



Efficiency North EN:Lighten programme

Work Skills Masterclass

2nd October 2024



EN:Lighten

Outcomes

- Be more **collaborative** in improving **everyday work skills**.
- Be able to apply **SDI tools and knowledge** in preparing for, running and following up on **meetings effectively**.
- Identify the difference between urgent and important tasks to create **actionable to do lists** to increase productivity.
- Understand the impact on effectiveness of **distraction** and **perfectionism**.
- Improve **problem solving** and **decision-making skills** in a group context.
- **Reinforce and connect** with some skills learnt on other **CLE modules**.



Our Group Contract

Getting the best from each other
"Contracting"

RESPECT + BE PRESENT

PHONES OFF
Going to a quiet space
Put phones away
Close laptop

RESPECT + EMPATHY
TOLERANCE
Respect
DIPLOMATIC
VALUE
MUTUAL
Independent (Value individual views)

Don't talk while others are speaking
Respect to others
Don't speak when others are talking
Value others' views
Keep phones off

CHALLENGE
Challenge
Be honest
Ask questions
Stay open minded

Be open to challenge or critique
BEING BIG ENOUGH TO BE HONEST
Be open
Honesty
Timely honest - not just want to say

Ask questions open minded
Say what you see
ASK
Open minded
ASK questions to gain knowledge (don't assume someone's motivation)

Evidence Based
OPEN Minded
Be open-minded

CONFIDENTIALITY
Safe
Safe to disagree
Safe space
Respect
Time
Trust
Apprehension
Feel safe
Trust
CRITICAL

Respect : Be present

Equality of voices

Be curious

Encouraging Challenge

Confidentiality

QUALITY OF VOICES

LISTEN
Listening
LISTENING INTENTLY

Listen
Have patience
Empathy

empathy
Active listening
We make things happen together!
openness/honesty (not blame)

Listen to others
Be Patient (Time)
Presence

LISTEN
+ active listening
+ be understanding

Listen, no judgement, openness, comfort, boundaries, Ask questions, check for understanding, participate, encourage, consider, differentiate, ...

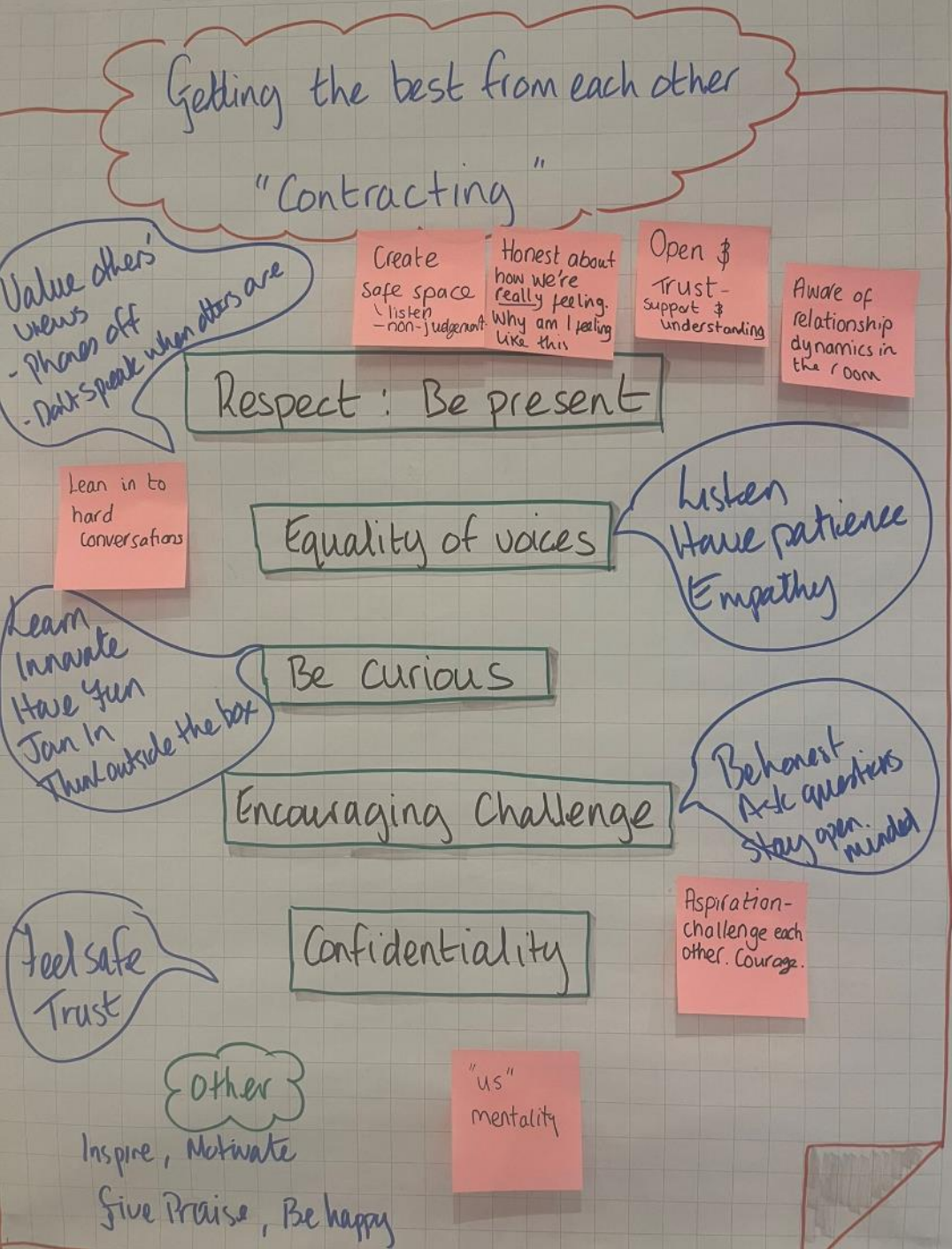
Learn from Past experiences
ours/others
Innovation
Learn
Innovate
Confidence
Join in
Think outside box
Change willingness

CONSIDER ALL THAT'S SAID
THINK OUTSIDE THE BOX
WILLINGNESS TO CHANGE
INNOVATE
Be able to take stuff on board
Turn up

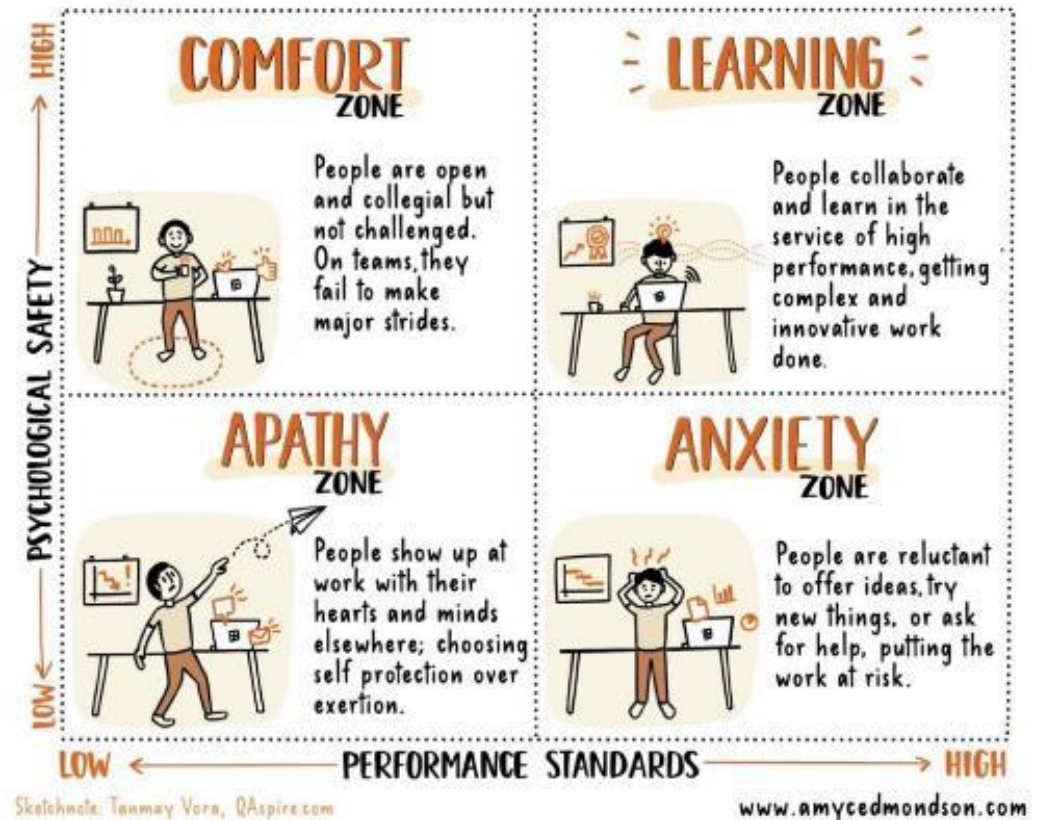
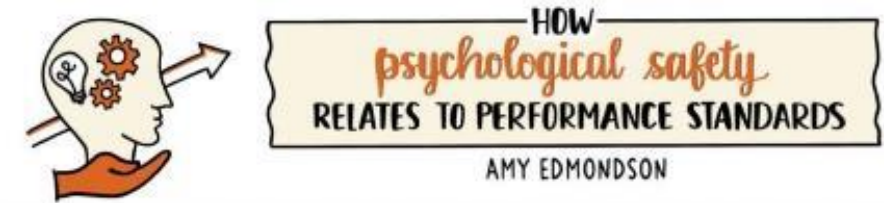
BE CURIOUS

OTHER
Inspiring
Motivating
BE HAPPY
Give praise
Give feedback to Positive & Negative

Our Group Contract



Creating Psychological safety



**WE ALL
MAKE
MISTAKS**
psychsafety.co.uk

**EVERYTHING IS
AN EXPERIMENT**
psychsafety.co.uk

**EVERYTHING
IS AN
EXPERIMENT**
psychsafety.co.uk

**SKYDIVING
IS SCARY**

WORK SHOULDN'T BE
PSYCHSAFETY.COM

STAY SAFE

PSYCHSAFETY.COM

**A great
workplace
is worth
working for**
psychsafety.com

**Cultivate
Curiosity**
@esmagia www.psychsafety.co.uk

NO BLAME HERE

psychsafety.com

EMPATHY AT WORK
psychsafety.co.uk



**Stay
safe**
psychsafety.com

**Psych
Safety**
By iterum



Making Copies

Situation

There is a MASTER object out of sight of the team.

You have the same construction materials available to you.

Intent

Make as many exact copies as possible in the given time.

Constraints & Limitations

The Master object cannot be moved.

Only people can visit the MASTER object.

Once chosen these people cannot be changed.

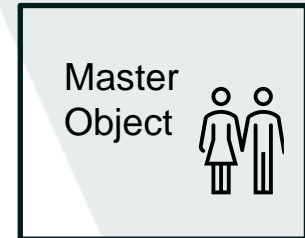
These people cannot visit the site of the construction (limits set by facilitator).

No writing, marking, drawing, or photographing.

The construction materials cannot go outside/beyond the marked area/zone.

Freedoms

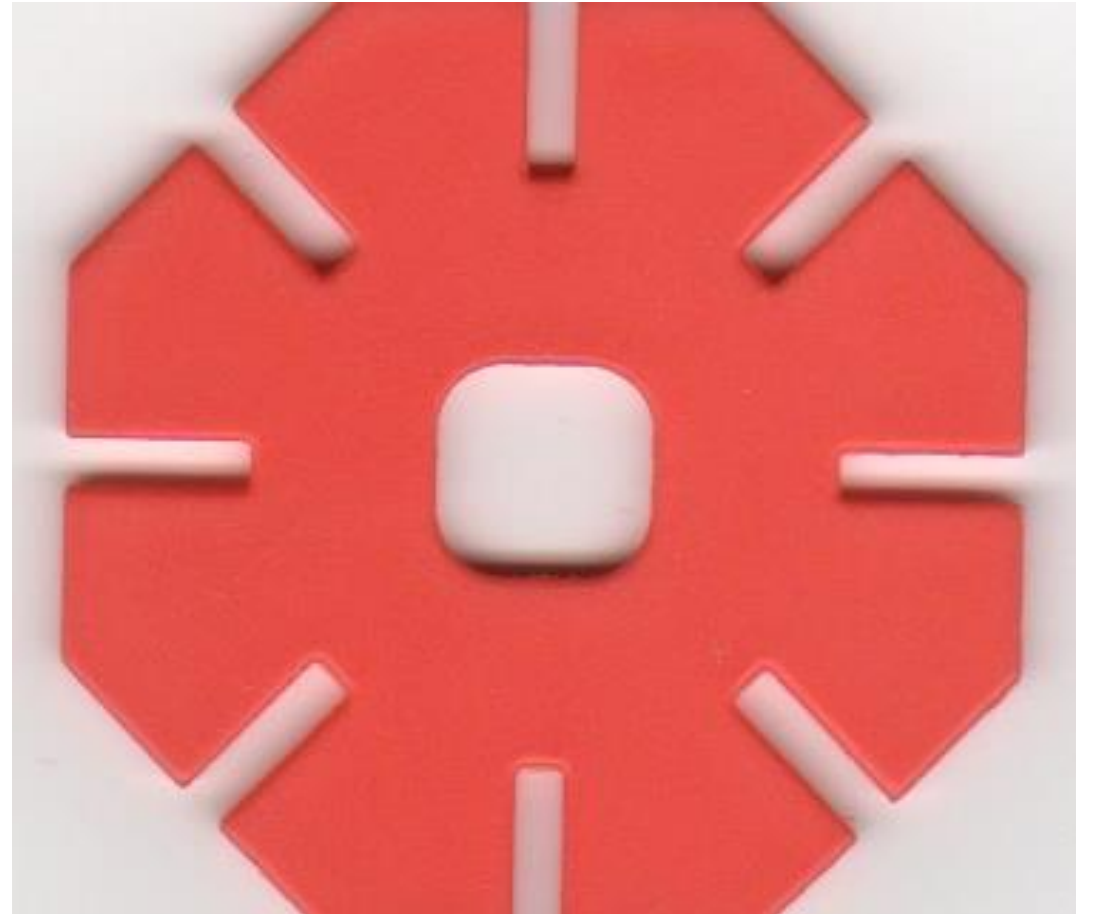
Ignore the manufacturers writing and injection moulding marks (round dots) on the plastic.



Construction Site

What did you notice?

1. What **behaviours** were most effective?
2. What could have improved '**clarity**' for some team members?
3. How were **decisions** made?
4. How did **leadership/chairing/managing** manifest itself?
5. If starting again on a different, but similar task, **what would you do differently?**
6. What are the **similarities at work?**
7. Were any **EN habits** on display?
8. Which '**freedoms**' did you miss?



Yesterday Audit

Take a moment to reflect and list all the things you did yesterday.

What was your primary goal yesterday at 8am?

In pairs discuss how aligned your actual actions were to your primary goals and intentions.

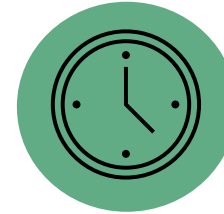
Consider how frequently this happens.



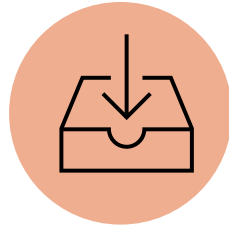
Sharing your hacks to improve effectiveness at work



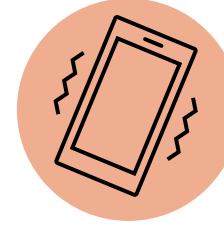
80-20 rule– let go of perfectionism.
Consider internal vs external quality needs.



Set expected response time of email.



Attention management.
Don't multi-task.



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



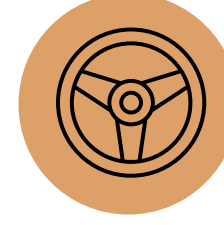
Take micro breaks and reward yourself.



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

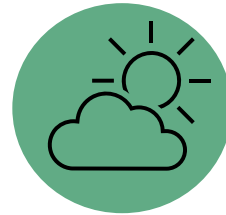


Eat the frog.



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

Sharing your hacks to improve effectiveness at work



Work near natural light.



Eliminate distractions 'I need 2 hours on this'.



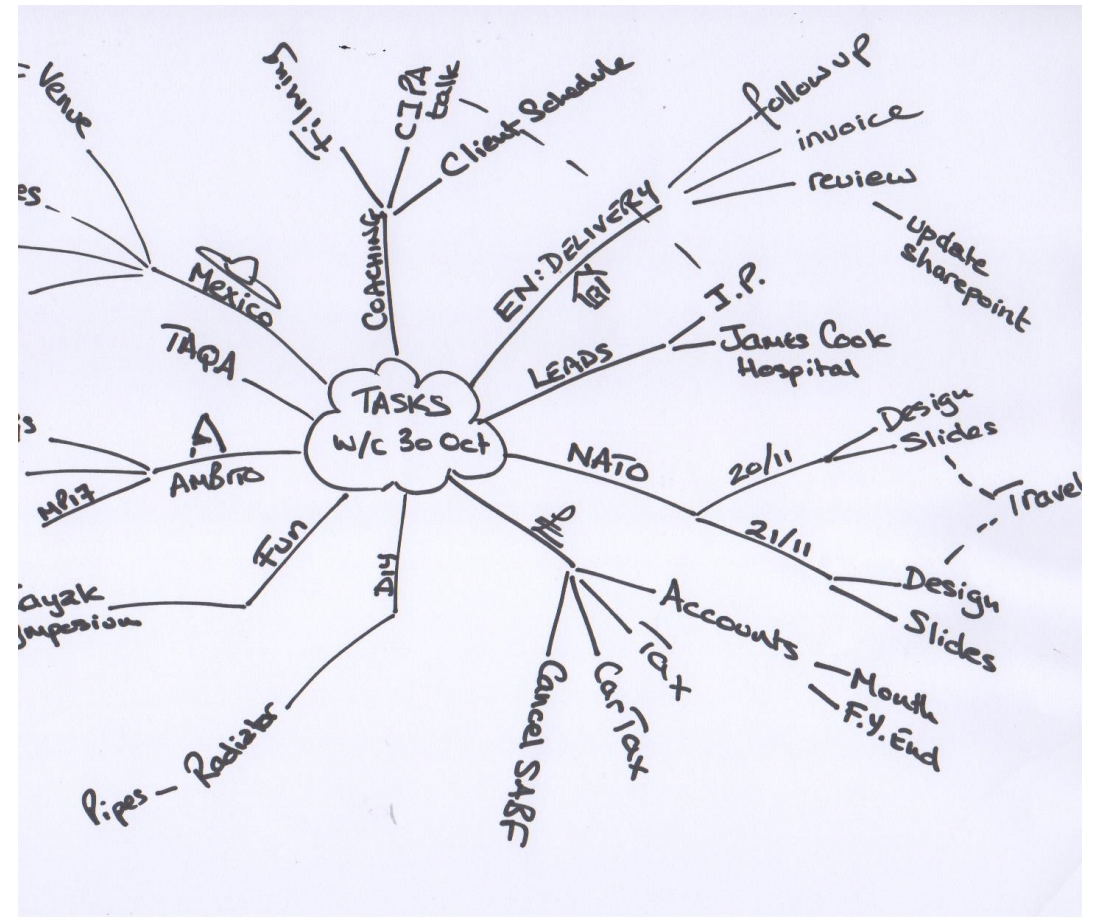
Start with the end in mind. What are we trying to achieve and why?



On projects, understand what the critical path is.

Mind maps

Use lists or mind maps as your second brain.
Our brain is not 2D.



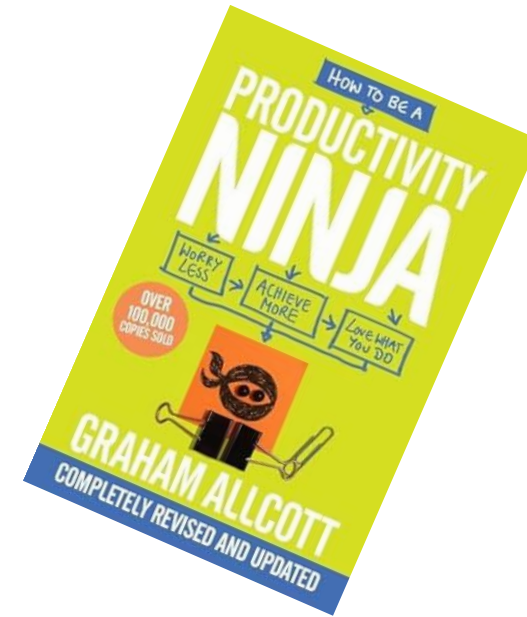
Tony Buzan




Sharing your hacks to improve effectiveness at work

The Pomodoro Technique

A time management method developed by Francesco Cirillo (1980s) The goal is to boost productivity and manage time effectively



How to do your first Pomodoro:

- 
- 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.
 - 5 STOP when the timer ends.
 - 6 Take a 5-minute break.
 - 7 Repeat 3 times.
 - 8 Take a longer break (30 minutes).

How to be a Productivity Ninja

'All the tips and techniques you need to stay calm, get through your tasks, make the most of your time and stop procrastinating. It's fun, easy to follow and practical - and may just be the kick up the bottom you need!'



Understanding time

$60 \div 2, 3, 4, 5, 6$ and 10 .

$12 \div 2, 3, 4$ and 6 .

$10 \div 2$ and 5 .

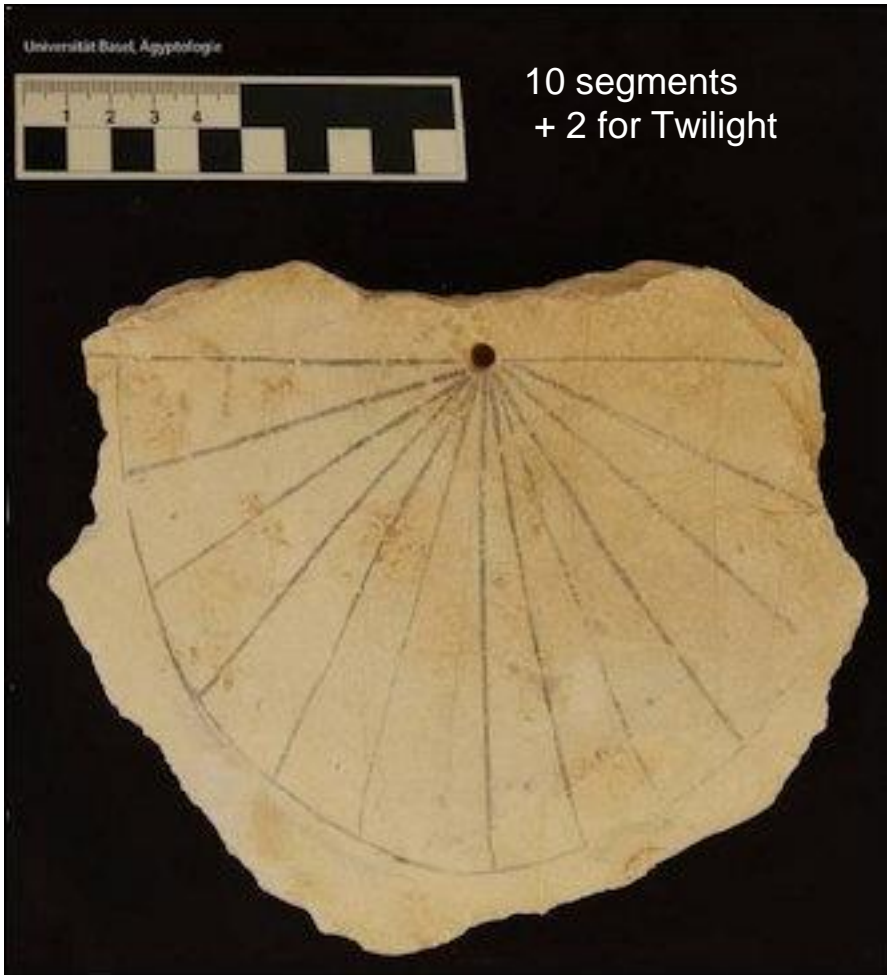
Mesopotamia 3100 BCE Base 60

Egypt Base 12



24 hours in a day indeed!

DAY



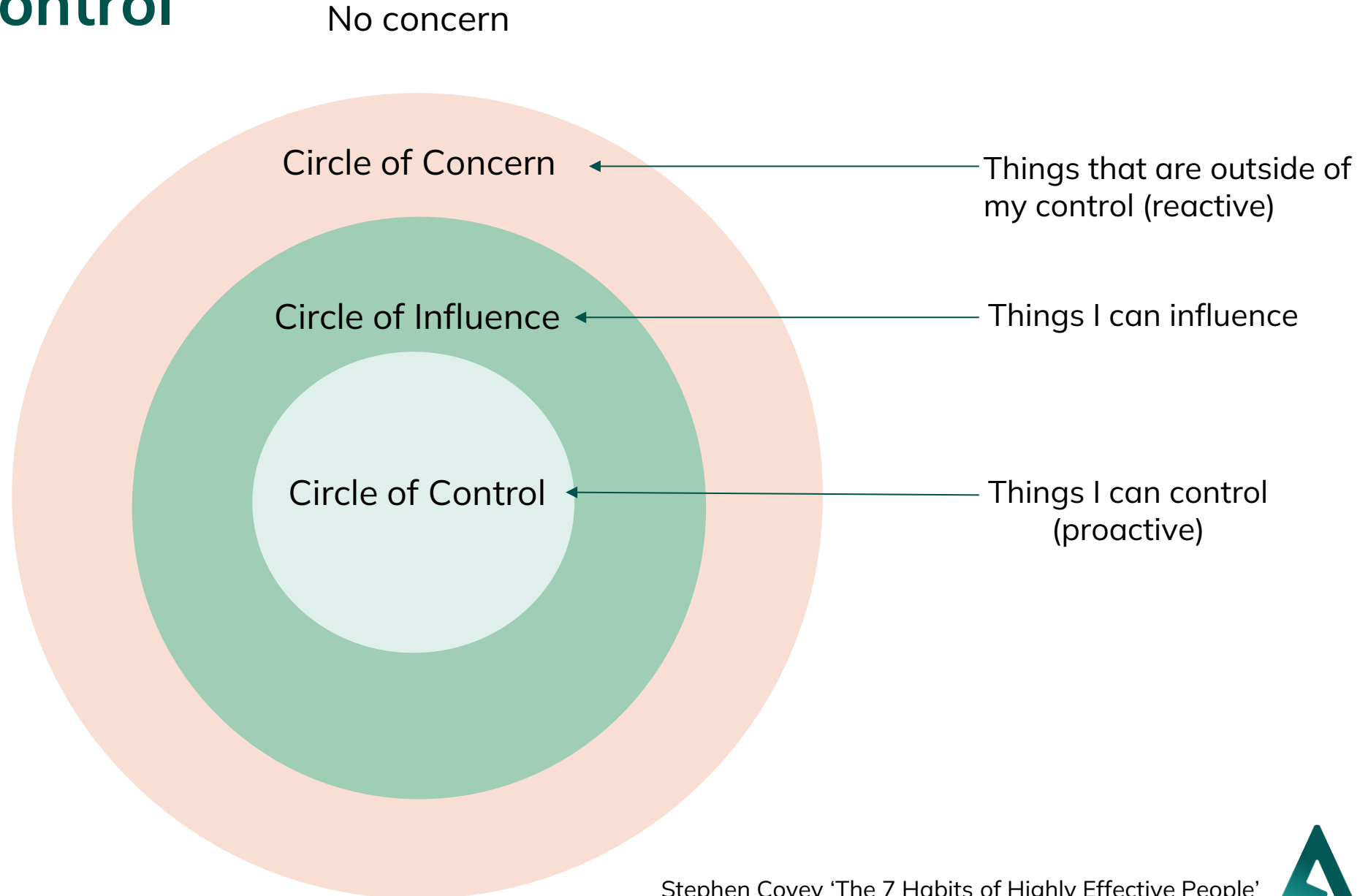
NIGHT



Perception of passing time



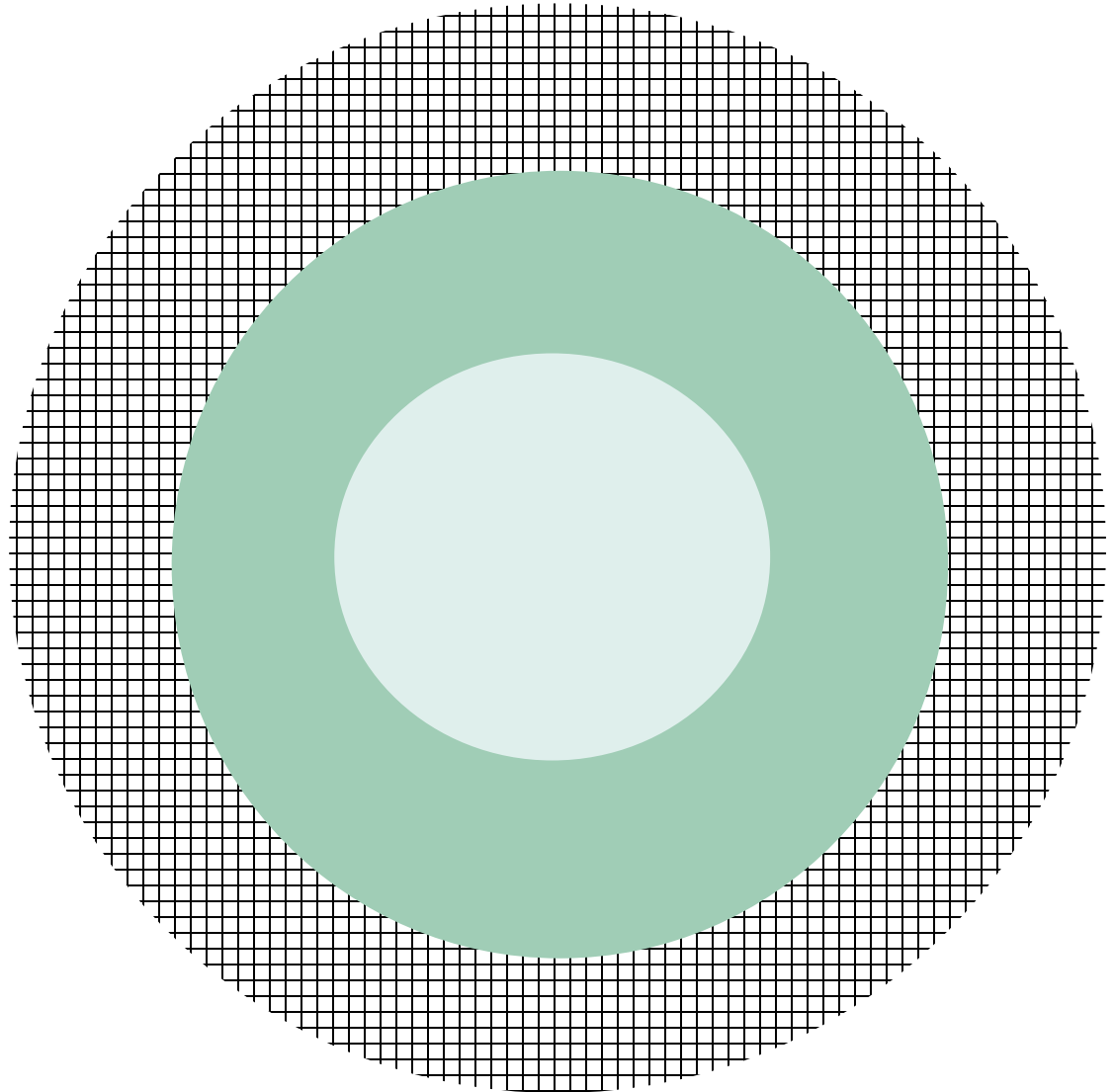
Our circle of control



The circle of control

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



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

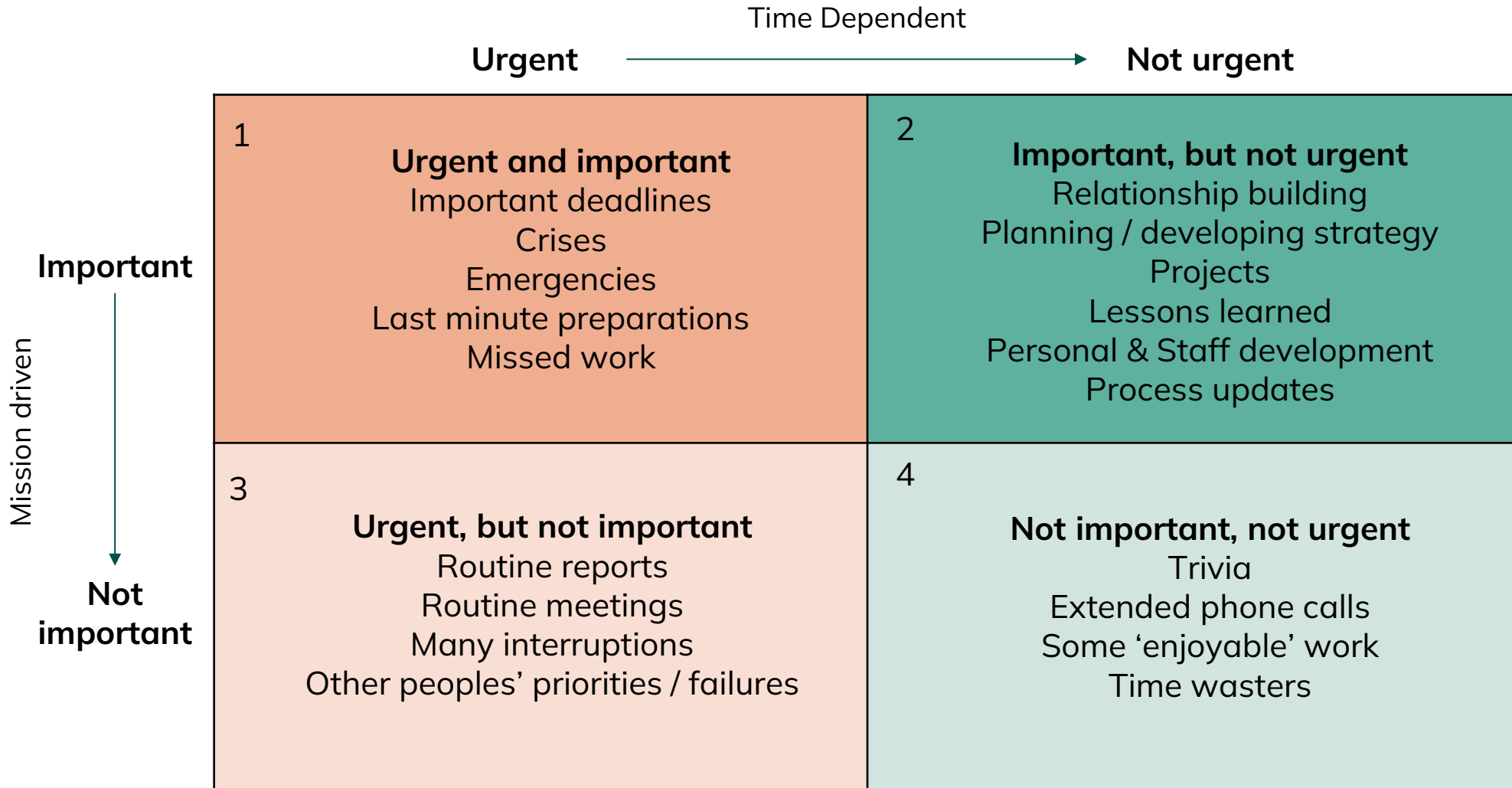
What are your **time wasters**?

Time wasters are activities, behaviours, or distractions that consume time without adding value to your work or personal goals. They often reduce productivity and prevent you from focusing on important tasks.

- Procrastination
- Unnecessary meetings
- Multitasking
- Distractions (emails, social media, notifications)
- Perfectionism
- Lack of prioritisation
- Poor delegation
- Unorganised workspace



Eisenhower Matrix



Completing the matrix

If you don't already have a to-do list, write one out. Include things that you know you need to do, such as delegating a task to your team, but don't feel you have the time to do.

Then for each item review:

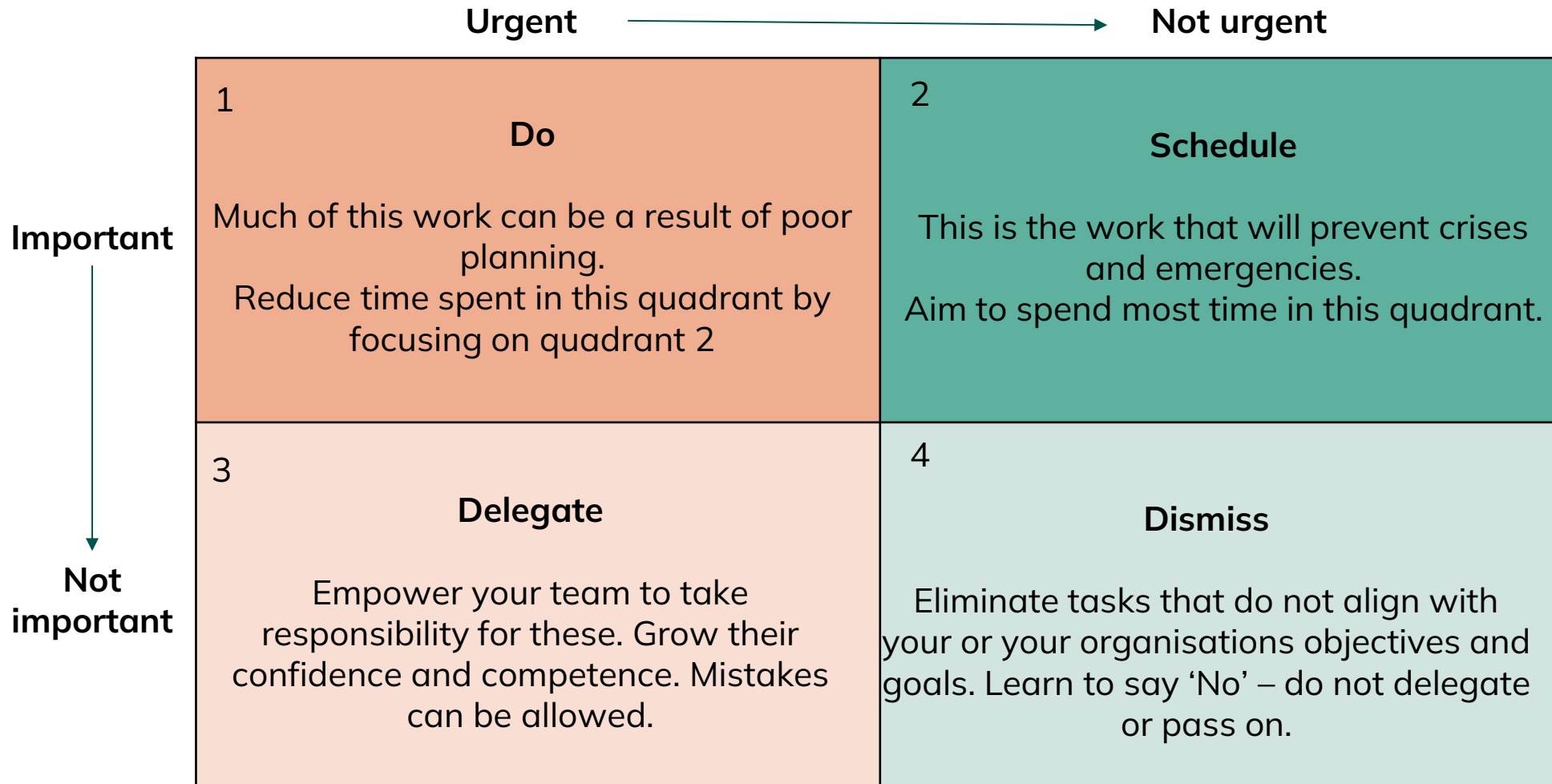
Is it urgent? Does it demand immediate attention? (typically, 48 hours) They are often the ones we concentrate on and they demand attention because the consequences of not dealing with them are immediate.

Is it important? Does it have an outcome that leads to you achieving your goals, whether personal or professional?

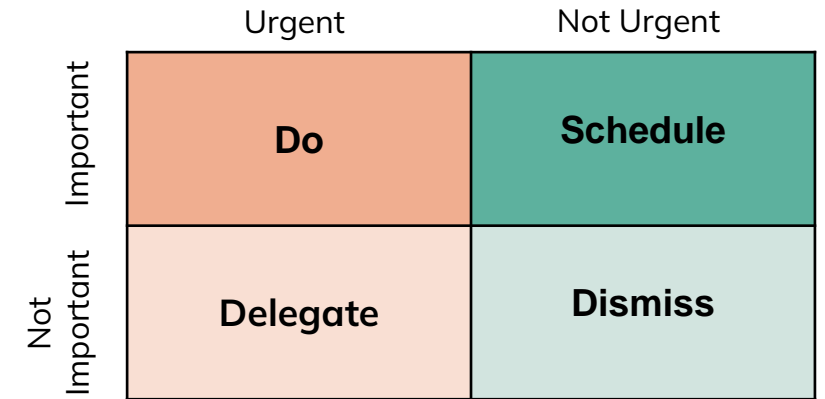
Plot them into the matrix and reflect on what your follow up actions need to be.



Eisenhower Matrix



6 Eisenhower Matrix Tips



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.



Procrastination



Chimp management (paradox)

Prof Steve Peters

CREATOR OF THE **GROUNDBREAKING** MIND MODEL



'The mind programme that helped me win my Olympic Golds'
Sir Chris Hoy

The
**MIND
MANAGEMENT**
Programme for
Confidence, Success and Happiness



Punctuality – Lewis Carroll (1832-98)

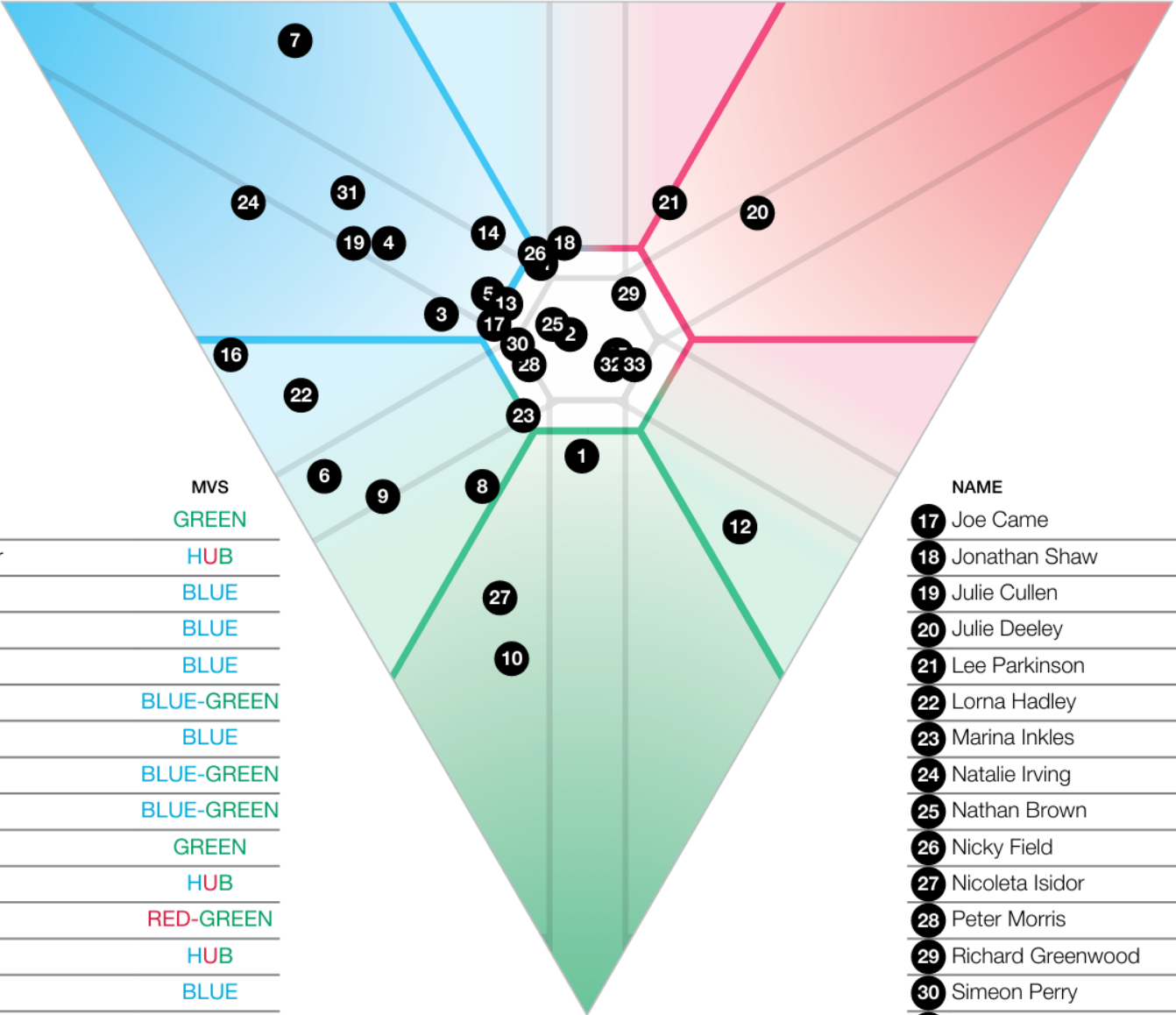


Man naturally loves delay,
And to procrastinate;
Business put off from day to day
Is always done too late.

Let ever hour be in its place
Firm fixed, nor loosely shift,
And well enjoy the vacant space,
As though a birthday gift.

Team SDI Results Efficiency North

May 20, 2024



NAME	MVS
1 Aaron Ziemniak	GREEN
2 Abdul-Majid Mater	HUB
3 Alex White	BLUE
4 Cameron Cousins	BLUE
5 Carl Bairstow	BLUE
6 Curtis Evans	BLUE-GREEN
7 Daniel Simpkins	BLUE
8 Darren Walker	BLUE-GREEN
9 Eddy Dennis	BLUE-GREEN
10 Elizabeth Quinn	GREEN
11 Elizabeth Butcher	HUB
12 Emma Mottram	RED-GREEN
13 Hannah Norton	HUB
14 Helen Anderson	BLUE
15 Istvan Baranyi	HUB
16 Jed Turner	BLUE-GREEN

NAME	MVS
17 Joe Came	HUB
18 Jonathan Shaw	RED-BLUE
19 Julie Cullen	BLUE
20 Julie Deeley	RED
21 Lee Parkinson	RED
22 Lorna Hadley	BLUE-GREEN
23 Marina Inkles	BLUE-GREEN
24 Natalie Irving	BLUE
25 Nathan Brown	HUB
26 Nicky Field	HUB
27 Nicoleta Isidor	GREEN
28 Peter Morris	HUB
29 Richard Greenwood	HUB
30 Simeon Perry	HUB
31 Sophie Richardson	BLUE
32 Tracy Worsnop	HUB
33 Vijay Kumar	HUB



YESTERDAY, IN OUR
FOUR-HOUR MEETING,
WE AGREED TO POST-
PONE THE VENDOR
SELECTION.



Dilbert.com DilbertCartoonist@gmail.com

NO, WE
AGREED TO
USE OUR
EXISTING
VENDOR.

I THOUGHT
WE AGREED
TO CANCEL
THE WHOLE
PROJECT.



6-20-15 © 2015 Scott Adams, Inc. /Dist. by Universal Uclick

WE MIGHT
NEED SOME
CLARITY
ON THIS.

FOUR
MORE
HOURS
SHOULD
DO IT.



The 40-20-40 continuum

40% of your attention on **preparation** and getting everything right before you meet

20% of your attention on the **meeting itself**

40% of your attention on the **follow through**

What each MVS needs in meetings

	Blue	Red	Green	Hub
Before				
During				
After				



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



Running effective meetings

In groups, discuss for 10 minutes and collect your thoughts on a flip chart:

What actions can you take to improve the meetings you are responsible for, or part of?

Focus on meetings you have influence over, either the ones you run or the ones you are actively involved in.

Are there any meetings you don't currently run that you could?

Are there any you could delegate attendance to?



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



SDI meeting tips on app

Compare

- Account: All
- DS Daniel Simpkins Recruitment Coordinator
- CE Curtis Evans Procurement Coordinator
- CB Carl Bairstow Head of Membership Development**
- CC Cameron ICT and Op...
- AW Alex Wh Supply Ch...
- AZ Aaron Zi Commerci...

Compare

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

Results

Going Well Conflict

Scroll down ↓

Compare

- Motives Strengths **Tips**
- 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.

Scroll down ↓

Compare

- Motives Strengths **Tips**
- 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 disinter...
 - Dismissi... helpful...
 - Appeari... people.
 - Assumin... respons... accepta...
- 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.

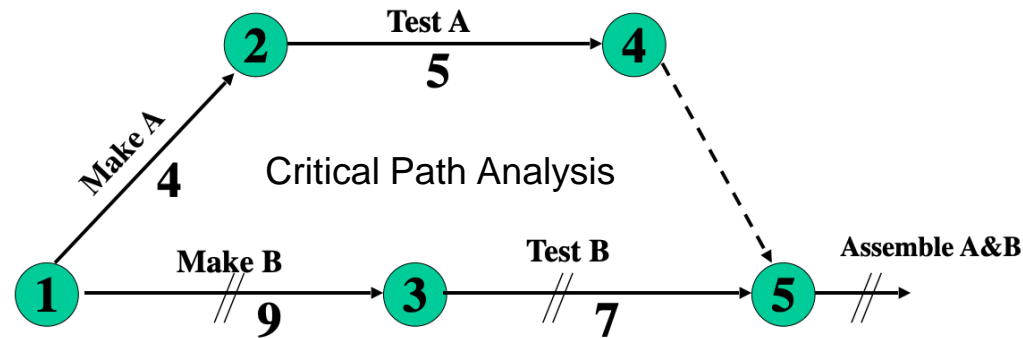
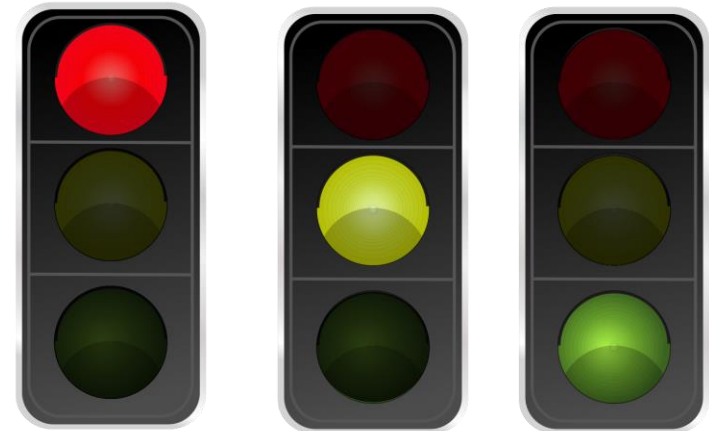


Focus on the right things and positives too

Classic Monday morning exception report meeting

- Would it be better to focus on the figures that are Green and discuss why?
- or the figures in Red and why?

Are you using the time to discuss the critical things?



What do you want people to walk away remembering?

7 ± 2

Learning Review – So what?

Individually reflect on and write down your take aways and key learnings in the form of actions, remember SMART from CLE. Capture on post it notes to share back with us.

Then in groups of 5, seated in a circle – each has 2 minutes to share:

‘What’ you are going to do and the **‘context’** in which you will use it and **‘why’** you chose it.

After everyone has had a turn, individually spend 5 minutes reflecting to further develop your actions with any additional thoughts from the group share.



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>

Stay connected with us

Igniting change; Nurturing Growth; Driving performance



Find us here
on LinkedIn

Or visit us at:-

www.ambitopartners.com

