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Department of **State Development**





Advancing Excellence in the Public Sector

Work Smarter: Live Better Efficiency Workshop

Cyril Peupion

Primary Asset Consulting Education



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Work Smarter: Live Better

from reactive manager to proactive leader

Institute of Public Administration Australia (WA)
8 September 2011

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Some Facts...

2.1 hours per day consumed by interruptions

70% of cc emails have no relevance for receivers

34% of worker check their emails constantly

6 weeks per year looking for information we already have

60% of time spent on activities which will have no impact long term



Most people have never been taught how to work!

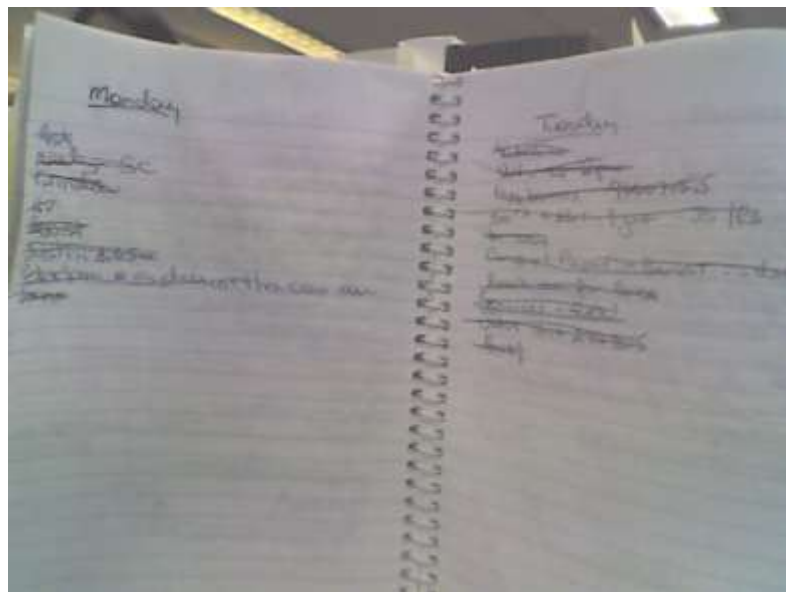


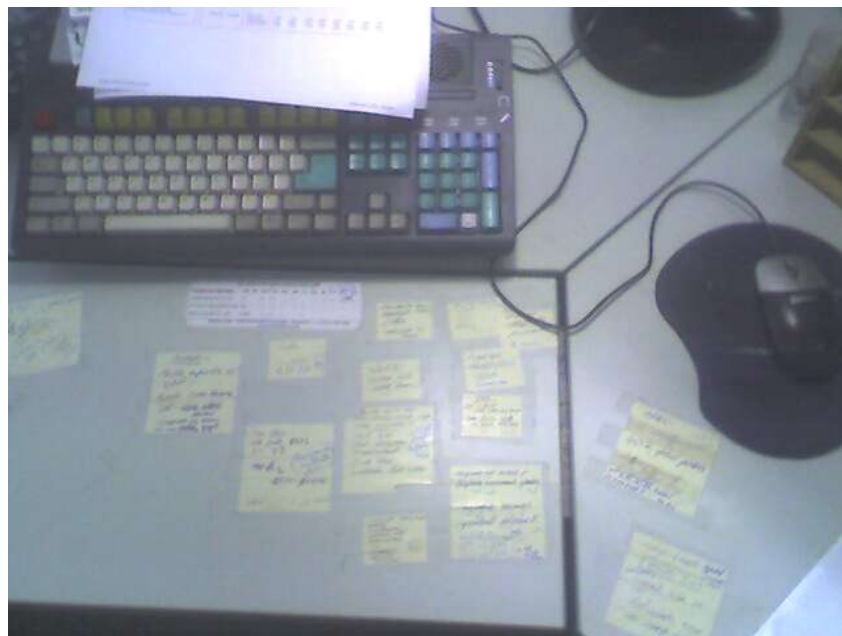
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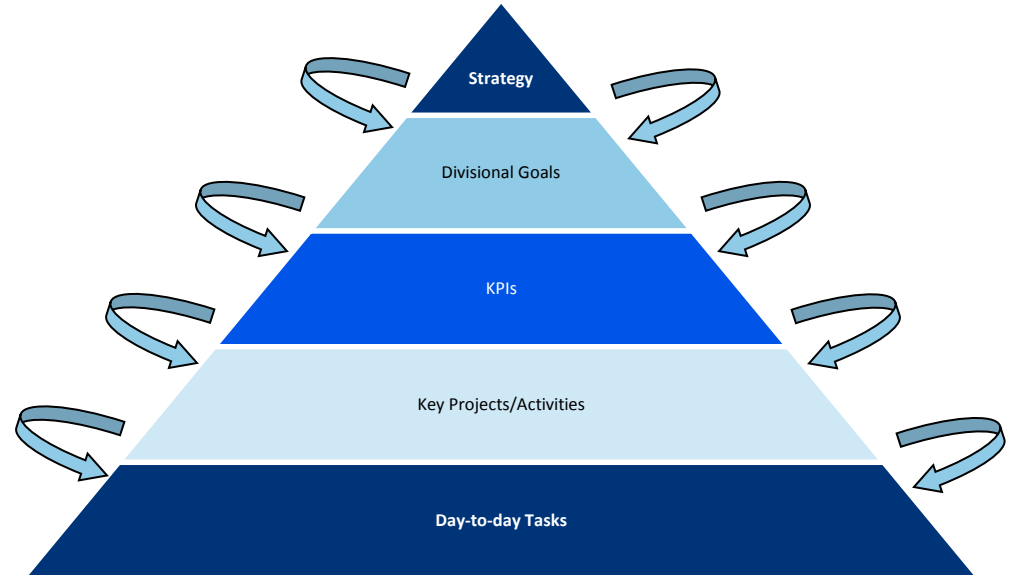
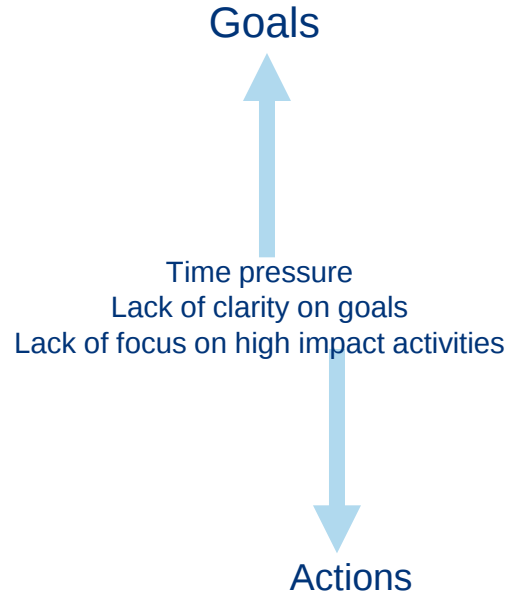




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Execution – The GAP between Strategy & day-to-day Activities





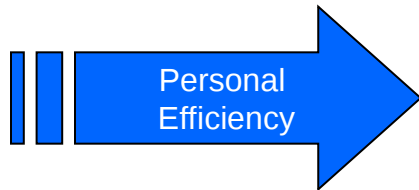
And we wonder why 66% of Corporate
Strategy is never executed!



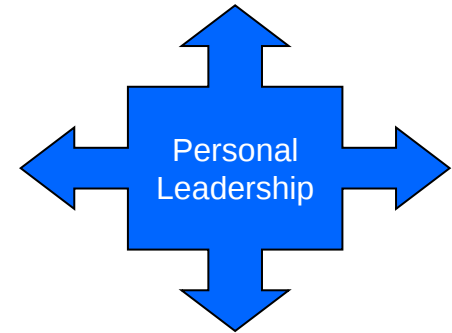
*“70% of strategic failures come
from poor execution of leadership;
...it’s rarely for lack of smarts or visions”*

Larry Bossidy – ex GE Exec and CEO Allied Signal

Dr. Ram Charan – board and executive adviser



Do the things right -
The "how"



Do the right things -
The "what"

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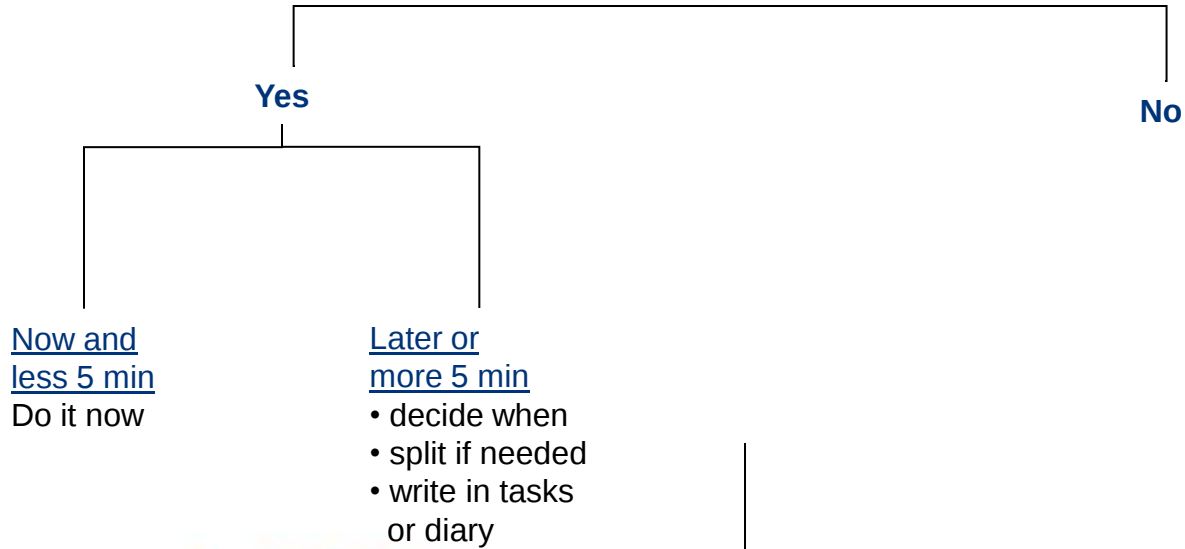




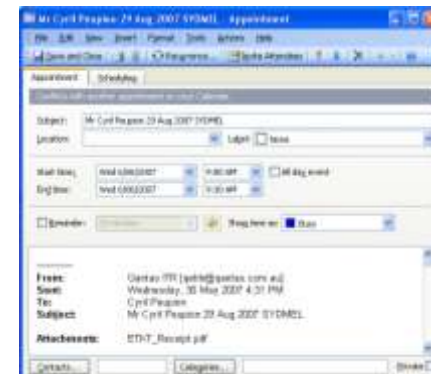
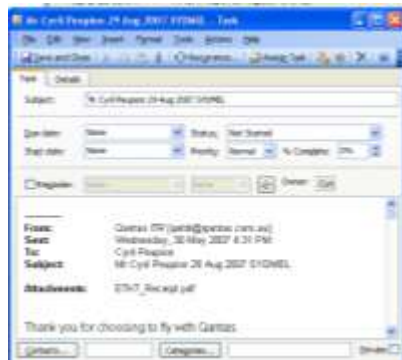
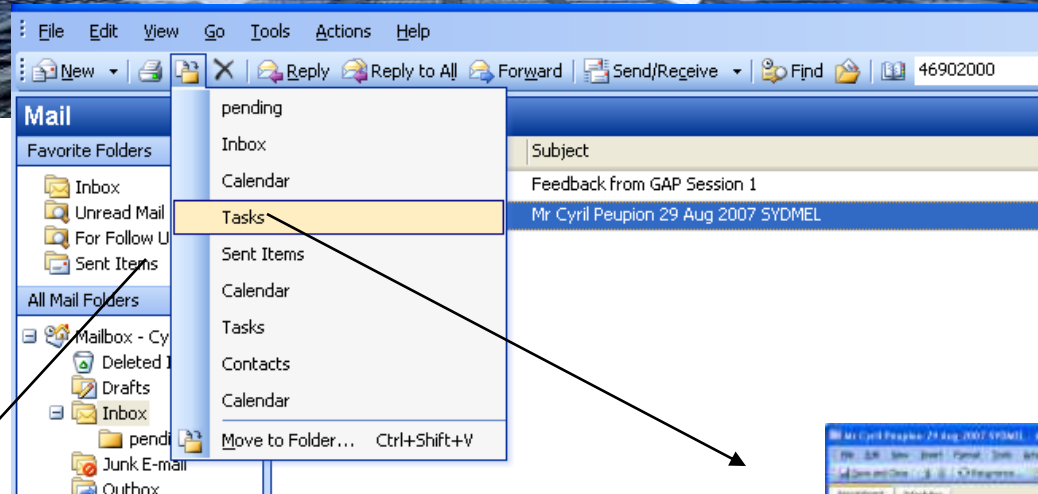
Personal Efficiency Procrastination

1. Decide

do I need to do something?
what is the next logical step?



- ❖ batch – check emails on average 2/3 times per day
- ❖ CLOSE – do not check your inbox in between
- ❖ decide – DO IT NOW - take to the next logical step
- ❖ drag into Calendar or Task
- ❖ deal with it while manageable / small
- ❖ one way street logic (inbox, intray)





Your inbox is not

a task management system



Task / Calendar

a filing management system



Folders

a contact management system



Contact

a bin



My friend the bin

**Inbox is only a receiving system
like your mailbox at home**

be motivated

5

Start fresh as of today

- move most to a specific folder
- schedule time to review
- from today be on top of your inbox

be decisive

4

The 'Do it now / Decide it now' approach

be brutal

3

- sort by "From"
- quick review to delete by batch

archive
date

be brutal

2

Archive



Archive

delete
date

be brutal

1

Delete





Personal Efficiency Lack of Focus



Interruptions

- ❖ decide on the importance
- ❖ batch communications (speak to)
- ❖ non-interrupt time
- ❖ turn off mobile / divert phone
- ❖ turn off emails
- ❖ be aware and respectful
- ❖ reduce the back-from-leave interruption stress



Distractions – Clear Your Mind

- ❖ write it down
 - use collection tools
 - paper or electronic
 - mobile – with you all the time
 - example: to do office / to do home / in transit
- ❖ focus on one task at a time
- ❖ clean desk policy



Personal Leadership



The Key to be Effective

1. Be clear on your goals and high impact activities
2. Make them a must
3. Take massive actions
4. Review and change if necessary



Review & change

Goals



Think quarterly
Be clear on your goals & HIA



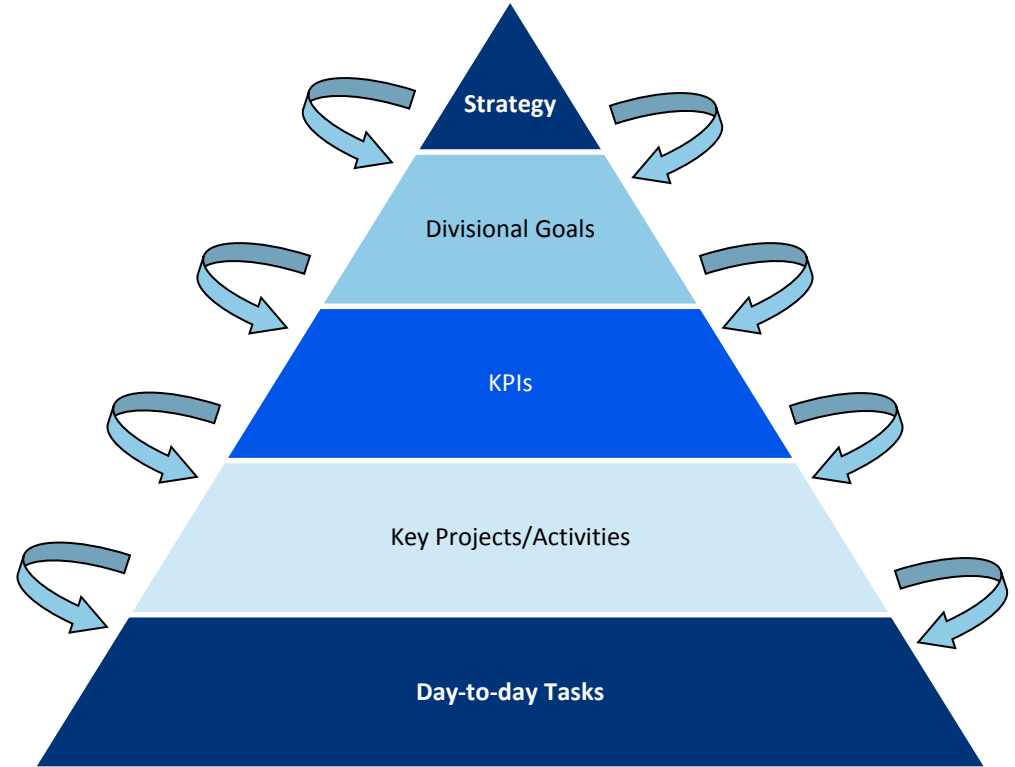
Plan weekly
Make them a must



Act daily
Take massive action



Actions





Plan Quarterly – Focus on High Impact Activities

What are the 2 or 3 projects / activities that if you did extremely well and did nothing else over the next 3 months would have a significant impact long term on your performance and the performance of your business?



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Plan Quarterly – Focus on High Impact Activities

What are the 2 or 3 projects / activities that if you did extremely well and did nothing else over the next 3 months would have a significant impact long term on your **personal life**?



Plan weekly

- ❖ Every Friday review and plan the following week
- ❖ Start with your big rocks in mind
 - review your compass plan / high impact projects
 - review your key projects plan
 - think of all the high impact activities
- ❖ Allocate each time slot to a project
 - book meetings with yourself
 - let me breathe
 - schedule unplanned / reactive time. be honest



Act daily

- ❖ Don't plan daily
- ❖ Be focused
- ❖ Be present
- ❖ Don't try to be popular

Good leadership involves responsibility (...), which means that some people will get angry at your actions and decisions. Trying to get everyone to like you is a sign of mediocrity.”

Colin Powell

Leadership lesson 1

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For the past 33 years, I have looked in the mirror every morning and asked myself: “If today was the last day of my life, would I want to do what I am about to do today?”

And whenever the answer has been “No” for too many days in a row, I know I need to change something...almost everything

all external expectations, all pride, all fear of embarrassment or failure – these things just fall away in the face of death, leaving only what is truly important.

Steve Jobs
CEO Apple Computer
Stanford University Commencement, 2005

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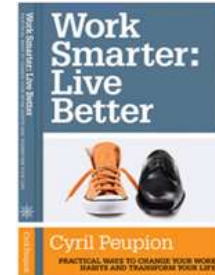
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