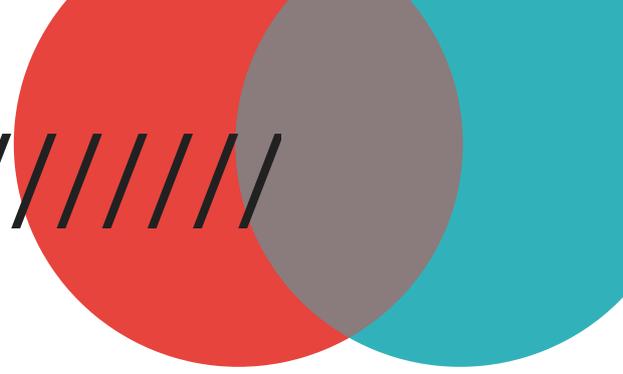




# GETTING WORK DONE

TOOLS USED TO CREATE ACTION



## ACTION MINDSET

It is a simple fact that most small business owners don't care why something works, just that it does. This is not the same "why" Simon Sinek is talking about. The why for business owners relates to the need to change what they do. Why change if it's working for you?

## WHY TAKE ACTION

You can't improve something if it doesn't exist. This is why taking action, actually doing something, speeds up the learning process.

There is such a thing as "unconscious competence". Just because someone can't explain why something works doesn't mean that thing is not working. Knowing why it works only becomes important if you want to do it better.

## WHAT TO DO

people say they don't have time to do things, yet have time do things all over again. Does that sound familiar? This comes down to prioritisation, and the first tool on the list

## THE PROCESS

01

### IDENTIFY SKILLS

What can you do right now?

02

### JUST DO IT

At least do a trial run

03

### REVIEW

What worked, why it didn't, repeat step one



# INTRODUCTION

The "why" for business owners relates to the need to change what they do. The business owner then goes to a coach/mentor/trainer/consultant and asks why I should choose you, which is more about trust.

The response from the coach is usually one of two things

1. Social proof in the form of (sometimes questionable) testimonials, or;
2. Some form of validation, often using parts of the well-known theory

Both responses come down to trust. Does the business owner trust the testimonials? Or, does the business owner trust that the coach can explain how to do things. You have to understand theory to know how to apply it.

## CORE SKILLS AND TOOLS

### 1. PLAN AND ORGANISE

identifying and completing the steps needed to manage workloads, the capacity to organise self, and information, plan and implement tasks

### 2. MAKE DECISIONS

making a choice from a range of possibilities, the capacity to use different decision-making approaches and to reflect on the outcomes of decisions.

### 3. IDENTIFY AND SOLVE PROBLEMS

identifying and addressing problems in order to achieve work objectives, the capacity to anticipate or identify problems, take steps to solve problems

### 4. CREATE AND INNOVATE

Creating, applying and recognising the value of new ideas to solve problems, improve or develop new processes, products or strategies or deliver benefits.

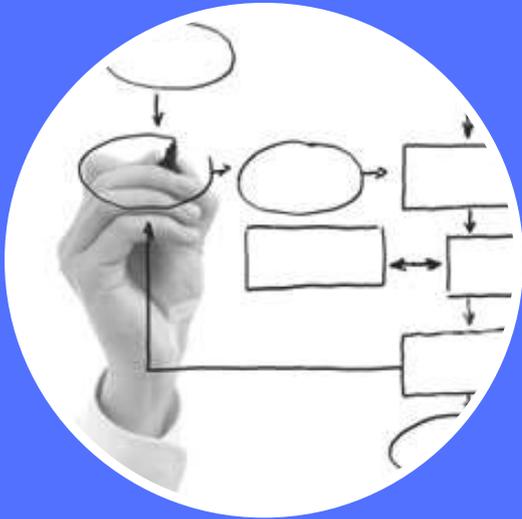
### 5. WORK IN A DIGITAL WORLD

the capacity to connect to other people, information and contexts for work-related purposes using digital systems and technology.

## THEORY TOOLS ARE COMMONLY BASED ON

- Eisenhower Principle
- Maslow's hierarchy of needs
- Attachment theory
- I think therefore I am
- Process vs Product praise
- Introverts vs Extroverts

# PLAN AND ORGANISE



## SKILLS AREA

This Skill Area is about identifying and completing the steps needed to undertake tasks and manage workloads. This involves the capacity to organise self and information, plan and implement tasks, and plan and organise workloads. Freelancer positions may include appointment setters, lead capture, or general office assistants.

## EISENHOWER MATRIX

also referred to as Urgent-Important Matrix, help you decide on and prioritize tasks by urgency and importance, sorting out less urgent and important tasks which you should either delegate or not do at all.

### ORGANISING WORKLOAD AND COMMITMENTS

- work and personal commitments
- identifying ways of sequencing and combining
- establish boundaries when negotiating tasks

### PLANNING AND IMPLEMENTING TASKS

- Develops flexible plans for complex, high impact activities
- developing the operational detail in stages
- Focuses effort on what is most important

### HIERARCHY OF NEEDS

- Physiological needs - Products
- Safety needs - Place
- A sense of belonging - Price

| Eisenhower matrix: |     | IMPORTANT  |  |
|--------------------|-----|--|--|
|                    |     | Yes  | No   |
| URGENT             | Yes | First importance tasks.<br>Do them now.<br><b>1</b><br><b>DO</b>               | Tasks to be delegated.<br>Not added-value tasks.<br><b>3</b><br><b>DELEGATE</b>        |
|                    | No  | Tasks you must plan or<br>they'll become urgent →1.<br><b>2</b><br><b>PLAN</b> | Tasks to be eliminated or<br>they'll become urgent →3.<br><b>4</b><br><b>ELIMINATE</b> |



# MAKE DECISIONS



## SKILL AREA

making a choice from a range of possibilities. It involves the capacity to use different decision-making approaches and to reflect on the outcomes of decisions. These roles require you to think like a business owner and take time to build trust in your decisions. Higher level roles, so executive/personal assistant or project managers.

## ESTABLISHING DECISION MAKING SCOPE

- Takes responsibility for high impact decisions
- Pays close attention to the involvement of others
- Collaborate to reach consensus



## APPLYING DECISION-MAKING PROCESSES

- Recognising that there is no formula and that 'it all depends'
- Makes rapid decisions when required
- seeking input, advice, feedback and specialist expertise as required

## REVIEWING IMPACT

- Considering the results from a range of perspectives
- Reflect on the ways in which variables impact on outcomes
- identifying key concepts and principles that may be adaptable to future situations

## I THINK THEREFORE I AM

This may come out in speeches that you can have anything you want as long as you believe in yourself, but the flaw in this thinking comes from the original quote came from a search to see if the author did in fact exist. Reality is what it is, but unfortunately, no-one can be told what the matrix is.

Think and grow rich, the secret, or other motivational books that focus on using this as a tool to get you to the "be the best" discounts the fact that original quote came from a guy that was just wanting to "be".

Regardless of whether or not Descartes is being deceived by a "demon", or his beliefs are wrong, he was able to see that even if he has the ability to doubt something he must be existing to even doubt it in the first place.

# IDENTIFY AND SOLVE PROBLEMS

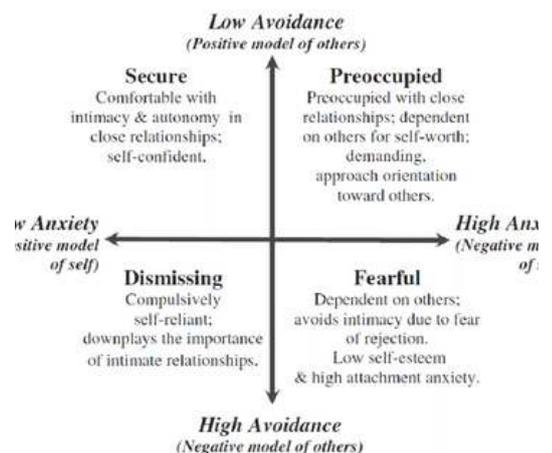


## SKILLS AREA

This involves the capacity to anticipate or identify problems, take steps to solve problems and reflect on the outcomes. Normally customer service roles, for example, receptionists, call centers, These positions make up the highest number of online job ads Australia, so there is a skill shortage that larger companies are looking to fill as well as they have a constant turnover of local employees.

## ATTACHMENT THEORY

No longer just about attachment to people, the theory have now developed to account for attachment to objects and ideas. When you think about it, Small business owners treat their business like their kids, and often treat start-up business owners like parents with a new-born baby. No shortage of advice, but when do you ever hear someone say to a start-up business owner "that's good enough"?



## IDENTIFYING PROBLEMS

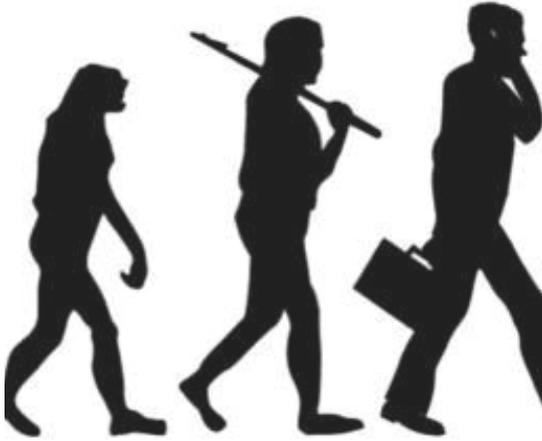
- Recognise anomalies and subtle deviations
- Focusing attention on critical issues and variables
- 'Problems' can be surface indicators of deeper issues

## REVIEWING OUTCOMES

- every situation as an opportunity for extending insights
- the solution will have both intended and unintended consequences
- Reflects on the effectiveness of different sources of information and problem-solving processes



# CREATE AND INNOVATE



## SKILL AREA

It involves the capacity to challenge perceptions of how things are, and how they might be, and to recognise a potential opportunity.

It also involves the use of formal processes to challenge and extend initial perceptions of a situation, and generate, and select from, a range of new ideas. This would be your social media content, and graphic/Webdesign VAs.

## GENERATING IDEAS

- borrowing, adapting, combining and redesigning for own purposes, to rethink current approaches
- Routinely reframes and redefines problems in order to get new perspectives

## DEVELOP AND APPLY NEW IDEAS

- Ongoing exploration of new ideas
- The viability and effectiveness of a work situation
- Leads to radical departures from the current situation

## SELECTING IDEAS FOR IMPLEMENTATION

- Uses a combination of analysis and intuition to decide
- Defines benefits, costs, risks, and feasibility
- Invests time in ensuring that the value of the new approach is appreciated by decision-makers and those involved in/affected by its implementation



## PROCESS VS PRODUCT PRAISE

product praise is given as a reward for completing something, such as achieving a goal, whereas process praise is given as a reward for at least putting in any effort, such as the prize for coming last.

The confusion has been created due to pressure to give praise when it was not due (in both cases), so if there is a lack of trust the praise can be seen as condescending and embarrassing for the recipient. Even when the giver is trying to be helpful, but the problem is (in society in general) this may be enabling the abuse for the recipient.

If there is too much product praise, the danger is a person becomes addicted to it and have to be the best to have self-esteem. They also don't play well as part of a team and become isolated as to give away too much it becomes a competition. This makes it hard for people who want product praise to network well.

# WORK IN A DIGITAL WORLD



## SKILLS AREA

It involves understanding concepts and language associated with the digital world and the capacity to understand and work with emerging/accepted etiquette and risks associated with online environments. It also involves identifying how digital technology and digitally based systems can extend, enhance or make possible specific aspects of a role or task, and create new opportunities.

## INTROVERTS/EXTROVERTS

Extroverts tend to be like finite gamers, preferring set rules and numbers of players. While extroverts may seem overly positive, this may be unsustainable over a period of time. They generally need to keep score to get feedback on performance as they go along. Playing to win, they are more suited to sales roles.

Introverts tend to be more like infinite gamers and play to survive, so are more suited to marketing and relationship building roles. They adapt to unknown rules and numbers of players, capable of long periods of sustained consistent performance. an acceptable



## ACCESSING, ORGANISING AND PRESENTING

- Design choices will influence what information is retrieved
- access and organise complex data and analyse multiple sources for strategic purposes
- Filters and synthesises meaningful information

## MANAGING RISK

- Implications of new technologies for ways of working
- Establishing who is directly or indirectly linked to whom and in what ways
- Evaluating associated benefits and risks

