

Soft-Train®



*At Soft-Train
Technology Works*

Getting Organized, Improving Focus, Organization and Productivity (1 Day) ST00102

COURSE GOAL: To provide the student tools and techniques to improve efficiency and focus in the workplace.

PREREQUISITES: None

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Take Control Of The Workday.
- Plan And Organize The Workday.
- Prioritize Requests.
- Give Specific Directions.
- Manage Email And Incoming Phone Calls.
- Plan Meetings Wisely.
- Delegate For Maximum Efficiency.
- Conquer The Desk.
- Limit Interruptions.
- Add Workday Closure.
- Have More Free Time.

KEY TOPICS:

I. Take Control Of Your Day

- A. Slow Down
- B. Stop Doing Everything Immediately
- C. Cut Down on Relationship Building
- D. Batch Like Tasks or Activities
- E. Direct the Request to Right Person

II. Train Others

- A. Problem Solving and Questions
- B. Train Others to Use the Phone and Voice Mail
- C. Train Others to Write You Better E-mails
- D. Train Others How to Communicate Better

III. Get Projects Done

- A. Enemy #1: Working on Everything But Your Project
- B. Enemy #2: Procrastination
- C. Have a Clear Vision of What is Expected of You
- D. Brainstorm
- E. Write Down a Start and Completion Date

IV. Think Realistically

- A. Believe You Can Meet Your Deadline

- B. Identifying Who You're Going to Need
 - C. Identify What Can Go Wrong
- V. Plan Your Work**
- A. Identify When You're Going To Work On Your Project
 - B. Make Your Weekly/Monthly Results Measureable
 - C. Cure
 - D. Create Rewards For Each Step of the Project
- VI. Don't Procrastinate**
- A. Work On Tasks in the Morning
 - B. Break Down Your Work into Smaller Parts
 - C. Cut Down on Interruptions
 - D. Reward Yourself
- VII. Organize your Work**
- A. Have Only One List
 - B. As Thoughts Pop into Your Head, Write Them Down
 - C. Skip Lines Between Entries
 - D. Only Rewrite Your Master List Once a Week
 - E. Save Your Master List Until the End of the Year
 - F. Don't Prioritize Your Master List
 - G. The First Word on Each Line Defines the Task
- VIII. Add Closure Daily**
- A. Review Your Master List Throughout the Day
 - B. Not Everything Will Get Crossed Off
 - C. Use Friday Afternoons to Improve
- D. Keep Your List Handy at All Times
- IX. Use the "Veggie Principle" Daily**
- A. The "Veggie Principle" and How to Apply It
 - B. Making an Effective Daily List
 - C. Take Breaks Between Tasks
 - D. Use Friday Afternoon to Organize Next Week More Effectively
- X. Plan for Power**
- A. Use Your Energy Cycles to Your Advantage
 - B. Monday Morning is Critical
 - C. Start Earlier and Leave On Time
 - D. Batch Like Tasks
 - E. Make Your Morning Easier
- XI. Prioritize Requests**
- A. Be Careful of Human Nature
 - B. Use A, B, C method for Tasks
 - C. Choose Tasks Carefully
 - D. Start Small Tasks
- XII. Give Specific Directions**
- A. The Four Part Model
 - B. Successful People Do One Thing At A Time
 - C. When Negotiating Requests, Write Down the Task and Deadline
 - D. Know What's Important to Your Leader
- XIII. Find More Time For You**
- A. Anticipate Problems
 - B. Protect your "Veggie" Time

- C. Prevent and Limit Interruptions
 - D. Batch Similar Tasks When Possible
- XIV. Control Your Desk**
- A. Keep Only the “Present” in Your Desk File
 - B. Set Aside the Past
 - C. Set Aside the Future
- XV. Manage Your Desk**
- A. Organize the Present First
 - B. Limit the Categories
 - C. Handle the Paper Only Once
 - D. Stop Using Post-Its
- XVI. Limit Interruptions**
- A. Reduce the Noise Around You
 - B. Take Chairs Out of Your Office
 - C. Put a Sign on Your Cubicle
 - D. Have a Selective Open Door Policy
- XVII. Manage your E-mail**
- A. Set Up Convenient Times to Check Email
 - B. Only Look for “Veggies” First Thing Daily
 - C. Set Up Effective Folders
 - D. Don’t Use Your Inbox as a To-Do List
- XVIII. Master Outgoing E-mail**
- A. Identify the Purpose
 - B. Use Subject Line More Effectively
 - C. Motivate Your Reader to Respond
 - D. Create a Signature to Help the Recipient
- XIX. Manage Incoming Calls**
- A. Keep a Phone Log for a Week
 - B. Screen Your Calls
 - C. Access the Call Quickly
 - D. Delegate the Call to the Right Person
- XX. Master Outgoing Calls**
- A. Plan Every Call
 - B. Anticipate Any Questions
 - C. Keep Your Call Focused
 - D. Make Telephone Appointments
- XXI. Delegate**
- A. Choose the Right Person
 - B. Define the Task, Desired Results and Expectations
 - C. Set a Start and Deadline
 - D. Track the Tasks
- XXII. Plan Meetings Smartly**
- A. Define Your Desired Outcome
 - B. Tell People Why They’ve Been Invited
 - C. Limit the Objectives
 - D. Have a Strict Start and End Time
- XXIII. Run Smart Meetings**
- A. Have Ground Rules
 - B. Get to The Room Early
 - C. Set the Tone at the Beginning
 - D. Cover Only Topics on the Agenda
- XXIV. Close and Execute**
- A. Ask Each Participant for Recommendations
 - B. Make Sure You Finish On Time
 - C. Thank Everyone for Their Time

D. Distribute the Minutes