

Dear Darren,

When first being informed by Ray about undertaking a course on productivity, my first comment was "it's not another one of those government funded courses, is it?" as we've received information and even attempted to do this type of course in the past without much success. I agreed to do the course in the end as I thought if Ray wants me to do it, there must be something I can get out of it and if I said No, I would probably upset Ray. I honestly thought I would not get that much out of this course.

What I achieved out of this course was approximately an extra three hours per week in High Pay Off activities. This was done by smarter handling of interruptions. In the past, the majority of interruptions I received, I dealt with instead of handing down the responsibility back to the originator. I have created a sheet of regular used phone numbers to also avoid interruptions. Another time saver was the handing down insurance ordering to a trust worthy staff member. I have increased the stores tidiness and staff are more automated at cleaning their areas. I have created a to do list for extra activities that need to be done and created a survey on staff product knowledge and therefore more aware of where we need to do training for the future.

The greatest impact of my achievements are knowing that even though the course has ended, I will still continue to set work and personal goals as I have realised that without them, extra productivity occurs very slowly or not at all. Impact on others is: Staff are more reluctant to interrupt me as they know they could be wasting their time. Suppliers know that I don't give them much time unless they make an appointment and one particular staff member has saved his time and gained more responsibility.


Personally I feel satisfied knowing that if in a period of six weeks a lot of changes have been made then over a period of three months I could completely change the running of a company. There was no doubt in my mind that I could already run a store, however the course has taken away the anxiety about where I would begin if ever given the opportunity as I would better prioritise, goal set and know more about dealing with staff.

The goal setting part of the program is in my belief the most important and this together with the win/win goals was an excellent idea as this created prioritised goals setting. Workshop discussions I felt were also important not only because of other people's ideas but because it created competition and made you achieve your goals on time. Without mentoring it would not have been possible to know what was expected or if your goal setting was on the right track.

Anybody can read information on how to better oneself or be a walking Encyclopaedia of every positive thinking and managerial book that exists. Unless we put into practice the valuable ideas we have learnt, the information is as useless as sitting on a bookshelf. Most courses unfortunately run in this order; learn the work; sit an exam, well done on your achievements, all the best for the future, now start putting your education into practice. What this course does however, different to the majority of other courses is it makes you act on what you have learnt by continuous repetition of work habits and mind reconditioning from the beginning to the end of the course. No matter how much I hated listening to those tapes and doing the homework required, it seems that the only way to achieve in life whether personal or business is to do some of the things you don't like doing.

Thankyou for your coaching and support, both you and Darryl were always willing to help when required.

Positively



Darren Andrews