EXCELLENCE ORGANIZATIONS HAVE EXCELLENCE PEOPLE

Engage, Envision and Execute

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Pursuit of Personal Excellence

- Introduction
  - What is Personal Excellence
- Engage
  - What do I care about?
  - Who is in charge?
- Envision
  - What is Important to Me?
  - What Should I Focus On?
- Execute
  - How do I Stay Focused?
- Conclusion
  - Key Takeaways | Next Steps

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Chris Lindstrom
Managing Partner, Ceptara Corp.

- Ceptara, established in 2002
  - Helps organizations bring excellence into focus through management consulting, business coaching, quality training and productivity tools utilizing the Lean Six Sigma toolbox.

- Experience
  - Over 25 years of management experience with technology companies such as AT&T, T-Mobile, Lucent, NCR, HP and Microsoft
  - Certified Lean Six Sigma Master Black Belt and senior member of American Society for Quality.
  - Master's of Science degree in Electrical and Computer Engineering

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INTRODUCTION

Pursuit of Personal Excellence

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Quick Informal Survey

- How many people are excellent?
  - Defined as effective and efficient at their job…
- How many out of 10?

Most common response is:
1 to 3

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Dogbert's advice
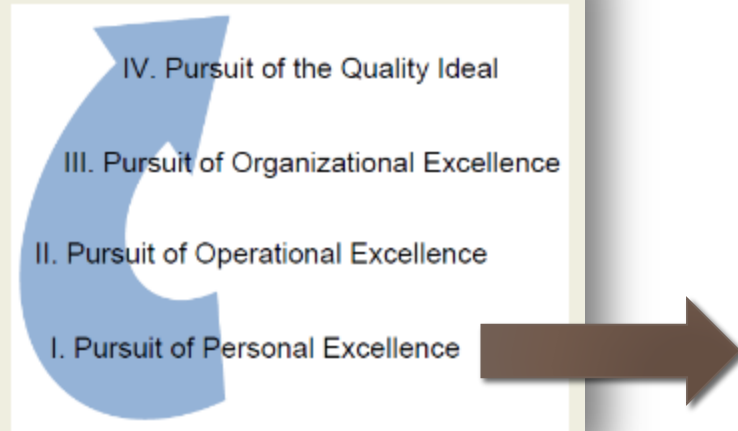# How to achieve Personal Excellence…

What is Personal Excellence?

- Does it mean being great at your job?

- Is it being a good mother, father, son, daughter, brother, or sister?

- A good influence? A friend? A good driver?

- Being able to run a marathon? Swim the English channel?

- Being happy all of the time? One with universe?

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ASQ: Pursuit of Personal Excellence

Figure 1. The quality journey

IV. Pursuit of the Quality Ideal

III. Pursuit of Organizational Excellence

II. Pursuit of Operational Excellence

I. Pursuit of Personal Excellence

I. PURSUIT OF PERSONAL EXCELLENCE

⊟ A. Personal knowledge, skills, and abilities

1. Personal vision and purpose
2. Life planning and fulfilling a specific life purpose
3. Personal enjoyment and satisfaction in personal/professional life
4. Commitment and accountability
5. Self-knowledge and self-assessment
6. Prioritizing and time management

⊟ B. Interpersonal and social skills

1. Emotional intelligence (EQ)
2. Verbal and written communication skills
3. Listening skills
4. Persuasion/influence skills
5. Conflict resolution skills

⊟ C. Professional development

1. Leadership training, evaluation, and skill demonstration
2. Continuing education
3. Professional certification

⊟ D. Underlying quality philosophies

1. Personal improvement
2. Seeking mutually beneficial solutions
3. Quality of decisions—data, emotions, values, decision-making approaches
4. Error awareness and prevention

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The Whirlwind

- One out of two people say they are unable to handle the vast amounts of information they receive on a daily basis.

- It can take up to 25 minutes after an interruption to get back to the same level of productivity before the interruption.

- The work week, on average people spend:
  - Around 13 hours a week reading and responding to email.
  - Around 6 hours a week communicating and collaborating with their 'team'.
  - Around 16 hours working on tasks that are related to their objectives.
  - Around 8 hours a week working on things that don't relate to their objectives.

Statistics referenced from 'Take Back Your Life – Sally McGhee & John Wittry; The Complete Idiot's Guide to Getting Things Done - Jeff Davidson
The social economy: Unlocking value and productivity through social technologies,", McKinsey, July 2012 Insights Article

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ENGAGE

Pursuit of Personal Excellence

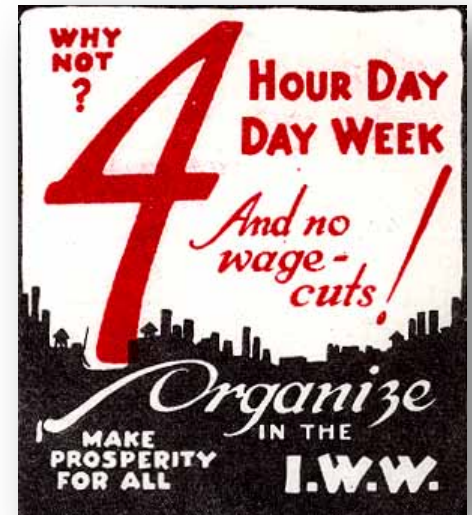**CEPTARA**

Original Affluence

- Affluence – having an abundance.
- Hunter-Gatherers had it good!
- Farming was laborious and time consuming.

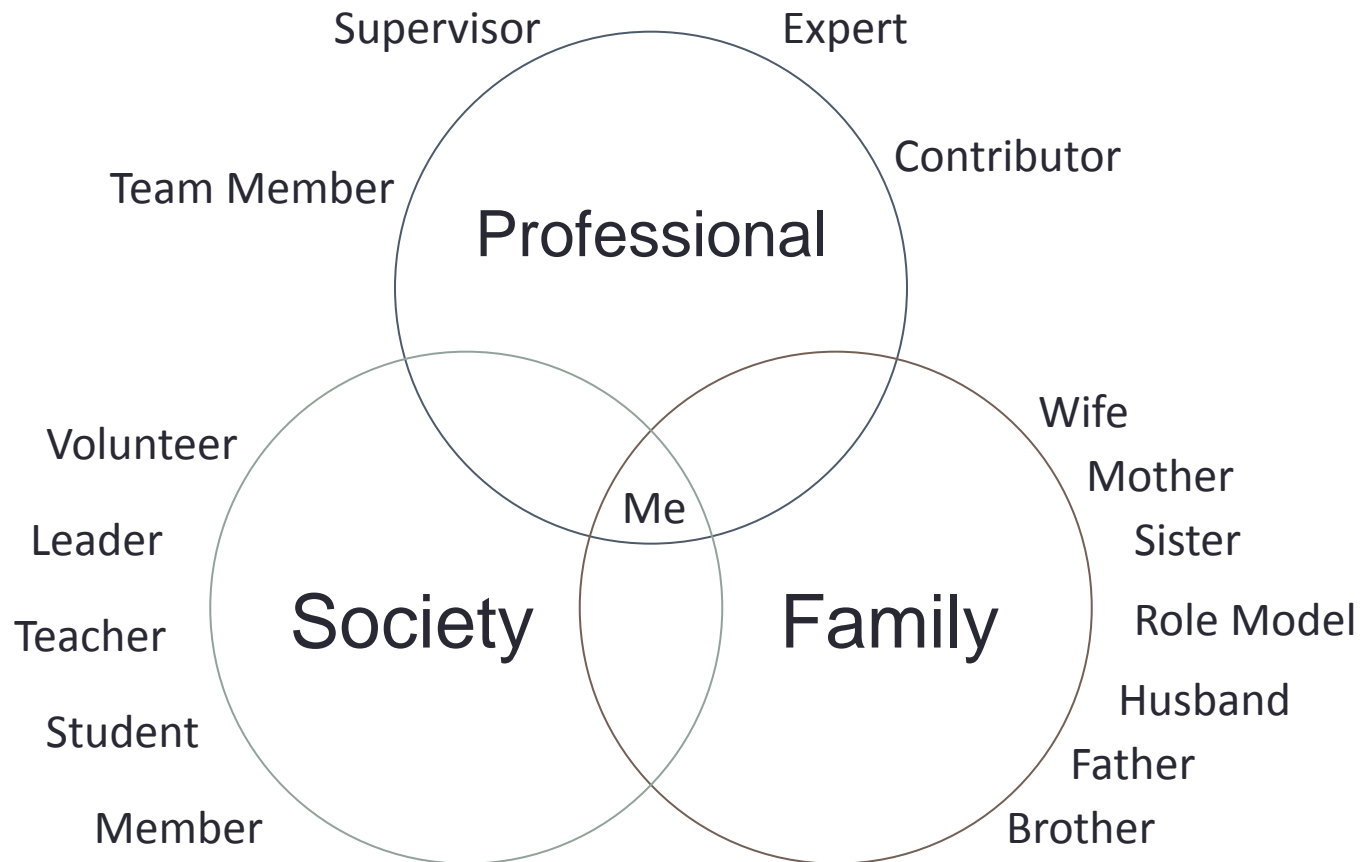"We work in order to have leisure." – Aristotle.

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Depression Era – United States

- The "two-day" work week was inevitable.

- 1932; Black-Connery bill introduced in the Senate for a 30 hour work week.

- Gospel of Consumption

- Eight decades later; People are working harder and longer hours.
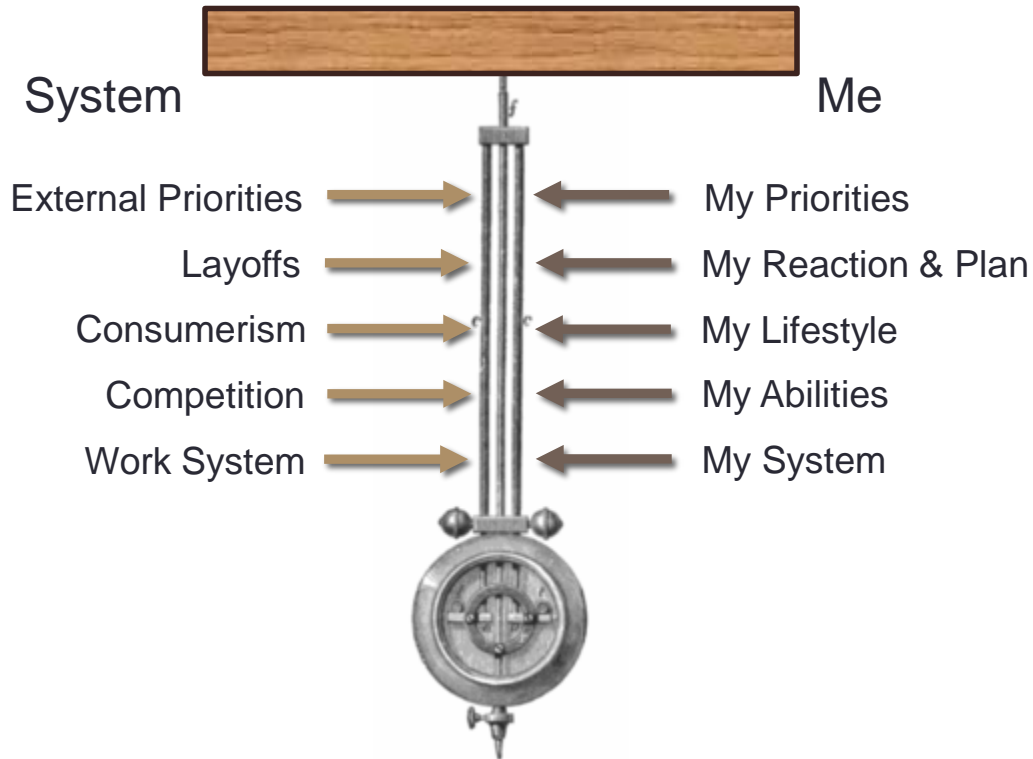
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What do I care about?
Communities And Roles

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Who's In Charge?

System   Me

External Priorities →   ← My Priorities

Layoffs →   ← My Reaction & Plan

Consumerism →   ← My Lifestyle

Competition →   ← My Abilities

Work System →   ← My System

"The challenge of work-life balance is without question one of the most significant struggles faced by modern man". – Stephen Covey
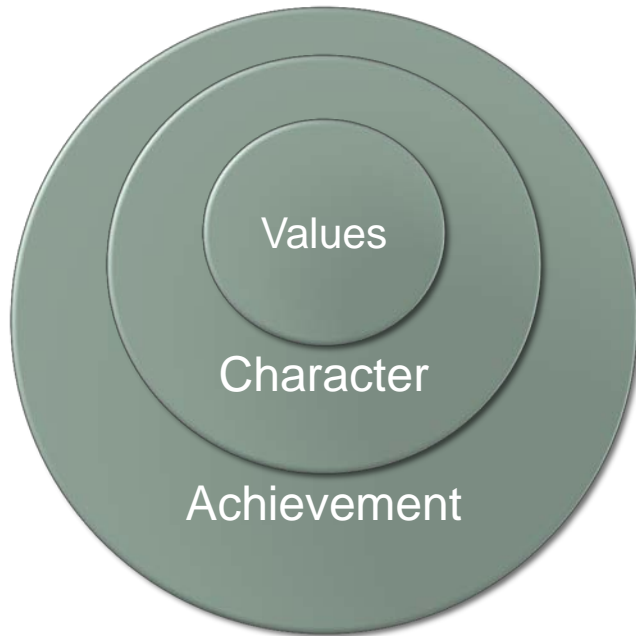
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ENVISION

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What is important to me?

> What do I want to be?
> What do I want to do?

Who do you want to be?
- Values: principles we hold dear
- Character: our behavior or personality

What do you want do?
- Goal: that which we direct effort
- Achievement: result of our effort

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What is important to me?

Design who you want to be:

1. What are your values?

2. Who is important to you?

3. What role do you play with them?

4. How do you demonstrate your values in that role?

5. What will your successful life look like?

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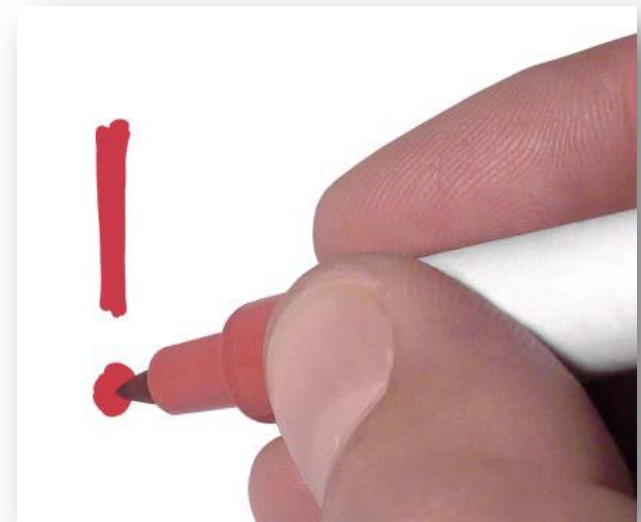
What is important to me?

- What is a personal mission statement?
  - A statement that focuses on what you want to be (character) and do (contributions and achievements) and on the values or principles upon which being and doing is based [1].

- Why is it important?
  - Provides the foundation upon which all other decisions are based.
  - Gives life to your inner compass.
 - Helps you find your voice so that you can help others find theirs

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Personal Mission Statement Example

- My mission is to live my life with integrity and make a positive difference in the lives of others
  - To fulfill this mission:
    - I am honest: What I do speaks volumes
    - I am respectful: I listen
    - I inspire: I teach by example that each of us has a choice
    - I am courageous: I speak my view
    - I learn: I seek to understand and harness the knowledge of my failures.

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Our Communities & Roles
What should I focus on?

- Community Needs
  - Professional
  - Personal
  - Society At Large
- Self or Internal Needs
  - Physical
    (To Live – Body)
  - Emotional
    (To Love – Heart)
  - Mental
    (To Learn – Mind)
  - Spiritual
    (To Leave a Legacy – Soul)
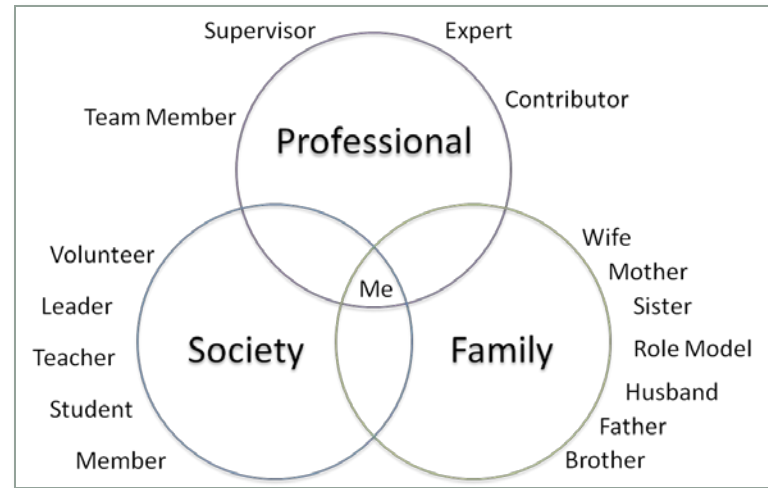
In each area we have goals, things we want to accomplish

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Visualize the End Game

- Visualize success

    What will the _____ look like once _____ has been accomplished?

- Things are created twice

    1. In your minds eye
    2. In reality

- Personal Leadership

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Creating Goals

1. **Identify the community**

2. **Identify the role**

3. **Identify the area of focus**

4. **Create the goal MARST**

Community

Roles

Areas of Focus

Goals

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Articulating a Goal

- M-A-R-S-T can be a good order to consider
  - Measurable is the most important, otherwise success is not clear
  - Achievable is next, how do you know its achievable
  - Relevant – the goal is aligned
  - Specific – everyone should understand what it is
  - Timely – it has dates

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What should I focus on?
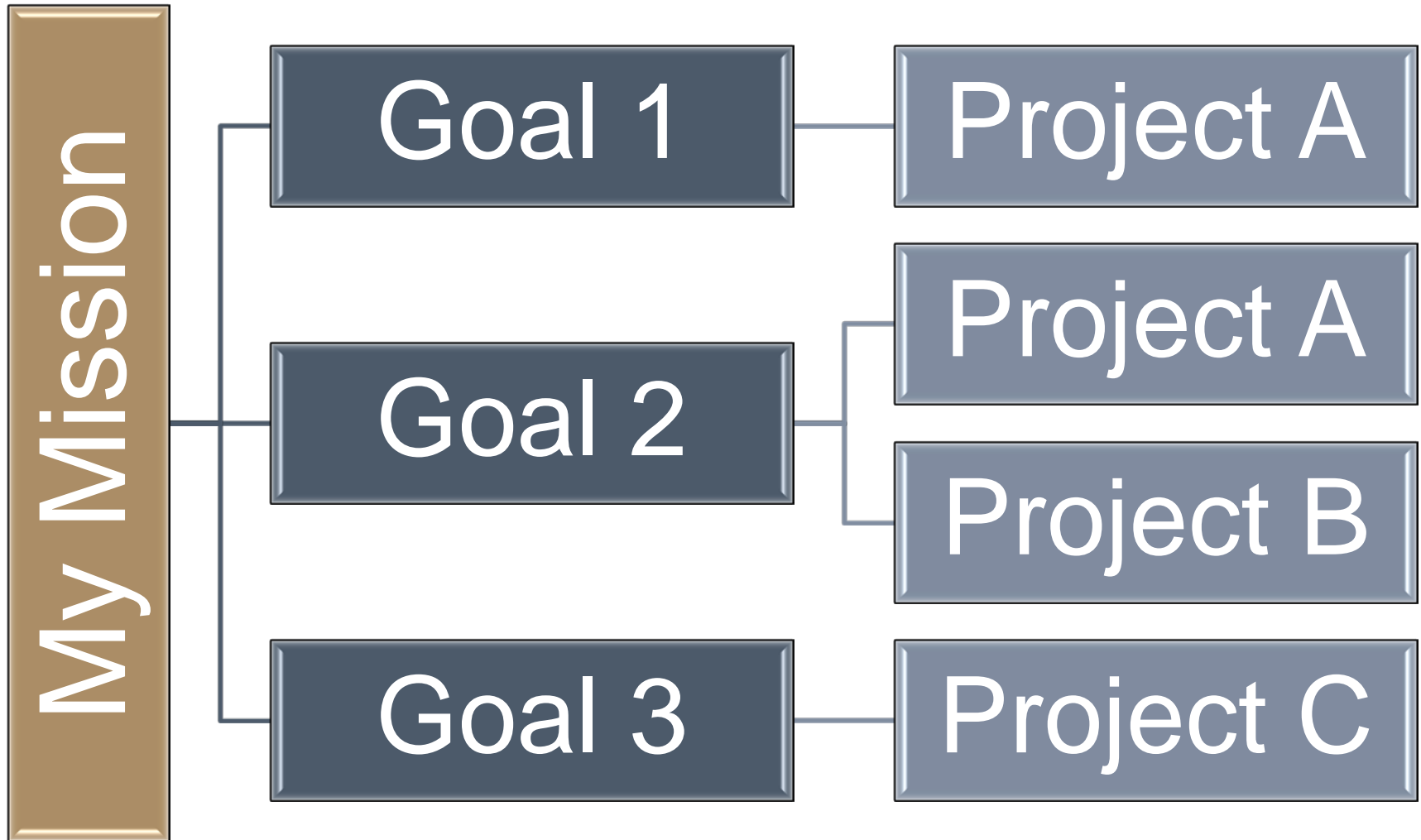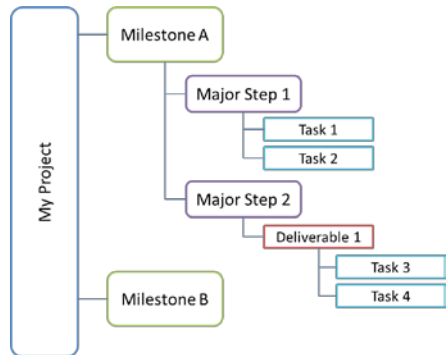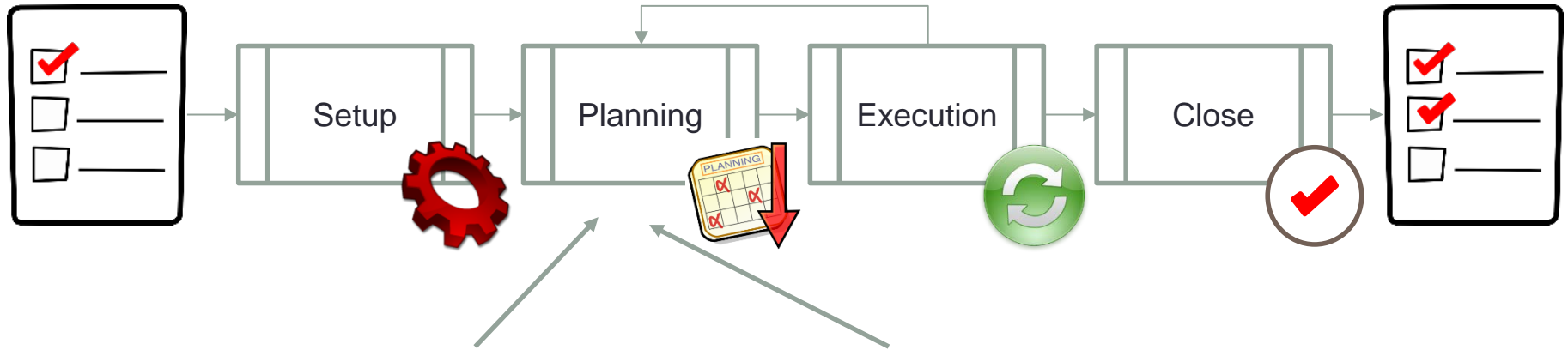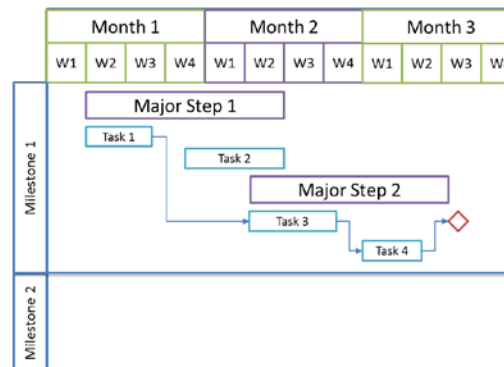## Mission – Goals – Projects – Tasks – Time / Energy
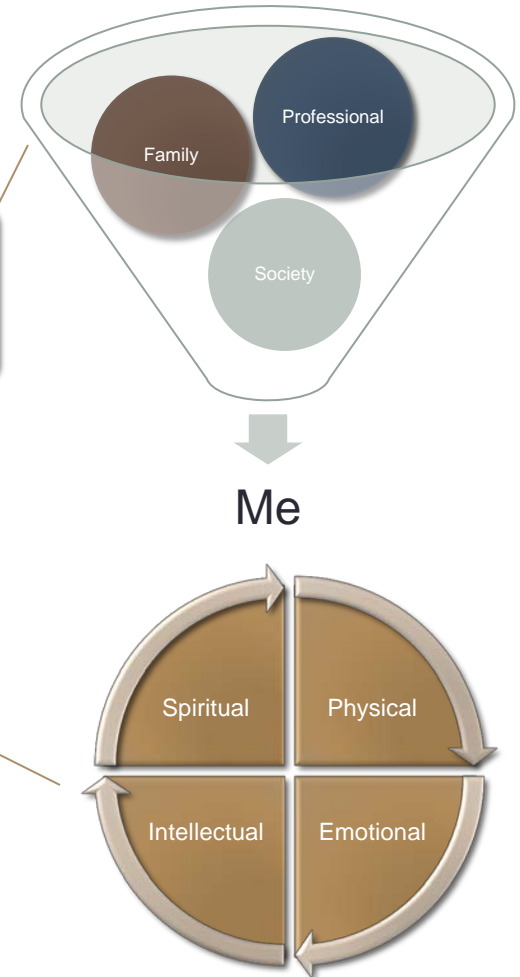
EXECUTE

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Goal Deconstruction

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Project Management Lifecycle
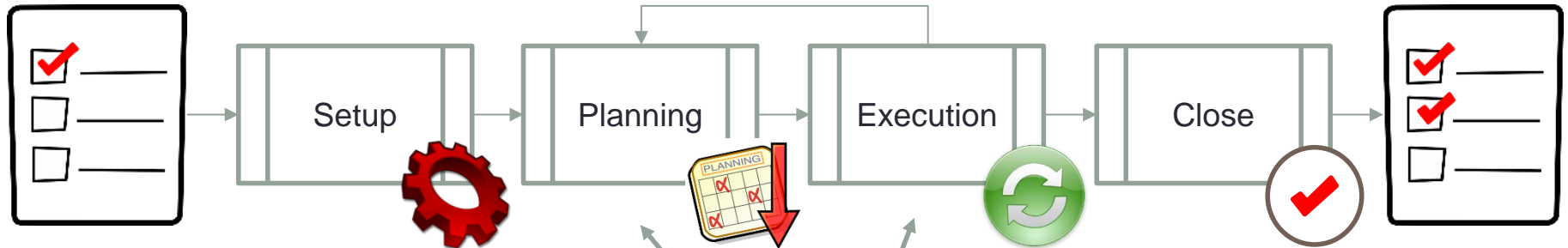

Setup → Planning → Execution → Close

Work Breakdown Structure

Gantt Chart

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Project Management Lifecycle

PERT Chart – CPM

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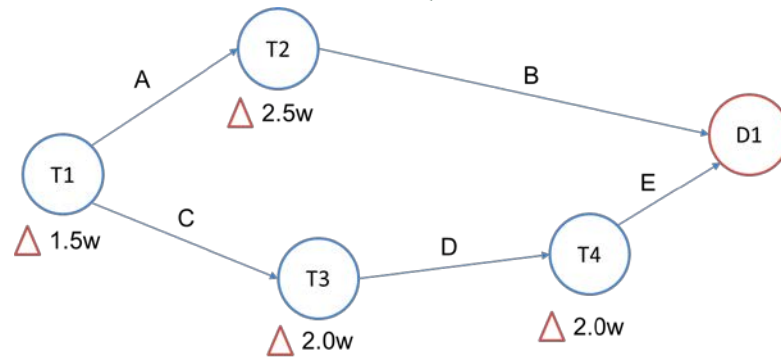
Project Management
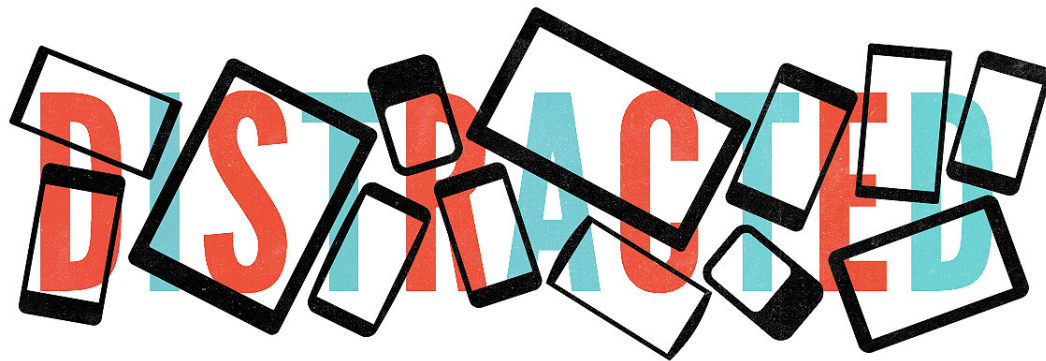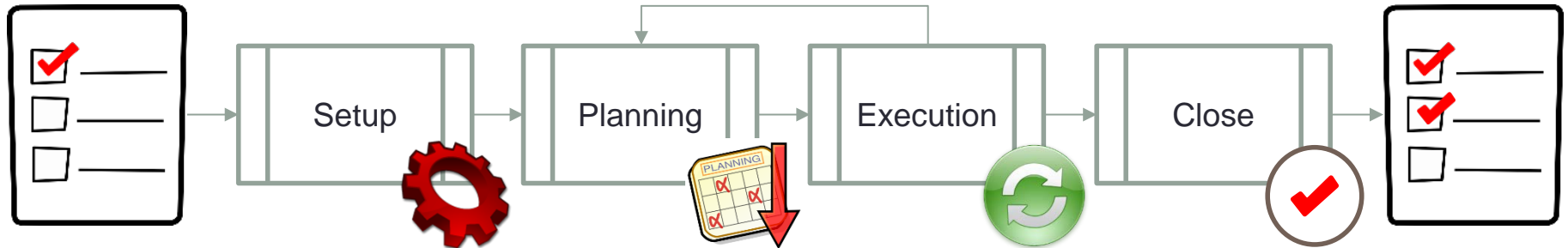
FocusMe for Excellence™ Model

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TRANSFORMATION

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Do you identify with these people?

- Addicted to the Urgent
  - I should be able to manage all of the details that come at me.
  - I'll work on what's in front of me now, whoever is screaming the loudest, or whoever the highest level person asked me
- Happy to Help
  - Can I interrupt? Sure, how can I help.
  - I'm always working on other people's agendas and don't have time for my own
- Organization is for the Weak
  - I don't have time to get organized, I'm too busy doing stuff
  - Just leave it on my desk and I'll get to it
- Pack Rat
  - Don't touch my piles, I know where everything is
  - I'm sure I'll need this memo, let me put it over here so I don't forget where it is
- Organization is too Left Brain
  - I'm a free spirit, I work on what moves me
  - I know what I need to do, I don't need a system to help me keep track

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Personal Excellence Transformation

Before	Now
Addicted to the Urgent • I should be able to manage all of the details that come at me. • I'll work on what's in front of me now, whoever is screaming the loudest, or whoever the highest level person asked me	**Addicted to the Important** • I am able to manage all of the important actions because I'm clear on my objectives • I can get even more done because I'm working on the right things
Happy to Help • Can I interrupt? Sure, how can I help. • I'm always working on other people's agendas and don't have time for my own	**Happy to Help** • Now that I've set boundaries and blocked out time, I'm getting my work done and have time left over to help others
Organization is for the Weak • I don't have time to get organized, I'm too busy doing stuff • Just leave it on my desk and I'll get to it	**Organization is for the Strong** • I love my system, it allows me to be more efficient with my time and get even more done
Pack Rat • Don't touch my piles, I know where everything is • I'm sure I'll need this memo, let me put it over here so I don't forget where it is	**Efficient Filer** • Everything is in the right place and I'm not keeping anything that isn't related to what I need to get accomplished.
Organization is too Left Brain • I'm a free spirit, I work on what moves me • I know what I need to do, I don't need a system to help me keep track	**I'm More Creative** • I'm not spending so much time on meaningless details and it allows me to think even more creatively

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Pursuit of Personal Excellence Benefits

- Higher credibility with people that depend on us
- Reclaim time to work on our passions.
- Reduce distractions
- Feel More Confident
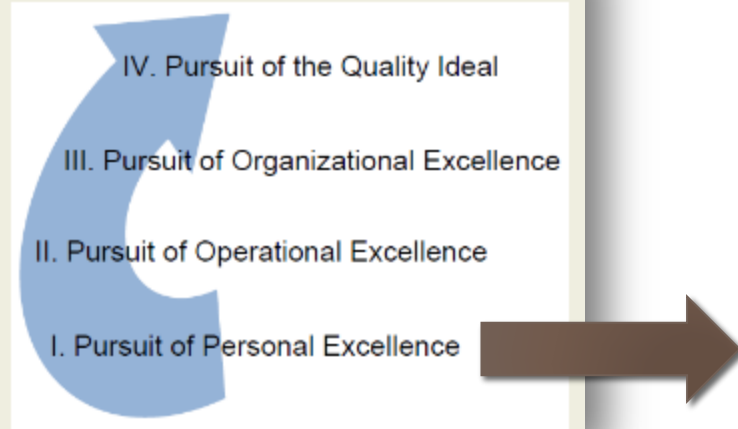- Feel More Accomplished
- Feel More Fulfilled

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CONCLUSION

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Top 10 Take Aways

| 1 | It's your system – make it work for you! |

| 2 | Plan regularly and execute what 'fits' with your objectives. |

| 3 | Process your e-mail using the 5Ds. |

| 4 | Reduce your collection points. |

| 5 | Break your objectives into one or more projects. |

| 6 | Use communities, roles , and MARST to frame your objectives. |

| 7 | Write down personal mission statement and publish it visibly to yourself. |

| 8 | Write down your values and use roles to make them real. |

| 9 | Write your obituary – discover what is truly important to you. |

| 10 | It starts with you! |

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What's Next?

- Reference
  - Seven Habits of Highly Effective People, Stephen R. Covey
  - Getting Things Done, David Allen
  - Power of Habit, Charles Duhigg
  - Chris' Reading List: www.ceptara.com/about/team/chris
- Development & Support
  - Managing Priorities & Time, 6 hours
  - Personal Excellence Coaching / Mentoring, 12 hours
  - Proactive Planning & Problem Solving
- Tools
  - Ceptara Organizer for Outlook (2007/2010)
  - Ceptara FocusMe for Outlook (2010/2013)

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PERSONAL EXCELLENCE

Pursuit of Personal Excellence

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Handouts:
www.ceptara.com/2015WAStateLT

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PERSONAL EXCELLENCE

The End

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