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, a Productivity 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 participants are supported 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 workspaces 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.
- Revitalized the work culture and gave team members opportunities to discuss issues and solutions.
- Increased personal productivity—by as much as 6 additional hours a week per staff.

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 their approach to organization, workflow systems, and personal behavior. Our program focuses on improving personal productivity and strategies are implemented over four training modules with optional 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 <u>our</u> time?" allows people to work together to accomplish goals. Team time-management is as important as self-management.

In Module 1, participants learn how to create an optimal work environment that will enhance their personal productivity. They'll explore how the work environment affects productivity and strategies to redesign their workspaces to improve overall 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
- Explore how productivity is linked to your workspace
- Review purging steps and tips on how to redesign and reorganize your workspace
- Create a workspace that increases concentration, and lowers cycle time and stress levels

In Module 2, participants focus on the importance of a effective workflow system. They learn about the six components of a workflow system and how to leverage technology to manage emails, appointments and tasks. Module 2 includes these components:

- Recognize the basic components of workflow systems
- Explore Outlook tips and tricks to master email management
- Create a DAM to manage 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

In Module 3, participants explore strategies to improve how they use time. We know that optimal work environments and workflow systems 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 explore strategies to master the 12 different time management skill sets including planning, prioritizing, scheduling, and managing meetings and interruptions. Module 3 includes these components:

- Assess your skills in 12 time management skills 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

One-on-One Coaching Sessions
After modules 2 and 4, participants can 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 priorities and increase 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
- Work with Participants to identify specific time management challenges and create action plans for improvement.
- Coach Participants on using time management tools more effectively.
- 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.
- Teach and coach Participants on how to implement all Work Smarter, Not Harder self-management concepts.

Benefits of an Onsite Program

Conducting the *Work Smarter, Not Harder* program offers many benefits for the organization and its participants, including:

- ❑ Modules may be offered weekly or bi-monthly onsite at a flexible time to accommodate schedules and staffing needs.
- ❑ Flat fee facilitation rates result in lower participant costs (versus participants attending open enrollment programs with a per participant fee).
- ❑ Group workflow issues can be addressed and the solutions implemented can be monitored.
- ❑ Productivity challenges and discussions are relative to the organization and its unique circumstances.
- ❑ The entire team or department works together to address productivity challenges, implement strategies and benefit from the program.
- ❑ Teams, departments and the entire organization can create systems and strategies that everyone implements and follows—creating a common way of approaching and managing workflow, projects and meeting business objectives.

Program Investment

Onsite facilitated programs include the following:

- Full Program:
  - o Four 2-hour training modules which may also be facilitated over two half-days or one full day
  - o Pre-training survey to gain feedback on time and workflow challenges and program expectations
  - o *Work Smarter, Not Harder* participant workbook (56 pp.) included for up to 20 participants, additional workbooks are $29/participant (15% discount provided to non-profit organizations)
  - o Online **Time Mastery Profile** to assess individual time management challenges in 12 areas @ $40/participant, quantity discounts for over 20 participants (15% discount provided to non-profit organizations)
  - o *Cost:* Please contact us at info@hightperformance.com for a quote.

- Accelerated Program:
  - o Four training modules facilitated over 3-4 hours (abbreviated content from each module)
  - o *Work Smarter, Not* handouts are $10/participant or may be printed in-house (15% discount provided to non-profit organizations)
  - o Online **Time Mastery Profile** to assess individual time management challenges in 12 areas @ $40/participant, quantity discounts for over 20 participants (15% discount provided to non-profit organizations) – optional offer
  - o *Cost:* Please contact us at info@hightperformance.com for a quote.

Optional additional costs, which are highly recommended and not required:

- One-on-one coaching session and workplace assessment at each participant's office or workspace, to customize and implement program concepts. Allotted time can be distributed for multiple staff members. (15% discount provided to non-profit organizations)
- Group workflow coaching sessions to discuss common productivity challenges and strategies. (15% discount is provided to non-profit organizations)
- *Cost:* Please contact us at info@hightperformance.com for a quote (sessions can be conducted onsite or virtually).

WORK SMARTER, NOT HARDER® Developer/Facilitator:

Cathi is president of Hight Performance Group (HPG) based in Austin, TX. HPG employs the principles of Kaizen—*continuous improvement, manage gradual change and use existing resources more effectively* to develop high performing organizations. Cathi uses performance improvement strategies, assessments, and intervention tools to help organizations build sustainable futures, increase staff productivity, and develop staff and customer loyalty.

Cathi was a certified instructor for Cycle Time Reduction and Benchmarking for Motorola University. She was also a productivity enhancement coach for an international training firm and has provided training throughout the U.S., Canada, and Japan.

Cathi has a diverse understanding of sales, marketing and operations. She was the national manager for FastTrac™ business development programs and was the regional sales manager for both Dole Foods and Meadow Gold Dairies, a division of Dean Foods. Cathi was on the corporate university team for Bank of Hawaii, and managed training & development for its 4,200 employees throughout the Pacific; an instructional designer for e-learning and VP of Operations for the Hawaii State Chamber of Commerce.

Cathi is a member of the Austin Human Resource Management Association (AHRMA) and serves as Past-President the chapter in Boulder, CO (BAHRA). She is also a member of the American Society of Association Executives (ASAE), the Association of Chamber of Commerce Executives (ACCE), and the Austin Chamber of Commerce.

PARTIAL LIST OF HPG TRAINING/CONSULTING CLIENTS:

- Adams School District 14 (CO)
- Adams County (CO)
- Association Chamber of Commerce Executives (ACCE)
- Amgen
- ATBS Business Services (CO)
- BI, Inc. (CO)
- Boulder Area Realtor Ass.(BARA)
- Boulder Chamber of Commerce
- City of Aurora (CO)
- City of Boulder (CO)
- City of Fort Collins(CO)
- City of Greeley (CO)
- City of Lakewood(CO)

- CO Government Finance Officers Association
- First National Bank of CO
- Front Range Comm. Coll. (staff and corporate clients) (CO)
- Hunter Douglas
- Johnson & Wales University
- Larimer County (CO)
- Media Breakaway
- Morningstar Senior Living
- Mountainside Medical
- Office of Performance Review (Dept. of Health and Human Services), Washington DC

- Otterbox
- Pinnacol Assurance (CO)
- Pitkin County (CO)
- Poudre Valley School District (CO)
- SMA Log Sealants
- St. Vrain Valley School District (CO)
- SunDrop Fuels
- U.S. Chamber of Commerce— *Institute for Organization Management*
- Vestas Wind Systems
- Wall Street on Demand