



## Up Your Productivity!

### We Can Help You Enhance Work Productivity

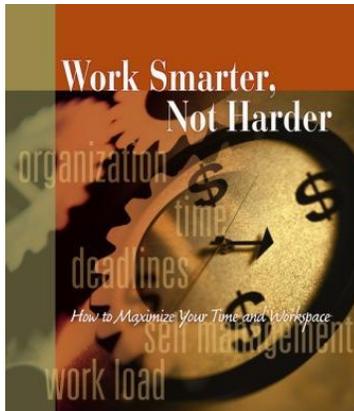
In today's fast-paced environment, it's important for managers and staff members to be organized, manage multiple priorities, streamline individual and group workflow, manage multiple projects, and meet deadlines and business goals. How can you help employees maximize their time, workspace and priorities? We work with organizations of all types and size to use their existing resources more efficiently by identifying their productivity challenges, streamlining their processes and creating new ways to manage their workflow. The result is increased creativity and problem solving, decreased processing time, cost and employee turnover, and meeting business goals.

### The Productivity Training Academy

Although productivity training is and continuous improvement is essential to success, we also realize that employees are pulled in numerous directions both at work and in their personal lives and it can be difficult to invest in traditional training. Hight Performance Group (HPG) offers a variety of training venues that meet your needs. We can deliver onsite Instructor-Led Training to accommodate your preferred schedule and customize the learning to align with your requirements. We also provide both live webinars and pre-recorded ones that can be replayed at your convenience.

### Conference Presentations

Cathi Hight is also available to provide keynote and breakout presentations at state, regional and national conferences. She has presented at various association conferences for the American Chamber of Commerce Executives' (ACCE), American Society for Association Executives (ASAE) and has been on the national faculty for the U.S. Chamber of Commerce's *Institute for Organizational Management*.



## Work Smarter, Not Harder (the full program)

*(Full program consists of four training modules and optional one-on-one coaching.)*

This is not a “quick-fix” time management seminar. It’s a unique program that changes work styles and increases productivity. The seminar portion offers strategies and techniques to redesign workspaces, streamline workflow and create better organization. Participants can receive follow up coaching sessions at their office or workplace to address unique workflow challenges and develop a customized system to maximize their productivity. Over two months, this developmental program helps create long-term results.

- Learning Outcomes:**
1. Redesign individual workspace to clear clutter and enhance concentration.
  2. Create workflow system to prioritize tasks and manage multiple projects.
  3. Assess time management challenges in 12 areas and create improvement plan.
  4. Use time management tools & strategies to increase productivity and reduce stress,

### ***Module 1: Optimize Your Space for Higher Productivity***

- Do you feel stress overwhelm as soon as you get to your office?
- Do you find it difficult to stay focused on your most important priorities?
- Do you try to multi-task as you juggle between conflicting priorities?

Time and motion studies prove that people lose 1-2 hours a day through disorganization, lack of concentration and constant interruptions. Practicing work smarter, not harder strategies starts with having a workspace that promotes productivity. By optimizing your workspace, you'll feel organized all day, improve your concentration, reduce your stress immediately, and get tasks done in ¼ the time!

*In this session, you will:*

- Assess your current workspace and workflow habits
- Discover how to optimize your office layout to increase space and workflow efficiency
- Recognize why multi-tasking doesn't work and how to manage multiple priorities effectively
- Explore tips to redesign and reorganize to up your productivity

### ***Module 2: Outlook Tips and Tricks to Manage E-Mails and Multiple Priorities***

- Are you drowning trying to manage a huge volume of e-mails?
- Are you faced with juggling multiple priorities with competing deadlines?
- Do you have multiple To Do Lists and struggle how to stay organized and productive?

Most people lose up to two hours a day managing e-mails and multiple priorities. It's time you learned how to work smarter by leveraging the technology at your fingertips! Explore 12 Outlook tips and tricks that help you manage a tidal wave of e-mails, save you time, and increase your productivity. It's time to get your workday under control. Are you ready?

***In this session, you will:***

- Take the Outlook Tips & Tricks Scorecard: How Well Do You Leverage Outlook to Manage Your Day?
- Discover E-mail Management Tips to Process E-mails in Less Time
- Learn How to Integrate Features of the Outlook In-Box, Calendar and Task Manager to Balance Multiple Priorities
- Explore Tips for Tracking and Prioritizing Multiple Projects, Tasks and Requests

***Module 3: Strategies to Use Time Effectively***

- Do you feel you need better time management skills and don't know where to start?
- Do you spend much of your day fighting fires and dealing with unnecessary interruptions?
- Do you often feel "busy" yet accomplish little of what's really important to you each week?

You've often heard someone mention they need 'time-management' help. Did you know there are 12 time management skills areas and that you need to be good at all of them to be effective? There's a good chance that you don't suck in all of them, so which skill area do you really need to improve on? Explore the concepts made popular in Stephen Cover's book, 7 Habits of Highly Effective People and explore proven strategies to gain 6 or more hours a week.

***In this session, you'll:***

- Explore the 12 time management skill areas and identify your strengths and weaknesses
- Discover strategies and new behaviors needed to improve on each skill area
- Learn how the time management matrix helps you understand where your time goes and how to spend less time in 'crisis' mode
- Design a new ideal weekly schedule to balance multiple priorities and gain control of your time

***Module 4: Balance Multiple Priorities and Manage Stress***

- Is it difficult for you to say "No" or "Not right now"?
- Do you find it challenging to maintain an "open door" and your productivity?
- Is your stress level rising to the point where it's impacting your life?

Stress and burnout are on the rise. Did you know we work more hours than any other industrialized country in the world? With increasing demands from work and our personal life, it's getting harder and harder to achieve work-life balance.

***In this session, you will explore:***

- The Signs of Lost Productivity
- How to Make the Open Door Work for You
- 6 Ways to Say "No" or "Not right now"
- 5 Stages of Stress and Strategies to Achieve Work-Life Balance

The *Work Smarter, Not Harder* program is also available as a virtual course: <https://hightperformance.com/work-smarter-not-harder/>.



## Take Back Your Time and Your Life!

- Do you dream about work?
- Are you working more hours than you'd like?
- Has chaos become the new "normal" in your office?

Multiple 'To Do' lists, endless emails, conflicting priorities and staff shortages place relentless demands on your time. The result is longer work weeks, less personal time and increased stress levels. The solution is multitasking, coming in early and staying late, and/or buying

Tylenol in bulk . . . or is there a better way to get more done in less time with less stress?

Yes, there is a solution and it's learning how to "work smarter, not harder". But, what does that really mean? It's about recognizing work habits that are counter-productive and creating work environments that allow employees to work and live a more balanced life. Learn the "secret sauce" of time management strategies that really work.

### In this session, you'll explore:

1. The myth of multitasking and why it actually hurts your brain.
2. Six ways to say "No" or "Not right now".
3. How time suckers steal 8 weeks a year from your life and how you can gain it back.



## Hijacked by Interruptions: Control the Unnecessary

- How many interruptions do you have daily?
- Does your work environment instill an interrupted culture?
- How do interruptions disrupt your peak "flow"?

Ranked high on most people's list of Top Timewasters is unnecessary interruptions. In fact, a recent poll showed that more than 70% of workers cited frequent interruptions as a concern. Although some interruptions are expected and unavoidable to be customer-centric, the majority of them are truly time-suckers. It is estimated that many

people lose at least 2 hours per day due to unnecessary interruptions and for some, it can account for a loss of 6 hours of lost productivity.

Most of the "unnecessary" interruptions experienced are from co-workers who know how busy you are and are probably busy themselves. If you work in a cubicle or an open-space layout, it's likely that you have 30% more interruptions than those who have offices with doors. And you're more likely to have an interruptive work culture. How can you serve customers and co-workers and still be productive?

### In this session, you'll explore:

1. The real cost of interruptions and their impact on work productivity.
2. How to move from an interruptive work culture to a respectful one.
3. Three strategies to reduce interruptions and get more work done.



## Power Hours: Master the Time Management Matrix

- Do you stay late or come in early or on weekends to get work done?
- Are you constantly “putting out fires” at work?
- Is there little time to work on projects, new ideas and build relationships?

If you have struggled with having enough time to work on strategic initiatives, engage with customers on a regular basis, or to do things that help you personally—like going to the gym—you’re not alone. Most of your time is spent in crisis mode, useless meetings, or being a pawn in other people’s agendas. Where is the time you need for things that are important to you?

The **Time Management Matrix** was developed by President Eisenhower and popularized in Steven Covey’s bestselling book, *“The 7 Habits of Highly Effective People.”* Learning how to “put first things first” is the 3<sup>rd</sup> habit, which is much harder to do than it sounds because everyone one’s priority seems to be the most important. There is only so much time in a day and a week—so how can you capitalize on the Matrix to increase your productivity?

### In this session, you’ll explore:

1. The **Time Management Matrix** and understand how your time is spent.
2. Power Hours and why they yield 4 times more productivity.
3. How to increase Quadrant II time in your week without adding more hours.



### Meeting Hostage—Reclaim Your Time and Productivity

- Do meetings consume much of your work week?
- How can you stop from being “hijacked” by ineffective meetings?
- Are there other ways to drive results without being in meetings?

Meetings can be real time-suckers if they’re poorly organized, don’t solve problems or if you just have too many of them each

week! Even productive meetings keep you away from working on your To Do List, serving customers or getting home sooner to your family.

Let’s face the reality that not all meetings are created equal. Some are highly valuable while others aren’t, and those that aren’t create the need for other meetings to try to get things accomplished. It’s time to stop the insanity and get real results in less time!

### In this session, you’ll explore:

1. The real cost of meetings and their impact on productivity and staff engagement.
2. Six types of meetings and the best way to leverage them.
3. Meeting hacks that save time, drive results, and create engagement.



## Prioritize the Urgent, Squeaky Wheel and Someday

- How do you prioritize when everything feels important?
- Do you have more to do than the time to get it done?
- How can I be more productive without sacrificing my sanity, health and my personal time?

Trying to balance multiple projects and demands from coworkers and customers can seem impossible. Every task feels Urgent and there are constant “fires” at work that make it difficult to get things done. And trying to work on new ideas, your goals and other things that are “Important and Not Urgent” stay on the backburner in the meanwhile.

There are only so many hours in a day and work week, so how can you prioritize and get the right things done including those you deem as equally important, without working killer hours and sacrificing everything else. If you’re like most people, you’ve tried different methods for creating and managing a To Do List, but still haven’t the “perfect” one that seems to work for you. How do other professionals make prioritizing decisions and juggle multiple priorities and requestors?

### In this session, you’ll explore:

1. Prioritizing techniques and how to work on the right tasks at the right time.
2. Different types of To Do Lists and how to choose the right type for you.
3. Three strategies to manage multiple priorities, meet expectations and optimize our productivity.



## The 5 Stages of Stress: Avoiding Burnout

- Have you been “burning the candle” at both ends for a while?
- Has work replaced your social life and impacted your health?
- Does achieving work/life balance seem like an impossibility?

You may have been working longer hours over time due to staff shortages, a plateful of projects or because you can’t “No” to people. Regardless of the reason, you feel stressed out with no end in sight.

Studies show that almost 60% of workers state that work is the major reason for increased stress and their jobs impact the quality of their personal lives. Stress in the workplace cost employers more than \$300 billion a year. To achieve high levels of productivity, you and your team need to strike a balance between work efficiency and recovery time.

### In this session, you’ll explore:

1. Signs of lost productivity in the workplace.
2. The 5 levels of stress and how to identify symptoms and apply strategies to avoid burnout.
3. How to set boundaries, renegotiate priorities and develop a personal balance plan.

## Facilitator: Cathleen Hight, Kaizen Consultant



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 has over 20 years experience in performance improvement and has a diverse understanding of business and operations. Her extensive career includes being the Senior Vice President of Investor Relations and Growth Strategies, Vice President of Operations for the Chamber of Commerce of Hawaii, National Manager for the FastTrac Entrepreneur Program at the

Kauffman Foundation, Regional Sales Manager for Dole Foods and Dean Foods, Corporate University Coordinator and Trainer for Bank of Hawaii, Online Instructional Designer for Frontline Technologies, Senior Productivity Coach for The Brain Gain, and a Certified Instructor for Motorola University.

Cathi is a member of AHRMA (Austin Human Resource Management Association), Association of Chamber of Commerce Executives (ACCE) and the American Society of Association Executives (ASAE).

### PARTIAL LIST OF HPG TRAINING/CONSULTING CLIENTS:

- Acutron
- Adams School District 14
- Adams County
- American Society of Association Executives (ASAE)
- Association of Chamber of Commerce Executives (ACCE)
- Amgen
- ATBS Business Services
- BI, Inc.
- Boulder Area Realtor Association (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
- Dean Foods
- First National Bank of Omaha
- Front Range Community College (staff and corporate clients)
- 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)
- Otterbox
- Pinnacol Assurance
- Pitkin County (CO)
- Poudre Valley School District (CO)
- Renewable Energy Systems Americas
- SMA Log Sealants
- St. Vrain Valley School District (CO)
- SunDrop Fuels
- Texas Rural Water Association
- Texas State Department of Health Services
- U.S. Chamber of Commerce—*Institute for Organization Management*
- Vestas Wind Systems
- Wall Street on Demand