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PHOENIX TS

# Improving Habits

**Due to Covid-19 safety restrictions** PhoenixTS will temporarily be unable to provide food to our students who attend class at our Training Center; however, our Break Areas are **currently open** where students will find a constant supply of Coffee, Tea and Water. Students may bring their own lunch and snacks to eat in our breakrooms or at their seat in the classroom or eat out at one of the many nearby restaurants.

## Course Overview

In this live, online course, students explore various time management, organizational tools and techniques, and problem solving methods so that they can accomplish more each day, and make decisions that bring rewards to the team. Participants will build a customized productivity plan for their professional lives. In addition, this course will teach participants to solve problems and make better decisions. They will learn to identify options, research them, and then put everything together in a way that works.

At the conclusion of this course, participants will be able to do the following:

- Identify what personal efficiency is, what skill sets can improve your personal productivity, and what attitudes we should cultivate
- Explain why multi-tasking is a myth
- Describe what role long-term goals play in short-term efficiency
- Apply the 80/20 rule and learn how it should affect planning
- Identify the characteristics of a good organizational system
- Develop a plan for an efficient workspace, including a customized information center and a filing system
- Apply a system that will allow you to process any type of information that crosses your desk, including e-mail, electronic files, paper files, voice mail, text messages, and drop-in visitors
- Use the Eisenhower principle to prioritize work
- Say No
- Use routines to simplify your life
- Understand why you procrastinate and develop methods for tackling tasks
- Apply problem solving steps and tools
- Analyze information to clearly describe problems
- Identify appropriate solutions
- Think creatively and be a contributing member of a problem solving team
- Select the best approach for making decisions



- Create a plan for implementing, evaluating, and following up on decisions
- Avoid common decision-making mistakes

## Schedule

## Course Outline

### Module 1: Personal Efficiency

### Module 2: Developing the Right Attitude

- Useful Skill Sets
- Useful Attitudes

### Module 3: The Building Blocks of a Good Organizational System

- Pareto's Principle
- Characteristics of a Good Organizational System

### Module 4: Creating the Right Environment

- Garbage Out!
- Laying Out Your Workspace
- Re-Designing Your Workspace
- Setting up a Daily System
- Setting up a Filing System
- Putting it in Action

### Module 5: Setting up Your Virtual Environment

- Key Components of a System
- Case Studies
- Making Connections

### Module 6: Managing Information in Six Easy Steps

- GOPHER It!
- Processing Email Messages
- Digging Donald out of the Hole

### Module 7: Prioritizing Your Tasks

- The Urgent-Important Matrix
- Putting Tasks in Their Place

### Module 8: Saying No

### Module 9: Creating Routines



- How Routines Can Simplify Your Life

## **Module 10: Stopping Procrastination Now!**

- Tackling Procrastination
- A Challenge to Change

## **Module 11: Overview of Problem Solving and Decision Making**

- Problem Identification
- Eight Essentials to Defining a Problem
- Problem Solving in Action

## **Module 12: Making Decisions**

- What it means
- Types of Decisions
- Facts vs. Information
- Decision-Making Traps

## **Module 13: The Problem-Solving Model**

- Model Overview
- Real Problems

## **Module 14: The Problem-Solving Toolkit**

- The Basic Tools
- The Fishbone
- Degrees of Support
- Creative Thinking Methods

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