

#170

Personal Productivity – 2

“In order to stay ahead of the never-ending press of daily operations and to attend to the many important issues of member service, a manager must be well-organized and highly productive. Below are some of the strategies and habits that can improve your personal productivity.

- **Organize and save your work.** As you produce written standards, policies, and procedures; training materials; various communications; specialized spreadsheets; and any other intellectual material on the computer, save them for future use. Most of what you spend time to create you'll use again as you progress through your career, but you must be able to find it.
- **Benchmark your operation and forecast business levels.** Benchmarking will give you a better understanding of your business and its seasonality and will help you to forecast for more future years. It will also allow you to find ways to improve your operation, such as efficient staffing.
- **Master your time.** Mastering your time is a key to success. To do this, you must be organized, accurate, and disciplined. To be successful, you must be able to manage your time. To do this, you must have a clear understanding of any and all issues involved, and train your staff thoroughly – not just by showing him how, but by explaining why at the time.
- **Establish daily, weekly, monthly, seasonal, and annual habits.** The above disciplines will be far easier to implement if you establish regular schedules to do some of them.

The efficiency of your operational area and your employee work habits will reflect your personal productivity. To the extent you are disorganized, undisciplined, and work without a plan, your area of the operation will follow suit.”

Ed Rehkopf, What I Expect from My Club Management Team

Discussion Points: Discuss any of the above disciplines that will help save time and improve their own productivity.

To purchase the complete set of
Service on the Go
visit the [CRI Marketplace](#)

Take Away: Personal productivity is a key to success. To do this, you must have a clear understanding of any and all issues involved, and train your staff thoroughly – not just by showing him how, but by explaining why at the time.

Teachable Moments