

## Administrative

# Support



## The SMART Way

- **SPECIFIC:** Often, creating a list of benefits from the accomplishment of the goal will give you a compelling reason to pursue that goal.
- **MEASURABLE:** It's crucial for goal achievement that goal setters are able to track their progress towards the goal.
- **ACHIEVABLE:** Setting big goals is great, but setting unrealistic goals will just de-motivate you. A good goal is one that challenges, but is not so unrealistic that the person has virtually no chance of accomplishing it.
- **RELEVANT:** Before you even set goals, it's a good idea to sit down and define your core values and your life and career purposes. These tools will help the person set goals that matter to them.
- **TIMED:** Without setting deadlines for goals, the goal setter will have no real compelling reason or motivation to start working on them. By setting a deadline, your subconscious mind begins to work on that goal, night and day, to bring you closer to achievement.

## Urgent Important Matrix



- **Urgent and Important:** Activities in this area relate to dealing with critical issues as they arise and meeting significant commitments. *Perform these duties now.*
- **Important, But Not Urgent:** These success-oriented tasks are critical to achieving goals. *Plan to do these tasks next.*
- **Urgent, But Not Important:** These chores do not move you forward toward your own goals. Manage by delaying them, cutting them short, and rejecting requests from others. *Postpone these chores.*
- **Not Urgent and Not Important:** These trivial interruptions are just a distraction, and should be avoided if possible. However, be careful not to mislabel things like time with family and recreational activities as not important. *Avoid these distractions altogether.*

# Ten Ways to Listen

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1. When you're listening, listen.
2. Avoid interruptions.
3. Aim to spend at least 90% of your time listening and less than 10% talking.
4. When you do talk, make sure it's related to what the other person is saying.
5. Do not offer advice unless the other person asks you for it.
6. Make sure the physical environment is conducive to listening.
7. If it is a conversation where you are required to take notes, try not to let the note-taking disturb the flow of the conversation.
8. Keep eye contact.
9. Summarise the conversation,
10. Turn your body towards the person you are listening,

# Asking Questions

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## Open Questions

- What happened?
- Why do you feel that way?
- When did this problem start?
- How does that make you feel?
- Who else is involved?

## Clarifying Questions

- "Please tell me more about..."
- "What did you mean by..."
- "What does ... look like?"

## Closed Questions

- They give you *facts*.
- They are easy to answer.
- They are quick to answer.
- They keep control of the conversation with the questioner.

# The 80/20 Rule

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Here are a few examples of the 80/20 rule:

- Only 20% of the population own 80% of the wealth.
- Only 20% of employees are responsible for 80% of a company's output.
- Only 20% of customers are responsible for 80% of turnover.



# Dealing with Email

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The READ technique allows you to process emails in the following manner:

- **R**ead
- **E**valuate
- **A**ct
- **D**elete



**For Bookings Contact:**

**Mantra Training & Development**

**Ph: 1300 898 872 E: [bookings@mantratrain.com.au](mailto:bookings@mantratrain.com.au)**