

The Administrative Assistant Advantage

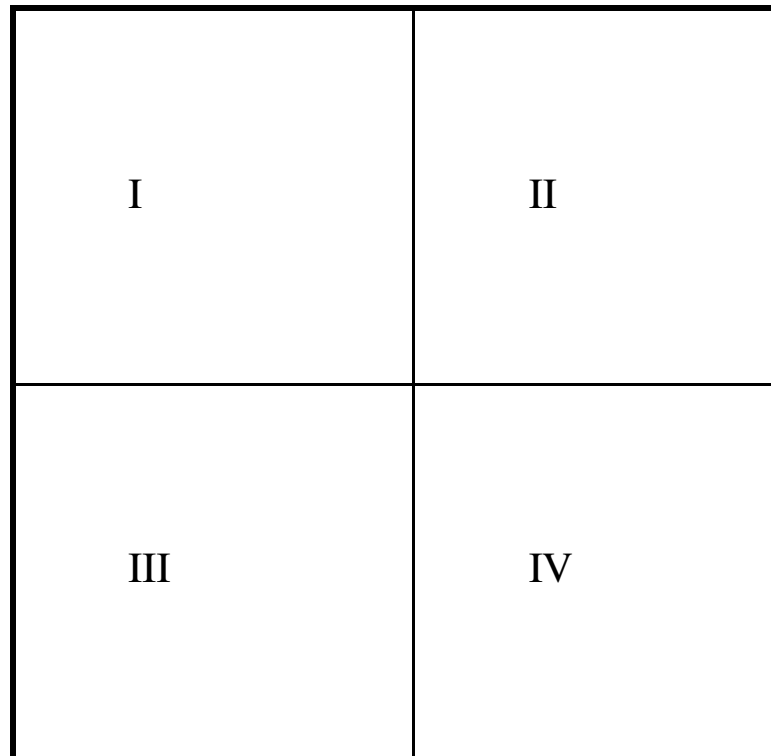


Organization, Communication and Leadership
Training for Top Notch Assistants

Presented by Jean Franzblau
Consulting

Part 1: The Organization Advantage

Introduction to the Four Quadrants*



*Adapted from the 7 Habits of Highly Effective People, Stephen Covey

Quadrant 1- Getting out of the “Putting Out Fires” Habit



What are some unhelpful behaviors you have observed in yourself or others that create unnecessary chaos or drama at work?

Sometimes it's not what a person does but what a person *doesn't* do that creates chaos and drama. What ignored activities might ultimately create problems at work?

Quadrant 3 – Winning Back Your Precious Time



Examples of Q3 Time Wasters

- * Some meetings
- * Some phone calls
- * Some interruptions (even the boss!)
- * Some reports

List activities at work that may fit into Quadrant 3 for you:

Tools for the Game:

- Delegate
- Automate
- Eliminate

This will be possible with:

- Boundaries
- Diplomacy

How to Talk to the Boss about Quadrant 3



- 7 days of leverage
- The scientific approach
- Costs in terms of time, money, morale and focus

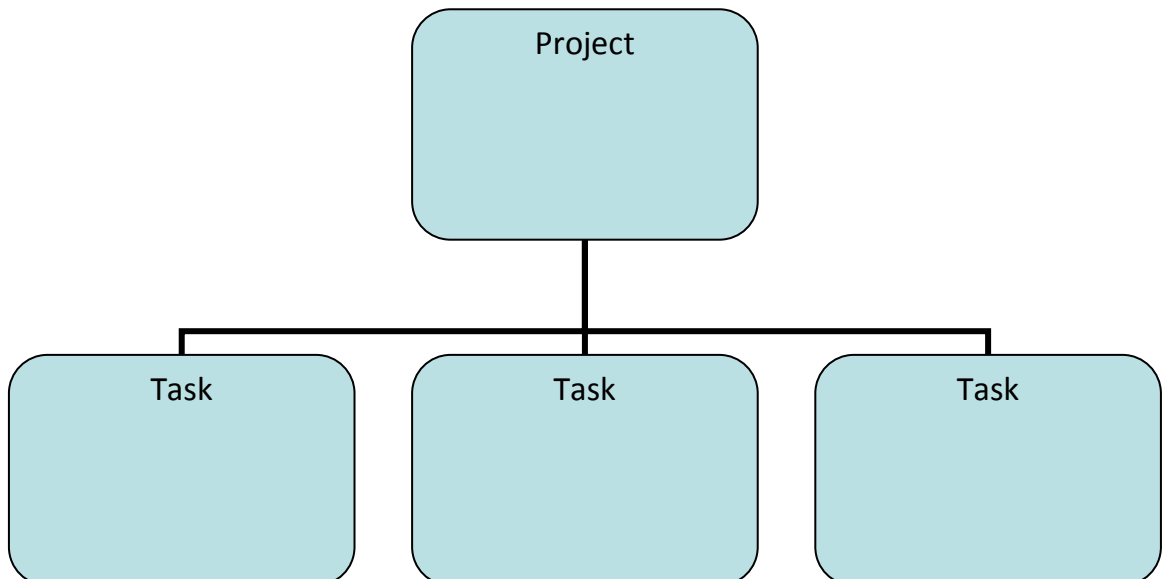
Quadrant 4 – Healing Procrastination with New Habits

What are projects at work and/or at home that you could use help getting started on?

Setting the Tone to Get Started:

	Unproductive	Productive
Mental	Stinkin' thinkin' (I'm always late; I'll never figure this out, I'll never catch up...)	I am competent; I can complete this in perfect time.
Emotional	Guilt, worry	Relieved, proud
Physical	I'm hungry, I have to use the rest room and it's distracting me	I'm rested, comfortable and ready

Divide the project into small tasks:



Quadrant 2 – The Power Quadrant



- ✓ P _____ I _____
- ✓ Prevention
- ✓ Planning
- ✓ Learning
- ✓ R _____

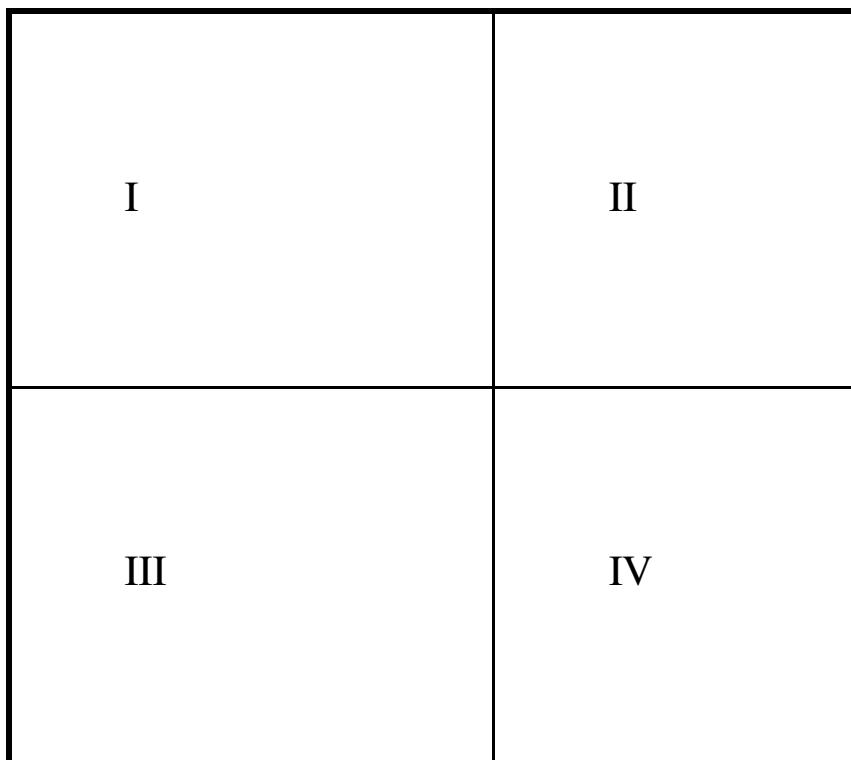
WHAT Q2 ACTIONS DO YOU ALREADY DO (CELEBRATE THAT!)	WHAT Q2 ACTIVITIES COULD YOU DO THAT YOU ARE NOT YET DOING?
I am in a training course right now	

The Four Quadrants Put into Practice

List the activities you did on your last day of work:

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

Which activity fits into which quadrant?



ABC-123 Planning Technique

Step 1. Brain Dump (list everyone on your mind here in no particular order)

Step 2. Categorize

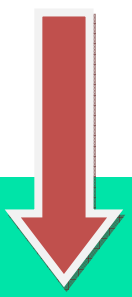
A: It _____ get done today

B: It _____ until _____.

C: It can _____ for a _____ or longer.

Step 3. Number the A's, B's and C's

✓ X →	A-B-C 1-2-3	Brain Dump Goes Here



❖ Hint: If you're using a paper system, write in pencil!