

Webinar on

Handling a Chaotic Work Environment: How to Prioritize Work and Make Good Decisions Under Pressure

Learning Objectives

Managing Escalating Pressures

- *Develop Answers to Vital Questions on Managing Work Pressures*
- *Use New Tools to Control Stress, Reduce Backlogs, and Redistribute Work Overloads*
- *Adopt Visual Maps That Help You Stay Calm under Pressure While Rebuilding Confidence and Energy*
- *Collaborate with Coworkers to Invent Shortcuts*
- *Juggle Multiple Projects without Dropping the Ball*

Gain Certainty about Priorities

- *Prioritize by Validity, Not by Urgency*
- *Apply Three New Rules to Prioritize Your Projects*
- *Make Your Priorities Visible to Requesters*
- *Rank Your Priorities with the PAR Chart*
- *Apportion Your Time between Strategic and Tactical Work*
- *Start Priority Negotiations Early with Requesters*

Prevent Collisions among Customers, Internal and External

- *Replace Three Outmoded "Rules" of Time Management*
- *Adopt Two New Rules for Today's Chaotic Conditions*
- *Learn Four Strategies to Avoid Calendar Collisions*
- *Design Tools That:*
 - *Educate Requesters on "Blind Risks" in Their Requests*
 - *Help Requesters Arrive at Your Door Better Prepared*
 - *Create a Selective Daily Action Plan*
 - *Match Assigned Deadlines with Actual Estimates*

Manage Traffic While Meeting Needs

- *Outline for a One-Page Business Case: Convince Others*
- *New "To-Do List": Help Everyone Face Reality*
- *The "Dot Chart": Rechannel Interruptions*

Work Request Validation Card: Help Requesters Make a Case When Seeking Your OK

- *Quick Interim Review: Correct Employee Performance Shortfalls Before They Escalate*
- *Smart Subject Lines: Eliminate the Need to Open e-Mails*
- *"On the Wall" Meetings: Shorten Meeting Time—Upgrade Involvement and Improve Joint Decisions*

• *Communicate Powerfully Despite Pressure*

- *Employ Assertive Responses No Matter How Manipulated or Provoked You Feel*
- *Determine the Rare Occasions When Non-Assertive or Aggressive Responses May Be Advisable*
- *Decline a Request Successfully, Whether from Above, from Peers, or from Customers*
- *Use a Risk Reduction Card to Encourage Requesters to Assume Their Half of Any Negotiation*
- *Select Final Commitments and Refine Applications for Tools Introduced Today*

• *See How Your Values and Thinking Styles Drive Decisions*

- *Learn How Your Values and Thinking Style Drive Your Decisions*
- *Apply Three Survival Steps to Decisions*
- *Detect Your Preferred Thinking Patterns*

• *Learn the Decision Guide*

- *Come to See That Decision Making Is a Learned Skill*
- *Understand the Decision Guide Format through a Demonstration Case*
- *Learn the Decision Orbit Format to Generate Options for a Case*

Apply the Decision Guide to Your Own Case

- Form a Team to Assemble a Real-Life Case Using the Decision Guide
- Complete the Decision Guide and Orbit, Step by Step
- Demonstrate Your Case for Fellow Attendees; Collaborate on Refining Your Decisions See Others on Options
- Use Verbal and Visual Tools to Overcome Stakeholder Resistance
- Take Part in Role-Plays to Demonstrate a Choice of Verbal Tools
- Create Risk Clocks, Calendars, or Bar Charts to Educate Others about Risk Escalation
- Learn New Processes to Gain Internal Team Commitment

Fast Focus Analysis

- Try Out Fast Focus Analysis, a Tool for Making Complex Decisions with Multiple Issues and Opposing Stakeholders



Learn stress survival techniques to help you balance work and life when you must make tough choices you face every day

PRESENTED BY:

Chris DeVany is the founder and president of Pinnacle Performance Improvement Worldwide, a firm that focuses on management and organization development. Pinnacle's clients include global organizations such as Visa International, Cadence Design Systems, Coca Cola, Sprint, Microsoft, Aviva Insurance, Schlumberger and over 500 other organizations in 22 countries. He also has consulted with government agencies from the United States, the Royal Government of Saudi Arabia, Canada, the Cayman Islands, and the United Kingdom.

On-Demand Webinar

Duration : 90 Minutes

Price: \$200

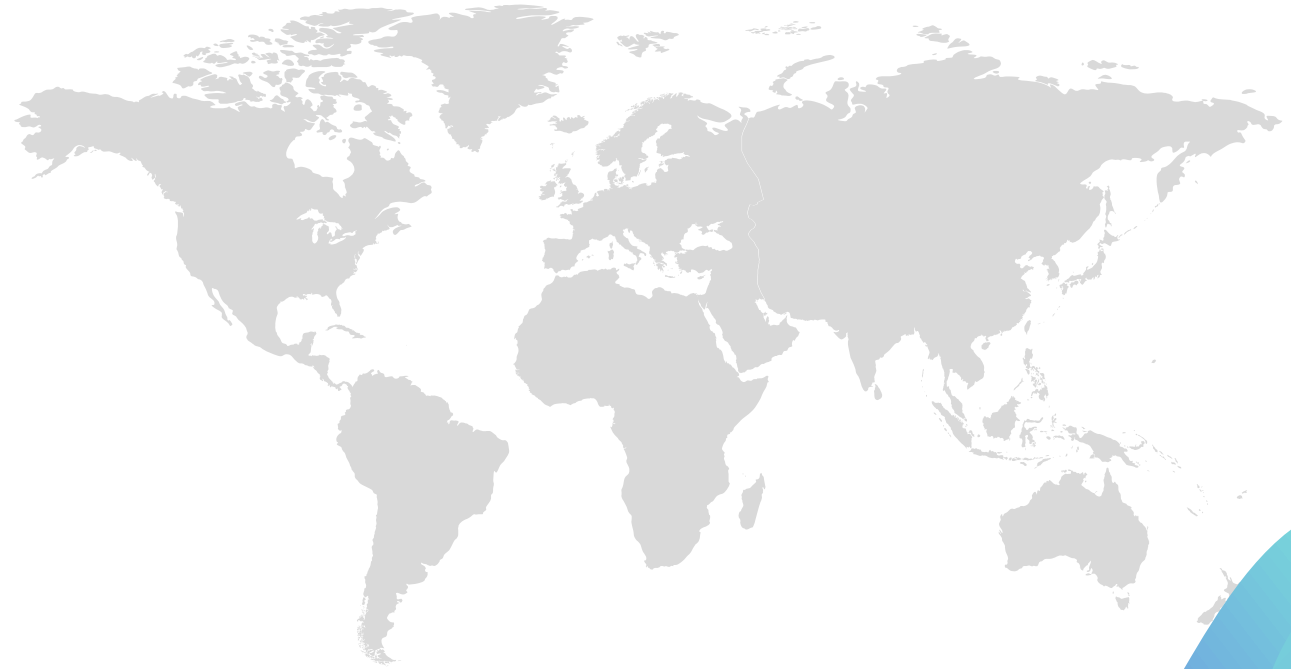
Webinar Description

This highly interactive Webinar offers you and your team an array of practical tools to help you get things done in today's chaotic and constantly changing work environment. You'll learn practical techniques for making structured decisions—even under pressure—to earn buy-in from bosses, coworkers, and customers. In a workshop environment, you will participate in valuable exercises utilizing real-world case studies. You'll emerge with an action plan you can use right away to master expanding workloads and complex decisions.



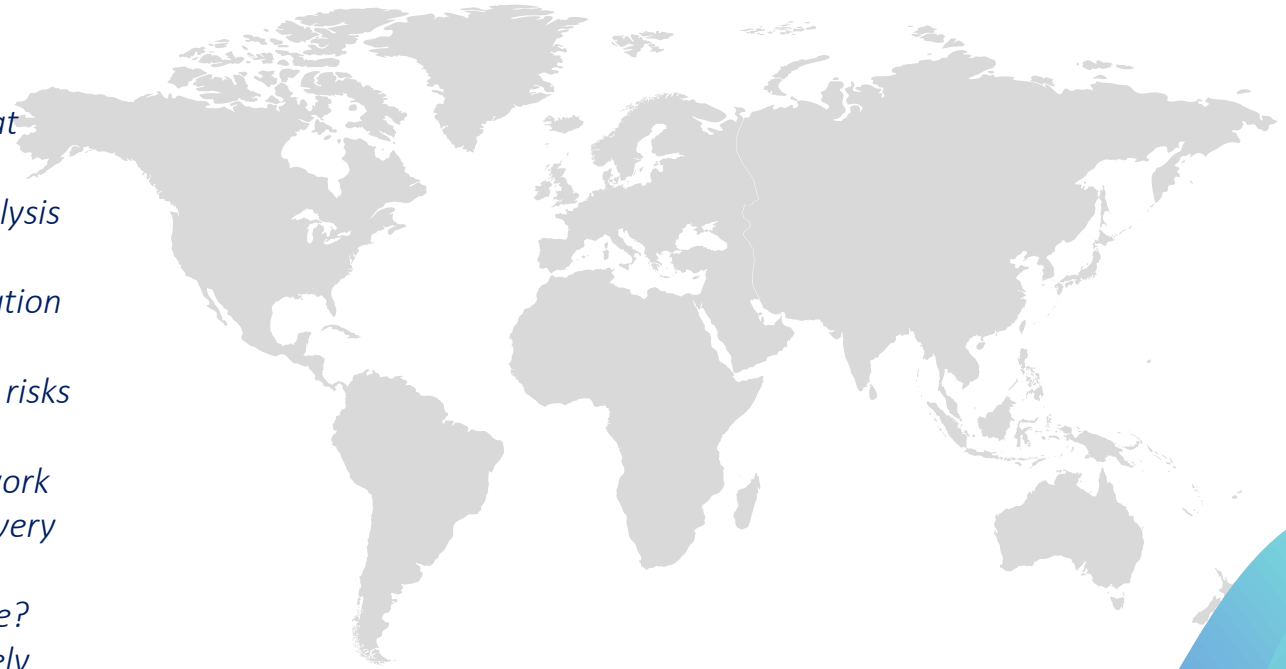
Who Should Attend ?

CEO
Senior Vice President
Vice President
Executive Director
Managing Director
Regional Vice President
Area Supervisor
Manager



Why Should You Attend ?

- *Become more productive by prioritizing work and maintaining focus*
- *Become a stronger communicator with techniques that enable you to question and clarify priorities*
- *Make better decisions based on consistently good analysis*
- *Become more decisive and make better decisions by gleaning the right information and appraising the situation more effectively*
- *Gain the cooperation of others by communicating the risks and gains of decisions*
- *Learn stress survival techniques to help you balance work and life when you must make tough choices you face every day*
- *Are you feeling overtasked, over-worried and overdone?*
- *Could you use a ‘managing multiple priorities effectively refresher’, to help you get a better handle on things?*
- *Would you like to brush up on your management and delegation skills?*
- *If you answered “yes” to any of these questions, then come laugh, listen and learn as Chris DeVany leads us all through those important topics, key questions and answers we all need to be able to address effectively to improve our communication effectiveness, improve our team members’ and team’s performance, adding to the bottom-line!*



To register please visit:

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