

1 Establish personal work goals

Serve as a positive role model in the workplace through personal work planning.

I strive to be a positive role model for my subordinates and plan my work daily. At the start of the day, I answer the questions below (printed on an A4 sheet of paper I call my "Daily Make it Happen Plan"):

- What rating out of 10 am I feeling right now?
- What 1 thing would I have to do to increase that rating to the next number?
- What time will I have that 1 thing done by?
- How did I go yesterday?
- What were the roadblocks?
- 1 Big Boulder "Must Get Done today" thing
- 3 Medium Rocks "Should Be Done today" things
- 5 Small Pebbles "Would be nice if it were done today" things

These questions help get my mind in line and head organised for the day. My staff have seen the benefits of the "Daily Make it Happen Plan" and have also adopted the system.

Ensure personal work goals, plans and activities reflect the organisation's plans, and own responsibilities and accountabilities.

My individual work goals, plans and activities are always prepared to concur with the organisations plans.

My responsibilities and accountabilities within the organisation form the basis of the tasks to be completed and goals to be achieved.

Measure and maintain personal performance in varying work conditions, work contexts and when contingencies occur.

When obstacles arise, circumstances change or a curve ball gets thrown at me, I amend the "Daily Make it Happen Plan" to reflect the change in priorities and tasks to be completed.

Reviewing the Daily Make It Happen Plan is one of the ways I monitor my performance.

By having my goals and tasks documented in MS ToDo / Outlook / Trello (depending on their nature), whatever contingencies occur, or conditions get changed, I can keep track of my outstanding tasks and get back on track when the proverbial bush fire has been extinguished.

Having access to organisational documentation and information means working from home is possible and practical for some of my tasks.

2 Set and meet own work priorities

Take initiative to prioritise and facilitate competing demands to achieve personal, team and organisational goals and objectives.

The nature of my job means that there are very often competing demands – from customers, suppliers and employees. When prioritising jobs I ask myself a series of questions including the ones below:

How important is it?

How long will it take to complete the task?

What is the deadline (when does it need to be done)?

What will happen if it doesn't get done now/today?

If I do task A, what will be sacrificed?

When necessary, I will physically remove myself from the main office, to allow me quiet and space to work on my tasks and objectives, without the competing demands for my attention.

Eisenhower's Matrix is a tool that I find particularly useful for categorising and prioritising tasks.



Use technology efficiently and effectively to manage work priorities and commitments.

I use Outlook Tasks (to a lesser extent), Microsoft ToDo and Google Calendar to keep track of meetings, commitments, tasks and projects. I also use Trello for "mind-dumping" ideas, tracking goals & tasks to achieve those goals.

Maintain appropriate work-life balance, and ensure stress is effectively managed and health is attended to.

I plan regular physical exercise into my schedule and go to the gym at least 3 mornings a week.

I practice gratitude meditations daily.

I have regular medical and dental check-ups.

I have regular catch-ups with friends for coffee/lunch.

I keep in contact with friends and family on a regular basis.

I try not to check work Emails from home (after hours) unless it is an emergency or urgent issue.

3 Develop and maintain professional competence

Assess personal knowledge and skills against competency standards to determine development needs, priorities and plans.

My technical knowledge and skills for the tasks required of my position is very good and compare well against the competency standards required of the position.

I could improve my time management skills and would benefit from working remotely (or in a different office) to reduce interruptions from competing demands (staff, phone calls etc..)

I could also improve on the handling of my Emails. I find that at times, they can be a constant interruption to getting my work done and lead to distraction and procrastination.

My interpersonal skills could be improved – assertiveness, conflict resolution and confidence could be better.

Seek feedback from employees, clients and colleagues and use this feedback to identify and develop ways to improve competence.

At the completion of every "job" I do a customer feedback survey that asks a series of questions to gauge my performance and seek ways to improve. The response to "what can we do better?" question has identified some invaluable avenues for improvement that I would almost certainly, not have identified myself.

I have added an agenda item to our monthly Directors meetings to seek feedback from the other business owner on ways I can improve my performance.

At our fortnightly team meetings, our employees are asked for their feedback about ways we can improve and if there have been any areas where my performance has let them down.

Identify, evaluate, select and use development opportunities suitable to personal learning style/s to develop competence.

I undertake webinars and workshops through ASBAS to develop my competence in various areas of my role (e.g.: time management, use of Canva etc.) These short workshops and webinars are ideal for me, as they are done in the office via Zoom and are short enough to fit into the workday without impacting on my workflow too much.

Participate in networks to enhance personal knowledge, skills and work relationships.

I am a member of 2 networking groups that meet in face-to-face settings. One is weekly and the other is fortnightly.

One of the biggest advantages of these groups is the development of relationships with the other members. For me, speaking with other business owners who are experiencing similar issues and challenges is very comforting to know that "I'm not the only one" facing those challenges/issues.

The groups are also a great way to learn about different industries and the general state of play in the market – improving my personal knowledge.

There are often guest speakers who spare their knowledge and information and educate the members. E.g.: we have completed DISC profiles, stress management and mindset training in one group in the last quarter.

Identify and develop new skills to achieve and maintain a competitive edge.

New skills I plan to acquire to help maintain a competitive advantage include: Knowledge (and skills) to improve SEO on our website, conflict resolution, use of Agile CRM to automate Email communication with clients.