

My Beechworth Secretary

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“Impressions of Autumn”

Autumn is a time of great change in our area. The leaves are changing colour and falling, leaving bare branches ready to weather out winter before the warmer days of spring. And the same applies to the human residents. Summer lovers are preparing to brave the cold or are packing to follow the sun up north and the Winter lovers (like me) are looking forward to clear, crisp mornings.

I am often asked about how to get more usable time in a day and how to organise an office.

I believe that the key to good organisation is to keep it very simple and in this newsletter I'll share some tips that have helped me stay organised—and sane! I've also dedicated a large part of this newsletter to time/self management using the principles of Stephen Covey.

Tradespeople and home based businesses get a special mention on page 4 with some ideas on how 'My Beechworth Secretary' can assist you to present a professional profile with a prompt turnaround, giving you more time to work on your business rather than swamped in it.

Special thanks to two of my clients who have given testimonials to share with you. Feedback—good or bad—is important for business success and I welcome your impressions of, and suggestions for my newsletter.

Karen

**Do you have an email address?
Did you receive this newsletter
by post, pigeon or fax?**

If you answered “YES” and “YES” please email me at mybeechworthsecretary@bigpond.com

My database is for my use only and information will not be distributed to others.

**No Email address ~
What about a fax number??**

Congratulations to Peter & Carole O'Neill Finches B&B

Thankyou to the businesses and individuals who returned the MBS Test in 'Impressions of Summer' newsletter. Peter & Carole were the lucky winners and they will receive 2 hours secretarial support with the compliments of 'My Beechworth Secretary'.

There's another MBS test in this newsletter.
Good luck with your entry.



SIMPLE ORGANISATION

- **Don't rely on your memory**—the best way to always remember something is to firstly write it down, and secondly write it in an appropriate place. I have an A4 diary, day to a page, on my desk and put everything there. If I have to remember to do something at the same time each month, I write it in for each month. If I have to call a client back in 2 months, I write it on the appropriate date. Once it is written down I can forget about it until I turn the page to that date.
- **Use only one calendar or diary.** Keep your personal, professional and family dates in the one place and this will eliminate scheduling conflicts and disappointments. Also an effective way to see your time usage clearly.
- **Set time limits**—if you have to work late or at the weekend, set a time limit and stop at the end of that time. This will encourage you to work 100% knowing that, at the end you can relax and enjoy the rest of the evening or weekend.
- **Make the most of your idle time**—catch up on reading while waiting for appointments, listen to tapes & CDs while travelling.
- **Make time for yourself**—schedule time each day—quiet, uninterrupted time to concentrate on important projects.

I started 'My Beechworth Secretary' in September 2004. Working for many years in administrative roles, including Mayday Hills Hospital, Ford Motor Company, Dept of Meteorology, Uncle Bens and Broadmeadows Army Camp, I have gained extensive experience in the clerical and administration area. I have a very practical working knowledge of many computer applications and can tailor these to meet your needs. Add to that 10 successful years in the party plan industry leading a team of 100+ consultants, gives me a strong base to work with local small businesses and individuals.

I look forward to being of assistance to you.

~~Self~~ Time Management

These days everyone seems to be crying out for more time. We are under constant pressure to get everything done, and the important things in our lives get put lower into the 'to do' pile. Important things - like time with family, time for ourselves, professional & business development, etc.

In 1992, I was introduced to 'Seven Habits of Highly Effective People' by Stephen Covey and I have found his principles to be outstanding tools in my personal and business life, particularly in taking control of my time usage, rather than allowing it to take control of me. Covey believes that *'the challenge is not to manage time, but to manage ourselves'*

In order to effectively decide how we are going to use any piece of time available, we need to know in what direction we want to go. What is our purpose, goals, values—the 'Yes' that makes it possible to say 'No' to other things?

What really is important in our lives?

Think of the endless possibilities—business security & achievement, employment satisfaction, contributing to the community, time with children while they are growing up, personal time—find your 'YES' and you will discover how to act rather than be acted upon.

We spend time in one of four ways and the matrix below diagrams this. Every activity can be defined in two ways:

URGENT – it requires immediate attention. It's 'Now!'. They are visible, insist on action, but not always important. We react.

IMPORTANT – this has to do with results; it contributes to your mission, goals and values.

Quadrant 1 is both urgent and important. We all have Quadrant 1 activities in our lives but as long as you focus on Quadrant 1, it will keep getting bigger until it dominates. One crises after another

	URGENT	NOT URGENT
IMPORTANT	<p><u>Activities</u></p> <ul style="list-style-type: none"> • Crises • Pressing Problems • Deadline-driven projects <p><u>Results</u></p> <ul style="list-style-type: none"> • Stress • Burnout • Crisis management • Always putting out fires <p><u>QUADRANT 1</u></p>	<p><u>Activities</u></p> <ul style="list-style-type: none"> • Prevention • Relationship Building • Recognising new opportunities • Planning • Recreation/Relaxation <p><u>Results</u></p> <ul style="list-style-type: none"> • Vision, perspective • Balance • Discipline • Control, Few Crises <p><u>QUADRANT 2</u></p>
NOT IMPORTANT	<p><u>QUADRANT 3</u></p> <p><u>Activities</u></p> <ul style="list-style-type: none"> • Interruptions, some calls • Some mail, some reports • Some meetings • Pressing matters • Popular activities <p><u>Results</u></p> <ul style="list-style-type: none"> • Short term focus • Crisis management • Reputation – chameleon character • See goals and plans as worthless • Feel victimised, out of control 	<p><u>QUADRANT 4</u></p> <p><u>Activities</u></p> <ul style="list-style-type: none"> • Trivia, busy work • Some mail • Some phone calls • Time wasters • Pleasant Activities <p><u>Results</u></p> <ul style="list-style-type: none"> • Total irresponsibility • Fired from jobs • Dependent on others for basics.



will knock you down and as you get back up, another will appear. People who manage by crises spend 90% of their lives in Quadrant 1 and the other 10% in Quadrant 4, with minimal time in Quadrant 2 & 3.

There are people who spend their time in Quadrant 3, doing urgent tasks assuming that they are important. In reality the urgency of these tasks is often based on the priorities of others.

Effective people, according to Covey, *‘stay out of Quadrant 3 & 4 because, urgent or not, they aren’t important. They also shrink Quadrant 1 down to size by spending more time in Quadrant 2. This is the heart of effective personal management. It deals with things that are not urgent but are important ... like building relationships, long range planning, exercising, preparation, preventative maintenance—all things we know we need to do, but somehow seldom get around to doing, because they aren’t urgent.’*

Take a minute now and write down a short answer to the follow questions that Covey puts forward in his book:

“Question 1 – What one thing could you do (that you aren’t doing now) that if you did on a regular basis, would make a tremendous positive difference in your personal life?”

Question 2 – What one thing in your business or professional life would bring similar results?”

Consider which quadrant your answers fit in?
Are they important? Are they urgent?
Chances are they fit into Quadrant 2—
very important but not urgent.

Now look again at the question—**‘a tremendous positive difference in your life’** - Quadrant 2 activities have that kind of impact on our lives.

The initial time for Quadrant 2 activities must come from Quadrants 3 & 4. *“Its almost impossible to say ‘no’ to the popularity of Quadrant 3 or the pleasure of escape to Quadrant 4 if you don’t have a bigger ‘yes’ burning inside.”*

Stephen Covey goes on to look at becoming a Quadrant 2 Self Manager and is worthwhile reading if this short discussion has whet your appetite to know more. Reviewing this process for this newsletter and some of my clients, has made me realise that I have not been following these principles as closely as I have in the past and paying the consequences! Time to slip into Quadrant 2 and reread ‘7 Habits’.



Take the MBS ‘Time’ Test!

Jot down 5 time usages you have in each area:

Important and Urgent

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....

Important and Not Urgent

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....

Not Important and Urgent

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....

Not Important and Not Urgent

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....

List 5 things you would do if you had more time

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....

Overall Time Management Impression

- ↑ I am very happy with my time management
- ↑ I have some areas that could improve, but I’m happy with the way things are.
- ↑ I need some help and I’ll be in touch.
- ↑ HELP – ring me quick!!
- ↑ Other

Return this section completed to
**‘My Beechworth Secretary’ by
Friday 29th April 2005 and go into the draw for
2 FREE hours of secretarial support**

Your Name :

Business :

Contact Number :

Email :



Tradespeople & Home Based Businesses

Many tradespeople and home based business owners tend to work so hard 'in' their businesses and do not have a 'Secretary' to type up and send professionally presented quotes, invoices and general correspondence. They are often hand written and can take a week or so before there is time to send them out.

At "My Beechworth Secretary", we can design templates that are simple and professional for all your requirements. These can be stored on the computer, changing the words & amounts and saving, for each customer. Quotes can be advised by phone from your work site and sent out via post, fax or email the same day. Details for invoicing are then readily available when the job is complete. Plus we can handle many other administrative tasks—book keeping, phone calls, etc.

Having professionally presented documentation gives your business a perceived LARGER profile. Prompt turnaround provides excellent customer service—an immediate cut above the rest! And the EXTRA TIME will allow you to do what you do best.

Services available :

- ⇒ Correspondence
- ⇒ Professional Stationary and Templates
- ⇒ Basic Bookkeeping
- ⇒ Quotations and Invoicing
- ⇒ Debtor Follow up
- ⇒ Phone calls
- ⇒ Prompt turnaround
- ⇒ Other Secretarial & Administrative tasks.

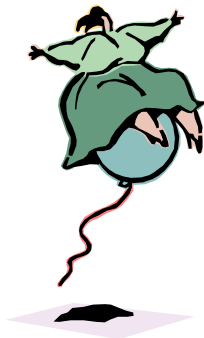
Thanks for your Feedback....

"Karen was asked to assist us in developing a simple but efficient database to allow easy access to our customer records and contact procedures. With only 8 hours work she not only developed the database system but also input our three years of existing records and trained two of our staff for ongoing operation! We really appreciate the very efficient and professional manner in which Karen operates her business."

*Nick Henry - Principal
The Ardent Alpaca, Beechworth*

"I have had my own business for two years and just before Christmas 2004, my business started to grow and become more and more demanding. I needed to look at my business with fresh eyes if I wanted to become more successful and to continue to grow personally. I am an ideas person but I'm not organized. Karen was very helpful and used her fantastic problem solving skills to come up with prompt solutions that helped me develop my business on a more expert level. Her professionalism and advice was inspirational to me. She also motivated me to be myself and gave me design options that worked with my personality. She always goes the extra mile in supporting and encouraging me and I now ask her to run courses within my business to strengthen the skills of my team. I can now say that we are all flowing in the right direction, thanks to Karen."

*Celeste & Paul Iannotta
Team Leaders—Body Shop at Home*



'My Beechworth Secretary' is able to assist with your training needs.

- ⇒ Individual and small group
- ⇒ Topics include computer applications, goal setting and time management.
- ⇒ Tailored to your business needs.

Never again clutter your days or nights with so many menial and unimportant things that you have no time to accept a real challenge when it comes along.

This applies to play as well as work
A day merely survived is no cause for celebration.

You are not here to fritter away your precious hours when you have the ability to accomplish so much by making a slight change in your routine.

No more busy work.

No more hiding from success.

Leave time, leave space, to grow.

Now! Not tomorrow!

Og Mandino.