **Influencing Meeting Management**—Most people complain that meetings are time wasters. Not all meetings are that way. Effective meetings provide information and use other people's time wisely.
- **Managing E-mail and Other Communication**—Although we live in a world of technology, maintaining the flow of information and communication can be overwhelming. We need good systems and strategies to manage information overload and daily correspondence—internally and externally.
- **Using Delegation Skills**—It's not just about vertical delegation anymore. In a self-directed team environment, we're also delegating to peers or to people we don't have any "control" over. We not only have to keep track of our work, we also need ways to prevent tasks from "following through the cracks."
- **Managing Procrastination**—It plagues all of us. We put things off, we 'side-track' to less important tasks, and we postpone deadlines. Learning to commit to action requires discipline and creative incentives.
- **Using Team Time**—Learning to ask, "What's the best use of **our** time?" allows people to work together to accomplish goals. Team time-management is as important as self-management.

**In Module 1**, participants learn how an optimal work environment will enhance their personal productivity. They'll learn how the work environment affects productivity and explore changes to redesign their workspaces to improve efficiency. By optimizing their workspaces, participants lower their stress levels and process work in one fourth of the time. Module 1 includes these components:

- Assess your current workspace and workflow habits
- Understand how your workspace is linked to your productivity
- Learn how to create a workspace that fosters concentration, enhanced productivity and lowers stress
- Review purging steps and tips on how to redesign and reorganize your workspace

**In Module 2**, participants focus on the importance of a workflow system. Participants learn about the six components of our workflow system and how to set one up in their workspaces. Participants develop and manage their workflow with an easy-to-use system that tracks multiple priorities and deadlines. Module 2 includes these components:

- Explore the basic components of workflow systems
- Identify tips to manage your incoming workflow
- Create a DAM to manage your multiple priorities and projects
- Stay on top of information and explore tips to manage reading
- Track and manage items in 'Someone Else's Court'
- Explore strategies for accessing files in 60 seconds or less

### **One-on-One Coaching Sessions**

After modules 2 and 4, participants receive a one-on-one coaching session at their office or workspace. During the time allotted, coaches will do the following:

- Recommend proper room/workspace layouts to ensure the most concentration and the least amount of distraction, as well as offering the best use of space provided for work environments.
- Assist Participants in setting up workflow systems to manage their priorities and increase their productivity. Coach Participants to evaluate work patterns and create new ways of "working smarter."
- Help design and organize files and filing systems to facilitate "instant retrievability" of information. Identify specific systems that help Participants store and manage information that needs to be retrieved or archived.
- Work with Participants to identify specific time management challenges and create action plans for improvement.
- Coach Participants on using time management tools more effectively, including Outlook, PDA's and paper planners.
- Help Participants implement strategies to increase productivity including: goal setting, planning, scheduling and blocking time, managing multiple projects, priorities and people, and dealing with internal and external time wasters.

## 5.12 | solutions

In **Module 3**, participants explore strategies to improve how they use time. We know that optimal work environments are not enough to enhance productivity. Participants also have to address the 'self-management' traps that often get in their way to accomplishing more. In this module, participants distinguish between urgent vs. important activities and determine strategies for spending more time in Quadrant II (adapted from the Stephen Covey's Time Management Matrix.) They identify ways to use their time management tools better and maintain a more ideal, balanced weekly schedule. Module 3 includes these components:

- Assess and select your top time management challenges and develop strategies and action plans for improvement
- Understand the time matrix and the importance of 'Q2' time
- Use time management tools to plan, prioritize, track, and manage activities
- Create an ideal weekly schedule to manage multiple priorities

In **Module 4**, participants focus on balancing priorities and understanding the fine line between stress and burnout. Participants determine when it's appropriate to renegotiate priorities and learn how to manage the 'open door policy' to meet conflicting demands. They explore the five stages of stress and common strategies for preventing burnout. This module helps participants maintain their new workflow systems and achieve personal balance. Module 4 includes these components:

- Explore the 5 Stages of Stress and strategies to prevent burnout
- Develop a stress management plan to stay balanced
- Explore the myth of the 'Open Door' policy and how to make it work successfully
- Know when to renegotiate priorities and when it's appropriate to say, "No"
- Recognize tangible and intangible signs of lost productivity
- Create strategies for maintaining high levels of productivity

### **Program Materials**

All participants receive a *Work Smarter, Not Harder* workbook and the online Time Mastery Profile—an online assessment tool that allows participants to rate their performance in 12 areas of time management. Ideally, participants will complete the online assessment prior to Module 1 to serve as a baseline for their time management challenge areas.

### **Additional Coaching and Group Meetings**

Additional individual and group coaching sessions are available at an hourly fee. Sessions may be added after the program option is completed or as 3-month or 6-month follow-ups.

### **Contact Us**

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