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## TESTIMONIAL

*"I don't recall ever taking a seminar that was so clear and easy to put into practice. I compare it to the effect of reading a book versus listening to a song: the first can take months to finish and (hopefully) put into practice, the second only takes minutes to hear and can move you profoundly. TBYL has helped me be much more organized."*

- Maria Ibarra, Manager,  
Ericsson Corporation

## QUICK LINKS

[1:1 Consulting \(PIM\)](#)  
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Without the ability to distinguish something, it is impossible to notice it. McGhee emphasizes the use of data and metrics in our Objective Accountability Program (OAP) because the devil really is in the details. While most of us are content with assessing progress with an on-track/off-track system, this approach lacks the detail necessary to distinguish what is really going on and what course corrections are truly needed.

In this issue of the *Insider's Link to Productivity*, we explore how to use metrics to gauge progress toward long-term goals, including an OAP case study with the IT Department of a Fortune 500 company. You will also find helpful tips for calendaring and how to be strategic by saying "no."

- Laurie Oswald, Director of Sales & Marketing

To learn more about our products and services please [click here](#).

## *Gauge Your Progress - The Power of Metrics*



Many of our clients track sales pipelines, customer service evaluations, and revenue on a regular basis, but what about the remainder of the staff's projects? How do you measure the progress and development of infrastructure and systems, collateral, how

new employees are performing, or how well internal partnerships are working? Simply tracking these goals once or twice a year doesn't guarantee that performance will be aligned with your organization's strategic objectives. In fact, when poorly done, tracking systems may actually mask or hinder progress against goals.

At McGhee, metrics are an important aspect of our Objective Accountability Program (OAP) for all levels of the organization. Each employee has metrics for tracking every Meaningful Objective (MO) and Supporting Project (SP). And, since all MOs relate back to the company's Unifying Goals, metrics create a bird's eye view for our leadership team to track and manage progress towards those goals.

**ALUMNI SPECIAL -  
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SERIES**

If you've taken a *Take Back Your Life* seminar, received individual coaching, or read Sally McGhee's book [Using Microsoft Outlook to Get Organized and Stay Organized](#), there's a time-saving online tutorial series to help you strengthen your productivity skills and improve your effectiveness.

Get a succinct review of the fundamental McGhee concepts -- using your collecting system, managing your inbox, and prioritizing and planning your calendar.

This tutorial supports the high-performance workplace you're working hard to create. And it helps you relax and regain quality time at home.



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(offer good through September 30, 2009 coupon code "jly30z")

Metrics, along with regularly scheduled weekly, monthly, and quarterly accountability reviews, are essential tools for both analyzing progress and identifying course corrections. Metrics allow managers to quickly determine where to focus and whether an entire team or specific individuals are having challenges. When a project is noted as being "on-track", assumptions are often made as to the actual status. It could be that the project schedule has been met year-to-date, but in reality is projected to complete after the due date and over budget. It can also reflect the subjective opinion of an individual who says, "I am where I should be." Without more specific metrics such as margin, client satisfaction, or closing statistics; other team members and managers do not have the information needed to effectively provide coaching or prevent a problem from occurring down the road.

The value of metrics extends beyond the leadership team to middle management and individual contributors. The data can quickly provide a sense of direction and visibility on status and performance. The result is often an increase in self-sufficiency and confidence, because employees have the ability to self-correct or ask for assistance in specific areas. And because all metrics at McGhee are posted on SharePoint, there is a shared accountability with visibility of overall company Meaningful Objectives and Supporting Projects.

For our latest client case study on the impact of the OAP on productivity and results at an international construction management company, [click here](#).

For more information on creating customized metrics that relate to your organization's goals, please email [info@mcgheepro.com](mailto:info@mcgheepro.com).

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### *Getting to "No!"*

By Peter Felsmann, McGhee Senior Consultant

*"If we don't change direction soon, we'll end up where we're going." - Professor Irwin Corey*

A lot has been written about how to get to "Yes!" such as guides to achieving compromise, negotiating, creating win/win outcomes, etc. This article is about how to get to "No!"

From a very early age, we are subjected to conditioning that says in order to be "good" we must always do what others want us to do and say "yes" to multiple demands. As adults, this puts us in a very challenging place, since it is impossible to please everyone all of the time.



## TIPS & TRICKS

Creating a system for color coding your calendar will allow you to quickly see how you are spending your time.

We recommend one of the following methods:

### **Color Calendar Appointments Automatically**

~Open an appointment

~Right click and choose the 'Auto Formatting' option

~Choose 'Add'

~Assign the rule a name and a color

~Choose 'Condition' and filter according to your specific needs (example: all subject lines with the word "meeting" are blue)

Next time you create an appointment that meeting the rule's guidelines, it will automatically color code accordingly.

### **Color Calendar Appointments Based on Category**

~Open an appointment

~Click 'Categories' and either assign an existing category to the appointment or create a new category

(tip: create categories that reflect your most common actions such as meetings, drive time, prep time, etc.)

Indeed, most of us are so overwhelmed just trying to do what others ask of us that it's difficult to fulfill our own needs and wants. Whether we are aware of it or not, this programming affects our productivity. We are left wanting and trying to do everything: please our bosses, our colleagues, our direct reports, all while being responsible parents, devoted spouses, and good children. Oh, if only we could! But we truly can't.

Pause to let this sink in. We truly can't. We have endless to-do lists and a finite number of hours in each day. There will always be more to do than hours available. You will never, ever get it **ALL** done.

Most of us are tied up 21-23 hours a day between sleeping, eating, working, commuting, grooming, cleaning, errands, etc. That leaves one hour. SIXTY MINUTES! One hour to: workout, play with our children, romance our spouse, walk the dog, meditate, read, learn a foreign language, play an instrument, paint a masterpiece, fix the broken widget, and of course watch Oprah.

Pretty depressing, huh? Go ahead, grab some tissue and have yourself a good cry.

One of the most challenging things to change in life is the compulsion to say "yes." However, doing what you love (what is meaningful) requires you to start saying "no." Saying "no" to things like: people asking if they can talk to you for "two minutes", BlackBerry/PDA rings, e-mail on evenings and weekends, phone calls during dinner with family, etc.

You're probably thinking that it's your job to be available; you don't want to be perceived as a "loner"; you need to be a "team player", etc, etc. That's your unconscious belief system talking.

The reality is, people are usually fine with receiving a voice mail, as long as they hear back within 8 business hours. Drive-by interruptions will respect your time more if you kindly respond with, "No problem. Send me an e-mail and I'll get back to you after 3 pm." Your friends and co-workers will understand and respect that you value your family time. And if they don't, why would you want to please someone that doesn't care about you and your family's highest good?

To be clear, I'm not advocating rigidity. I am saying that it takes practice and love to create the boundaries that allow for causing and generating positive change. Love? Yup, good ole' fashion Love.

L-O-V-E. Amore. The truth is, saying "no" is really saying "yes" to the things that are meaningful to you.

~Save and close the appointment

~You will need to manually assign a category to each new appointment you create

## STRATEGIES FOR GETTING TO "NO!"

If you only had 12 months to live, and you didn't want to quit your job; what would you make a priority? Nobody ever said on their death-bed, "Jeez, if only I could answer more e-mails before I go." Get Clear on your Meaningful Objectives.

1. **Be "Selfish" with Your Time.** I put that in quotation marks because by being "selfish" you actually can be generous with those things that are a priority.
  2. **Communicate Your Intention to Your Co-workers** to increase productivity by being more aware of interruptions and ask for their support. Ever been to a dog training class? If yes, then you know that the one getting "trained" is the owner. Why? Because the dog responds to the owner's behavior. So does everyone else in your life. You constantly train others on how to relate to you.
  3. **Eliminate Temptations.** Get rid of the candy jar on your desk. Turn off the blinking envelope that appears with new e-mail. Set IM on "Invisible" or "Busy."
  4. **Practice, Practice, Practice.** You've been running your conditioning for decades. Give yourself a break and know that it may feel weird and uncomfortable to create the change. But keep going and pretty soon you'll feel lighter and more balanced.
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