



5

Personal **PRODUCTIVITY** HABITS

5 PERSONAL PRODUCTIVITY HABITS

CYNTHIA HOWARD RN, CNC, PHD
EXECUTIVE COACH, PERFORMANCE EXPERT

Copyright © 2020 Cynthia Howard RN, CNC, PhD

All rights reserved. No part of this book may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording or by any information storage and retrieval system without written permission of the publisher, except for the inclusion of brief quotations in a review. Printed in the United States of America.

worksmarthinkdifferent.com

Table of Contents

Overview	2
Impact of Poor Performance	4
Communication Practices	5
Personal Productivity	7
Work Smart Club	10



Overview

As a leader, it is critical to be effective with your time and your influence, as change accelerates and demands increase. This course lays out how poor performance dramatically impacts every aspect of your department.

You have seen this happen, one teammate promises to deliver and then doesn't, deadlines are forgotten, meetings are being missed, and important communications misplaced. Some even lose track of their to-do list. As a result, **when one person fumbles, the whole team scrambles**. This leads to failed projects, frustrated teammates, and financial losses.

People come to the workplace with various skills and backgrounds. They are clinically or technically competent, yet, only a few understand how to manage workflow. Most do not have any formal training on it. No one gets a degree in productivity!

This course offers a comprehensive guide to promoting Workplace Productivity and the key productivity practices that are essential to success.

By incorporating the crucial productivity practices in your organization's DNA, you can prevent the decline of morale, trust, productivity, quality, customer services, and more importantly, profitability.

Productivity

Team

Personal



Technical skills or knowledge does not compensate for poor productivity habits.

You may be in this space personally where you feel like you are spinning your wheels and not able to get more done or your team may be in this mode. This course will help you... let's explore the impact of poor performance.



Impact of Poor Performance

Poor performance has a great impact on the team and the organization as a whole.

This was a recent study of about 1200 professionals - interviewed on how individual performance affects team productivity within the organization.

94% say at least one teammate frequently misses deadlines

53% say their manager does this.

70% say at least one teammate forgets tasks and appointments

48% say their manager does this.

85% say at least one teammate appears busy but fails to complete tasks on time.

91% say at least one teammate spend too much time on unimportant tasks.

42% say their manager does this.

Poor performance can destroy morale, trust, productivity, quality, customer service, and profitability.



Communication Practices

A study of 1,332 managers and peers was conducted to capture what differentiates top performers from average performers.

Think about your own day – how do you function when you are having an ideal day and when you aren't – you may see yourself in this comparison

TOP PERFORMERS

- Ask for help
- Ask questions
- Know who to ask
- Know when to ask

AVERAGE PERFORMERS

- Lack of communication.
- Slow to respond.
- They don't respond.
- Complain
- Don't listen

Productivity Practices

Top performers work harder and smarter than average performers.

Poor performers are late and do not meet deadlines.

TOP PERFORMERS

- Organized
- Manage time
- Attention to detail
- To do lists
- Keep track
- Punctual

AVERAGE PERFORMERS

- Not enough time
- Lack of attention/ focus
- No follow through
- Busy doing unimportant things
- Late, misses deadlines

Top Performers improve BOTH communication and productivity practices.



Personal Productivity

Let's explore the five practices of personal productivity that separate top performers from average performers.



Write it down



Clarify



Organize



Reflect



Review

1. Write it Down

Have you or a team member ever said:

- I sometimes lost track of things I need to do, because I never wrote it down.
- When assignments come in, I don't always capture them on paper, on my calendar, or anywhere.
- I don't always document my to-dos and tasks, and this causes me to forget that I need to do them.
- At times, I feel stressed because I know there are things I need to do, but I can't remember what they are.

Keeping lists inside your head **compromises** your ability to do complex and create thinking.

Checklists, Kanban, A3 thinking and other ways to write out your tasks frees up your brain for complex and creative thinking.



2. Clarify (this step moves you into action)

One of the biggest frustrations I hear from leaders is that work is not "the way I wanted it." Yet on closer inspection, the leader failed to clearly articulate their expectations.

When people do not know what is expected they improvise or do not act and you end up with a compromised project, lack of decisive action, procrastination or resistance.

This is what happens in email; without a plan, emails back up and clutter up the inbox leading to anxiety and passivity.

You have to clearly identify, "What's next."

Clarify the very next action to take, who should take it, and when it needs to be done.

3. Organize (this step facilitates efficient performance)

Do you have to fight with clutter before you can get anything done? Organize your desk, your car, your computer and even your mind! Use folders to handle paperwork, and keep files easy to find on your computer by labeling according the project, month and year.

In today's accelerated pace of change it is essential to

Organize for rapid change.

Tips

- Use a Daily Planner that integrates goals and objectives.
- Group tasks by context and outcomes.
- Keep an active list of project outcomes and associated actions.



4. Reflect

Do you spend any time thinking about your results. Are you making the right choices?

Barriers to Reflection:

- Focus on taking action.
- Focused on checking off tasks can result in failure to judge whether the right actions are made.

Indications you are not spending enough time reflecting:

- I often feel as if I am working really hard, but not getting the important jobs completed.
- It's typical for me to feel overly busy, and yet I can't tell if I am getting the right stuff done.
- I often worry about the priorities I'm not working on, even though I'm putting in a lot of hours.
- I'm working as hard as I can, but there are times when I'm troubled that I might not be working on the right priorities.

Solution:

- Pause to reflect before you engage.
- Check your calendar for deadlines, then 'Next actions' list.
- Choose your 'next action' based on your context (location and resources), time available, energy available, and priority.

Tips

- Check your calendar for deadlines
- Check actions list
- Choose what to do based on time, resources available, priority and energy.



5. Review

Are your actions aligned with what is happening?

Finally, the fifth productivity practice focuses on doing a regular review and gaining perspective.

One of the most frequent excuses I hear for not keeping a regular Review process is, "Life gets chaotic and I go back to keeping it all inside my head."

Mark the statement True or False based on your actions:

At least once a week, I take time to pause, clear my mind, update my accomplishments, and take stock of where I stand. TRUE FALSE

I regularly review the connection (or lack of connection) between my daily tasks and my high-level priorities. TRUE FALSE

Every few days, I step back and evaluate the connection between my actions and my long-term goals. TRUE FALSE

I don't spend the time to consider my longer-term goals. TRUE FALSE

Keep a sacred, non-negotiable meeting with yourself every week to catch up, get current, and align with your priorities.

Below is a simple, quick review process that has an amazing impact.

Daily Review Practice

Answer three questions

- What worked?
- What didn't?
- What's next?



WE HAVE THE TOOLS AND RESOURCES YOU (AND YOUR TEAM) NEED TO BE MORE EFFECTIVE.

We have templates, checklists, courses to help you plan and organize so you can execute! We can set up customized learning plans for your teams and engage them in the process. **Click below and schedule a complimentary consultation to discuss.**

Consultation



www.worksmart.club | worksmart thinkdifferent



CENTER FOR WORK AND WELL-BEING

The Work Smart Club is your online resource to make work more satisfying and more productive and life more fulfilling. We provide resources, coaching and support to help you achieve BIG goals.

Courses include getting more done, problem solving, lean sigma tools, resilience, emotional intelligence and so much more.

Technology has changed the way we live, work and communicate. It is time to change the way we think about work and leadership. After 20+ years as Executive Coach, Dr. Cynthia Howard recognizes leaders, business owners and savvy professionals need different experiences to engage their potential and learn new ways to succeed in their efforts.

Cynthia Howard RN, CNC, PhD, Executive Coach, Performance Expert

Dr. Cynthia Howard has worked with thousands of individuals to transform stress into resilience, conflict into opportunity and mediocre into high performance. As an entrepreneur and leader in high pressure environments, she understands how to help you optimize your internal resources to thrive, despite the pressure.

She founded the Work SMART Club, center for work and well-being, to support leaders and high achievers in their desire to be their best. This membership offers top level resources, usually only available in expensive coaching programs through online, live events, 1:1, and group coaching. The future is here now. Be ready.

www.worksmart.club

