



# WORKPLACE EFFICIENCY

## SESSION PLAN

### Course Details

Item	Remarks
Topic	Workplace Efficiency
Learning Outcomes	Enables attendees to be able to utilize efficiency skills at workplace to obtain maximum productivity and efficiency at workplace.
Target Audience	Everyone
Date	To be confirmed
Certification Body	PSMB Certified Trainer & Training Provider
Course Objective	Indicated individually on each module conducted
Learning Activities	<ul style="list-style-type: none"><li>● Training</li><li>● Practical Exercise</li><li>● Case Studies</li><li>● Video Presentation</li><li>● Evaluation</li></ul>
Venue	To be confirmed
Training Method	Online / Face to face
Duration	2 days (16 Hours)

### Course Content

#### Day 1

#### Introduction and Overview

#### Ice – Breaking

#### Workplace Efficiency

Understand the background of the Company before we move on to evaluate the efficiency:

#### Road map to Workplace Efficiency ....

#### Understand the following during orientation :

- Corporate culture
- Company mission, vision, and values
- Organizational structure
- Leadership team
- Corporate policies
- Administrative procedures, such as computer logins and email setups
- New-hire paperwork
- Benefit plans

#### Understand the following during On-boarding :

- Your needs as a new employee
- Access to information and skills
- Technical aspects of the job
- Improvement of work performance
- Employee engagement
- Departmental goals

## **Technical skills development**

- Content writing
- Social media management
- Data analysis

## **Soft skills development**

- Communication
- Problem-solving
- Teamwork
- Presentation
- Leadership
- Time management
- Conflict resolution
- Work ethics

**To Enhance the efficiency at workplace, you need to pay attention to the following :**

**Knowledge on products and services is crucial for enhancing workplace efficiency:**

- Options available
- Instructions for use
- Benefits
- Features
- Care and maintenance
- Price
- Warranty

## **Team Work and Workplace Efficiency**

- Improving communication
- Creating a positive work environment
- Improving team collaboration
- Increasing team productivity
- Establishing good relationships with teammates
- Identifying and leveraging the strengths of team members
- Keeping teammates motivated
- Learn effective time management skills.
- Identify the benefits of setting goals.
- Master the skills of setting your own goals.
- Implement the right strategies to track your goals.
- Understand flexibility vs. persistence when prioritizing.
- Turn goals into habits.

## ***Record Management best practices for work place efficiency***

- Learn to build an effective hierarchical filing system for all document management systems
- Understand records retention requirements, regulations and guidelines
- Learn best practices for managing, organizing and accessing information
- Gain strategies on how to purge and reduce paper and become more 'paperless'
- Learn how to create system for managing desktop and active paper files

## **Document control and workplace efficiency**

### ***Organizing Digital Documents for Workplace Efficiency***

- Learn how to organize digital documents on local drives and cloud based systems
- Understand how to use the various record management locations
- Learn how to effectively name documents and code versions for easy retrieval and access
- Gain searching strategies to find information quickly with electronic tips and tricks
- Learn effective strategies of using the desktop to manage information

### ***Email Management and Workplace Efficiency***

- Learn the three key strategies to managing email
- Learn the five steps to process email inboxes
- Learn strategies to tag and identify email action items
- Learn the four ways to organize, save and file email messages
- Understand the options to archive email messages
- Gain strategies on how to deal with large inboxes
- Learn about the advanced search functions within the email system
- Learn how to maximize functionality with email systems to improve efficiency
- Gain skills on how to manage email with mobile devices

## **Day 2**

### ***Time Management and Work Efficiency***

- Understand time management principles and theory
- Understand the process of prioritization and developing systems to identify priorities
- Gain strategies for successful calendar management to improve time allocation
- Learn how to utilize calendar functions in productivity applications more effectively
- Learn the six steps to effectively planning your day/week
- Learn the four steps to being more proactive and less reactive
- Understand the best working zone to accomplish the right tasks in the right place
- Learn to manage office interruptions successfully
- Learn strategies to manage procrastination proactively
- Understand how to utilize mobile devices to support time efficiencies
- Tips on Time Management

### ***Task Management for Workplace Efficiency***

- Understand how to identify, choose and track priorities
- Learn the different types of tasks and how best to manage and accomplish them
- Review the type and benefits of different task list systems
- Understand how to track and maintain task lists
- Understand how to use the task list system in productivity applications
- Learn the four steps to managing task lists
- Gain tips on how to get tasks done in your day and week
- Understand the 7 reasons why task lists fail
- Learn strategies on how to focus and multi-task effectively

### ***Getting Projects Done for Workplace Efficiency***

- Understand the basics of the project planning cycle
- Learn how to break down projects and large tasks
- Learn options to track projects using Microsoft Office programs

- Gain insight how to develop timelines and estimate length of projects
- Discover key tips for leading and managing projects
- Learn strategies of how to delegate tasks and follow-up effectively
- Identify methods to maintain and track project documentation
- Learn key tips to managing multiple projects

### **Tips to Increase Efficiency at Workplace**

- Let employees speak to each other.
- Responsibilities ought to be assigned as per the interest levels, specialization, past experience, expertise of an individual.
- Employees need to organize their workstations at least once in a week.
- Learn to prioritize things.
- Filter your mails.

### **Getting organized and Workplace Efficiency**

#### **Focus on what is important and urgent.**

- A TO-DO list
- Tidy up your desk.
- Develop the habit of using a planner or organizer at work.
- Keep all required information handy.
- Do not say a yes to everything. Do not accept additional responsibilities just to please your superiors.

### **Discipline and Punctuality for Workplace Efficiency**

- Clearly defined roles and responsibilities
- Effective communication
- Rules and regulations/Flexible policies
- Salaries/Wages
- Job Security
- Time Management
- Healthy work culture

### **Importance of Being Efficient at Workplace**

#### **Team Work and Workplace Efficiency**

- Individuals, rather than working alone should work in teams to ensure timely delivery of work.
- Team work plays an essential role in increasing efficiency of employees eventually benefiting the organization and yielding higher profits.
- Individuals working in teams can interact, discuss, brainstorm ideas to reach to unique solutions and also gain from each other's expertise.

- Encourage morning meetings at workplace where employees can come together on a common platform along with their team managers to plan the entire day.

### **Role of Communication in increasing Workplace Efficiency**

- Effective communication facilitates free flow of information among employees and reduces misunderstandings and confusions.
- Duplication of work decreases efficiency of employees. Team members need to communicate among themselves to find out what each one is up to?
- If you are working on a particular assignment, make sure your colleague is working on something else.
- Managers ought to interact with their subordinates to understand their expertise and interest levels.
- Delegation of work is one of the most crucial responsibilities of a team manager.
- Make sure work does not become a burden for your team members
- Only communicating through emails and messages is not enough to motivate an employee.
- Do not make your employees unnecessarily wait for your approvals.

### **How to Improve Mental and Physical Health to achieve workplace efficiency?**

- By increasing awareness about the potential health risks or hazards which could be the outcomes of leading a reckless lifestyle.
- On the other hand, a balanced lifestyle is expected to have a favourable impact on the body, mind and soul. Improves the overall health and balance of the body.

### **Work-Life Balance and Workplace Efficiency**

#### **Benefits :**

#### **Saving of Employee time:**

- Retention of Employees.
- Improve employee motivation & morale as well as their commitment towards the work.
- Reduction in the Absenteeism rate.
- Helps in gaining a competitive edge or an advantage.
- Strengthen the Reputation of the organization.
- Build a Loyal Workforce.
- Reduction in the Conflicts.

### **Mental Health and Workplace Efficiency**

#### **Tips**

- Awareness campaigns
- Sharing of information through info graphics, videos, and storytelling
- A recharging space or zone of quiet
- Coaching, aligning professional and personal goals, development dialogues
- Skills like empathy and compassion need to be practiced and taught by managers
- In house psychiatrist
- Discussions around mental health issues during lunch meetings to address stigma and encourage people to seek hel



## WORKPLACE EFFICIENCY

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### TENTATIVE PROGRAMME

#### Day 1

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|---------------------|--|
| 8.30 am – 9.00 am   | - Online registration  |
| 9.00 am – 10.45 am  | - Introduction and Overview<br>- Road map to Workplace Efficiency<br>- Technical skills development  |
| 10.45 am – 11.00 am | - Tea break  |
| 11.00 am – 12.45 pm | - Soft skills development<br>- Knowledge on products and services is crucial for enhancing workplace efficiency  |
| 12.45 pm – 2.00 pm  | - Lunch break  |
| 2.00 pm – 5.00 pm   | - Team Work and Workplace Efficiency<br>- Record Management best practices for workplace efficiency<br>- Document control and workplace efficiency<br>- Organizing Digital Documents for Workplace Efficiency<br>- Email Management and Workplace Efficiency |
| 5.00 pm             | - Class dismiss  |

## Day 2

- 9.00 am – 10.45 am
- Time Management and Work Efficiency
  - Task Management for Workplace Efficiency
  - Getting Projects Done for Workplace Efficiency
- 10.45 am – 11.00 am
- Tea break
- 11.00 am – 12.45 pm
- Tips to Increase Efficiency at Workplace
  - Getting organized and Workplace Efficiency
  - Focus on what is important and urgent.
  - Discipline and Punctuality for Workplace Efficiency
- 12.45 pm – 2.00 pm
- Lunch break
- 2.00 pm – 5.00 pm
- Importance of Being Efficient at Workplace
  - Team Work and Workplace Efficiency
  - Role of Communication in increasing Workplace Efficiency
  - How to Improve Mental and Physical Health to achieve workplace efficiency?
  - Work-Life Balance and Workplace Efficiency
- 5.00 pm
- Class dismiss