

Personal Productivity Time Management

During the past month I heard a number of people who have brought up the same issue over and over: Time management. Questions like:

“How can I be better focused so I can handle all the things that come my way every day?”

“Is there a better way for me to manage my time?”

“My company seems to want me to do more with less! How do I do more with less?”

“It seems impossible to manage home, kids, work and a life.” Can you help?”

Sound familiar?

I call these questions, CHAOS management questions. We only have so much time. We can't add more, unfortunately. During the time we have each day, we each have a level of energy that we can use and allocate to our advantage.

If we understand and utilize the energy we have to achieve what is important, we can better manage and enjoy the chaos that is delivered to us each day.

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**Are You Managing Your
Time and Energy?**

Observe The Secrets Of Your Best Employees

“Lauren has to get a shot at her next doctor's visit so you have to take her,” my wife said.

Lauren is thirty years younger, two inches shorter, about ten pounds heavier than my wife, and terrified of shots. So I took my daughter to the doctor. When the time came for her shot, she reacted as always. She

recoiled, backed into the wall, turned her face within a moment of crying and said, “Wait, don't give it to me yet! It's going to hurt!” The nurse said, “Don't worry. You will feel a little pinch but I will do it quickly so I won't hurt you so much.” My twelve-year-old daughter turned her head away and down, tensed up a little, and took her shot with little trepidation.

I never really paid much attention to what the nurses did or how they gave the shots because I was almost always preoccupied with chasing, cornering or restraining Lauren. This time I may not have noticed what the nurse was doing or how she did it, but I couldn't help but notice the result. This nurse had somehow established a relationship with my overly timid daughter that caused most of her fears to dissolve into quiet cooperation.

Similarly, many managers pay attention to the result of their employees' efforts while failing to notice exactly what the employees did to get that result. They don't really know what makes their best employees the best at what they do. They only know that great employees reliably turn out great work. In most cases, not even the performance appraisal process reveals how they do what they do.

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Let me give you an example. If you have a 75-watt light bulb, are you going to get 150 watts of light from it? Of course not, the bulb only has 75 watts to give. If you have a 150-watt light bulb in a lamp, can you expect it to light all the rooms in a 3 bedroom home? Of course not, it will do an excellent job in one of the rooms and you may see the shadows of the light in other rooms, but some of the rooms will never see that light – nor would we expect this.



In order to best use our energy, we need to understand how to keep a consistent energy flow and what choices we have to keep from draining our energy. Here are some exercises to assist you in answering these questions.

1. Start with keeping a log of all your activities, both work and home related, for three days.
2. Review the list identifying what aspects of this schedule increased, maintained, or drained your energy.
3. Once you see the patterns, now you can make the choices. From the patterns that drain your energy, indicate which of the following choices you COULD make. (No one is asking you to take action yet.) Here are your choices:
 - ✓ Do It! – Take care of yourself. This action is for things only YOU can do. Often the action of DOING IT will decrease the stress and increase your energy.
 - ✓ Delegate It! – Transfer these tasks to someone else or outsource it. We often take on things that should have never ended up ours in the first place. You may resist letting someone else take over these items, but get over it! Allowing someone else to clean your house, attend a meeting, or coordinate a project, are not signs of weakness but signs of wisdom.
 - ✓ Dump It! Throw it out. Chuck it! – Sometimes we keep things on our task list that just need to be dropped.



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There are ways to make it less painful but for now just identify what choices you could have made to eliminate the chaos on your list.

4. The next day, review your calendar and your TO DO list before the day begins. Notice any of the patterns you've identified? Notice any opportunities to take action? Now is your chance to manage the chaos!
5. Make this a daily part of your schedule review. You will be amazed at the energy it saves and the increased ability you have to address the issues that deserve your attention.

— Adapted with permission. Author Cheryl Leitschuh
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In today's business world the search, acquisition, and retention of valuable employees is a war for talent. You can not afford to just pay attention to the end result without knowing the methods your employees used to get there. You must invest the time needed to observe the nuances that make the difference between good and average performance. A relationship should be established and maintained with each employee and a line of communication opened to determine not just their skills, but also their passion. It is in this passion that you will find the secrets of your best employees.



You see it was not the nurse's skill in giving a shot that calmed my daughter that day. After all, any nurse can give a shot. A relationship was established between the nurse and my daughter. It was an exchange of a passion for excellence that turned Lauren from scared to okay.

It's not really a secret. All great employees have passion. Employers just have to find it in them, and then learn how to find it in others.

— Reprint permission granted by Lonnie Harvey, Jr.,
president of The JESCLON Group, Inc.,
www.jesclongroup.com

The Silent Side of Communicating

Whether negotiating the biggest deal of your career, coaching your team, or describing a project, keep your ears open. Otherwise, you may talk yourself right out of the room.

To be a better listener:

- **Try not** to judge. Even if you disagree with what's being said or the way it's presented, resist planning a rebuttal. Focus on understanding the message, not critiquing the messenger.
- **Commit your** full attention as soon as the other person starts to speak, not just when you hear a word or phrase that interests you.
- **Do whatever** it takes to limit distractions. *Examples:* Suspend incoming phone calls, remove unnecessary papers from your desktop, or meet in a neutral area, such as a conference room.



Tip: If you're entering a room, ask the speaker to wait until you're both comfortable to start the conversation. In addition, extend the same courtesy when someone comes to your office.

Source: *Negotiate Like the Pros*, by John Patrick Dolan, Berkley Publishing Group, 200 Madison Ave., New York, NY 10016.

Daylight Saving Time (DST) Changes

Starting spring, 2007, the start and end dates for daylight-saving time will change in the United States. This change is part of the United States Energy Policy Act of 2005.

Traditional daylight-saving time start date:	New daylight-saving time start date beginning 2007	Traditional daylight-saving time end date:	New daylight-saving time end date beginning 2007
First Sunday of April	Second Sunday of March	Last Sunday of October	First Sunday of November
Would have been: April 1, 2007	Will now be: March 11, 2007	Would have been: October 28, 2007	Will now be: November 4, 2007

Note: DST is **NOT** observed in Hawaii, American Samoa, Guam, Puerto Rico, the Virgin Islands, and Arizona.

Be on the lookout for coaching moments

Coaching isn't appropriate for every situation. Sometimes, staffers want to work on their own, uninterrupted by the boss.

To spot employees ready for coaching, pay attention to when things aren't going well or when they could use an extra hand on a tough project. That's when they'll be eager to work with you.



ONE MINUTE IDEAS

2007 Filing Season Kicks Off with New Features

WASHINGTON — The Internal Revenue Service began a busy 2007 filing season that features telephone excise tax refunds, a new refund deposit feature and recently enacted tax breaks that may require extra attention from taxpayers.

"Taxpayers will have a number of new tax benefits and features available this year," IRS Commissioner Mark W. Everson said. "We encourage taxpayers to take a few minutes to review these changes, particularly those involving the recently enacted tax law provisions. The IRS will do everything it can to minimize the impact on taxpayers."

The IRS expects to process about 136 million individual tax returns for 2006, with more than half of those filed electronically.

Among the major changes taking place this year:

- ✓ Telephone Excise Tax Refund
- ✓ New 1040EZ-T Form
- ✓ Recent Tax Law Enactments
- ✓ New Split Refund Option
- ✓ 'Free File' Improvements

For More Information visit the IRS web site at: www.irs.gov

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Additional Dates for the Coaching Clinic and Executive Briefing Scheduled

Harmony Coaching & Consulting announces the addition of three public sessions of the Coaching Clinic, one of the most comprehensive coaching skills training programs for Leaders, Managers, and HR & Development Professionals from all industries. These dates are:

- ◆ March 28 & 29, 2007
- ◆ June 14 & 15, 2007
- ◆ October 3 & 4, 2007



All programs will run from 8:30 am – 5:30 pm and be held at the Crescent Club of Memphis, at the junction of I-240 and Poplar Ave. For more information or to register contact Bill Burtch at bburtch@harmonycc.net, 901-272-7390 or go to www.harmonycc.net/coachingclinic.asp.

In addition, a free Executive Briefing on the program will be conducted, via teleconference, on February 27, 2007 at 11:00 am Central Time. In this briefing you will learn specifics about the content of the program, have all your questions answered as well as begin to develop your coaching skills. And, for participating, all attendees will receive a special offer! To register for this FREE teleconference, send an email to info@harmonycc.net with “CC Executive Briefing” in the subject line.

The Coaching Clinic is also available as a customized program for organizations wishing to provide the program in-house. Contact bburtch@harmonycc.net for more information.

Schedule of Public Courses

The following courses are being offered to the public by Harmony Coaching & Consulting in cooperation with the University of Memphis’ Department of Continuing Education.

Course Title	Date(s)	Time	For More Information/Registration
Essentials of Human Resource Management	February 15 th & 16 th	9:00 – 5:00	www.coned.memphis.edu
FREE Coaching Clinic Executive Briefing	February 27 th	11:00am – 12:00PM	TeleConference – email info@harmonycc.net for registration
The Coaching Clinic	March 28 th & 29 th	8:30 – 5:30	www.harmonycc.net/coachingclinic.asp
Coaching & Counseling Skills	April 20 th	9:00 – 5:00	www.coned.memphis.edu
The Coaching Clinic	June 14 th & 15 th	8:30 – 5:30	www.harmonycc.net/coachingclinic.asp
The Coaching Clinic	October 3 rd & 4 th	8:30 – 5:30	www.harmonycc.net/coachingclinic.asp

Harmony Coaching & Consulting is in the business of maximizing human talent for individuals and organizations in various industries. We accomplish this through the analysis, design and implementation of [Human Resource Programs](#), [Professional Development Training](#), [Personal Executive Coaching](#) and [Assessments](#).

