



# MANAGEMENT TRAINING

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## Time Management Essentials

*Class Length 1 Day(s) or a series of 1-hour webinars* *Prerequisites None*

### Overview

Time cannot be managed, but we can manage ourselves, information, and our use of time more effectively. This workshop covers many common time management issues and provides an opportunity to assess current time management habits.

### Target Audience

Managers, human resources, team leaders, anyone who has challenges with balancing their time and staying on top of priorities

### The Problem

- Too many interruptions
- A poor organizational system and process
- Lack of planning and prioritizing
- Inability to say “no”
- Not assessing how we spend our time

### Our Solution

*To Learn to...*

- Assess current time management habits with the Time Mastery Profile
- Identify the importance of setting goals
- Prioritize techniques
- Acquire more effective planning and scheduling methods
- Avoid or deal with common time stealers
- Use tips and tricks to become better organized
- Create an action plan for changing poor time management habits

### Course Outline

- **Understanding Time:** Can we really manage time, how much does time cost and how are you spending it, assess current time management habits, identify benefits and challenges to managing time
- **Setting Goals:** Identify long-term, short-term, professional and personal goals, make better decisions by relating them to your goals, creating CLEVER goals.
- **Planning and Scheduling:** Projects vs. tasks, creating and managing to do lists, scheduling appointments, what should go on the calendar
- **Prioritizing:** What is most important, value-based prioritizing, decide what to eliminate, reduce repetitive time wasters, when is your prime time
- **Time Stealers:** What to do about interruptions, procrastination, too much clutter and other things that steal our valuable time
- **Getting Organized:** Paperwork, email and voicemail, developing a system, time management tools
- **Building an Action Plan for Change**





## Time Management Using the Time Mastery Profile

*Class Length ½ - 1 Day(s)*  
*Prerequisites None*

### Overview

This course addresses the issues of working smarter by assessing where we spend our time each day. We will identify the factors that affect how we manage our work, time constraints and how to develop priorities with supervisors and employees.

This personalized look at managing work encourages participants to address the habits that limit our creativity and ability to work effectively within the environment.

### Target Audience

Managers, human resources, team leaders, anyone who has challenges with balancing their time and staying on top of priorities

### The Problem

- Challenges identifying how goal setting impacts managing your time on a daily, monthly and yearly basis
- Not able to figure out how to manage priorities when they are not our own
- Not knowing which time management changes are needed to make improvements

### Our Solution

*To Learn to...*

- Have a personal view of your job and the philosophy that is critical for developing a new approach to managing your day
- Assess personal motivation and how this impacts your job
- Utilize talents that may be underutilized which could enhance or improve your use of time
- Identify how to become “active” versus “reactive” in your workplace
- Maintain personal power and balance in your workday
- Define the four types of work: Crisis, Work-To-Do, Trivia

Work, and Time Wasting Work as a part of the “Priorities” category in the Time Mastery Profile

### Course Outline

- Participants will complete the Time Mastery Profile prior to the course. They are asked to list one area of strength and one weak area from the results of their profile on a flip chart matrix in the training room. (These will become the areas that the course will focus on during the session.)

- **Opening:** Description of time and several illustrations of how we perceive time

- **What Was Your Reaction:** Surprised, confirmed suspicions, disappointed (thought I was doing better)

- **Exercise:** Job Satisfaction — participants develop a list of what makes their job easier or more difficult.

Discussion focuses on which of the job satisfiers or dissatisfies are within our control or influence.

- **Review Time Mastery Profile:** Description of each category and how to interpret your individual graph

- **Exercise:** Teach Back
- **Closing**





## Getting Organized

*Class Length 1 Day*  
*Prerequisites None*

### Overview

This course will provide you with techniques to get out of the chaos and manage all the “stuff” in your life.

### Target Audience

Anyone that wants to learn techniques to improve organization in both their personal and business life

### The Problem

- Life feels chaotic most of the time
- It's difficult to find emails, keep track of voice mails and sort through the clutter on your desktop
- Not knowing what tools to choose to help you get organized

### Our Solution

*To Learn to...*

- Identify the benefits of getting and keeping organized
- Develop a filing system to organize paperwork, email, and voice mail
- Make decisions about what to keep and what to toss
- Identify the tools that are available to help with an organizational system
- Set goals to develop new organizational habits

### Course Outline

- **Organization or Chaos:** Where are you now
- **The Benefits of an Organized Life**
- **Getting Out of Chaos:** Setting goals, setting priorities, projects vs. tasks, planning
- **What To Do with all the Stuff:** Develop a system (paperwork, email, voice mail), your workspace, organizational tools (computer software, clever phones, productivity devices)
- **Developing New Habits**





# Project Management

*Class Length 1 - 5 Day(s) Prerequisites None*

## Overview

Most companies have focused their attention on the business process while ignoring projects. This can be a costly mistake as everything NEW (new services, processes and products) and IMPROVED (improved services and processes) occurs as a result of a project.

All growth in the business will occur through the successful completion of projects. Projects that are incomplete, late, over-budget, or off target, may impede your ability to meet your strategic business goals. In today's world, the ability to manage projects effectively translates into a comprehensive advantage.

## Target Audience

Anyone who is responsible for managing a project large or small

## The Problem

- Employees lack effective project management skills
- Ineffective project management techniques are impacting the bottom line and ability to complete projects on time and within budget
- Projects are not aligned with business goals

## Our Solution

*To Learn to...*

- Define the role of the project manager and team
- Identify the elements of effective project management
- Develop models
- Assess your organization's current level of project effectiveness
- Optimize your project portfolio and avoid costly mistakes

## Course Outline

- Overview of Project Management
- The Role of People in Project Management
- The Steps and Tools of Project Management
- The Factors Influencing Project Management Success
- The Issues for Designing a Successful Project Management System





## Project Management for Non-Project Managers

*Class Length 1 Day(s)*

*Prerequisites None*

### Overview

The ultimate goal of project management is to complete projects on time and deliver maximum quality within the allocated budget. Many people in business today are given the task of managing a project without any basic knowledge or tools for approaching that goal.

This workshop breaks the project management process into four basic steps and addresses the tasks that must be completed at each of those steps. It gives non-project managers the basic knowledge required to lead a project to successful conclusion.

### Target Audience

Those individuals who manage projects without any formal project management training and who want to do a more effective job

### The Problem

- Clients provide vague and changing requirements and unskilled project managers don't know how to handle them
- Time is spent solving problems after projects are delivered
- Every project is handled the same way

### Our Solution

*To learn to:*

- Define the four phases in project management and the steps to complete each phase
- Write a scope statement
- Create a project schedule
- Allocate resources
- Employ various tips for managing a project

### Course Outline

- Project Management Overview
- Define the Project: Write a scope statement, determine the stakeholders, determine the resources required
- Plan the Project: Create a team, refine the scope, estimate the schedule
- Execute the Project: Manage scope creep, manage communication, manage the project
- Close the Project: Assess lessons learned, assess project success





## Stress Management

*Class Length 1 - 2 Day(s) Prerequisites None*

### Overview

Stress is a part of everyday lives; it can be viewed in both a positive and negative way. The work place environment can aggravate the stress level of many individuals. Long term distress leads to burnout, a condition most companies would like to prevent because it temporarily or permanently incapacitates productive employees.

Certain conditions of stress call for intense reactions that give rise to marked changes in the attitudes and actions of normal personalities. What those conditions are and how people react to them is the theme of this course.

Stress Management training can improve job performance and productivity, decrease job errors, increase job satisfaction, and lower hostility. These are payoffs to a well planned Stress Management Program.

### Target Audience

Anyone who wants to learn techniques to manage stress in their business and personal life

### The Problems

- Inability to recognize the triggers and affects of stress
- Stress is impacting workplace productivity causing mistakes, unsafe practices, unhappy customers
- Stress is causing personal health issues such as loss of sleep, lack of appetite, and anger

### Our Solution

*To learn to...*

- Be aware of his/her lifestyle
- Resolve conflict with winning results
- Develop an individual stress management program
- Recognize stressors in the work place, to reduce the effect of the stressors
- Build self confidence and self esteem to face the future with positive expectation
- Recognize their own belief system and reshape those that are negative and destructive
- Formulate and utilize expectations

### Course Content

- Be aware of your lifestyle
- Develop an individual stress management program
- Learn how to distinguish between stress and its causes
- Manage anger
- Build self confidence/self esteem to face the future positively
- Identification of the stress response and types of stress
- Recognize stressors at the work place, and how to reduce the effect
- Accepting change that will benefit the organization
- Understanding the effects of stress on the body — how it happens and what it does





## Balancing Work and Family Life

*Class Length* 2 hours, ½ Day(s) *or keynote* *Prerequisites* None

### Overview

Finding balance between our professional and personal lives is a challenge we all face. Learn some techniques to identify your priorities and make better choices to attain that balance.

### Target Audience

Anyone that would like to find alternative ways to managing professional and personal life challenges

### The Problem

- Wearing too many hats throughout the day which causes additional stress
- Taking work home and thinking about home while you are at work
- Deciding without focus on the priorities in your life

### Our Solution

*To Learn to...*

- Make better decisions based on priorities, goals, and values
- Stay focused based on which "hat" you are wearing
- Reduce the stress and have fun with the challenges
- Identify tips and tricks to save time and be more organized

### Course Outline

- The Balance Challenge: How many hats do you wear, what are the challenges
- Values, Goals, and Priorities: Identifying, communicating
- The Juggling Act: Which hat, which priority, making the tough decisions
- Time-Saving Tips and Tricks
- Reducing Stress
- Choices and Changes





# Faces of Change

*Class Length ½ to 1 Day(s) Prerequisites None*

## Overview

The only constant in the world of business is change. How leaders react to, deal with, and enable change will make or break the success of an organization. Managers and leaders need to be adept at understanding the basics of change and how their actions impact it. By leveraging the insights and proven processes developed in the past decade, participants will learn how focus on the power of change to make their teams successful.

Research shows us that employees are productive only 45 minutes of the day during times of high stress.

Constant change is a leading cause of high stress. This course gives managers the insight and tools to actively guide their teams through change. This will enable them to be successful and productive in spite of the constant change going on around them.

In this one day, facilitated, interactive discussion participants will shift the way they think about change and their role in ensuring their team's success through change.

## Target Audience

Any individual contributor, manager, or leader needing to become adept at understanding the basics of change and how their actions impact change

## The Problem

- Managers and employees trying to avoid changing
- Managers uncomfortable with change
- Employees unable to see the need or benefit of change
- Managers inability to engage their teams in necessary organizational change
- Lack of understanding on how to move through change to be even more successful
- No model or tools to help guide managers through change initiatives

## Our Solution

*To Learn to...*

- Understand the constant change is the new normal
- Define the principles of change
- Understand the mental habits that support change
- Understand the manager's role in successful change efforts

## Course Outline

- Discussion Regarding "Change is the New Normal"
  - Using current events and business news, discover that rapid change is here to stay.
  - Showcase the critical role of managers in successful change
  - Highlight why change can fail organizations and teams, and its impact

- The Principles of Change: Define and Discuss (facilitated discussion)

- Understanding of the Principles of Change
  - Establishing a sense of urgency
  - Creating a guiding coalition
  - Developing a vision and strategy
  - Communicating the change vision
  - Empowering employees for broad-based action
  - Generating short-term wins
  - Consolidating gains and producing more change
  - Anchoring new approaches in the culture

- What Is New in Change (additional great breakthroughs in change management)
  - Highlights of the new discoveries
  - Tools available to drive change on their teams
  - Exercises to help teams through change
  - Additional references to assist with change management

- What's Next
  - Participants will work on action plans to introduce this knowledge to their teams and prepare plans to prepare their teams for change





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