

Time Tactics to Make You Successful



A teleseminar presented by
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Ruby Speaks

Ruby Newell-Legner, CSP
Speaker • Trainer • Author

For more than two decades, **Ruby Newell-Legner, CSP**, has been helping organizations like yours build strong teams between front line staff and management, and make exceptional customer service a way of life. Ruby has been the behind-the-scenes force; helping forward-thinking organizations from Seattle to Singapore make the powerful transition from customer service to total customer satisfaction.

An industry icon in the leisure and entertainment field, Ruby's powerful training programs will help your staff develop skills to consistently promote and deliver positive service with every guest encounter. Her dynamic and fast-paced programs give your people the tools they need and the motivation they crave, to go the extra mile for your customers.

Your staff will relate to her instantly and feel empowered by her practical, apply-it-now tools. Ruby's humorous and compelling stories will engage your employees, as they learn the strategies they need to know to provide outstanding service that will keep your customers coming back for more!

Your people get a fun, energetic training with real-world, practical examples that they can use that same day. And your organization gets an immediate increase in internal and external customer satisfaction that only continues to grow!

Her schedule includes:

- Jan. 13, 2006 Trainer - Colorado Parks and Recreation Association Englewood, CO
- Jan. 15-17, 2006 Trainer – General Electric Info. Management Leadership Program Danbury, CT
- Jan. 18, 2006 Trainer - Connecticut's Beardsley Zoo Bridgeport, CT
- Jan. 26, 2006 Trainer - City of Athens and City of Dublin, Ohio Westerville, OH
- Jan. 26, 2006 Staff Retreat Facilitator - City of Westerville Westerville, OH
- Mar. 6-11, 2006 Super Bowl XLI Guest Relations Staff Trainer - [Dolphins Stadium](#) Miami, FL
- Mar. 13-14, 2006 Presenter - Pennsylvania Recreation and Parks Society Annual Conference Seven Springs, PA
- Apr. 25, 2006 Keynote Presenter – Washington Recreation & Park Association/ Oregon Recreation & Park Association Conference Vancouver, WA

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**It all Started with my Dentist Appointment
January 10th at 11:00a.m.**

National studies have identified the following list as the biggest time eaters for professionals today. Please identify your three biggest challenges in the list.

- | | |
|--|--|
| <input type="checkbox"/> Drop-in Visitors | <input type="checkbox"/> Shifting Priorities |
| <input type="checkbox"/> Phone Calls | <input type="checkbox"/> Inability to say No |
| <input type="checkbox"/> Failure to Plan/Prioritize | <input type="checkbox"/> Personal
Disorganization |
| <input type="checkbox"/> Lack of discipline | <input type="checkbox"/> Perfectionism |
| <input type="checkbox"/> Ineffective Delegation | <input type="checkbox"/> Meetings |

Ruby's Perfect Day

I will know it is a perfect day if I accomplish each of these items:

- One uninterrupted meal with my husband Rich with no distractions
- Some type of exercise: Swim, walk, or Bowflex workout
- Respond to my staff and clients and give them what they need within 24 hours
- Off my computer by 1am - before my automatic computer back up kicks in
- Eat at least 5 times a day
- Read 30 minutes

Define Your Perfect Day:

Deal with Drop-In Visitors – Interruptions

1. Establish at the start why they have come to see you
2. Stand when they enter the room, so they also remain standing
3. Be Polite – “When would be a good time to talk to you about it?”
4. _____ - “Let me think about it and I’ll call you back.”
5. Close the Door, Hide, Go to another office or conference room
6. Have a predetermined signal with a coworker that you need rescued



7. Summarize - “Is there anything else?” “What Can I do for you?”
8. Stand up and _____ towards the door
9. Go to their office so you can control when to leave
10. Set aside a specific amount of time everyday for important tasks
11. Give yourself an _____

Make Phone Calls Productive



1. Call on the right day - Busiest days for service businesses are _____ and _____, best days to call are Thursday and Friday
2. Call at the right time –busiest times are 10am-2pm and 5:30pm-7:30pm
3. People are most likely at their desk at the _____ or _____ of the day
4. _____ your calls
5. Eliminate phone tag - leave _____ messages
6. Ask, when would be a good time to call back?



Plan/Prioritize to use your time wisely

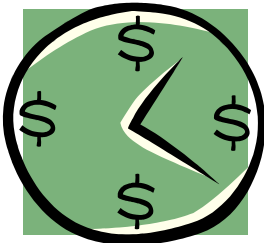
1. Select an environment free from _____
2. Review values and goals
3. Review prior day's daily task list for any _____ activities
4. Review today's pre-scheduled events/appointments
5. Review schedules for the next few days to see what needs to be prepared
6. Prepare a new list based on information above

✓	ABC	Task List for Dec 16th

7. _____ activities (A, B, C):
 - A = Vital (must be done)
 - B = Important (should be done)
 - C = Optional (could be done)
8. When you are already swamped and you get another assignment, announce, "Here are the projects I am working on right now, can you help me prioritize them so I know what is most important to you."
9. Post your _____ and stick to it.

Use self-discipline to avoid procrastination

1. Focus on the _____, what will be better after the job is finished
2. Create a reward system that works for you
3. Pay someone else to do the job
4. Do the most _____ thing first
5. Delegate parts of the project to others if they can help
6. Set up a _____ for events that occur frequently



To receive a 2–page Bonus Handout on Delegation and a 2 page Bonus Handout on Using Technology, submit your evaluation after the teleseminar

Demonstrate an ability to shift priorities during a crisis

1. Anticipate challenges and discuss “What if’s” - prepare a _____ to handle them
2. Afterwards - debrief the situation to learn what you can from that experience



Discipline yourself to say “No”

1. Ask yourself - “Does working on this task/project fit in with my long term _____?”
2. Procrastination – recognize the difference between an appropriate decision to delay and an irrational postponement without justification.
3. Unpleasant Tasks – They rarely turn out to be as bad as you think so do them first. Schedule them early in the day and give yourself a reward for doing them.

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Improve organizational skills

1. Without time to plan, we often find ourselves in a mess.
 - Complex projects – break it into manageable tasks with individual timeframes
 - Season plan
 - Goals for the year
2. Get clear details on upcoming projects
3. Clarify the task to be done and the _____ to be met in the beginning
4. Establish a _____
5. Get _____ from those you will need to assist you in completing the project.

Handle Paperwork Efficiently

1. Whenever possible - handle a piece of paper _____
2. The 4 D's –
 - _____ it
 - _____ it
 - _____ it
 - _____ it
3. Sort incoming mail near the waste basket
4. Keep information that you use often _____
5. Arrange telephone lists near the phone
6. Use only _____
7. Clear off the top of your desk at the end of your day



Address perfectionism and decide what needs to be perfect

1. Successful time management depends on knowing when perfection is worth striving for and when to leave well enough _____

Have Successful Meetings

1. Think _____ not meetings
2. Forecast your meetings
3. Use an _____ strategy to ensure promptness
4. Respect other people's time
5. Use a time out _____ to get back on track



The Present

Life is not a race, but a journey to be savored each step of the way.

Yesterday is History, Tomorrow is a Mystery and Today is a gift, that's why we call it –

The Present.

Discussion topics for after the teleseminar:

Share your best Time Tactic.

What was the best tip you learned from this program?

Based on today's program, what are going to stop doing?

Based on today's program, what tactic can you implement right away?

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Teleseminar Evaluation – Time Tactics to Make You Successful Free Teleseminar

Complete and fax this form to Ruby at 303-904-2966 and she will send you your bonus handout. No need for a cover page. Just fax this one! How easy is that?

We want these teleseminars to bring value to you. So that we may continue to improve them, we would appreciate your feedback.

Name:

Agency:

Phone Number:

Fax Number

E-mail address:

1. How much of the teleseminar did you get to hear?

All of it More than half Less than half None

How many people were listening with you? _____

2. What were one or two things you learned in this teleseminar that will be helpful to you?

3. What did you like best about today's teleseminar? Would you please provide a testimonial about your experience? If you were to recommend this teleseminar to a friend or colleague what would you say to them?

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