

PEP Modules

We change forever the way people work

PEPworldwide develops individual **Efficiency** (getting more done with least effort) and **Effectiveness** (doing more of the right things).

PEP solutions change behaviour by implementing our unique format of:

- 4 separate days of learning over 6 weeks support the establishment of new work habits
- Brief, focused workshops followed by intensive individual coaching at participants' workstations

Day 1 Focus on work habits and workflow

Objectives

- Evaluate and understand work habits.
- Clarify what information is important to my role.
- Organise an efficient workspace (paper).
- Reduce stress and gain control.

Outcomes

- Gain control.
- Achieve a better work-life balance.
- Adopt work practices that contribute to individual / team efficiency.
- Adopt the "Do it Now-Decide Now" philosophy.
- Improve communication within the work environment.
- Change my habits and the habits of others where they are contributing to inefficiency.

2 weeks between workshop days

DAY 2 Focus on Effectiveness

Objectives

- Understand and use tools and processes to improve planning, prioritising, motivation, focus on results and beliefs.
- Understand importance and urgency and the impact this has on us.

Outcomes

- Increase capacity utilisation.
- Improve planning skills.
- Focus on key priorities.
- "Manage my business rather than my business managing me".
- Improve diary management skills.
- Greater focus on improved effectiveness.
- Use tools to manage work flow better.
- Identify diary management skills and techniques, which contribute to improved efficiency.
- Review the principles and activities from Days 1 & 2.

2 weeks between workshop days

DAY 3 Using Outlook / Lotus Notes Efficiently and Effectively

Objectives

- Email Management.
- Folder Management: How to best store information for quick retrieval.
- Calendar Management
- Task Management.
- Managing contacts.
- Organising Web pages in Outlook.
- CRM - best practice principles, behaviours and clarity of expectations of use for individual roles and teams.

Outcomes

- Gain control over email.
- Use Outlook more effectively.
- Better management of electronic information.
- Improve planning skills.
- Focus on key emails by filtering noise.

2 weeks between workshop days

DAY 4 Focus on Team Interaction

Objectives

- Explore the roadblocks to achieving maximum capacity.
- Explore personal responsibility in the work place.
- Identify team interaction opportunities and issues.
- Identify what can we do individually and as a team to improve results?

Outcomes

- Identify and implement issues, processes and protocols for improved results individually and as a team.
- Make agreements as to what we promise to do as individuals and teams.
- Develop and Implementation of Action Plan.
- Evaluate program and outcomes.
- Review the principles and activities from previous PEP days.