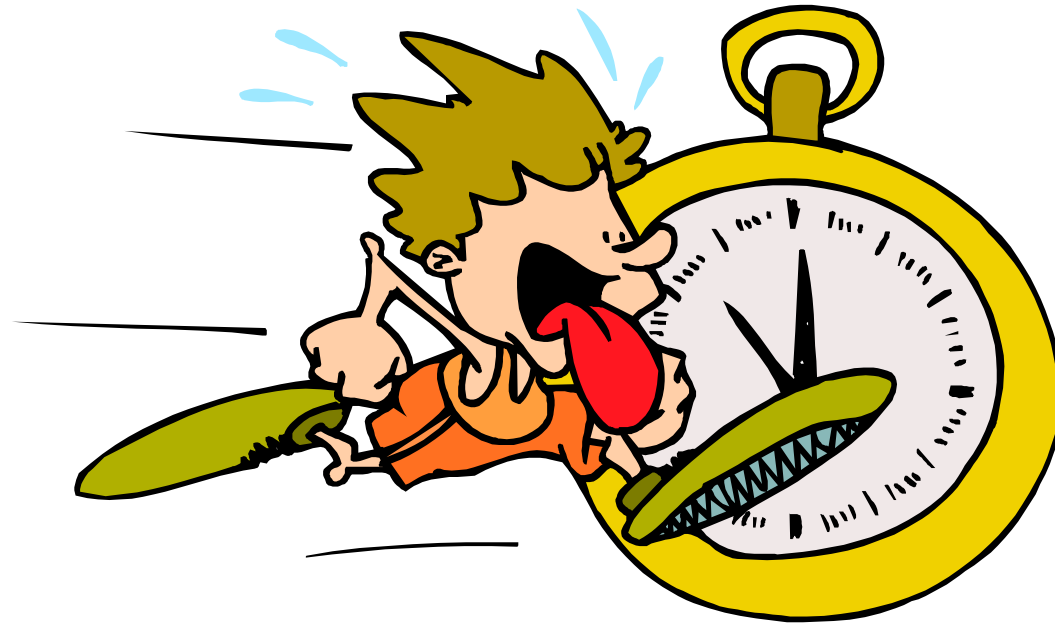


More Space? More Time?  
More Life?



*Get Organized To The Max!*



# Issues

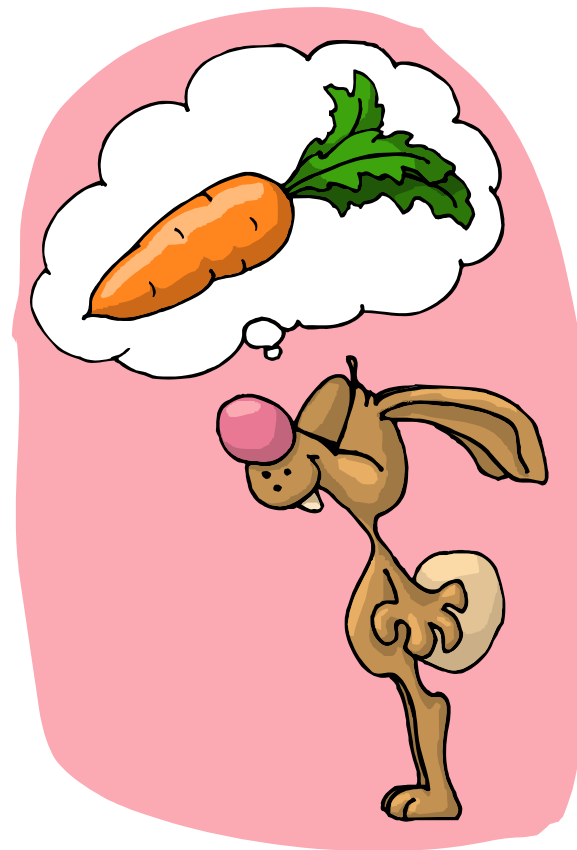


# Call Centre Issues

- 70% of time coaching
- Meetings, emails, admin pushed aside
- Work/life balance
- Telework
- Flex hours
- Mgrs can't work from home
- Career aspirations
- Help agents make time for themselves
- Stay motivated
- Increase their productivity
- Challenged to meet targets KPI's
- Admin work after call
- Projects
- Coaching Mentoring
- Monotony of job
- Complaints
- On phone all day
- Repetitious
- Not a career choice
- Contractors, suppliers, clients
- Keep people happy without losing them
- Continuous Call Volume impacts ability to do other things
- Side projects
- Training
- Research
- Robotic. Monotonous
- Do things to circumvent feelings

# Who? What? Where? How?

- Who are you?
- What do you want?
- Where are you going?
- How do you get there?
- Who's in your corner?



# Organizing your Space

“31% of people get more satisfaction from cleaning their closets than from sex!”

IKEA



# Organizing your Space

## *Ready*

Determine what's holding you back

Zone your space

Obtain supplies

**Make it personal**

## *Set*

Set a goal  
Plan the time

Plan to de-clutter when your energy is high.

Have food, fun, music, laughter

## *Go!*

Tackle only one task/area at a time.

10 second rule

Do it and never look back

Don't get distracted

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# Organizing your Space

## *Sort*

Remove items  
from area

Clean

Dump in one pile

Move to new  
location

One by one

## *Ask questions*

Duplicate

Old

Makes my life better

Easily acquired  
elsewhere

Isn't needed

Expired

No longer exists

## *Store*

Files

Bookcases

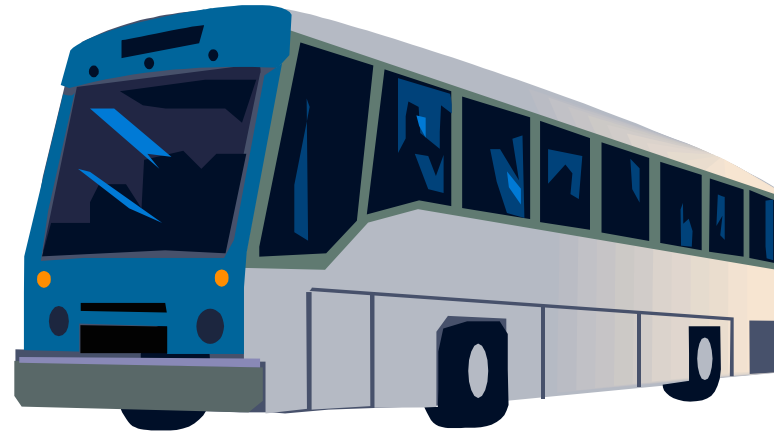
Walls

Systems

Containers



# Organize your Work



# Piler



# Filer



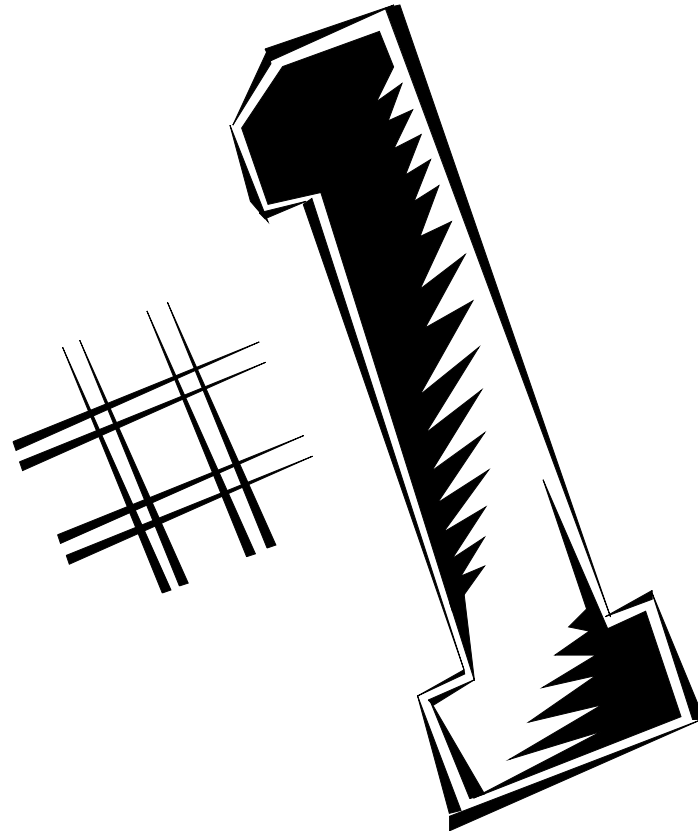
# Manage your Workflow

## 10 Step Program

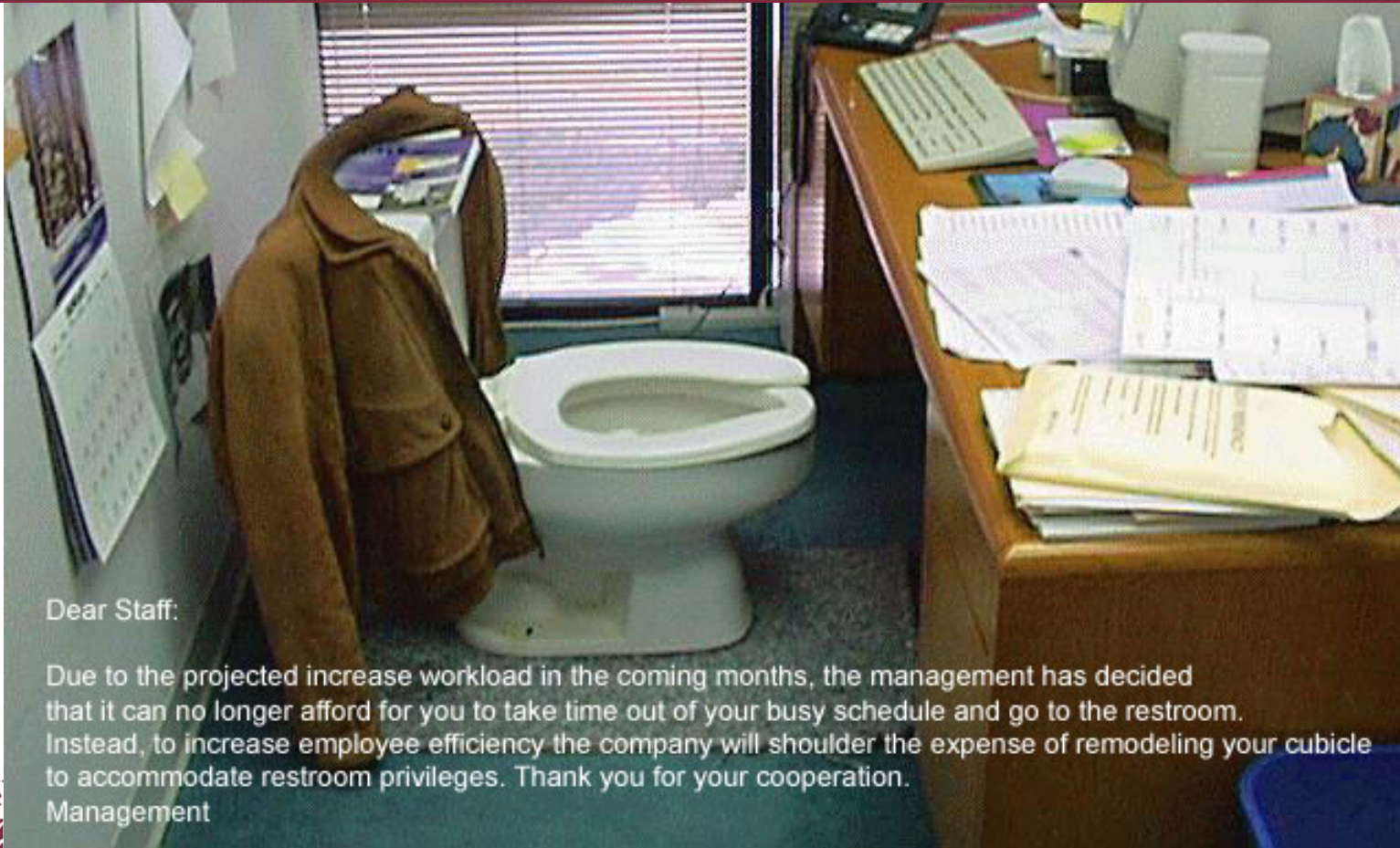
1. Reduce the amount
2. Create a proper inbox environment
3. Open
4. Do , Delay, Delegate, Dump
5. Set up files
6. To do's
7. Projects
8. Plan out
9. Schedule
10. Maintain & Reward



# Apply the Principles



# Manage your Time



Dear Staff:

Due to the projected increase workload in the coming months, the management has decided that it can no longer afford for you to take time out of your busy schedule and go to the restroom. Instead, to increase employee efficiency the company will shoulder the expense of remodeling your cubicle to accommodate restroom privileges. Thank you for your cooperation.  
Management



# Time Management is About...



# Call Centre Environment

- Nature of world is all about time
- Juggle and prioritize constantly
- Many time management tools
- Work as a team
- Communicate properly
- Hire unique person
- Sense of humor
- Reward

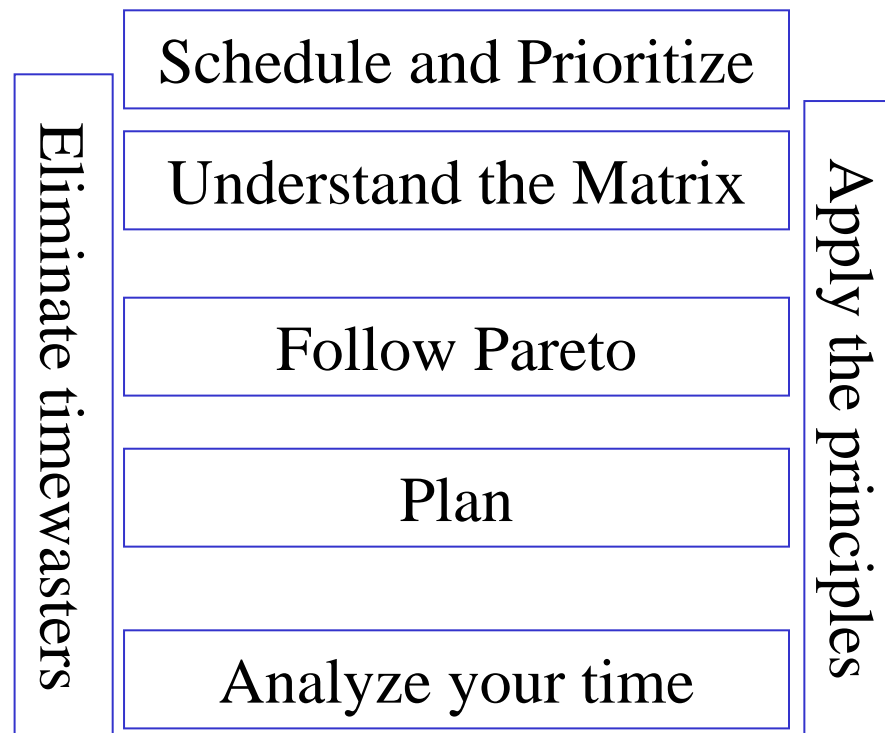


# How Time is Spent in a Lifetime

- 7 years in the bathroom
- 6 years eating
- 5 years in line
- 4 years cleaning house
- 3 years in meetings
- 2 years searching for things
- 8 months opening junk mail
- 6 months at red lights
- 40 minutes a day talking to our spouse
- 30 minutes a day talking to our kids



# Building Blocks to Time Management



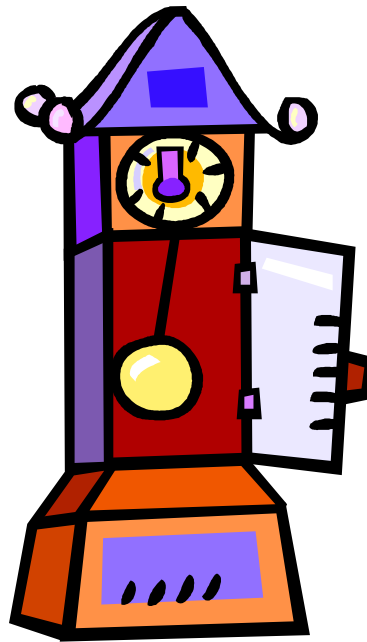
# Steven Covey Matrix

## 4 Quadrants

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# Principles of Time Management



# Balance Wheel - Lifestyle Areas



# Traffic Control

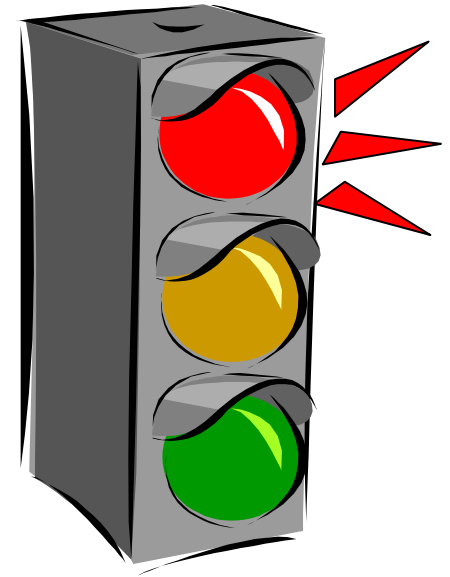
## Stop

*Who....are you?*

*What...do you want?*

*Where...are you going?*

*How...are you going to get there?*

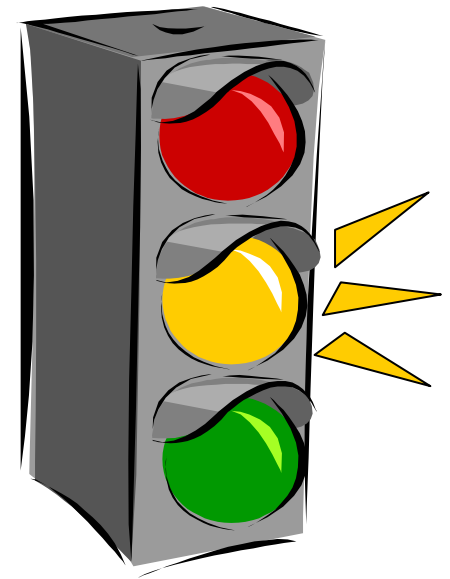


# Traffic Control

## Proceed with Caution

*Organize your Space*

*Manage your time*



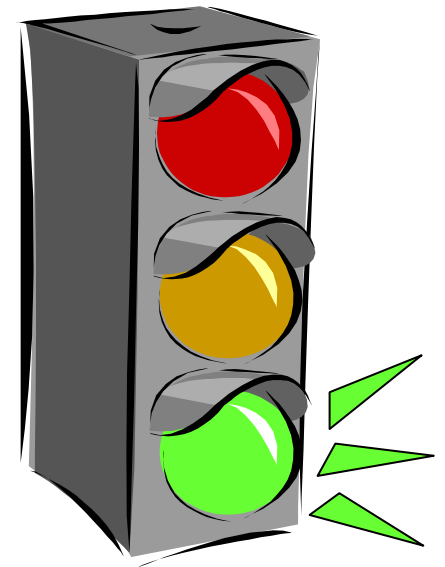
# Traffic Control

**Go**

*Determine where you are in each  
lifestyle area*

*Eliminate obstacles*

*Enjoy!*



# Life is a Gift - Enjoy the Present



# Call to Action



# OrganizeU



# Organized to the Max

[www.organizedtothemax.com](http://www.organizedtothemax.com)

[www.organizeu.ca](http://www.organizeu.ca)

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