

THE IN-HOUSE TRAINING COMPANY

Work smarter

Overview

Working smarter is about approaching your life, work and goals in a more sustainable, enjoyable and less stressful way. Working smarter is good for the organisation, in terms of increased productivity, and good for the employees, helping them to achieve a healthier work-life balance.

So why don't we all work smarter? This high-energy, fun day explains why and shows what can be done about it.

Learning objectives

This is a highly practical workshop that gives participants the skills, knowledge and attitudes to improve their personal productivity and create a more effective daily routine, work-life balance and success focus.

Participants will acquire a range of tools and techniques to help them:

- Improve their personal productivity and create a more effective daily routine
- Enhanced communication skills for greater clarity and understanding
- Remove barriers and obstacles to making the most of theirs and others time
- Learn to manage priorities and achieve deadlines; making time for the most important things
- Strategies for dealing with procrastination (theirs and others), distractions and pre-crastination
- Increased job ability and personal impact with a range of proven time management tools and techniques
- Get through more work in less time with reduced rework and repetition
- Manage stress and avoid anxiety, plus achieve a better work-life balance
- Techniques for managing your attention and improving your level of energy during the day
- Improving work-life balance and stop 'running out day' and doing work out of hours

Who should attend?

This programme is appropriate for staff at all levels. It can be tailored for different audiences (eg, for managers or for front-line staff) and environments (eg, offices, call centres or customer-facing). It is particularly appropriate for sales teams.

Course format

A highly interactive one-day course involving practical exercises and case studies.

Feedback

See what participants have said about this very popular programme:

'Liked the 80/20 Daily planner. Positive attitude from Graham.'

'Kept our attention, face paced, interactive.'

'It was presented well – not boring. Graham was very chirpy and entertained us throughout.'

'He made it fun and interesting.'

'Content was intensive and informative.'

'Good tips given in order to improve our overall work structure. Good relevance of examples also. Trainer was always able to catch our attention.'

'Opened my eyes – simple techniques to improve.'

'It made me actually think is there a better way of doing things. To prioritise – use Parkinson's / Golden Rule – and get that archiving done this week.'

'Full of practical examples.'

'Good interactive course, particularly helpful on tips on how to organise and make best use of your working day.'

'Well organised.'

'Made me think how to plan a day.'

'Well-paced, good mix of topics and achievable benefits.'

'Excellent booklet /planner for practical daily use.'

'Lot of very valuable tips delivered in a light-hearted and easy to manage style. Manageable sections.'

'Thought it was very well paced. Didn't feel rushed or bored by topics.'

'Interactive and fun.'

'Informal, fun and interactive. Carrying out the exercises made me really think about what I could do differently.'

'Humour, pace, variety.'

'Useful, practical advice. Things that we can take away and do. Realistic.'

'Lot of fresh ideas ready to be integrated into day-to-day life.'

'Loved the quotes.'

'Really enjoyed the day, feel very positive about implementing what I have learnt – starting first thing tomorrow! Very interesting – thank you Graham.'

'Will implement many ideas from the course into my working life. Particularly like 'Golden Hour'.'

'Gained a lot of ideas and advice to help me manage my work balance better. Thank you.'

Expert trainer

Graham specialises in providing high-quality consultancy, coaching and training in sales, sales management, customer service and personal productivity. He has a long career in sales and was a top-performing IT and solutions sales professional and sales manager. His most recent full-time role was as Managing Director of Sales Productivity and Development for Thomson Financial, helping develop a large European sales force.

His work has taken him all over the world and involved him in working closely with hundreds of different organisations from all business sectors, his client list including such organisations as BT, Vodafone, AT&T, Orange, Pfizer, GSK, Boots, Unilever, American Express, Thomas Cook, Apple, Sony, Motorola, Cisco, MFI, Barclays Bank, LIFFE, Abbey National, Prison Service, Home Office, Law Society, BBC, Daimler-Chrysler, Citroen, Weetabix, Nikon, Shell and many, many others. In addition he has written over twenty books published in several different countries, including Companies don't succeed – people do!, 90 Brain Teasers for Trainers, Customer Service Games for Training, Sales Training Games, Telephone Tactics and Working Smarter.

Known internationally as both a trainer and a popular motivational speaker, he believes that effective learning has to be interactive and challenging. All his learning events are built around practical exercises, role play and case studies. His training style focuses not on just explaining new ideas or developing new skills, but also on motivating people to use them and to develop themselves as individuals. This approach gets results, as the following comments from course participants show:

'Brilliant course, really interesting and very focused to my job role and day to day work.'

'Took away some very good ideas that I can use every day... good examples too.'

'Very confident in the subject, and amusing too. Made the course very interesting. A very clear sales model to use going forward.'

'Full of useful hints and tips which I will apply to my job.'

'Extremely well presented and structured'

'A very intensive course and a lot of concrete tools provided.'

'Useful data, tools and insights; engaging and interesting as always.'

'Very good... contained everything we do on a regular basis and problems we have come across... the exercises made it very interesting too.'

Workshop outline

1 Why are we here?

- Stop working harder – start working smarter
- The golden rules
- Attitude – the secret to good time management
- Balancing your work style

2 Plan the work – and work the plan

- Focusing on key performance indicators
- Setting monthly goals and objectives
- Creating a daily action plan
- A time management system that works!
- Planning your week
- The 80/20 rule

3 How to gain one hour a day – every day

- Time flies!
- Expect the unexpected
- Create a non-interruption zone
- Dumping trivia and speeding-up routine tasks
- Delegation

4 Positive goal-setting

- Understanding how goals work
- SMART goals
- Setting and reviewing goals
- Seven steps to achieving your goals

5 Dealing with interruptions

- Why people interrupt you
- How to say 'not now' and 'no' – nicely!
- Creating the right environment
- How to be more assertive
- Avoiding interruptions
- How to negotiate timescales
- Dealing with your boss
- Dealing with telephone interruptions

6 Conquering the paperwork

- The tidy desk
- Fantastic filing
- The ten commandments of e-mail
- Accelerated reading techniques

7 Overcoming procrastination

- Why do we resist change?
- A seven-day procrastination plan
- Ten ways to 'do it NOW'

8 The smart manager

- Working to precise and measured objectives
- Setting objectives – for your department and for yourself
- A daily checklist
- Proactive time management
- Managing or trouble-shooting?
- Delegation

9 Stress management

- Dealing with situation-specific stress
- Dealing with anxiety
- Optimum stress levels
- Stress elimination

10 Conclusion

- Ten tips for a healthier life – at work and at home
- Open forum
- Close

Any questions?

**Please just give us a call on 01582 463463 – we're here to help!
Or visit www.theinhousetrainingcompany.com**