



**Personal Effectiveness:  
Managing Time Management and Administration**

Releasing potential through learning and development

how you say it

**Welcome**

**Mike Phillips**  
Trainer, Facilitator, Consultant and Coach  
(Assoc. CPD, Cert. in Training Practice)

30 Vicarage Road  
London  
E15 4HD  
07949 826881

For details about other courses Mike  
available

mike@mikephillipstraining.co.uk  
www.mikephillipstraining.co.uk

Follow Mike Phillips Training on

http://mikephillipstraining.blogspot.co.uk/  
www.facebook.com/MikePhillipsTraining  
www.linkedin.com/in/mikephillipstraining  
www.twitter.com/MikePTrain

Please take a few moments before the course & complete  
"My Personal Learning Objectives" in your Workbook

dsc  
directory of social change

---

---

---

---

---

---

---

---

---

---

**Course Aim**

Releasing potential through learning and development

- To provide participants with the fundamentals of useful time management techniques

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

**Learning Outcomes**

Releasing potential through learning and development

By the end of today's course, you will be able to:

- List the benefits of being effective an time manager
- Analyse your own time management habits
- Distinguish between reacting and responding to situations
- Be aware of the impact of procrastination and how to overcome it
- Set SMART goals
- Use a range of planning and prioritising techniques
- Identify your personal time stealers and strategies to gain control of your time

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---



**Pareto's 80:20 Principle**

- 80% of the consequences flow from 20% of the causes
- 80% of the results come from 20% of the effort and time
- 80% of company profits come from 20% of the products and customers
- 80% of all stock market gains are realised by 20% of the investors and 20% of an individual portfolio

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

---

---

**Time Management in Context**

- Be aware of time as a concept
- List the benefits of being an effective time manager
- Identify Time Stealers

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

---

---

**Identify Time Management and Effectiveness barriers**

- An unclear job role/not knowing what we are **FOR**
- Answering other people's calls
- Inefficient administration systems
- Interruptions from colleagues
- Lack of skills and/or confidence
- Own attitudes/mind-set towards time-management and ways of working
- Personal work habits
- Searching for things
- Taking minutes
- Too many/irrelevant meetings
- Waiting for other people
- Work given at the last minute

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

---

---



**Move towards Efficiency**

- Action plans
- Arrange work space
- Break the urgency habit
- Chunk/cluster calls and emails
- Clear desk
- High energy time and private hour
- Just say "no"
- Making decisions

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

---

---

**Solutions = Setting limits**

- Limiting availability
- Limiting duration
- Limiting importance
- Limiting involvement
- Limiting standards
- Limiting urgency

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

---

---

**Using a Time Management Audit**

- Analyse your own time management habits
- Use the Energy Curve to plan tasks and activities
- Be aware of the cost of time
- Reflect on your own work-life balance

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

---

---



## Time Management Audit

Releasing potential through learning and development

directory of social change

---

---

---

---

---

---

---

---

## Keep A Time Log

Releasing potential through learning and development

**TIME LOG**

DATE:

TIME	ACTIVITY	PURPOSE / PROJECT					DIRECTION	MILEAGE	PROJECT	DIRECTION
		1	2	3	4	5				
08.00										
09.00										
10.00										
11.00										
12.00										
13.00										
14.00										
15.00										
16.00										
17.00										
18.00										

**TIME LOG**

DATE: 21 Nov

TIME	ACTIVITY	PURPOSE / PROJECT					DIRECTION	MILEAGE	PROJECT	DIRECTION
		1	2	3	4	5				
08.00	Exercise									
09.00	College, Bristol									
09.30	Management Software									
10.00	Workshop									
10.30	College, Bristol									
11.00	College, Bristol									
11.30	House, Bristol									
12.00	College, Bristol									
13.00	College, Bristol									
14.00	College, Bristol									
15.00	College, Bristol									
16.00	College, Bristol									
17.00	College, Bristol									
18.00	College, Bristol									

directory of social change

---

---

---

---

---

---

---

---

## Take 5: Tips to Reflect and Analyse

Releasing potential through learning and development

directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---



**Our Energy Curve**

Releasing potential through learning and development

**ENERGY LEVELS**

**WARM UP TASKS**

**Key Task 1**

**Key Task 2**

**LUNCH**

**Key Task 3**

**Key Task 4**

**REWARD TASK**

**WRITE TO-DO LIST**

**START** **FINISH**

**dsc** directory of social change

04072018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

---

---

**Your time is worth....**

Releasing potential through learning and development

If you earn per annum:	Each hour is worth:	The loss of one hour per day over a year costs:
£10,000	£6.13	£1,428.00
£15,000	£9.19	£2,142.00
£20,000	£12.26	£2,875.00
£25,000	£15.32	£3,571.00
£30,000	£18.39	£4,285.00

**dsc** directory of social change

04072018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

---

---

**Time Is Money**

Releasing potential through learning and development

**WHICH IS YOUR LOCUS OF CONTROL?**

**Internal locus of control:** You make things happen

**External locus of control:** Things happen to you

**T IS MONEY**

**dsc** directory of social change

04072018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---


---

---



Releasing potential through learning and development

## Pause for Thought



Time = Life, Therefore, waste your time and waste of your life, or master your time and master your life. "

Alan Lakein

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---


---

---

---

---

Releasing potential through learning and development



## The Brain, Mindsets and Time Management

- Be aware of how the brain affects our time management
- Distinguish between reacting and responding to situations

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

Releasing potential through learning and development

## Mind Games

How our brains help us or hinder us



dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---


---

---

---



Releasing potential through learning and development



### Understanding Procrastination

- Be aware of the impact of procrastination and how to overcome it
- Explore the impacts of procrastination on self, co-workers and others
- List 5 tips for dealing with procrastination

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---


---

---

---

Releasing potential through learning and development

### Looking at What Holds Us Back



dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

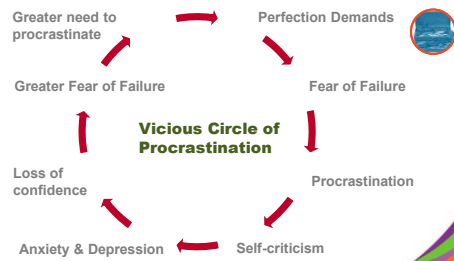
---

---

---

Releasing potential through learning and development

### The Procrastination Cycle



**Vicious Circle of Procrastination**

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---



**Impacts of Procrastination**

- Damage to reputation
- Distress from delay
- Guilt
- Last minute anxiety
- Missed deadlines
- Missed opportunities
- Pressure on colleagues
- Pressure on self
- Sub-standard work

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

---

---

**Why Procrastinate?**

- Fear of Failure – need to be perfect
- Inner critic
- Logic based on past experience
- Reaction to threat
- Short term gain – reduce tension, fun

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

---

---

**Changing Thoughts**

**Procrastinators:**

- I have to
- I must finish
- This is so big
- I must be perfect
- I don't have time to play

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

---

---





**Take 5:  
Tips to Overcome Procrastination**

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

**Unhelpful Time Management Mindsets**

Identify personal mind-sets that may get in the way of you being effective time manager

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

**HB - Have's and Be's**

- I'll be happy when I have paid off the mortgage
- If only I had a different boss
- If only I had a more patient husband/wife
- If I had my degree
- If only I had more time to myself

Versus:

- I can be more loving, patient
- I will be more assertive with my boss

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

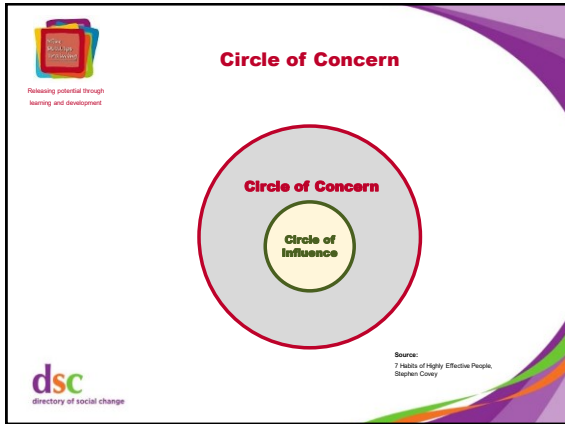
---

---

---

---

---



---

---

---

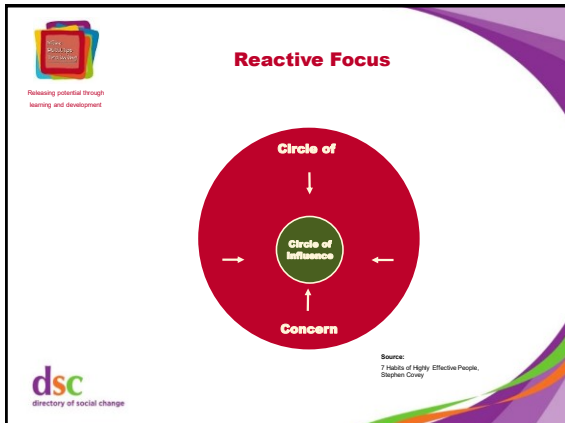
---

---

---

---

---



---

---

---

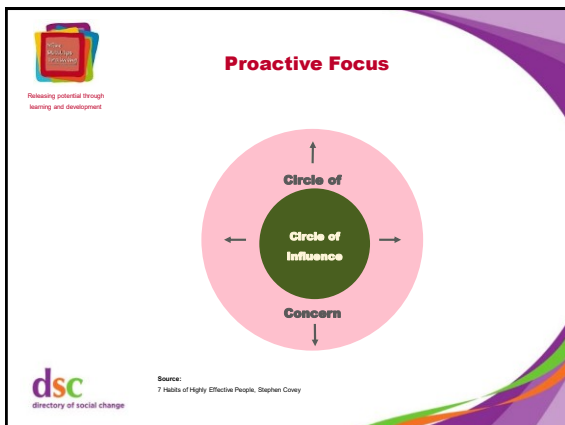
---

---

---

---

---



---

---

---

---

---

---

---

---



**What do you see?**

---

---

---

---

---

---

---

---

**Mind Set:  
Direction**

---

---

---

---

---

---

---

---

**Mind Set:  
Flexibility of Mind and Strategies**

---

---

---

---

---

---

---

---



**Mind Set:**  
**Know Your Motivation Triggers**



**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---



---

---

---

---

**Mind Set:**  
**Locus of Control**



**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

**Mind Set:**  
**Reactive or Proactive?**



**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---



**Mind Set:  
Bad Work Habits?**



**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

**Mind Set:  
Remove Inefficiencies**



**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

**Mind Set:  
Chained to the Past**



**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---



**Mindsets: A Summary**

- Direction?
- My Way or No Way
- Reactive vs Proactive
- Bad Habits (e.g. no boundaries)?
- Inefficiencies?
- Chained to the past?

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

**Pause for Thought**

*"If you have made mistakes, there is always another chance for you. You may make a fresh start at any moment you choose ... For this thing we call 'failure' is not the falling down, but the staying down."*

Mary Pickford

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

**Welcome Back!**

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---


---

---

---



Releasing potential through learning and development



### Time Management Habits

- Be aware of how we work under pressure
- Identify unhelpful work habits

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---


---

---

---

Releasing potential through learning and development

### Work Habits



dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

Releasing potential through learning and development

### Avoid bad habits...



dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---


---

---



**Pause for Thought**

Releasing potential through learning and development



...

"If you do what you've always done, you'll get what you've always gotten."

Anthony Robbins

...

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---


---

---

---

**Roles and Goals**

Releasing potential through learning and development



- Recognise the different roles you play in your work and personal life
- Consider what you are FOR
- Describe SMART goals
- Set goals for your personal and work-life going forward

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

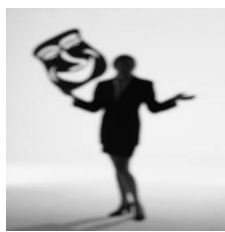
---

---

---

**Roles and Goals**

Releasing potential through learning and development



dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---





**Mission**



**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---


---

---

---

---

**What am I FOR?**



**F** • Fundamental  
**O** • Outcome  
**R** • Requirement

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

**SMART Goals**



**“The object to which effort or ambition is directed; the destination of a journey.”**

Oxford English Dictionary

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---



**SMART**

- S** • Specific
- M** • Measureable
- A** • Achievable
- R** • Realistic/Relevant
- T** • Time-bound

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

**SMART**

- S** • Stretching
- M** • Meaningful
- A** • Aspirational
- R** • Rewarding
- T** • Trust (based on)

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

**Keep Your Eye on the Goal**

**Be determined in achieving your goals...**

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---



---

---

---



Releasing potential through learning and development

### Planning

- Describe the Planning Pyramid
- Identify strategies for planning and scheduling your calendar
- Explain the Time Management Quadrant and the best quarter in which to focus our efforts

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---


---

---


---

---

Releasing potential through learning and development



### Planning Pyramid



dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---


---

---

---

---

Releasing potential through learning and development



### Structuring Your Day



- Diaries/Year Planners/Outlook™
- Focus Tasks
- Find the Hidden Hour
- High Energy Times
- Multi-tasking?
- Reflection Time
- Review Plans
- Work-life Balance

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---


---

---

---

---






## Time Management Quadrant

Releasing potential through learning and development

<p><b>Q1. URGENT &amp; IMPORTANT</b></p> <ul style="list-style-type: none"> <li>Genuine crises</li> <li>Pressing problems</li> <li>Projects/work driven by deadlines</li> <li>Fire fighting</li> </ul>	<p><b>Q2. NOT URGENT BUT IMPORTANT</b></p> <ul style="list-style-type: none"> <li>Planning,</li> <li>Relationship building,</li> <li>Creative thinking – new opportunities,</li> <li>Preventing crises, projecting</li> <li>Professional knowledge</li> </ul>
<p><b>Q3. NOT IMPORTANT BUT URGENT</b></p> <ul style="list-style-type: none"> <li>Interruptions</li> <li>Some calls</li> <li>Some mail</li> <li>Some reports</li> <li>Unprepared meetings</li> </ul>	<p><b>Q4. NOT IMPORTANT &amp; NOT URGENT</b></p> <ul style="list-style-type: none"> <li>Irrelevant mail and calls</li> <li>Trivia</li> <li>Unproductive activities</li> <li>Stuff we like to do</li> </ul>



04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---


---

---

---

---


---



## Time Management Quadrant

Releasing potential through learning and development

<p><b>Q1. URGENT &amp; IMPORTANT</b></p> <ul style="list-style-type: none"> <li>Genuine crises</li> <li>Pressing problems</li> <li>Projects/work driven by deadlines</li> <li>Fire fighting</li> </ul>	<p><b>Q2. NOT URGENT BUT IMPORTANT</b></p> <ul style="list-style-type: none"> <li>Planning,</li> <li>Relationship building,</li> <li>Creative thinking – new opportunities,</li> <li>Preventing crises, projecting</li> <li>Professional knowledge</li> </ul>
<p><b>Q3. NOT IMPORTANT BUT URGENT</b></p> <ul style="list-style-type: none"> <li>Interruptions</li> <li>Some calls</li> <li>Some mail</li> <li>Some reports</li> <li>Unprepared meetings</li> </ul>	<p><b>Q4. NOT IMPORTANT &amp; NOT URGENT</b></p> <ul style="list-style-type: none"> <li>Irrelevant mail and calls</li> <li>Trivia</li> <li>Unproductive activities</li> <li>Stuff we like to do</li> </ul>



04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---


---

---

---


---

---




## Prioritising Tasks

Releasing potential through learning and development



---

Use a range of potential techniques for prioritising your tasks



04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---


---



**Prioritising**

Releasing potential through learning and development

- P • P roper
- P • P rior
- P • P lanning
- P • P revents
- P • P oor
- P • P erformance



**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---


---

---

---

**Prioritising Tasks**

Releasing potential through learning and development



**Must**

**Should**

**Could**

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---


---

---

---

**Pause for Thought**

Releasing potential through learning and development



...

"One of the symptoms of an approaching nervous breakdown is the belief that one's work is terribly important and that to take a holiday would bring all kinds of disaster."

Bertrand Russell

...

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---



**Welcome Back!**

Releasing potential through learning and development

now you say...

Welcome

now you say...

Welcome

now you say...

Welcome

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---


---

---

---

**Strategies for Time Stealers**

Releasing potential through learning and development



Identify your personal time stealers and strategies to gain control of your time

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

**Time Stealers**

Releasing potential through learning and development



**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---



Releasing potential through learning and development



## Effective Delegation

- Recognise key principles for effective delegation

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

Releasing potential through learning and development

## Be A Smarter Delegator

<p><b>SMART GOALS</b></p> <p><b>S</b> • Specific</p> <p><b>M</b> • Measureable</p> <p><b>A</b> • Achievable</p> <p><b>R</b> • Realistic/Relevant</p> <p><b>T</b> • Time-bound</p>	<p><b>SMARTER DELEGATION</b></p> <p><b>S</b> • Specific</p> <p><b>M</b> • Measureable</p> <p><b>A</b> • Achievable</p> <p><b>R</b> • Realistic/Relevant</p> <p><b>T</b> • Time-bound</p> <p><b>E</b> • Ethical</p> <p><b>R</b> • Recorded</p>
---	---

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

Releasing potential through learning and development

## Delegation Isn't 'Dumping'



"The only reason I'm having Cindy do my homework, Dad, is that you always say a good manager knows how to delegate work."

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---



**Delegation Continuum**

Releasing potential through learning and development

**Tell Sell Consult Share Delegate**

**dsc**  
directory of social change

Source: Tannenbaum and Schmidt - model of delegation and team development  
04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

---

---

**Pause for Thought**

Releasing potential through learning and development

...

*"It is far better for a man to go wrong in freedom than to go right in chains."*

Thomas H. Huxley

...

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

---

---

**Saying 'no'**

Releasing potential through learning and development

- Identify who asks for inappropriate amounts of time
- Practise
- Say it quickly – no long excuses
- Stay neutral
- Be strong
  - ★ 'stuck record'

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

---

---





**Pressure vs Stress – What's the Difference?**

Releasing potential through learning and development

**STRESS**  
is a reaction to continued excessive pressure or responsibility when you feel inadequate or unable to cope.

**PRESSURE**  
is the stimulation and challenge you need to achieve job satisfaction and self-esteem.

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

**Time Management and Stress**

Releasing potential through learning and development

Distinguish between pressure, eustress and distress

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

**Pressure vs. Performance**

Releasing potential through learning and development

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---


---



**Organising Your Workspace**

Releasing potential through learning and development

“Each piece of paper on the desk is indicative of a decision not yet made or an action not yet taken”



Source: "Clear Your Desk" Declan Treacy 1991

dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---


---

---

---

**Planning for the Future/  
Stay Connected**

Releasing potential through learning and development



dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---


---

---

---

**Changing Habits**

Releasing potential through learning and development



dsc  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---



Releasing potential through learning and development

## Pause for Thought



...  
*"Old habits can't be thrown out of the upstairs window. They have to be coaxed down the stairs one step at a time."*  
 ...  
**Mark Twain**  
 ...

dsc directory of social change  
 04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

Releasing potential through learning and development

## Thanks for Your Participation!



**Mike Phillips**  
 Trainer, Facilitator, Consultant and Coach  
 (Assoc. CPD, Cert. in Training Practice)

30 Vicarage Road  
 London  
 E15 4HD  
 07949 826881

**For details about other courses please contact:**  
 mike@mikephillipstraining.co.uk  
 www.mikephillipstraining.co.uk

**Follow Mike Phillips Training on:**  
<http://mikephillipstraining.blogspot.co.uk/>  
[www.facebook.com/MikePhillipTraining](https://www.facebook.com/MikePhillipTraining)  
[www.linkedin.com/company/mikephillipstraining](https://www.linkedin.com/company/mikephillipstraining)  
[www.youtube.com/channel/UCMlP7r0...](https://www.youtube.com/channel/UCMlP7r0...)

Please remember to hand in your completed Evaluation Form. If you'd like to receive the slides from today, please clearly write your email address on the form provided.

dsc directory of social change  
 04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---

Releasing potential through learning and development

## Bonus Slides

dsc directory of social change  
 04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---


---

---



**Saying "No"**

- Say it once
- Say it clearly
- Explain your situation
- Try to help the other person to create solutions



**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

**Negotiating your workload**

- Ask yourself "How can I say this in a way they will hear it?"
- Be clear about objective criteria e.g job description
- Decide what you will do if it doesn't work out
- Prepare your case with a suggested solution and make your case clearly
- Understand the consequences for and interests of the rest of the team and the manager – Win/Win

**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---


---

---

---

**Effective Systems**

- Always start with your role and what you are FOR
- Ask how others' roles, what they do and this fits in with what you are FOR
- Ask others what works best for them
- Be assertive
- Design systems which work for you and others
- Get colleagues/managers on board
- Make sure you are kept informed



**dsc**  
directory of social change

04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---


---

---

---

---


---

Releasing potential through learning and development

### Organising your office 10 top tips

1. Archive you PC files/emails
2. Flag you emails, both sending and receiving for attention
3. Keep details of your contacts, so they are easy to retrieve
4. Keep on top of supplies
5. Make your workspace simple to use – both desk and PC
6. Manage your files centrally
7. Set calendar reminders
8. Share best practice – meet with others doing similar jobs
9. Tidy your office system regularly
10. Update your team with systems



directory of social change

---

---

---

---

---

---

---

---

---


---



Releasing potential through learning and development

### Managing Others

- Acknowledge feelings
- Be firm and fair
- Build good relationships
- Emotional Intelligence
- Expect cooperation
- Give clear explanations/diagrams



04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---


---



Releasing potential through learning and development

### Emotional Intelligence

- Be aware of your own emotional responses
- Managing your own responses: responding vs. reacting
- Remain unmotivated
- Supporting other people to manage their emotions and responses
- Understanding other people's emotional responses



04/07/2018 © 2018 Mike Phillips Trainer, Facilitator, Consultant and Coach

---

---

---

---

---

---

---

---

---

---