Efficiency North EN:Lighten programme

Work Skills Masterclass – Collective input of cohort learning

2nd October 2024

Our Group Contract

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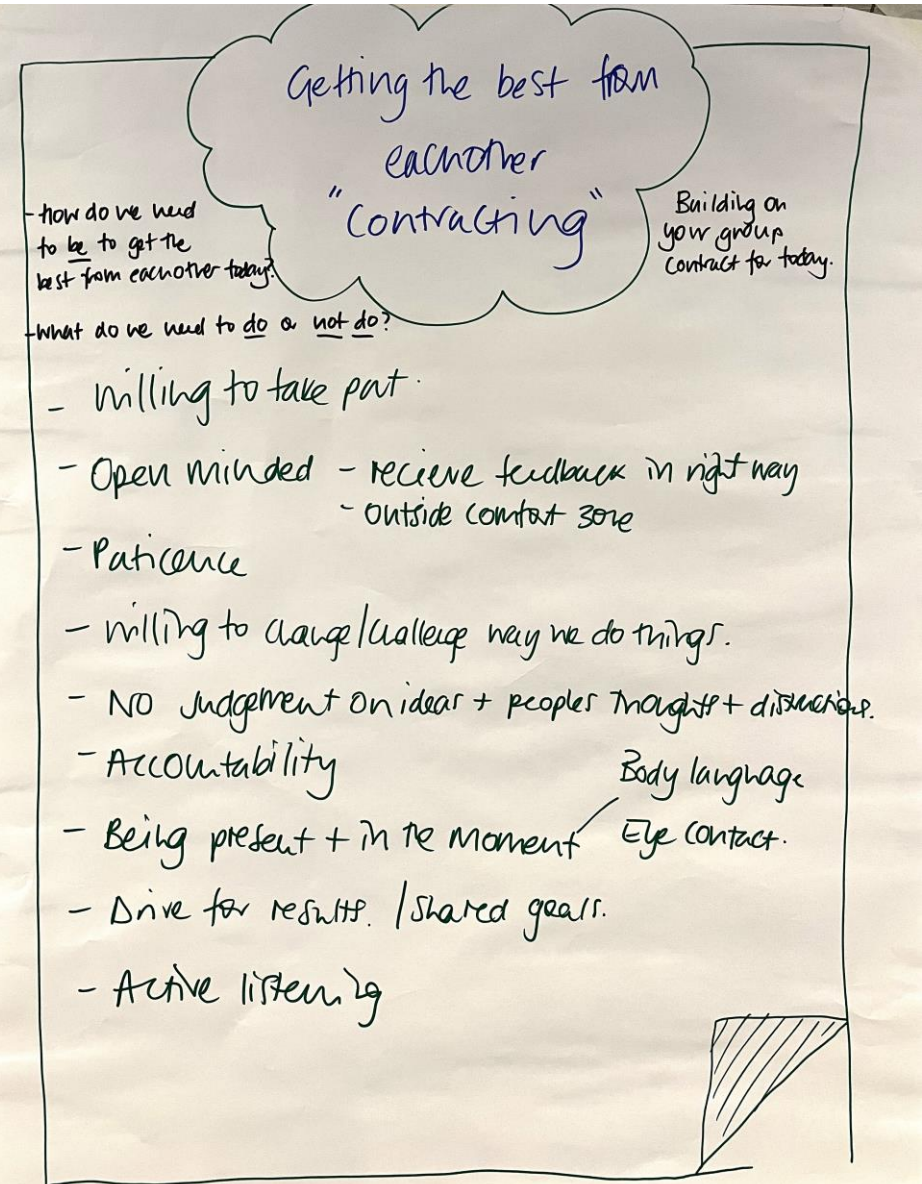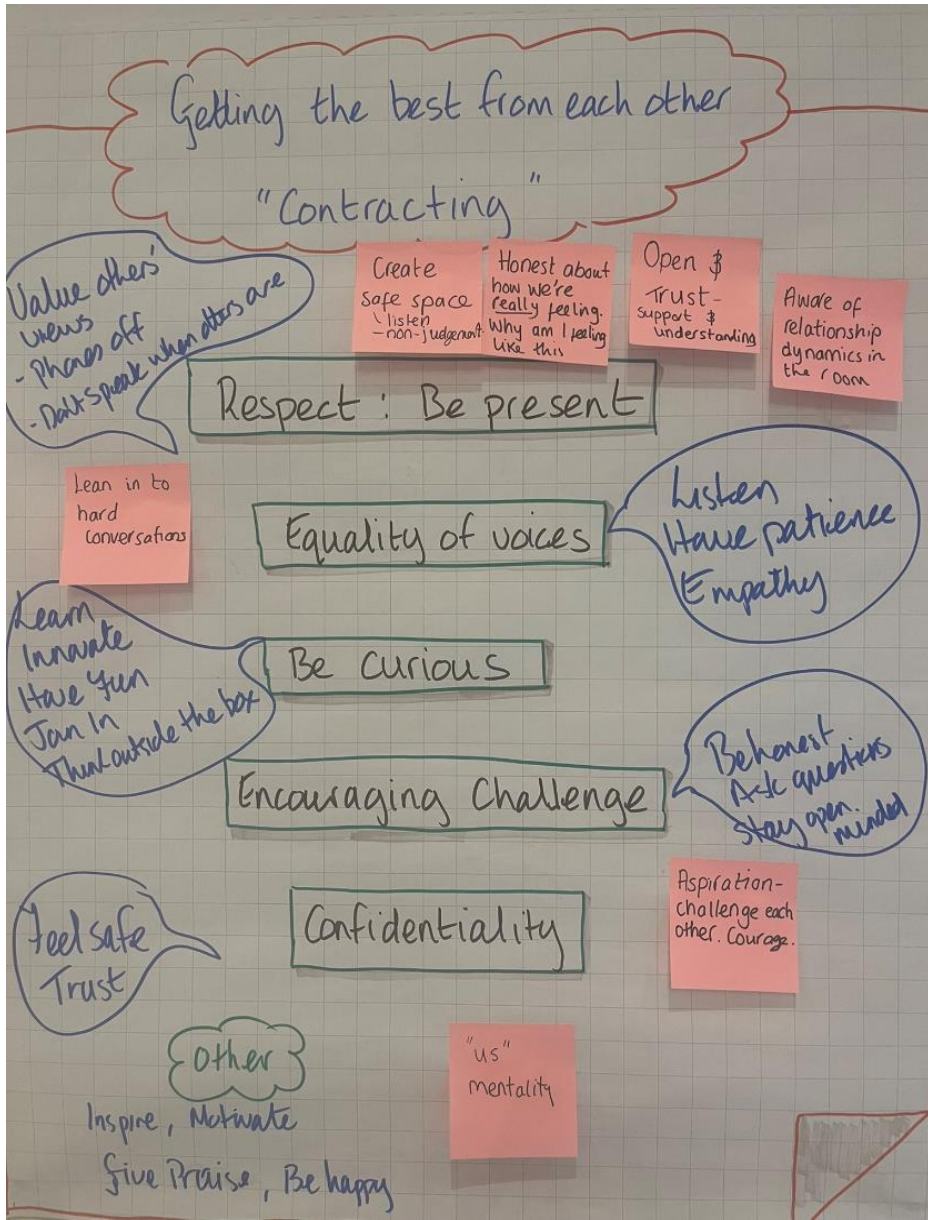
Creating Psychological safety

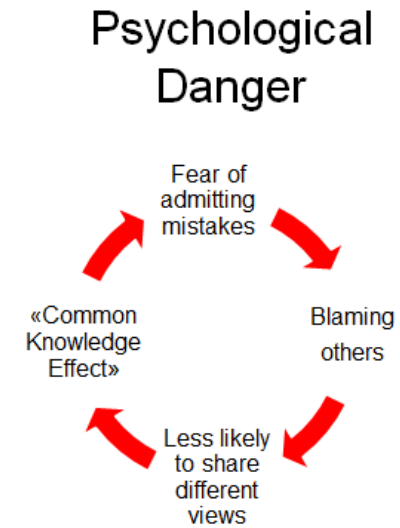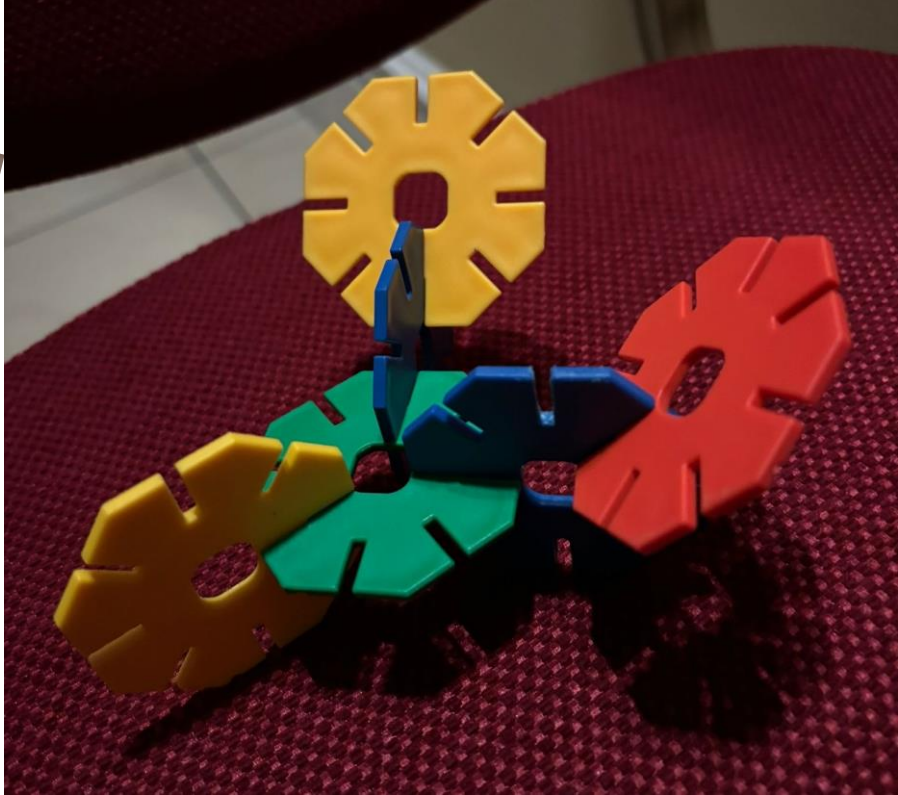# Exploring what makes you effective as a group

Sharing your hacks to improve effectiveness at work

80-20 rule– let go of perfectionism. Consider internal vs external quality needs.

Attention management. Don't multi-task.

Take micro breaks and reward yourself.

Eat the frog.

Set expected response time of em

Use stealth and camouflage. Turn off notifications and set ema blocks.

Clarify use of CC and BCC. Think before replying to all.

Don't reinvent to wheel, ask... someone has probably done it before.

Work near natural light.

Eliminate distractions 'I need 2 hours on this'.

Start with the end in mind. What are we trying to achieve and why?

On projects, understand what the critical path is.

And what else.....
- Play music to focus on a task
- Schedule time to plan and block book time out of your diary
- Think about 'how' you receive tasks and what works best for you e.g. is it easier when it's in writing?
- When are you at your most productive? Schedule work to fit your pattern
- Clear down your inbox, flag tasks and archive old emails.
- Set parameters in email and clarify this with others
- Use the technology available to us and share knowledge with others
- Check my schedule for the week ahead and see what my team are planning to do
- Delegate where possible and appropriate
- Be realistic about how long 'stuff' takes

More hacks.....

The Pomodoro Technique
A time management method developed by Francesco Cirillo (1980s) The goal is to boost productivity and mange time effectively
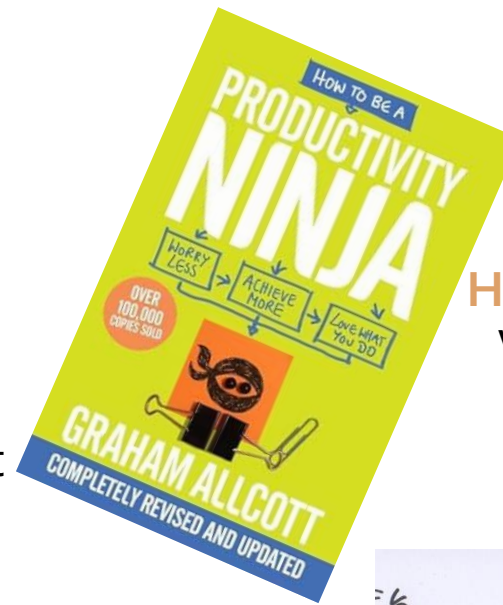
How to be a Productivity Ninja
Working smarter not harder!'

How to do your first Pomodoro:

Take a longer break (30 minutes). **8**

Repeat 3 times. **7**

Take a 5-minute break. **6**

STOP when the timer ends. **5**
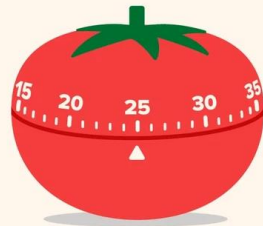
1 Get into an optimal work space without distractions.

2 Choose ONE task to focus on.

3 Set your timer for 25 minutes.

4 Do your work.

Use lists or **mind maps** as your second brain. Remember our brain is not 2D!

Understanding time

**Our perception of passing time
A difference of 2 minutes between us!**

10 segments
+ 2 for Twilight

36 DECANS (Stars)

Mesopotamia 3100 BCE Base 60
Egypt Base 12

Our circle of control

No concern

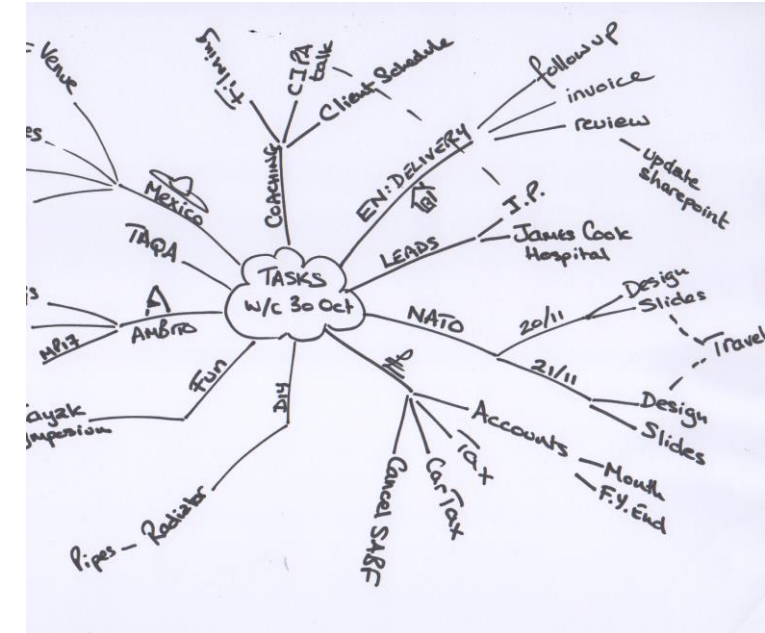Circle of Concern ← Things that are outside of my control (reactive)

Circle of Influence ← Things I can influence

Circle of Control ← Things I can control (proactive)

What can you.....

- Let go of
- Say 'No' to
- Delegate
- Challenge upwards (why is it important? Intent driven)
- Complete at 80% level (lower self-pride)
- Delay

Stephen Covey 'The 7 Habits of Highly Effective People'

Managing our precious time

What are the benefits of good **time management**?

- Increased productivity

- Reduced stress

- Better work-life balance

- Improved decision-making

- Increased opportunities

- Enhanced focus and concentration

- Reputation for reliability and competence
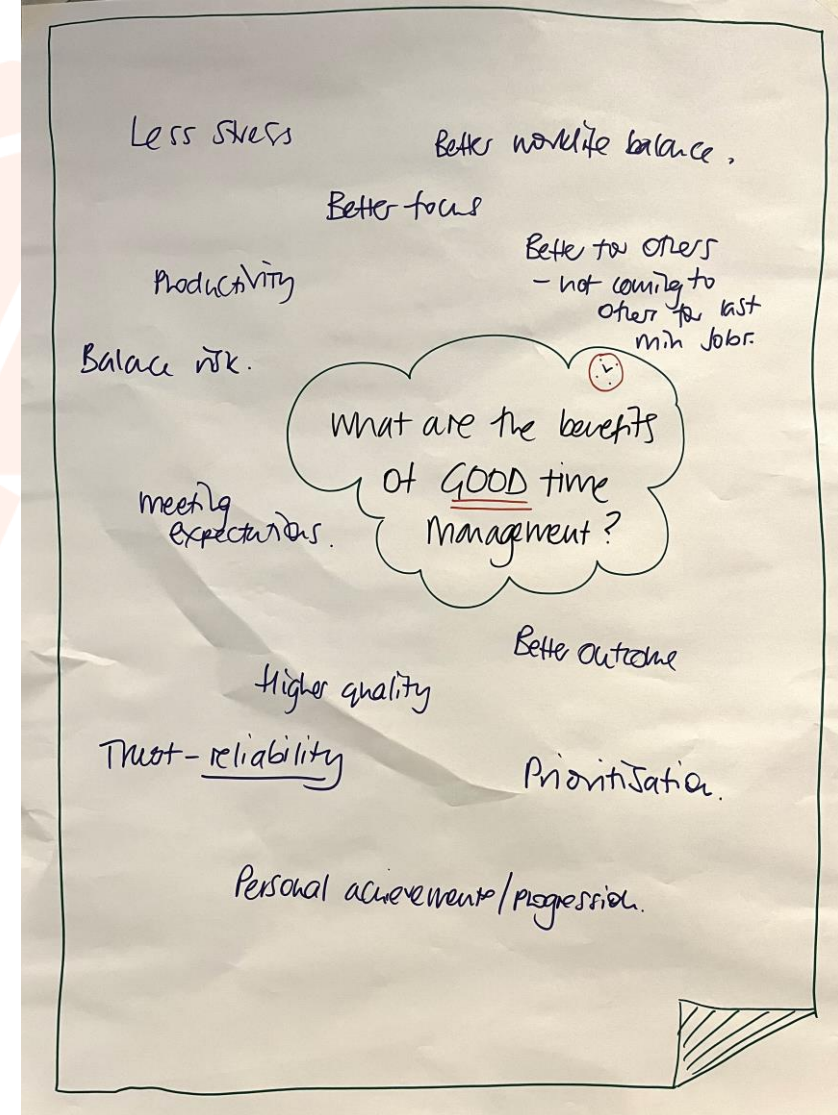
Managing our precious time

What are your **time wasters**?

- Procrastination

- Unnecessary meetings

- Multitasking

- Distractions (emails, social media, notifications)

- Perfectionism

- Lack of prioritisation

- Poor delegation

- Unorganised workspace

Eisenhower Matrix

Time Dependent

Urgent → **Not urgent**

Important

Mission driven

Not important

1

Urgent and important
Important deadlines
Crises
Emergencies
Last minute preparations
Missed work

2

Important, but not urgent
Relationship building
Planning / developing strategy
Projects
Lessons learned
Personal & Staff development
Process updates

3

Urgent, but not important
Routine reports
Routine meetings
Many interruptions
Other peoples' priorities / failures

4

Not important, not urgent
Trivia
Extended phone calls
Some 'enjoyable' work
Time wasters

Eisenhower Matrix

Urgent → **Not urgent**

	Urgent	**Not urgent**
Important	**1 Do** Much of this work can be a result of poor planning. Reduce time spent in this quadrant by focusing on quadrant 2	**2 Schedule** This is the work that will prevent crises and emergencies. Aim to spend most time in this quadrant.
Not important	**3 Delegate** Empower your team to take responsibility for these. Grow their confidence and competence. Mistakes can be allowed.	**4 Dismiss** Eliminate tasks that do not align with your or your organisations objectives and goals. Learn to say 'No' – do not delegate or pass on.

6 Eisenhower Matrix Tips

|	Urgent	Not Urgent
Important	Do	Schedule
Not Important	Delegate	Dismiss

1. Create a to-do list. Try a mind map.

2. Limit to < 8 tasks per quadrant.
    - Before adding another, complete the most important one first. It's about finishing tasks.

3. Align with your manager's intent – some tasks you think are important, may not be.
    - Enquire why it's important and relative to other tasks you have.

4. Maintain only one list for both business and private tasks.

5. Do not get distracted. Plan the night before, then work on your stuff.
    - Schedule time for checking emails and catching up.
    - Do not let others define your priorities.

6. Don't procrastinate.

Your midpoint learning reflections

- 3 daily 'must do's'
- It's worth taking time to plan and prioritise
- Regularly prioritise tasks
- Use mid maps often
- Different way to plan
- No more multitasking?
- Eisenhower Assessment useful categorisation
- Hacks to help focus
- Better use of time
- Allow time
- The origins of time measurement and relevance to now/work
- Eisenhower grid
- Perfection is procrastination!
- Not everything needs to be done at once
- Pomodoro technique
- Habits can be changed – use them wisely
- 3 main tasks on a post it note and then BIN IT!
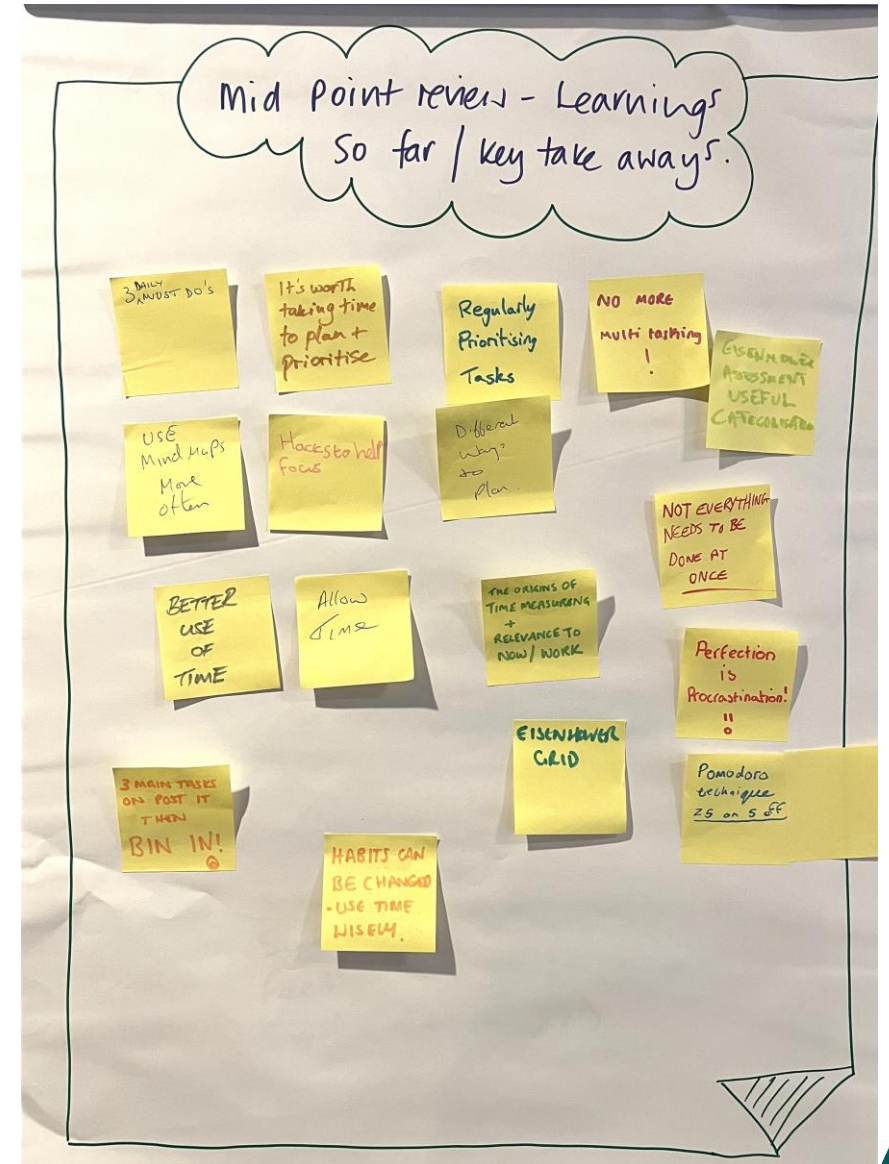
Collaboratively improving your work skills

It's ok to make a mistake

Number touch activity

Using SDI for more effective meetings

What does each MVS need before, during and after a meeting?

Blue

Before

Who's coming
What about — brief
Notice (Git)
Structure — Agenda ((location / breaks)

During   Respectful.
(info (pre stat) / check in
during post)
Informal chat.
be included / asked
open meetings / discuss points (difficult)
Fair, not one person
summary

After
Next meeting
Summary / note.
feedback. (open / Honest)
Support (offer / accept?)

Red

Before
○ Clear plan / brief / purpose / goal
○ Strategy & tactics
○ Timescales (of meeting)
○ Clear idea of who is leading, what their own role is

During
○ Quantative conversations - purposeful
○ To be heard - to add valued contribution
○ For someone to agreed a clear plan & steps
○ Support for ideas - loyalty

After
○ Actions to be documented & taken
○ Timely
○ Active updates
○ Reflections on the meeting / issues

Green   ○ Evidence based decisions
What info? Why? Logic?

✗ Clarity of whats expected
✗ Timings
✗ Agenda — supporting docs well in advance / only relevant
○ no last min changes
✗ give time to allow to do independant research.

Before

During
✗ Well chaired + kept to timing - staying on topic.
✗ Action notes / minutes — what decided?
✗ Checking everyone under-stands.
✗ listening — an opportunity to speak
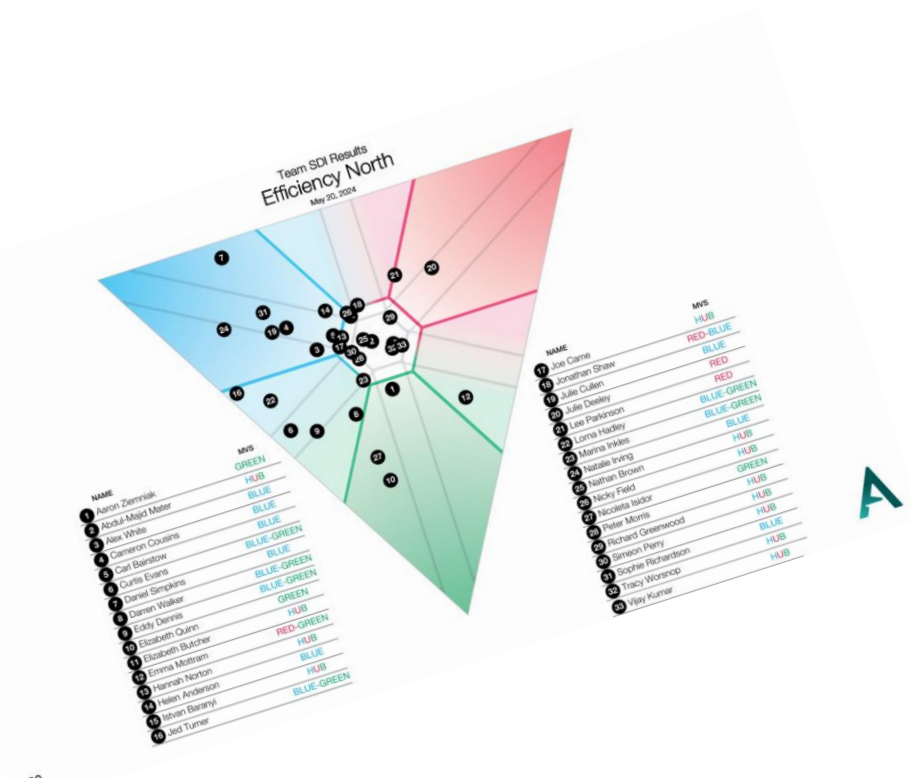✗ no speaking over others
○ dont duplicate whats been said.

After
✗ Timely action notes. - clear + concise - no ambiguity
✗ Clear deadlines as agreed in previous meeting
✗ Time + Space to carry out action- how urgent? - use matrix.
✗ Value process - ensured followed
○ Details provided as needed.

17

Using SDI for more effective meetings

What does each MVS need before, during and after a meeting?

Discover

What If You Had a Window Into Your Sense of Purpose?

YOUR RESULTS

Richard, this video is all about you

Let's improve your Relationship Intelligence (RQ)! Tap to see your personalised results.

Tap these cards and swipe for more

Compare

Account: All

DS Daniel Simpkins
Recruitment Coordinator

CE Curtis Evans
Procurement Coordinator

CB Carl Bairstow
Head of Membership Development

CC Cameron ...s
ICT and Ope...nt

AW Alex Wh...
Supply Ch...

AZ Aaron Zi...
Commerci...

Compare

Motives | Strengths | Tips

Change | **CB**

Carl Bairstow
Head of Membership Development
BLUE
People
[BRG]
[Accommodate-Assert-Analyze]

Results

Going Well | Conflict

PEOPLE / PERFORMANCE / PROCESS

Scroll down

Compare

Motives | Strengths | **Tips**

CB Carl Bairstow | Change

Meetings

· Invite them to participate and let them know who else will be present.

· Allow a little informal time for personal connections and conversations at the start.

· Frame decisions or actions with a focus on how they will affect people.

· Don't be overly assertive or criticize people who are not present.

· Invite input and ideas from everyone present. Give everyone a voice.

· Thank them for their specific contributions and let them know how you feel about the meeting.

Messaging

Scroll down

Compare

Motives | Strengths | **Tips**

CB Carl Bairstow | Change

· Link benefits to their effect on others.

· Listen fully and attentively; ask for their ideas, reactions, feelings.

Things to Avoid

· Open or public competition, hostility, confrontation, negativity, arrogance.

· Being aloof, distant, or appearing disintere...

· Dismissi... helpfuln...

· Appeari... people.

· Assumin... respons... accepta...

Compare

Motives | Strengths | **Tips**

CB Carl Bairstow | Change

Going Well | **Conflict**

Meetings in Conflict

· "Clearly, something has gone wrong here."

· Explore possibilities with an open mind.

· Don't get locked-in or fixated on one solution.

· Check in to see if anything has changed since the meeting, and be prepared to make adjustments.

Running effective meetings

40% Preparation

- Start with the end in mind
- Think about the flow -agenda
- Schedule difficult agenda items before a break/lunch
- Allow wriggle room, but keep it quite
- Consider the length of time, location and layout
- Create the culture you need

20% The meeting

- Checking in – getting everyone voice in the meeting
- Encourage identification and discussion of roadblocks
- Create a safe space to make mistakes
- Clarify decisions and actions
- Checking out and make commitment public

40% Follow through

- Action summary and deadlines
- Create a culture of action
- Create windows for clarification questions

Making meetings more effective at EN

What do you want people to walk away remembering?

7 ± 2
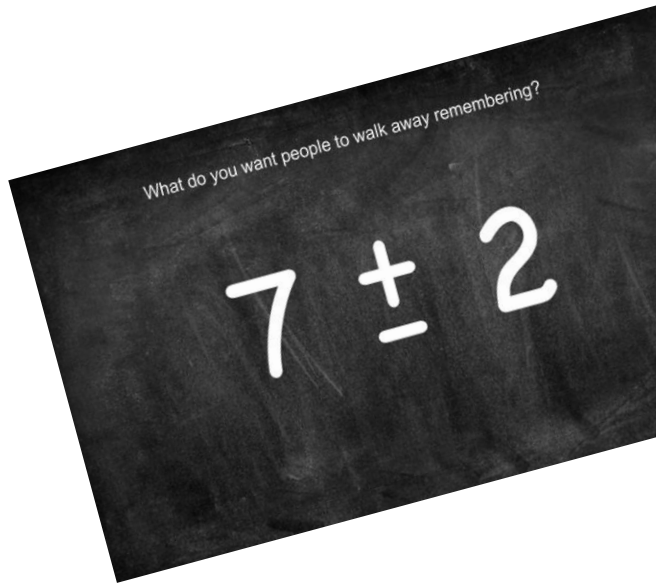
Reduce no - only when needed.
Prep - so meetings are short.
Concise output driven
Shorter - more focussed.
Know what's agreed /actions/accountability
Discipline
Stay on Topic
Attendance/Topic - Relevant?
No phones/doing other work
Summary at End.
Is it worth it?
Different approaches for different meetings

What actions?
X) More positive environment.
b Full day meeting — consider length/effectiveness.
X) Keep meeting to live
b Share - team notes on screen.
X) Other people to run meeting
b Pass record teams calls to reflect on.

Short and to the point
Timed agenda — send well in advance (stick to)
Well chaired - rotated? establish who is taking minutes
Pre work needed
└ actions completed from previous.
During → └ setting and confirming actions, inc clarifying who/why/when/etc
Create a log of new items to be tabled. (corporate)
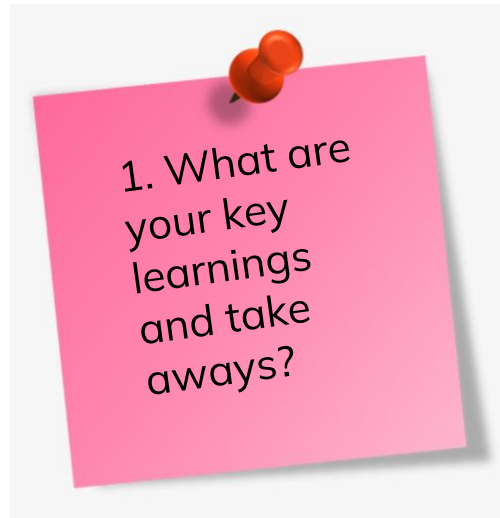Actions Log for meeting/ongoing work.
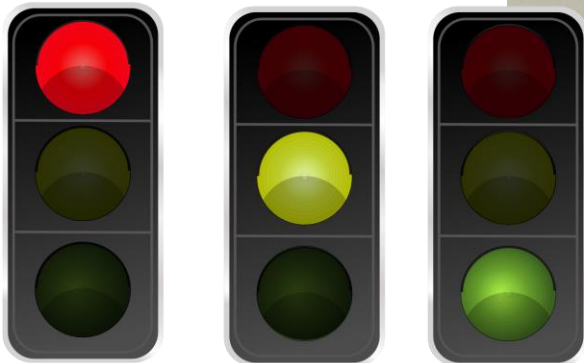
Learning Review – So what?

Developing your actions plans - 'What' are you going to do and the **'context'** in which you will use it and **'why'** you chose it.

Your check out post-its


1. What are your key learnings and take aways?

- Mind maps
- Prioritising tasks
- Efficient communication
- 7+ 2 has made me think!
- Use methods to prioritise tasks e.g. Eisenhower
- Top 3 'must do's' and power hour to focus on tasks
- Timewasters – things I do, like being drawn into conversations
- Eisenhower method approach for prioritising tasks
- Order an Eisenhower desk pad and use with 3 check in's on a post it note
- Tomato time method
- Effective meeting strategies and actions and commitment to accountability
- Just get on with it – get it started!
- Not to be constrained by traditional meeting approaches
- Be more aware of wasted time to allow personal reward
- Eisenhower technique
- Think of SDI of meeting attendees
- Consolidate to do list onto Eisenhower matrix
- Consider who and why

Your check out post-its

2. What have you appreciated about today?
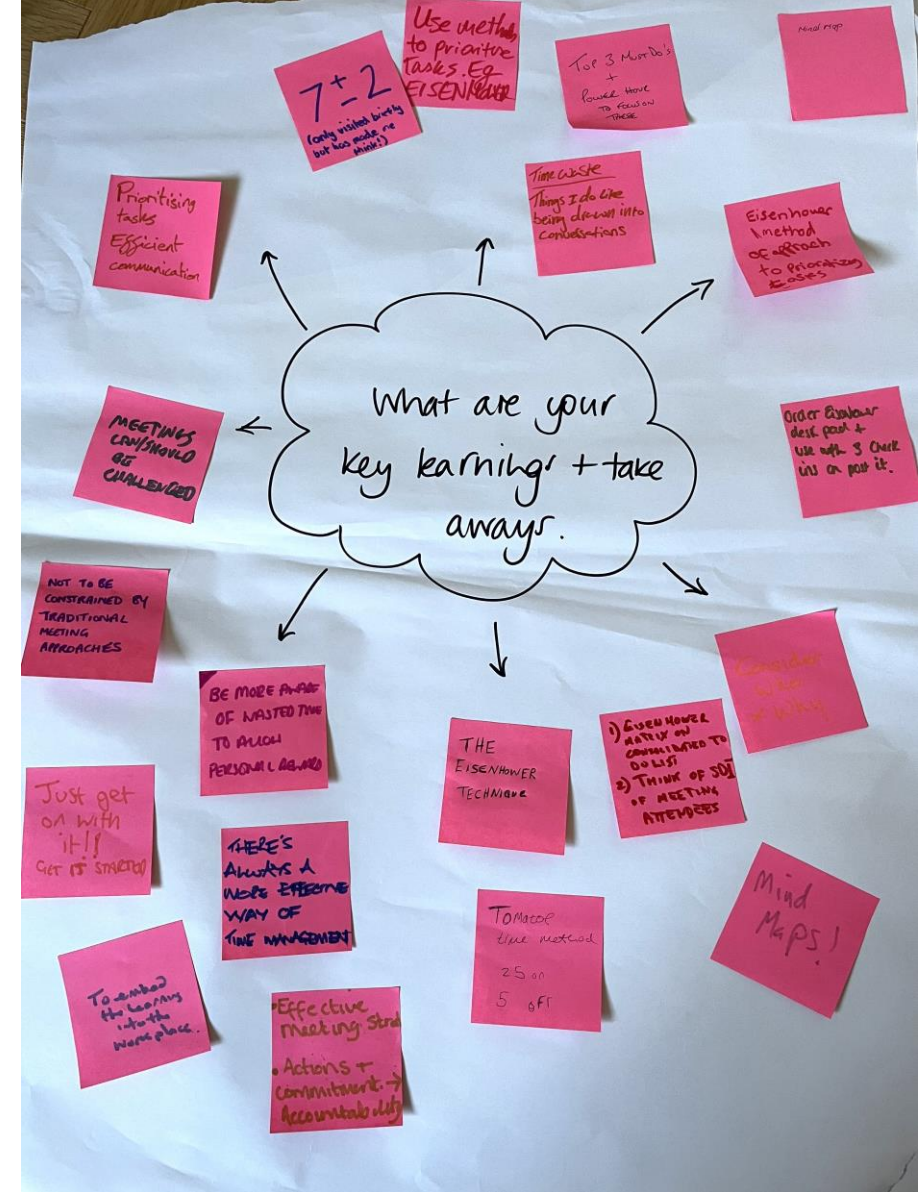
- Openness and honesty
- Appreciated the team building tasks
- Being able to discuss ideas and gain clarity on my behaviours
- Thought provoking alternative approaches
- Blend of delivery styles, physical, mental, verbal etc.
- Learning new skills and techniques
- People's openness
- The big delve into time management – thanks both!
- Spending time with colleagues
- That everyone has approach with an open mind!
- Honest reflection on the 'how to'
- Helped me find improvements for my to do list
- Appreciated the variety of tools to improve productivity
- Time to formulate a plan
- Seeing everyone manages procrastination differently
- Interactivity but most importantly for me group conversations on how we apply this at work
- People being open and honest about problems in teams
- Safe psychological learning space
- Different ways to do things
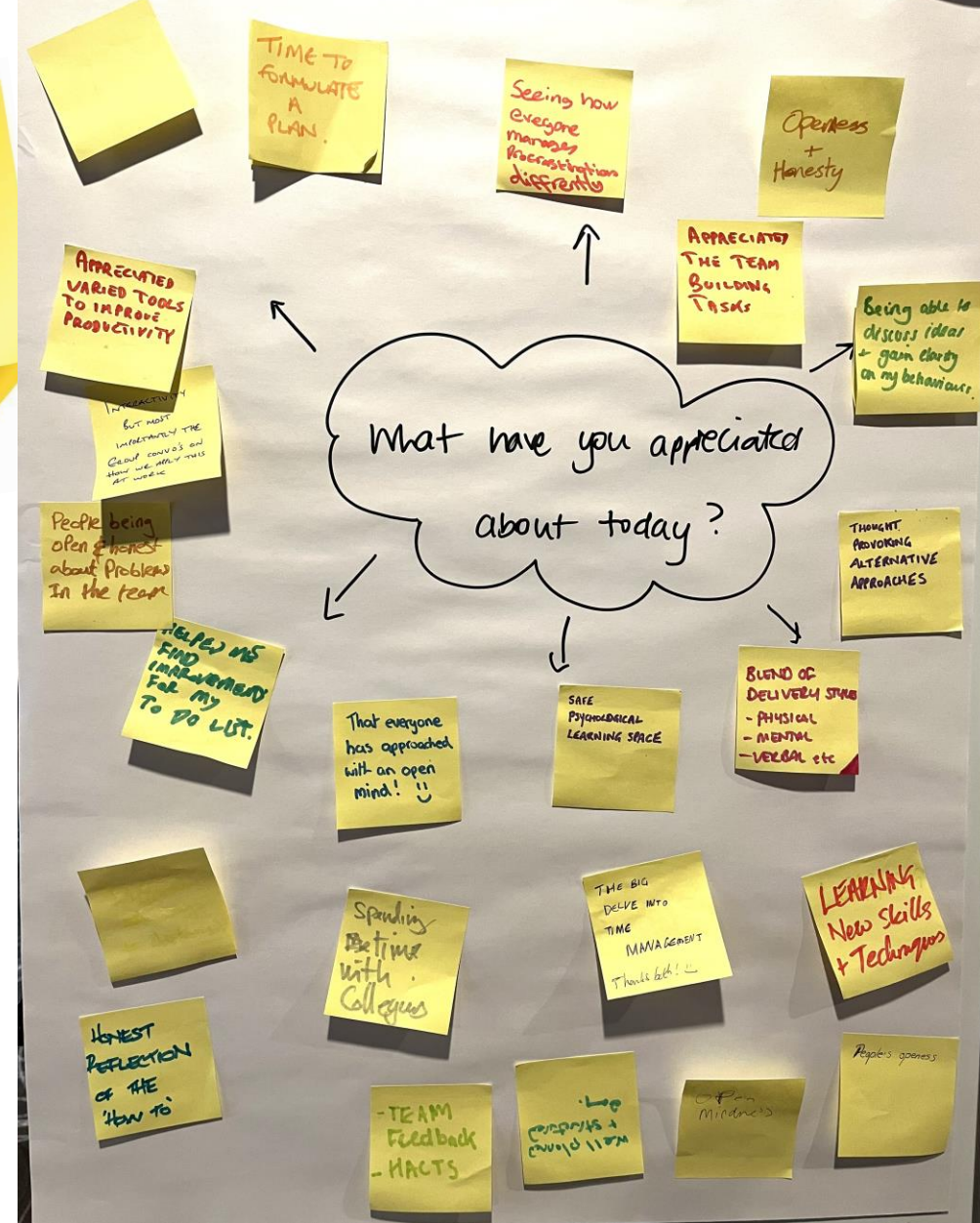
Work Skills Feedback: Survey Monkey Questionnaire

Please complete our survey to let us know what you think.

Scan the QR code on your smart phone to access the survey or enter the link below into a browser:

https://www.surveymonkey.com/r/QMD3F83
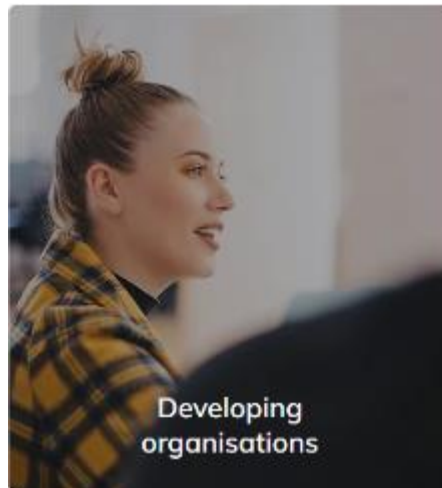
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