



PERSONAL PRODUCTIVITY PROGRAMME

THE PROGRAMME SUMMARY

The programme is based on a series of modules and ongoing personal service, as follows:

FOUNDATION MODULES

- **Pre-Programme Discussion** - *a telephone discussion before the Workshop*
- **Personal Productivity Workshop** - *Phase One* One Day
- **Personal Coaching** - *Phase Two* 1½ hours : *one month after Workshop*
- **Personal Coaching** - *Phase Three* 1 hour : *three months after Phase Two*

PROJECT PLANNING MODULES

- **Project Planning Workshop** - *Phase One* One Day
- **Personal Coaching** - *Phase Two* 1 hour : *two months after Workshop*

MAINTENANCE MODULES

- **Refresher training at Workshops previously attended** - *free of charge*
- **Telephone access to our Consultants for ongoing advice** - *free of charge*
- **Personal Coaching and Mentoring**

TRAINING APPROACH

The Workshops (in groups) and Personal Coaching (one-to-one) modules are phased over several months, which ensures that delegates gradually ease into the new techniques.

One of the main benefits of the Workshops and Coaching, is the practical application of the training techniques. Delegates are asked to bring their own information to the Workshops (e.g. diary, action lists, project to plan); and after illustrating the techniques through slides and discussion, delegates practise the skills with the Personal Productivity Organiser System, which is provided as part of the programme.

The System brings all of the organisational “tools” into one place and is designed around the techniques of the programme, so that delegates can apply them consistently and to a high level of productivity.

PRE-PROGRAMME DISCUSSION

This is a telephone discussion with each delegate, prior to the Workshop. The aim is to:

- understand their responsibilities/job description (in outline),
- ascertain their requirements of the programme, and to ensure that the programme can meet their needs,
- answer any questions delegates may have in respect of the training modules.

PERSONAL PRODUCTIVITY WORKSHOP

Delegates are asked to bring their own diary, outstanding actions and future activities, together with any planning tools they use, so that they can apply the techniques throughout the day and implement the planning upon leaving the Workshop.

Topics

◆ **Introduction and Programme Objectives**

- A brief discussion of the objectives and System overview.

◆ **Planning - Productivity Techniques**

This topic deals with the four elements of one's day:

- meetings, appointments and related travel,
- daily tasks (e.g. clearing one's in-tray, e-mails, etc),
- planning all of the other known tasks/activities,
- discussing and allowing for the "Unknown", which consists of all contacts/interruptions, "urgent" tasks etc.

Delegates plan their next business day, with the information they have brought with them and productivity discussions include:

- the delegation of tasks,
- the setting and focusing on priorities,
- the control and management of interruptions,
- how to deal effectively with the post/in-tray and e-mail systems,
- how to plan realistically to ensure that the appropriate tasks and goals are achieved, allowing for all the elements and commitments in the day. This ensures delegates avoid overscheduling their day and committing themselves to too many things that they are unable to complete.

◆ **Forward Planning**

This topic shows delegates how to:

- plan accurately into the future,
- enable realistic decisions of priorities,
- ensure tasks are achieved to meet the relative deadlines.

◆ **Desk Organisation and Paper/E-Mail Management**

Delegates are shown how to:

- organise their paper flow and e-mail in-box,
- work from a clear desk on one task at a time,
- have a clear e-mail in-box,
- set up appropriate filing systems - for both paper and e-mails.

◆ **Managing One-2-One Communications**

This module deals with the monitoring and control of communications to ensure that:

- delegates do not "lose" items to be discussed,
- they prepare adequately for a communication,
- the responses of the other person(s) are noted,
- action points from discussions are integrated into the above daily and forward planning,
- and delegations of tasks to other people are monitored, followed up and controlled.

◆ **Conclusion**

- outstanding questions from delegates.

PERSONAL COACHING

These phased modules are a visit to each client, usually at their office, on a one-to-one basis; and having had a reasonable period of time to apply the techniques in their own "real world" situation, the Personal Coaching is a *consultancy* meeting which:

- identifies which of the techniques are working well for the client so far,
- looks at the specific areas, which each client wishes to improve,
- enables each client to discuss any aspect of *personal productivity* they wish.

As with the rest of the programme, the Personal Coaching appointments incorporate a very practical approach, with delegates applying the techniques with their own information throughout the meeting.

It is inevitable with any training, that delegates will leave Workshops and not remember everything, or will have problems when applying the techniques, so these Personal Coaching follow-up modules ensure a continuing increase in productivity and customises the programme to each person's specific needs and job requirements.

PROJECT PLANNING WORKSHOP

Project Planning and successfully delivering Multiple Projects and Long-term Goals

In addition to the topics covered, this Workshop will reinforce the phased programme so far and extends the training from more effective daily activity management to achieving longer-term strategy.

Topics

◆ **Introduction and Programme Review**

This is a brief group discussion (approximately thirty minutes) to share the benefits and “challenges” of the programme, to date.

◆ **Project Planning**

We are defining a project as any task which totals approximately eight hours or more, and usually has a start and end date and various stages/“steps”; and delegates are asked to bring their own project to plan.

The delegates are taken through the stages of Project Planning, through slides and discussion, and then delegates plan each of the stages in respect of their own project.

Delegates therefore leave the Workshop with their own project plan to implement, as well as learning the Project Planning techniques.

The **agenda** of this module is:

1. **Initial Objectives and Design**

- Agree Terms of Reference with sponsor
- Complete Statement of Objectives
- Discuss the collation of background information, and user requirements or specifications
- Mind-mapping – developing creative ideas in respect of project activities
- Contingency planning

2. **Complete Project Plan**

- Plan key stages and tasks
- Consider other people involved and their responsibilities
- Budgets
- Estimate time scales – allow sufficient contingency for changes and the “unknown”, in order to achieve target dates
- Discuss Gantt charts, Bar charts and the merits of a Network Analysis (including the Critical Path Method)
- Consider further sub-Project Plans

3. **Implementation**

- Plan dates into diary
- Discuss reviews, delegation and other control procedures.

4. **Completion and Review**

- Discuss results and further actions

◆ **Meetings Planning**

There are three elements to a group meeting:

- preparation for the meeting,
- the meeting,
- the decisions and follow-up action points/minutes.

Delegates are asked to bring their own group meeting to plan and organise, and each delegate is taken through the steps of “Preparation”, so that delegates can plan their own meeting.

The problems and challenges of meetings are discussed with the group, in relation to the above three phases, and to ensure a *successful meeting*.

◆ **Successfully delivering Multiple Projects and Long-term Goals**

People tend to commit themselves to future objectives/projects over long-term periods, and because the target dates are months ahead, it is hoped that they can be fitted into their workload.

Experience shows that with these longer-term projects, as the deliverable date comes closer, people run out of time and get into “crisis management”, when trying to achieve these goals.

With this topic, delegates are asked to bring outline details of their future projects/“deliverables” and are taken through an “exercise”, which shows them whether their future commitments to these longer-term objectives equal the resource they have available (i.e. their own time).

The accurate techniques shown to delegates, ensure that appropriate decisions are made to deliver *multiple* projects and achieve long-term strategy, as well as short-term tasks.

◆ **Conclusion of Workshop**

Any outstanding questions.

MAINTENANCE MODULES

Clients appreciate our support and reinforcement modules, which we offer to suit individual requirements:

- **refresher training - an entitlement for delegates to attend any of the Workshops they previously completed** - as many times as they wish.

“Open” Workshops are run regularly, which delegates can attend. There is no additional charge for the *refresher* training - only a small fee will be made to cover the expenses of conference room hire, lunch, refreshments etc.

In addition, group *refresher* Workshops can be run “In-House” and customised to the group,

- **telephone access to our Consultants** - for ongoing advice (*free of charge*),
- **personal coaching and mentoring** - whenever required (*please see Fees schedule*).

BENEFITS OF THE PROGRAMME

The phased approach of practical Workshops and Personal Coaching, ensures that each delegate receives the benefits they individually require and the main results include:

- increased personal motivation and productivity,
- our clients consistently say they accomplish more in their day,
- control of crisis management,
- the tracking of tasks, so that they are not lost or forgotten,
- improved desk paper flow, working from a clear desk and being focused on one job at a time,
- ensuring e-mails are organised and actioned appropriately,
- a focus on priorities and clients find they get more of the **right** things done, at the **right** time,
- achieving target dates of short and long-term goals, with improved quality of work,
- realistic decision making of what can be achieved. Clients go home knowing what they have accomplished, what was left incomplete and when they will be able to realistically complete it. Best of all, they know where they are starting off the following day,
- accurate forward planning, so that clients can easily discuss and agree timescales with other people,
- improved communication, delegation and follow up of commitments,
- meetings are managed better and there is a considerable reduction in wasted time,
- our clients have reported a substantial increase in their ability to plan and manage projects,
- the programme actually pays for itself within weeks; not only in the time it saves for each client, but also in reducing costs of telephone calls, meetings etc,
- a better, healthier *Work - Life* balance, which is customised to each delegate’s requirements,
- lasting behavioural change, making the effect of the programme long term and representing *real* value for money.

Information is also available on our web-site at: www.personalproductivity.co.uk



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