



Unlock Your Productivity Blocker Course: Video Script

Nan McKay

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Introduction

Hi, this is Nan McKay. And I would like to welcome you to the unlock your productivity blockers course. This course is going to help you so much because in your previous course productivity styles, you went through which style you were, and many of you took that quiz. I'll give you the link to that today as well. We also discussed which blockers matched your style.

Now, part two, in a sense, is to be able to really look at those blockers and develop a strategy to be able to bust those blockers so that you have a very productive day and a work life and personal life.

If you're ready, we'll get started, one of the first things I'd like you to do is to download the resources page here that I've got for your workbook, because the workbook is going to help you dramatically be able to work through it yourself and develop an action plan so that you know which blockers are mine. And I now know exactly what to do to make them go away so that I Can Be more productive.

Now one of the things that we need to first do is overlearning objectives. Number one, we want to discover those four productivity

styles. And if you haven't taken the quiz, I'll tell you how to do that. And then if you have already taken the course productivity styles, at least you'll have a little bit of review before we go on to the blockers themselves and how to bust them.

Number two, we need to recognize the barriers to productivity that we currently have. Because if we can prioritize those and just bust the barriers that we have that are bothering us the most, we can be more productive right away.

And three, we have to strategize against factors that could hinder our productivity.

And then we want to set measurable goals so that we can bust those and move on for productivity.

Module 1. Introduction to Productivity Styles and Blockers

Let's go into module one. Module One is an introduction to productivity styles and blockers. And this is where I said, I kind of go over everything a little bit just for review, so that you were more comfortable with where we were going. The first step to overcoming productivity blockers is to identify what they are. Once you know what your productivity blockers are, then you can start to develop strategies to overcome those blockers.

What is a blocker? A blocker is anything that gets in your way of being productive. You can think of these as distractions, procrastination. To simply not know where to start, you don't even know

where to start. And That's true for so many people because they have really looked at these styles that they've had, they've looked at what they do on an everyday basis. And sometimes you just get overwhelmed to think howl am ever going to get my arms around what needs to be done. Here's some tips for identifying your productivity blockers and take a little time to think about what really gets in your way of productivity. Are you easily distracted? Or do you procrastinate and don't get things done? Like you really should.

Number two, it's helpful to keep a journey Journal of your activities. Because if you do that for a week or two, then that's going to help you track your time and what you're spending your time on. And then you could always ask other people to observe what you're doing and observe you and see whether you have any productivity blockers that are obvious to everybody else. Now, in the productivity sales course, we identified four productivity styles. And each of those styles, of course, has specific blockers related to that style. If you haven't yet taken the quiz, where you're going to see a video and you're also going to get a report, then you want to utilize the link that I have there on the PowerPoint. And be sure that you're taking that quiz first getting that information and then we can move on to the blockers so if you need to do that, just pause the video and take that quiz. Okay, so we want to review just for a minute those four productivity styles so that you're comfortable with which one you think you probably are. Now it is possible that you feel more than one style relates to you that it very well be true because our productivity styles are based on the DISC profile. And sometimes you can have more than one predominant style. If That's the case, then you're going to look at all the blockers that pertain to both of those styles.

Lion

We've got four productivity styles to look at, the first one we can look at is the lion. And if you look at the things that are the characteristics of the lion, you can see this is your big picture thinker. This is the person who is always going around with a whole lot of balls in the air. And they're not even concerned that any of these are going to be dropped. They're just they just like, almost chaos around them. Because they have a lot of tasks, they work well under pressure, they can prioritize their tasks, and then take decisive action because they're very, very action oriented. They value things like competence and achievement. And they often will learn through trial and error. And of course, this is part of the problem of that shiny object blocker that we're going to talk about. Their goal is to see results. And if you know that about a lion, or if you are a lion, then you know what can get in your way most easily.

Flamingo

Now, we've also got those flamingos. The Flamingo is very optimistic, very open. Trusting, but they're fun to be around because they're very enthusiastic. They prioritize two things, they prioritize people and they prioritize communication. They are very intuitive. They're inspiring, they can talk a really good game, so that you can shoot, they're very persuasive, you can almost believe anything that they say. And they can create a motivational environment because they're so enthusiastic that everybody wants to go that direction. Their goal is really to have a lot of collaboration, because they're so people oriented and have some fun along with it.

Zebra

The next one is the zebra. Now the Zebra is very different from the other two styles. Zebra is very calm and deliberate. They are good planners and organizers. And they kind of like the flamingo prioritize people. But different from the flamingo. They really prioritize collaboration. So they're good team players. This is the person that you want on your team, because they're very steady. They're very team oriented, they will help others and they have a positive outlook. And their goal is to work productively. But the issue that the zebra will have is that they want to clear plans before they actually take action. The zebra does not want to just fly by the seat of their pants, so to speak, the zebra wants procedures in place. They want to know exactly where they are going. And then they feel that they can steadily get there and be successful in whatever it is that you want them to do.

Beaver

Now the beaver is different again from the other three, the beaver is very analytical and looking at how they approach life in the sense but certainly their tasks, their diplomatic, but they're also very realistic. And here's the key to the beaver. They're going to prefer facts to emotions. The issue with the beaver is they clearly see all sides and sometimes they'll take the opposite side, just because they can just because they can see all of the sides. Now the beaver is very, very motivated by things being ordered according to standards. When this beaver writes all the standards, then the Zebra is very happy with those standards because they know exactly what they should be doing. That can of course have some conflict with the lion who simply will fly by the

seat of their pants in that they will be sawed. They'll be task oriented, but they will take risks that the beaver will not be taking. And they will not always clearly lay things out before they start the project, which is really going to upset the zebras. When it comes to the flamingos, the beaver probably thinks that they talk too much. And the beaver is like, Okay, wait, you're going all around the issue and the problem, I need you to slow down, I need to actually think it out before you start, again running off with the solution and trying to convince everybody else. Because as we know, those flamingos are very, very persuasive.

5 Blockers Overview

Now we've also got five blockers that we're working with. And the key to this is that, if you don't know which blocker pertains to you, then it's very easy to just simply think, Oh, I've got to work on all of these. And then you can get overwhelmed. We're going to talk about these five blockers, we've got the shiny object distraction, we've got decision making, communication, conflict management, and delegation.

Those are the five primary blockers that we are going to talk about. But We're not just going to talk about them, we are going to be matching the productivity blocker directly with the style of the person, the productivity style. And that's why you took that quiz. So that you know, which is your predominant style. Now, you might have been able to kind of figure it out anyway, when we went through the productivity styles of The Lion, the flamingo, the zebra and the beaver. But Once you really know what your blockers are for that particular style, then you certainly can develop strategies to overcome them. And you can

work on just the one or two that are really important to your style, because those are the ones that you should be prioritizing.

All right, so we have that action plan workbook that you downloaded. Now, I want you to go to step one in that workbook, and work step one by yourself. After you finish your step one, then I think it's really helpful if you can get into groups or even with one other person doing this with you, if possible, and go through what you wrote in the workbook by sharing what you wrote with each other. And that is going to help a lot because you're getting a broader perspective, you're not just talking to yourself by yourself, but you're getting a broader perspective on maybe what other people are thinking about that particular action step. So suggest that you number one, do it yourself first on the action on the workbook. And then number two, share it with someone and get their perspective as well. So you might want to pause your video right here to do that. All right, coming back again. Hopefully you had some takeaways from that and got some insights into not only yourself but also to other people.

Module 2. Busting Your Blockers

The next module we're going to talk about is busting your blockers. And This module is important because now we've identified the style. And now we have to put those styles together with the blockers so that we can get which ones are prioritizing to us. Alright, let's look at them individually. I've Talked about these five blockers.

The first one is the shiny object syndrome that we're going to talk about. Now not everybody has that as a blocker, the lion and the

flamingo have that as their blocker. Then decision making is the beaver, the lion and the zebra. Now the interesting part about this one is that even though it's an adblocker for all of these three, the decisions can be made too fast or too slow. And therefore, this being a blocker would relate to the style that finds decisions are being made too fast or the style that the decisions are being made too slow so we'll look at that. The next one is communication. And this one is interesting because that's actually a blocker for the flamingo even though the flamingo really prizes people and poking through we'll see why. It's also a blocker for the lion and the beaver. Alright, then we've got conflict management. Now, conflict management is a problem most with the zebra and the beaver. And our last one is delegation. And it's the same thing we've got the beaver and the lion. And that's right, not the zebra but the lion that will have this one for delegation. So those are the ones that are matched to each one. And that's what's what's what's what's important to know. So let's go through this.

Shiny Object Syndrome

First of all, we have something called that shiny object. The people that have this as their blocker are highly motivated, very busy, very action oriented. And they love new projects. But the problem is that they can get distracted easily. And they, it's almost like that, follow that cartoon, you can see fairly often where it's the dog that is sitting there, and all of a sudden the dog went "Squirrel, squirrel." It's sort of the same thing that we have with a shiny object because even though the people that have this as their blocker, are very engaged all the time, they like change. And so therefore, they don't have any problem moving from here to here at work speed. Of course, everyone around them can have

that problem, the problem if they have that as their blocker, because that means you're constantly going like this in a world to find out what you should be focusing on. I think this happens more than other times, for the people that have this as a blocker.

If they're trying something, they're working on something and it isn't going as well as they think it should, then they can have this as their blocker, because they're going to try something else. And part of the reason is that they find that they get disturbed because it isn't working as fast or as well, because they may not be giving enough time to work through to see if it's going to work.

Alright, so let's give us a little more information on this. The shiny object blocker can be a distraction, simply, which causes you to get away from the path that you're currently on. Instead of staying on that path, they see something over here. And they think, oh, that might be interesting, oh, that might be better. Oh, that might be fun, and move over there. So they can jump from one thing to another without really adequate thought and planning.

In other words, they can say, "Alright, I think this might be a good idea. But Let's go." Without thinking it through and laying out what the steps are, doing an ROI, return on investment, doing a plan on it, doing an analysis of staff looking at their current projects, all those things, they will simply jump over and do that. And that can create chaos.

Now the third thing about a shiny object is that a lot of people today have coaches and consultants. And the problem is that they can listen to too many people and then jump from one thing to another to

another, simply because that particular person that gave them that thought is somebody that they're trying to please or somebody that they're trying that they value their opinion, and they're trying to work with them so that it's possible that they can listen to too many people.

The fourth one is that with a shiny object, you can mistake being busy for productivity, you might think I'm just busy all day long. I am working so hard. Well, yeah, you are maybe really busy. But it doesn't necessarily mean you're being productive in what you're doing. And Then number five is when you get that shiny object, you can just say yes to too many things. And you think, Oh, this is just one more thing I can put into my bag of tricks or the things that I'm working on or the products that I have or what I'm managing so far, whatever it is, and maybe end up saying yes to too many things. Because then you get too much on your plate and you're not giving the kind of attention that is needed to any one thing.

Okay, another one is not finishing projects. Now. One of the reasons that they don't finish projects is that they got diverted. The shiny object took them from where they were working over here to something else that they could work on that may be sounded more interesting might give them more revenue, whatever it is that they thought The end result really is that staff can be confused because they don't know what the priority is. They don't know if this is something they should continue working on, or whether they are supposed to drop what they're doing and move over here to this priority. They feel, and it may be true that the person in charge, who is leading them on this merry chase from one thing to another, is really wasting time and money. And that's true, you may be because if you don't follow through on what you were working

on, you never know whether it could produce what you're looking for. You spent some time and money on that. And if you don't follow through on it, it can simply go down the drain. So those are some of the things about the shiny object blocker.

Now, what are some of the risks of these shiny object blockers? Well, one is that you lose your focus, that was the squirrel thing. Another thing is that you're just not completing what you're working on. When you flip from one thing to another, then something gets left undone.

Another one is, maybe you're getting those mixed messages, because you're listening to your coaches or advisors, because you're just listening to too many people. What people say is sometimes you're listening and acting on the last person that was in your ear, which means that the last piece of advice you got you acted on that, but it may mean that you're changing from something else that you were doing. The risk is, of course confusing staff when those priorities change.

And you may not even have expected your staff to move from one to the other, you may have expected them to do both. And that really can be a problem. The thing you have to realize, I think, is that other people may not be nearly as excited as you are about this new project or this new thing that you're working on at this new shiny object. And they may look at it as oh my gosh, you know, we're changing again, I didn't even finish the last thing. And now I'm working on something else.

That shiny object can really be your enemy. There's four keys to busting it. One is you need to set measurable goals. And we're going to talk about how to do that. But the point is that instead of just running into

something, or switching over to something, what's wise is to set some goals about what you want to achieve. This. They could be planning goals. And they also could be implementation goals, or they could even be evaluation goals. But it is important to be able to set those measurable goals. And when I say measurable, I'll show you what I mean. But it is so important that it's not just some subjective goal that's out there that nobody really knows what you mean by it, which means that nobody really can measure it. And they don't know whether they have achieved it or not achieved it and you may not either.

Another thing is to plan before you leap, because you can be very persuasive, and get so excited and enthusiastic that you can lead people right over the cliff. It is really important rather than just leaping into something, plan it out to see what are some of the causes and effects. And that will keep some of the people like zebras very much happier because they will know what the plan is without just switching over and having no idea of where you're going.

Now the thing to do is use what we call fact-based accountability. And we'll be talking a little bit more about that as we go. And another one is focus. So those are your four keys to busting the SOS or the shiny object syndrome.

Plan Before you leap. I'm going to give you a five step process to be able to do that. One is to sit down and actually write out what you mean by your shiny object. And that simply says, If you've decided to do a new program, a new product, a new way of organizing staff, whatever it is that you've decided on, write it out and write as thoroughly a description as you possibly can on what that would look like if you did

that. And then you need to analyze to see whether it is really going to be worth it. And I'll talk more about that.

Look at the status of your existing projects, because that's going to help you figure out if it's worth it. And part of the question here is, do you already have other projects that are still in the planning stages that haven't even been implemented yet, but you're working on the plan. And those projects need some time to finish before you jump in and start something new. And this is what can create chaos. So do an analysis to see whether you feel that this is really going to be worth it. And that takes us to fact-based accountability. I want to talk more about this area.

One is I think you're balancing being in on the latest and greatest in the market with a lack of focus. Ask yourself, "Why is it I want to do this? What is driving me to want to do this? And then two, and this is really important. Have I done a pro and con list? Have I looked at the positives and the negatives of this? And what will be my projected return on investment? Am I simply doing it because it sounds like a good idea. But I really have no data with that, that is going to be difficult for people like the beavers, for instance, who want a lot of data and analysis. And if you're jumping over to something without that data and analysis behind it, then the Beavers are all going to sit there and go, huh?

You have to also ask how does this align with my goals? Well, have you written your goals out? A Lot of people haven't even written them out. They're just kind of moving along from day to day. But you need to write your goals so that everybody is very clear, including yourself

about what outcome you're really seeking, and how you're going to get there with your goals.

Another question is, "How long is it going to take me to evaluate this and then implement it?" And if you're someone like Alion, you're very impatient, and you don't want to wait for anything. In fact, you wish everything had just been done yesterday, not even today. But the reality is that if you're going to evaluate it, gather your facts, and then really analyze what you have gathered before you start to implement, then that is going to take a little bit of time.

Now the question is, "Do I have extra time?" Or will I have to expend resources, which could be staff or money to implement these. That simply means that if I'm fully booked up, in other words, if I am at the point where everything that I'm doing is programmed with my resources that I have available, if I have to implement something else, you're going to have to give something up in order to get something more most of the time. You Really have to see, is there anything I want to give up and not spend time and money on? If I go over here to this area that I'm looking at? And the other question is, will the change move me forward or backward? Or is it simply a change? And is it simply a new shiny object? Take a look at that. And it may be a short term move forward and a long term move backwards or vice versa? And the bottom line is, will the diversion of time and money that you probably are going to have to do be worth it? And if it's not worth it, then you really have to ask "Is this something I should be doing?" So that's what we call fact-based accountability.

The Question that we ask ourselves is, "Should I jump to this SOS and here's your points. One, analyze whether it'll be worth it to look at the status of your existing projects. Do you have products or projects already in the works for planning and or execution? Do these projects that you're working on over here really need more time to finish before you start something new?

Focus, focus, focus, focus, focus, focus on your goals. And if you're not making real progress and achieving your goals, then maybe you need to increase your accountability with facts and focus on getting done, what you started. And then don't give up with what you're doing too fast. Have you really given it time to work? If you've moved to a different area? Have you backed it completely? Or is this something that is really not given enough time to work, maybe enough, not enough marketing, maybe enough people don't know about it. So maybe should give it a little more time.

And then don't jump from one thing to another, just because it looks like fun. And you know, you could do it, because you can do anything. And you love change and you love new things to do. Those are not good reasons to make that kind of a change to that shiny object.

Alright, so now I would like you to go to your Action Plan Workbook. And Let's look at step two. And, again, go through the questions, think them out. And then when you have those finished, see if you can work through them and share them with someone else. And again, you're going to get a different perspective than your own, which is important. But in addition to that, it'll help you think about yourself if you share it with someone else. Alright. Pause your video.

Decision Blocker

We're ready to go to decision blocker number two. And decision blocker who is so interesting, because as I said earlier, it involves two things, two ways of looking at it. One is decisions made too fast. And the other one is decisions made too slow. And either one can both be productivity blockers, which I think is really interesting.

First, let's talk about making decisions too fast. Particularly if you're a lion, you want action now. And as I said, Really, you want it yesterday, not eventoday. You very fast paced, and you're very impatient, you don't have a lot of patience when other people don't move as fast as you do. Or they don't think as fast as you do. And they seem like they just are not getting it or that they don't want to or something like that.

And the problem is that you just may think and act a whole lot faster than the people around you. And you have to realize that you don't always like to carry everything out yourself and do all the details. You have to get people on board. And you may not be able to get people on board if you're moving too fast.

The problem is that you can make decisions too fast. And there are often consequences with that. You want to take a look at what is the downside of some of this as well as what is the upside, you tend to look at only the positives. And you don't want to think about the negatives but there are usually both.

Alion does not like restraints, the lion does not want people telling him what to do. The lion does not want people saying no.

Because you don't like restraints, you easily can jump right off that cliff because and you may lead the others with you or they may think, you know there's just no planning to this place. If you act too fast is that you can even miss windows of opportunity because you're not taking the time to gather the facts and look around you.

And remember that feelings and emotions can come in second to facts, you can get so excited about what you're doing. And so thrilled about doing something new, that you just simply do not take the time to gather those facts and that can be a very serious consequence.

What do we do if we are a lion? One, slow yourself down. Don't race in that direction that can take people right over the cliff. Slowing Down bugs the heck out of you to have to do this. But truly, it is worth it, especially if you're making a decision that has a consequence that is so high that you're not even looking at it. And you think, "Oh, well, I can overcome it, don't worry about that." Not a good idea.

What would help is if you can really see it in your mind's eye. And what I'm Talking about is that you see the outcome, not just the beginning, but you're taking a look at the end. And then you're trying to see the steps in between. And I think not just see it in your mind's eye, but actually write it down. Describe it as clearly as you possibly can.

Plan Your Work before you take action. And I think the only way you can do that is if you take those steps that I talked about. Now, interestingly enough, flamingos can make decisions too fast, too, too quickly. And part of it is they get an idea. And they're talking all the time.

They can easily sell that idea with enthusiasm. And when they do, then everybody else gets excited around them. But what is the problem? The Problem is, again, we have not gathered any facts, we've taken an idea, and we run with it. And with the flamingo, they've also talked about it and gotten everybody else all in.

Gather facts first, or you may regret that you champion a decision. And That's really what you're doing. When you're talking about it like that, and getting all excited about it, you're championing the decision. And that can create problems, because again, you can run with it, and you may not have thought it out. And then you have to live with those consequences, but it doesn't work.

The other thing to think about is that you need people to implement what your idea is, and who is going to do the implementation. Often it is the zebras and the beavers. Zebras are very steady. But remember that the zebras and the Beavers are going to appreciate fact-based decisions, not this excitable, emotional decision that you can make if you're a lion, or if you're a flamingo.

If it's fact based, the reason that the zebra likes it, is that there's going to be fewer changes, because it's all thought out. And if there's procedures, that's even better, because the zebra wants to know that where you're going is very clear. And that you know where you're going, and that they know where you're going. And they know where they're going themselves too.

The Beaver really likes fact-based decisions because they live and die by fact-based decision making. For the beaver, it's really a logical decision if it's based on facts, not just an emotional decision.

Okay, so let's talk now about how to bust the slow decision. Who makes decisions too slow? Zebras. Why? Because Their Motivation comes with standards-by complying with the standards that are set. And the standards are very clear. They feel they can make the best decisions within the clarity and the justification of those well documented parameters, which is basically procedures-policy, procedure, form.

They like that a whole lot because they know exactly what to do. And then they're not fearful that they're going to do it wrong. Sometimes zebras can get fearful because they are scared of conflict. And they get fearful that they're not going to do what their boss wants them to do, because they're just not sure what they want.

Okay, so zebras have trouble, they make them too slow. And then the beavers also have a problem because they really prioritize tasks and accuracy. And they can see all sides to that issue. They want to be able to have all the data that they possibly can get. And they're going to be motivated by order and adherence to standards as well. They prefer facts to emotions, just like the Zebra prefers.

The biggest problem in decision making is being sure that they're not overthinking what it is. The beaver is so analytical, that they want to look at every possible way to do something, every possible part of a decision, they want to have thought out. And that takes time. Part of it is, they're either afraid of making the decision because they don't have

all the facts, or they,they feel that there may be a better decision lurking around the corner that they haven't thought about.If you're a beaver, a slow decision may be viewed as no decision. And that can lead to even bigger problems.

Alright, so how do we bust these?If you are a zebra, here's some things that will help the zebras. One, utilize written policies and procedures to guide decision making. And if there's a major change in those, then the zebra should,if there are no policies and procedures, remind other people that a plan is needed before action is taken to move to a different direction,or a change.

How can zebras do that and have influence? Well,they could volunteer to head up a group to outline a plan.That's not something that zebras typically will do. They will not often just volunteer to do it. But as a zebra recognizes, if you volunteer to do it, it's going to get done. And it's going to get done in the way that you want it done in that it's clear and understandable.

Another thing that a zebra can do is they can draft up a plan and then run it by somebody who's an influencer or even another mentor of theirs. And they could present the plan to the group at the next meeting. And if they do that,it's going to be a very well thought out plan. And since they're the person that often has to do the work, they're going to like that even better.

Now, let's talk about the beavers and what the beavers can do. The beavers need to analyze the importance and urgency of the decision.If not,if they feel that it is not important or urgent, then it can maybe be

put aside for a little while, but set a time limit for yourself. If it is important and urgent, then maybe you simply need to make the decision and go with it. Even if it isn't what you would consider the very best decision that could ever be made in life.

Make a list of your choices, and your pros and cons for those choices. That helps the beaver in writing and laid out, to analyze the ways that it can be done and the positives and negatives.

The other thing that a beaver can do is ask themselves, "What is the worst thing that can happen?" And if you can live with that worst thing that can happen, then maybe you could go ahead and make the decision. Even if you feel you don't have quite enough facts.

Think about how this will affect what you're doing now, not in the future. I think that is a very good piece of advice, because it's easy to think about how things are going to happen. And then you get even more fearful about making the decision. And then gather the facts that are available to you at this point and make the decision.

Now, overall, for decision busting, see the whole picture first. Even though it may be more fun to just jump in and start if you don't know where you're going, you don't know the outcome you want. You're going to waste time and money. Think of the outcome. And then ask yourself, "What would be different if I achieve that outcome?" And then two is, on a scale of one to nine, how important is the outcome? And three is why is this outcome important? And if you can start with the end in mind, it's going to be even better.

Go to your Action Plan Workbook, because you know I've got something else in step three for you to think out, decide what you feel about this, answer your questions, because what you're really doing is putting together an action plan for yourself. Then share that if you can with someone with a group or someone else, and get their feedback and their thoughts on what you wrote. Pause your video be able to do that.

Communication

Another blocker is communication. The communication blocker is important because communication is really the number one skill to develop, probably needed more than almost anything else that you do in the management area.

Let's talk about communication blockers for lions. This is a big blocker for lions. Because lions are fast thinkers, they're action oriented. They don't sometimes do the communication that they need.

The lion can get very impatient and feel people just aren't getting it. In reality, that it may be that they do get it, but they need time to think about it. And the Lion is often so focused on achieving their goals and projects, that the lion may not even recognize that they are really disrupting other people's feelings, and not meeting the needs of other people because they get very focused on the task and themselves and getting it done and the change and how exciting it is.

The problem is that either they don't give enough information, or they don't think it out completely. And when that happens, I think oftentimes the lion's communication is viewed as abrupt and impatient

and even domineering because they don't have the patience and therefore, they can say, "Do this, do that." They think they're giving good direction. But other people are cringing because they haven't thought it out and because they're being so direct.

Okay, let's look at flamingos. And why is that a blocker for flamingos when flamingos really like to communicate and talk? Well, the issue is that those flamingos can easily sell that idea with enthusiasm. But that's a problem if it's not a good decision, or well thought out.

What does that Flamingo need to do? Slow down, gather facts before you regret jumping into the decision without having enough information and talking it up.

How can you bust your communication blockers? Self-awareness is important. And that's one of the reasons that we're doing what we're doing right here in this course, is trying to give you an awareness of how these things are going to affect you, but also how they're going to affect other people.

If you move meetings to more discussion on the topic that you're talking about, and then more decision making with ensuring that there's enough input. You don't want to, especially as a lion, be so abrupt to think saying, "Well, you know, we've thought all that out" or "We'll get to that" or "Don't Worry About that." It puts the other person down, because it makes them feel like their input is not valued. It makes them feel like they're not as smart as the person who's thought up this idea and is running with it. And That really makes a person feel bad and they don't want to buy in when that's the case.

There's a saying that says, "To get buy in, people must weigh in." When you're simply announcing the decision, by your communication and being abrupt, impulsive and impatient, then it may make other people feel, "I Don't want any part of this, but I'll do it because that's the boss." And you don't want that to be the reason because if they don't weigh in, they don't buy in. If They're the ones that have to execute it, then you've really got a problem.

Use fair, open minded and inclusive approach to be sure that you really get participation which means you got to slow yourself down and then voice your own views after everybody else has had a chance to express their views. Instead of saying, "Here's a new idea that I really want everybody else to look at, I am loving this idea, I think it's something we really should do," hold up.

You can outline what it is you're considering, and get the feedback first, and then give your opinion on it. Because if you don't, and you reverse that, then you'll probably shut down communication, you'll probably shut down people's weighing in, and then you shut down the buy in.

One-way, top down communication really can be a barrier. Particularly, if you are working with a lot of millennials, and Gen Zers, who are now about half your staff, then they will feel like they haven't had a chance to have any input into it, and it doesn't count. And they don't feel included. And that's not a good feeling.

Okay, so let's move to an action plan. workbook, step four, and answer the questions there and then move to your breakout group. And pause your video to do this. Okay, hopefully, you had a chance to do that and get some revelation for yourself there.

Conflict Blocker

Another blocker is the conflict blocker. And what you're trying to do is manage conflict positively. First, to think about conflict, we have to talk about what it is. It can be defined as a strong difference of opinion, that, of course, can occur not just in the workplace, but it also can occur in family life. And it may start out as simply a complaint, but or just a difference of opinion. But it can escalate quickly, and then it can become a conflict.

Conflict is differently viewed for different personality types. And what causes stress from one type to another is very different. The style that has the most problem with conflict is the zebra. And what can happen is the zebra simply disappears on contact with conflict. The zebra simply says, "I'm pulling my blanket over my head so they can't see me. And I am not going to deal with this because I hate conflict." They don't always say they hate it, but they act as if they hate it. Watch out if you've got zebras and you probably do that you work with, because those are good steady workers, but they don't like conflict.

Alright, now I want to talk about the difference in conflict, because there's also something called positive conflict. What should be avoided is destructive conflict with an agonistic attitude. And that type of conflict

is going to be unproductive. And it's also going to be uncomfortable for everybody.

The reality is that conflict can be positive, it can be helpful if the conflict is managed. Now some people feel "I'm just going to ignore the conflict." That's particularly the beaver's point of view to ignore it and hope it goes away. But unfortunately, conflict rarely goes away.

The good news is, if we can engage and resolve conflict positively, then the result could really be a better understanding of everybody's point of view, every person that's involved in it. And if you have a common understanding, you have a better respect for other people and each other. And maybe you're really going to get some better ideas than you could if you just did it all by yourself and just announced it.

Conflict can improve both productivity and profits, if it is managed well. Let's talk about how we can best manage each conflict positively.

Sometimes, it's who's responsible to do something that can be the conflict, who is responsible to make a decision, who's responsible to manage something, who's responsible to carry it out who's responsible for various parts of carrying it out. If you can clarify who's doing what, and who you expect to do what, if you are the leader, that helps a whole lot, it just takes that role and makes it less fuzzy. And you may realize that the role was assigned to more than one person. And that's why you've got the conflict because they're thinking they're in charge of that particular area. And both maybe can't be in charge.

Sometimes there's a conflict in the way things get done. We're going to call that process. There's a conflict on how a particular task or how a particular function is done. And the best way to clear that up is to write procedures. And in one of our classes, we're going to talk about how to write procedures. Procedures are important, because procedures are who's going to do what by when.

And then the other problem, and maybe the biggest one I have, that's hardest one to deal with is interpersonal conflicts. The best thing you can do in that case is take a professional point of view, rather than an emotional point of view, rather than an upset point of view, try to really put on your professional mantra and listen to the other person's point of view. Because what you're looking for are the places where you have commonality, the places where you agree, and usually there are some of those.

Sometimes it means that you have to give a little here, give a little there, to come to the best solution. What you're trying to do is focus on the best solution, and then just have to be willing to compromise sometimes to get there.

Another one is conflicts that happen around external situations. And that may mean that you have no control over it, because it's external, someone else oversees the decision, and you simply must carry it out. You just must work with what can be changed, and the rest of it kind of let go. Another way is to actively listen. And by "actively listen," I mean, shut your mouth. Often when your mouth's in gear, your ears don't work, which simply means you're not listening to the other person. You are probably forming your answers in your head.

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Don't interrupt, let the person finish. And let it go longer than you typically are comfortable with. Because sometimes you'll jump in just

because of the silence. And you don't give it time to play out. You don't give the other person time to think, particularly if you are a fast action person yourself, and you're not giving the other person time to think, then you can assume that they're agreeing with you, when really they're not. They're just trying to think it out and get their thoughts together so they can give it back to you.

Gather the facts. Don't just jump out there. Take responsibility and accountability for conflict resolution. Always look at yourself first. Why is there conflict and am I in some way causing this conflict? Am I a part of the conflict even if I'm not causing it? We have to look at ourselves first. Look at your own role, look at our accountability in this role, and then strive for positive, productive conflict.

We must remember that not everybody is going to deal with conflict in the same way. They're just not. Being aware of other people's styles and how they're going to react is going a long way to reducing conflict.

Zebras remember, tend to hate conflict, and they're going to hide. And when they can, when conflict starts to arise, the lions are going to address it straight on. But the problem is the lion is not listening to other people's point of view, they're announcing and actively decision making but without gathering the input

Flamingos are going to try to resolve it through talking. But they don't always listen to the other person's point of view. And then the Beavers are just going to ignore the person they're in conflict with. But you must remember, beavers, it doesn't go away just because you ignore it

All right, now we're going to our Action Plan Workbook, step five, to do a little more self-analysis, a little more discussion, a little more thought. Pause Your video, do your workbook, step five, and share if you can.

Delegation Blocker

The last blocker we're going to discuss is the delegation blocker. This is one of your most important skills, whether it's at work or at home. Because you cannot do everything yourself. And one of the most prominent reasons, the biggest reason that leaders fail is because of their inability to delegate effectively. They think "I can do it better myself, I better just do it. If I'm Going to be held accountable for this, I better just do it, I can do it faster, because it would take me so long to even teach somebody else how to do it, then I better just do it myself." The problem with that is you get totally overloaded, because you can't do everything yourself most of the time.

By passing on the non-critical work, the work that you feel right now is noncritical, you can reduce your own workload, and then you can concentrate on being a better leader. And by teaching the critical tasks, so you're hearing me, I'm saying pass along the things that are non-critical right now that you can get off your plate, but that other people still can learn from and do. By teaching them how to do some of the critical tasks, then you're going to increase the skill level of the people that you delegate to. And You're going to make their work a whole lot more interesting than just the very routine things that they do one after the other after the other.

I think that's one of the things that make people leave. Some of your styles will be better at that steady, ongoing operation that is routine, but others will not. It's important to learn to delegate. So which styles have more trouble with delegating? Well, the lion has trouble with it because they lose patience. Remember, that's that fast action person. And if the person that they're delegating to takes too long on the task, or doesn't do it correctly, the first time, that lion is going to say, "Oh, they're not doing it, right?" Or, "oh, it's taking too much time, I could do this myself" and jump in and do it.

What that does is demoralize the person that was working on it, because they're like, "Oh, I didn't do it, right. Oh, they don't have any confidence in me anymore." It's important to understand the effect on other people and what you're doing when you do that.

Now, the beaver has a lot of trouble with delegation, probably more than anybody else. Because they are concerned that they're going to be held responsible for somebody else's work. Because it probably isn't going to be done as perfectly as they could do it. And so, therefore, they better do it themselves. Very, very prevalent.

But the beaver needs help. The higher the beaver rises in the organization, the more help they need and or they have to realize they cannot do everything themselves and they have to learn to delegate.

What are some of the causes? Incomplete, or fast instructions are some of the causes of problems. What are some of the solutions on this delegation? One is you must have the patience to answer questions. Questions are going to arise. And you really want to have that

atmosphere or that culture, that the person feels that they can ask questions, and not be regarded as being stupid, or not being regarded as being incompetent, or that you can count on them, or whatever it is. It's the feeling that they can see it when you don't have the patience, and you haven't made that clear to them that they can come in and ask the questions, and then take the patience to answer them.

Remember, I said "Always point at yourself first. Ask Yourself if you aren't the cause of the problem because you may be. If you explained something, did you explain it completely and effectively? Sometimes, when people are used to doing a particular task, they leave out steps when they explain it. And if they have not gone through the task completely and they flip over here, then the person when they get there is going to have that same blip and wonder what the heck to do. Because it's not clear because the step was left out

The other problem is, sometimes the steps are not in order. And if the steps are not given an order, first you have to do this, then you do this, then you do this. It happens when we get too much into the big picture, or the very conceptual way of doing something instead of a very structural explanation of how it is to be done. And if we are a concept person who always wants to see the big picture and really doesn't like the details too much, then the problem is that you can leave out steps and the steps can be out of order.

And the person who has to implement this is going to have a problem doing it.

Another question that you might ask yourself did you demonstrate doing it, because I think that helps a lot. Some people need to visually see something being done. And the other thing they may learn best from that tactical hands on and have to do it themselves. But you have to just sit back and zip it up and let them give it a try.

Now the question for yourself is, were you encouraging? Or did you kind of have that rolling of the eyes that they probably couldn't do it anyway? And when it was done, did you give the person positive feedback? One of the things we're going to talk about is positivity and feedback and working with people. And I even have a list of 100 ways to say good job that eventually we're going to get to one of the courses.

Okay, so how do we bust that delegation blocker? I'm going to suggest three things to you. One is to prioritize tasks and then realize that perfection is not always attainable or even necessary. Good enough may be good enough. I often say "GE, good enough." What kind of perfection do I want? I want to be good enough. Youtube clearly in your mind. And Must Be clear to other people what that is.

Number two is redirecting your energy that usually is expended trying to get to perfection. This may be difficult, but you need to practice this by turning mistakes or errors into positive learning experiences for the employee. Don't just rip it back and do it yourself. Because they made a mistake. Don't roll your eyes and don't have that frown line appear. That takes a lot of energy too. Take a look at how that could be a good learning experience for them in a positive way.

Hone or use your delegation skills to actually get more tasks accomplished with greater efficiency may take a little longer in the beginning. But overtime, it really will help you reduce what you must be concerned about if you do a good job with delegation.

Time For the Action Plan, Step six. Let's do your action plan. And let's do our breakout.

Time For the Action Plan, Step six. Let's do your action plan. And let's do our breakout.

Recap

I just want to recap of doing the do's and don'ts for each productivity style.

If you're a Lion, your job is to occasionally slow down to avoid mistakes and be open to input from your team members. Don't make snap decisions. lose focus by doing too many things at one time, and then forget unimportant small details.

Flamingos, do start your activities and tasks immediately. Try not to procrastinate. Focus on one thing at a time. Review your schedules and plans. Are they too realistic or too optimistic? And don't forget to follow through, follow through, follow through, follow through. Don't shift your focus to the next exciting project too soon, or don't become distracted by socializing.

Zebras Increase the speed of work that you do. Start your activities and tasks. Sometimes you might wait too long to do this because you don't feel you have enough information. Learn to reprioritize as maybe your plans or other people's plans and situations change. Don't confuse doing work with results. That's important. And don't forget to delegate and share the workload.

If you are a Beaver, prioritize tasks to identify tasks that don't need immediate attention. Be proactive, don't wait for others to act. And focus on doing the right things, not doing things right all the time. And don't aim for perfection every single time. Sometimes, G is good enough. And don't lose the big picture. And then forget to include other people.

Those are some do's and don'ts that may be helpful.

Module 3. Master Productivity Strategies

Here's some suggestions for you on distractions. Turn off your phone, or even better yet, put it in another room. We feel we are so tied to that phone; we have to constantly be looking at it, just like email. If you can even close your email, and definitely your social media accounts, close that kind of stuff.

And then stay with your task. Because all those things are going to ping, ping, ping, ping, ping. They're little distractions that keep you from focusing. Find a quiet place to work. If you're in the middle of a lot of

chaos, it's maybe harder to get your work done because you're distracted by other people and by other things.

And here's another one. I want you to try this. Set a timer for 25 minutes, and then work without distractions during that time. Make yourself stay focused during that time. Then take a five-minute break and then repeat the process for four cycles. Okay, then take a longer break. This is called the Pomodoro effect. And you would be amazed at how well it does work.

All right, let's talk for a minute about procrastination. One of the things that really helps is when you have that overwhelming task and if you have a very big task and you're putting it off, or you're procrastinating because you just don't know where to start or how to get there, break it down into smaller chunks. We call that the Swiss cheese theory. If you take bites of the cheese, it starts looking like Swiss cheese, and their small bites, eventually you get through the whole cheese.

Number two is to set realistic goals. And you see the word realistic in there. And you also want your SMART goals.

Three is to reward yourself by completing your tasks. And you rewarding yourself may simply be taking that time to go for a quick walk, or doing a few exercises or hopefully staying away from the refrigerator.

The fourth one is to find a partner or a group to work with. You see this done quite a bit in groups where they will schedule time to do a particular thing.

And everybody gets together. And everybody says what they're going to accomplish. And then they take maybe 30 to 45 minutes to work on it. And Then they get back together and they're accountable to tell people what they did accomplish.

The fifth one is just starting. Sometimes the hardest part with procrastination is just getting started. Once you get started, you'll often find that it's not as bad as you really thought it was going to be.

Another strategy is lack of focus. Here's some tips for you. Take breaks throughout the day. Even if it means getting up and walking around your chair, even if it means standing up and just kind of exercising.

And then another thing is to get enough sleep. If you're tired and dragged out, you can't focus, and it's really hard to get your mind into it.

Eat healthy foods. And sometimes you're just grabbing whatever is available and you're not grabbing the best thing.

And then exercise regularly. And that simply means may not have a big deal exercise program, but just do little things. To start out, that helps. Maybe Walking up and down the stairs, walking around the block going up and down, to the mailbox wherever it is.

Find a quiet place to work rather than something that has a whole lot of distractions and it's really hard to focus. Listening to music or white noise might be helpful.

Maybe you need your headphones on. And then use a timer like I've talked about to keep you focused. Alright, another one is not knowing where to start. So break down the tasks into smaller steps. Set a deadline for each step, prioritize the steps, and start with the easiest step. And then number five is ask for help if you need it. Okay, and there's your Action Plan Workbook Again, Step seven. By now, you should have a pretty good idea of what you need to do to get to life in order and get productive. So here's step seven.

And remember, we still have our breakout group or our conversation sharing.

Module 4. Set Measurable Goals

Module four is to set measurable goals. I'm not going to go into this in detail. Because we have a whole section we're going to do in another class about setting goals. But setting realistic goals is really an important part of achieving success.

If you have a goal that is achievable, then you're more likely to stick with it and see it through to completion. On the other hand, if you set your sights maybe even too far or too high, you just may feel that you'll find yourself getting frustrated and giving up easily. Be sure your goal is realistic and attainable.

A clear definition of a goal is that you have written it down. It's a written statement that clearly describes the actions that are going to be taken

with measurable result. A measurable goal is quantifiable. It's quantifiable. You will know when it's done. Everyone will know when it's done because you've laid out the measurements. And it's described in such a way that the actual result cannot be argued between whoever is involved in the goal. If you can't measure it, it's very possible that you can't effectively manage it

Measurable goals are important. And this all ties into what we call the SMART goal method. And there's a few things to keep in mind, when you're setting realistic goals. Be Sure that your goal is specific, measurable, attainable, relevant and time bound. Specific goal is one that is clear. And it's unambiguous. There's no fluff around it. It's Very specific, measurable goal, the M part is one that can be quantified. You will know exactly when it's done. If You can put it in amounts or numbers or percents, that's really helpful to be able to do that.

The attainable goal is one that's within your reach, considering your current skills and your abilities. What about a relevant goal, it means that it supports the next higher-level goals. A relevant goal is one that's important to you. And it's going to help you achieve the outcome that you're desiring.

And then we have a time bound goal. And that's simply one that has a deadline. It has a start time. It has progress milestones, if it's a big goal, and it has an end date.

That's what's called the SMART goal model, and definitely one that you should use.

We are ready for the Action Plan Workbook, Step eight, and our breakout group.

Conclusion

Our Conclusion is that we have some steps to take. And we can start putting what we've learned into practice. We now can track our progress. And as you do that, don't be afraid to ask for help

I hope this has been helpful to you and you can get your whole productive life back in shape again and feel good. And I guess it is a long road but let's face it, it took a while to get where you are today. Don't worry about that long road as I know you can do it!