

Cutting Through The Clutter

First Class Thinking for First Class Results

Stephen Pauley, Be First Class Limited

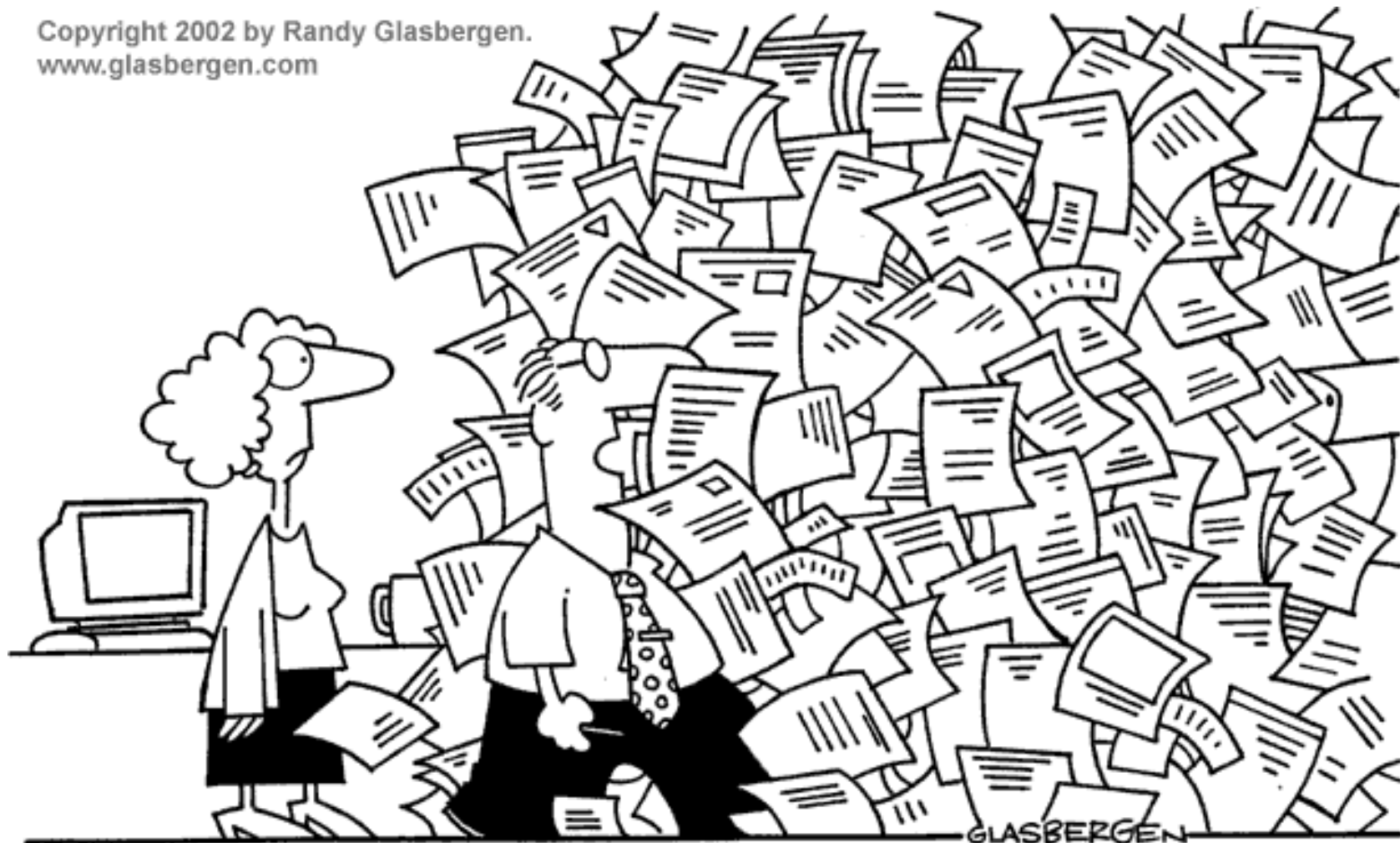
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First Class Thinking for First Class Results

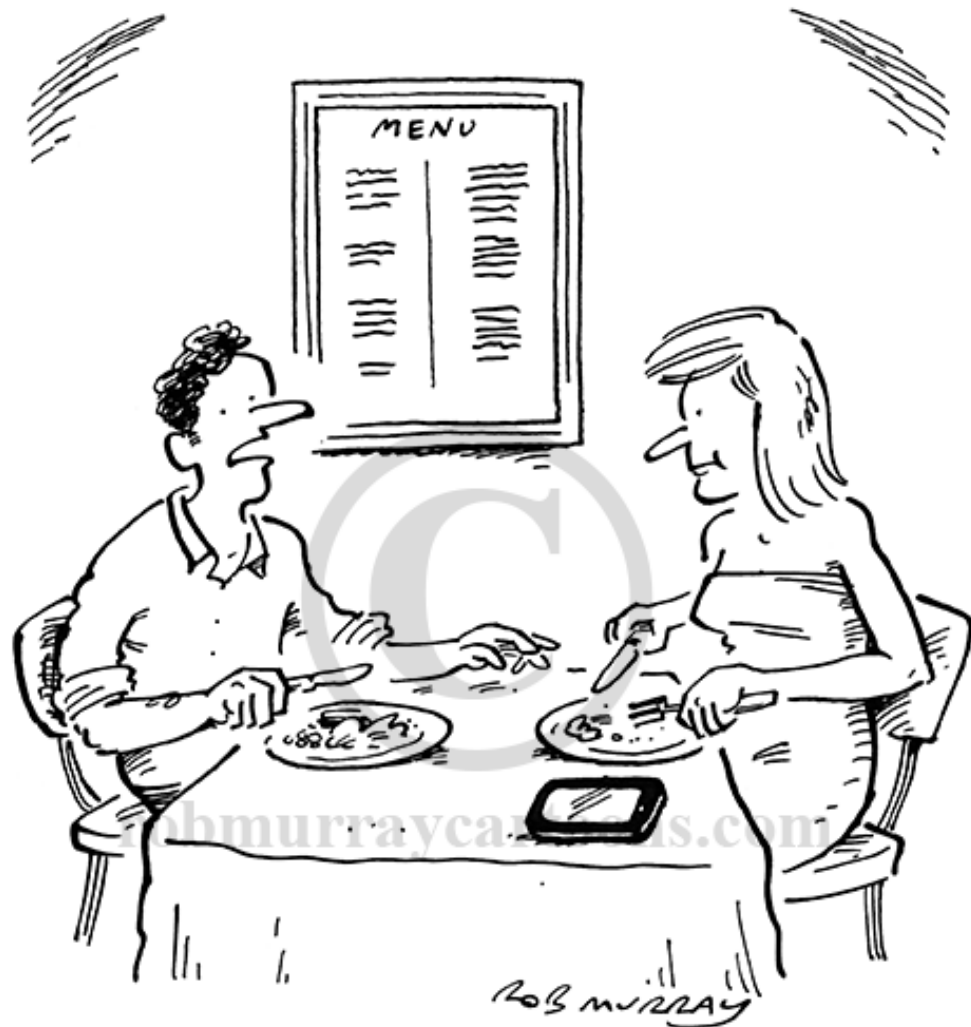
My intention for today is to share some practical but powerful strategies that will help you:-

- Get clarity and identify what's important when faced with multiple priorities and demands
- Deal with obstacles
- Set clear goals
- Understand how small shifts in thinking helps to deliver great performance.

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**“I have some paperwork to catch up. If I’m not back
in two days, organize a search and rescue team!”**



*“Is everything alright?
You’ve barely touched your phone...”*

The pace and scale of change is touching every facet of our lives.

Devices hooked up to the internet globally

1984 –1,000

1992 - 1,000,000

2008 - 1,000,000,000



Technology is changing how we:-

- Work and communicate with each other.
- Stay in touch with family, friends and customers.
- Shop, do business, gather information and learn.

Customers are becoming more informed and demanding more.



The Human Touch

People do business with people because they choose to not because they have to. We can always find others doing the same thing or selling the same product. It's the personal connection that makes the difference.



Customer service is not a department it's everyone's responsibility



Keep things simple and get greater clarity



What could you stop doing to sharpen your focus?

Responses generated from this exercise generally fall into three main areas:-

- E mail – volume and relevance
- Reports – production of meaningless information
- Meetings – lack of clear objectives/agenda



What could you stop doing to sharpen your focus?

What gets in the way of us being the best we can be?

$$\begin{aligned} &\text{PERFORMANCE} \\ &= \\ &\text{POTENTIAL} \\ &\text{minus INTERFERENCE} \end{aligned}$$

Taken from The Inner Game Of Work by Timothy Gallway

Energy is our main currency – invest it wisely





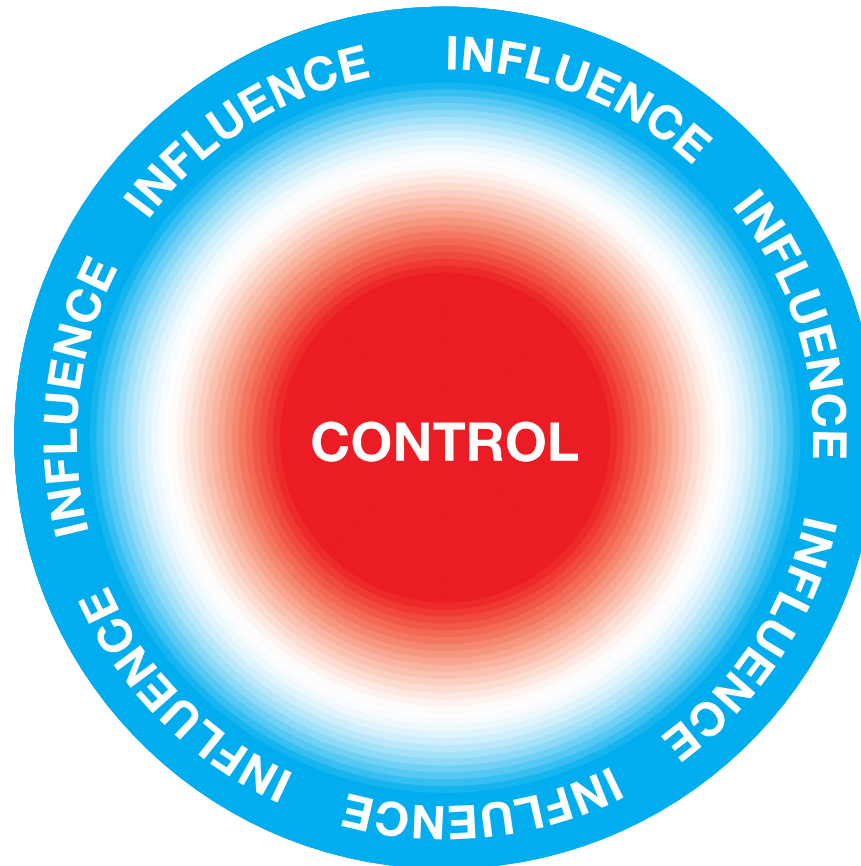
Control the controllables

- We all have limited time, energy and headspace so devote these precious resources to dealing with things inside your control.
- Let go of things that you can't do anything about.

How many people do you know who complain about things they can't control?



What is within your control and sphere of influence?



Where do you focus
your time?

Outside of both control
and influence

The GROW Coaching Model

GOAL

What is your goal?

WILL

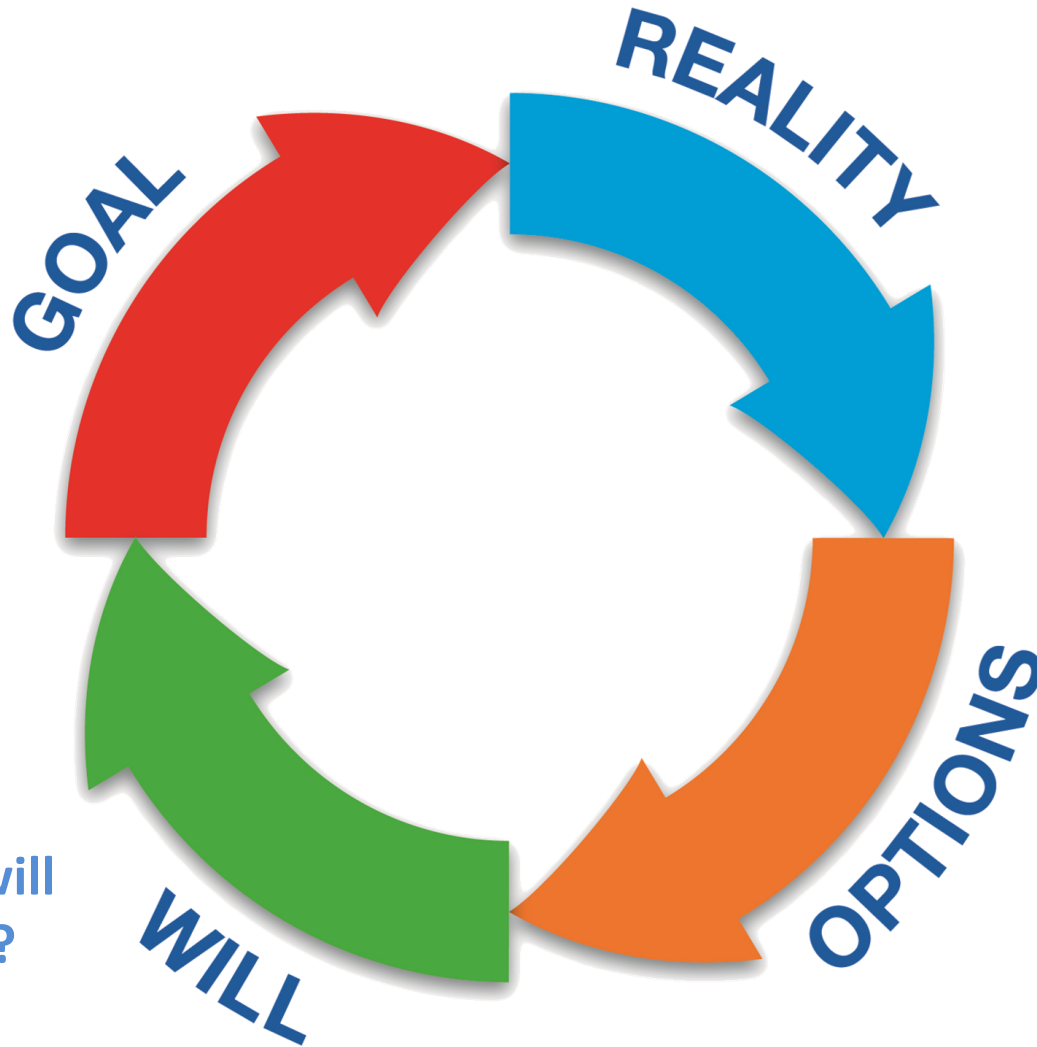
What actions will you commit to?

REALITY

Where are you now?

OPTIONS

What are your options?

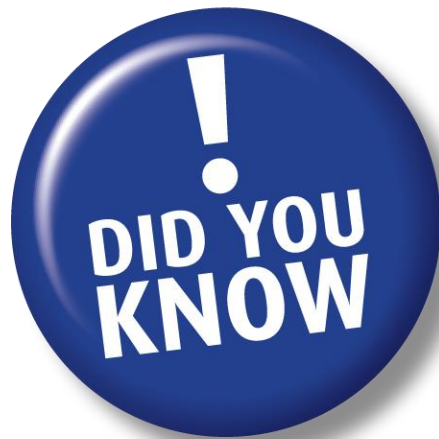


The Grow Coaching Model helps set clear outcomes

Ensure your working practices enable fast forward thinking



"If you always do what you've always done, you'll always get what you've always got." Henry Ford.



What daily habits,
behaviours and daily
disciplines enable you
to perform at your
best?

simple wisdom

We are what we
repeatedly do.
Excellence, then, is not
an act, but a habit.

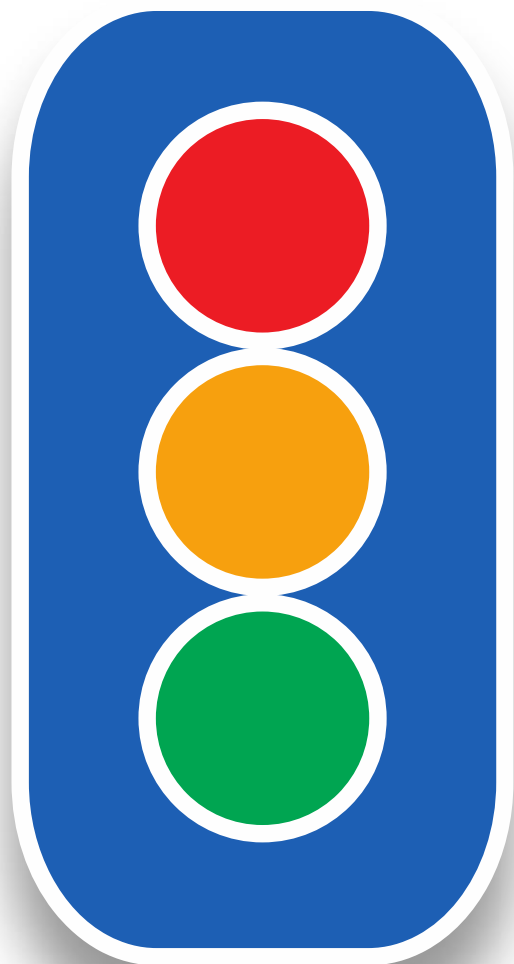
Aristotle

What daily habits, behaviours
and disciplines enable you to
perform at your best?

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Fresh thinking to grow people and results Be first class





STOP

Are there habits and behaviours that you need to STOP doing?

EXPAND

Are there existing healthy habits and behaviours that you need to EXPAND?

START

What new habits and behaviours would you like to START?



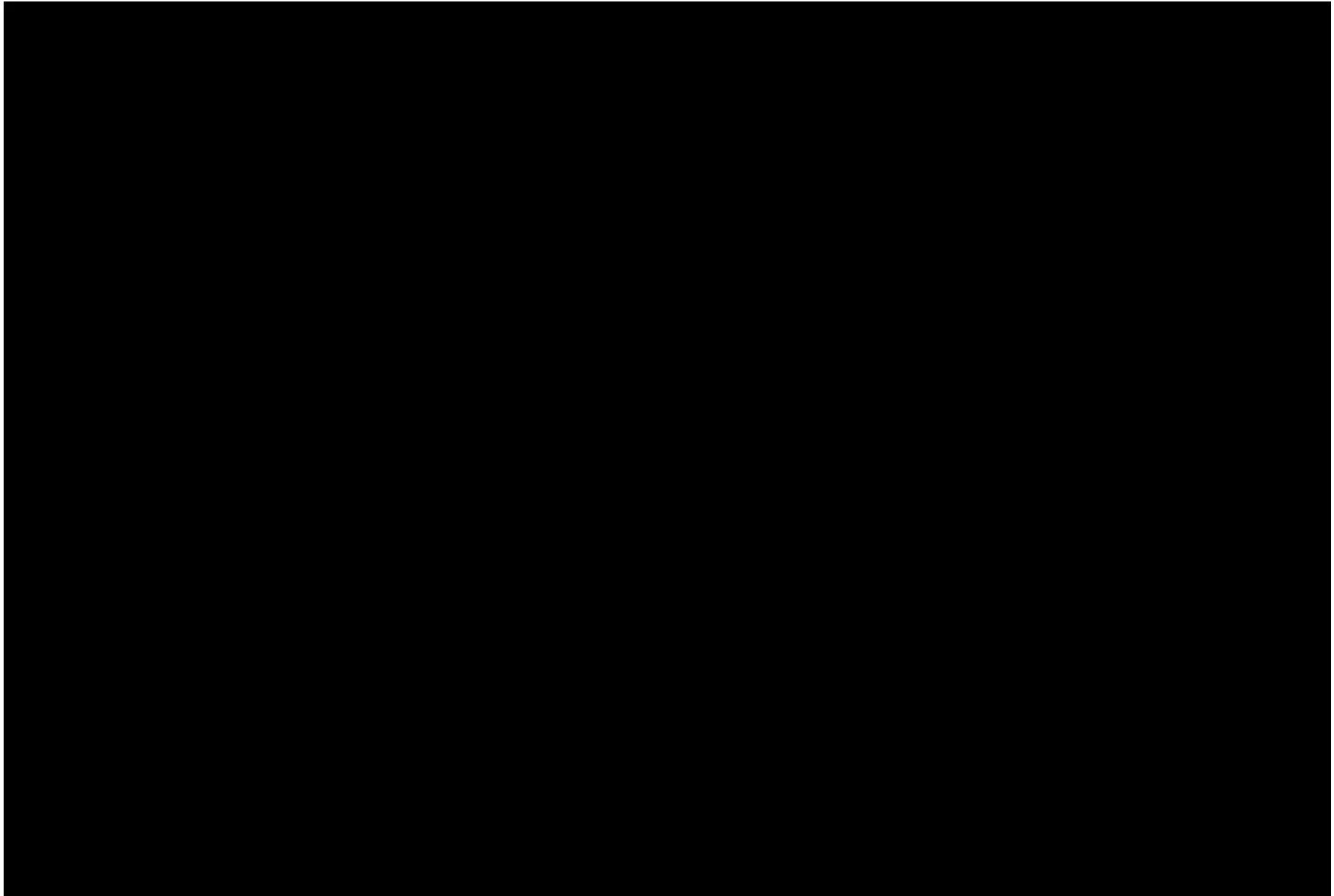
Some final thoughts.....

Small actions and margins give you the edge

Small steps applied consistently lead to outstanding results

‘If you think you’re too small to make a difference try sleeping in a closed room with a mosquito’.

African proverb.



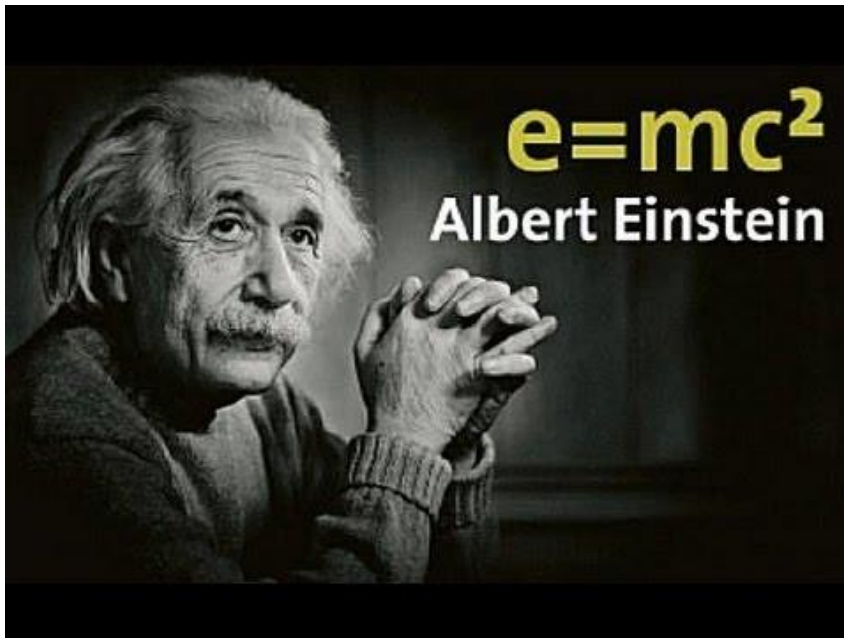


Thank you for listening

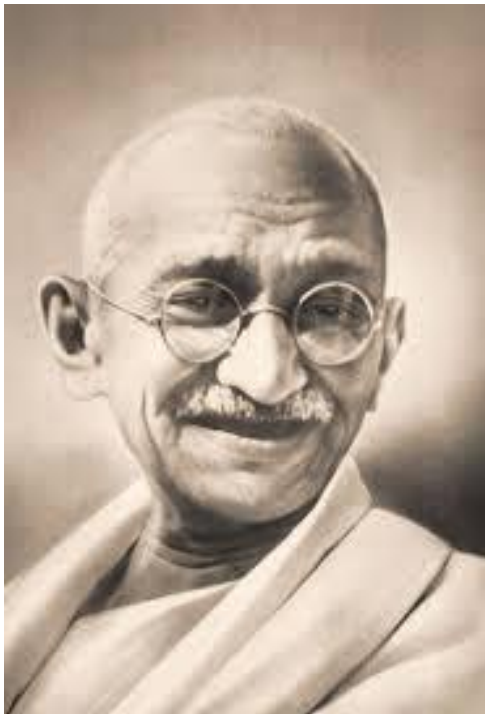
If you would like talk to me some more or require additional information please get in touch.

My e mail address is :-

Stephen@befirstclass.co.uk



Insanity: doing the same thing over and over again and expecting different results. Albert Einstein.



“A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favour by serving him. He is doing us a favour by giving us an opportunity to do so.” Mahatma Gandhi.