

Get More Done in Less Time for Better Customer Service!

# ***Get More Done in Less Time for Better Customer Service!***



Robert Morris, Broker, B.S., A.A.S  
Keynote & International Speaker/ Certified Trainer  
e-PRO, ABR, ABRM, AHWD, BPOR, CRS, CRB, C-  
RETS, GRI, LTG, MRP, PMN, PSA, RENE, SFR, SRES,  
SRS, ITI

Advanced Training & Seminars.

Email: [AdvancedTrainingSeminars@gmail.com](mailto:AdvancedTrainingSeminars@gmail.com)

(615) 390-3785 direct

Life is a series of choices...

We are exactly where we are suppose to be in our lives based on the decisions we've made or the lack there of.

**How many of you in this room have attended a Time Management session before today?**

**And... What Happened?**

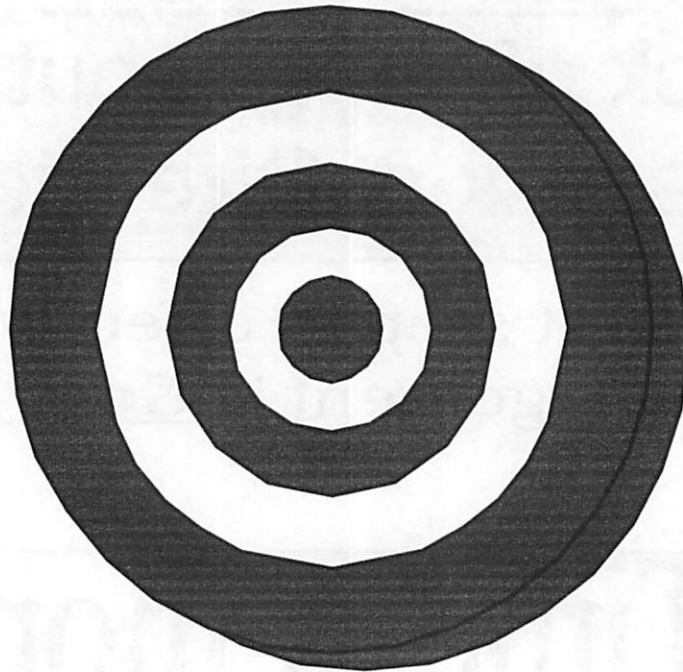


The Basic Problem is **NOT**  
a lack of Time... but rather  
a lack of Direction!

The first step in effective Time  
Management is **Goal Setting**!

Time is money  
and any time wasted  
is money wasted!

**“Talent hits a target no one else can hit. Genius hits a target no one else can see.” –  
Arthur Schopenhauer,  
Philosopher**



\_\_\_\_\_ never really set their goals in  
the proper light!

The risk is..

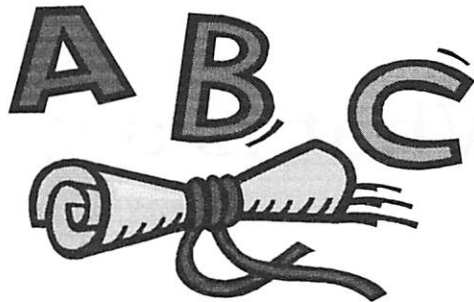
***You might not reach them!***



# Realtors® MAKE MONEY 3 WAYS

1. \_\_\_\_\_ a house to sale.
2. Writing a \_\_\_\_\_ to purchase.
3. \_\_\_\_\_ a buyer, seller, investor.

## WHY SET GOALS?



What do you want to  
do, have, or be?

## **People are basically oriented in two ways:**

- 1) to \_\_\_\_\_
- 2) to \_\_\_\_\_

### **Don't confuse**



### **Activity vs. Accomplishment!**

What is a goal?

- A **goal** is a desired result a person or a system envisions, plans and commits to achieve a personal or organizational desired end-point in some sort of assumed development.

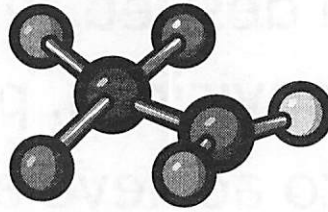
## WHY SET GOALS?



### Goals provide:

- *People to make a \_\_\_\_\_ to themselves*
- *Generate internal \_\_\_\_\_*
- *\_\_\_\_\_, which encourages self-discipline.*

### Elements of Goal



Goals must be:

- 1) Attainable
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_
- 4) Cover a definite period
- 5) \_\_\_\_\_

## Types of Goals

❖ Spiritual Goals

❖ \_\_\_\_\_ Goals

❖ Career Goals

❖ \_\_\_\_\_ Goals

❖ \_\_\_\_\_ Goals



# Category of Goals

**Give up Goal** \_\_\_\_\_

\_\_\_\_\_

**Go up Goal** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Don't change your decision to go, you  
change your direction on how to get  
there!**

## 7 Steps to Goal Setting!

1. Identify the \_\_\_\_\_ (what do you want)
2. Set a \_\_\_\_\_ for achieving it
3. List the \_\_\_\_\_ to overcome
4. Identify the \_\_\_\_\_ & \_\_\_\_\_ you  
need to work with
5. List the \_\_\_\_\_ & \_\_\_\_\_ required  
to reach the goal
6. Develop a \_\_\_\_\_ of action
7. List the \_\_\_\_\_ (what's in it for me?)



## Goal-den Rules!



- You need big goals to force you to reach in & use the resources at hand with goals you will treat setbacks very lightly.
- Don't change your decision to go, you change your direction on how to get there.
- Itemize those things you truly want to achieve.
- You can not reach major goals on your own.
- You must become aware of what you are doing daily.
- When the outlook doesn't look good, the up look always looks good.
- You are the only person who can stop you on a permanent basis.
- When a goal is reached replace it...  
Goals change so it is important to review them frequently.
- Give up Goal- share it with everybody.
- Go up Goal- share it with only those people whom you love and trust & will be supportive of you.

## The Laws of Time Management

i. **Pareto Principle** – \_\_\_\_\_

**Parkinson's Law** – *work expands to fill the time available for its completion*

ii. **Mackenzie** – 1 minute of \_\_\_\_\_ saves 5 minutes of \_\_\_\_\_

iii. **Parkinson** –

i. **1<sup>st</sup>**- work expands to fill the \_\_\_\_\_

ii. **2<sup>nd</sup>**- work is completed inversely proportionate to it's importance

iv. **Drucker** – \_\_\_\_\_ it to the least paid competent help

v. **Dr. Stephen Covey** - \_\_\_\_\_

(important vs. urgent)

i. **Important** - Valuable Quality - Time needed to finish a task

ii. **Urgent** - Deadline is NOW

iii. **Not Important** - Doesn't require effort or quality

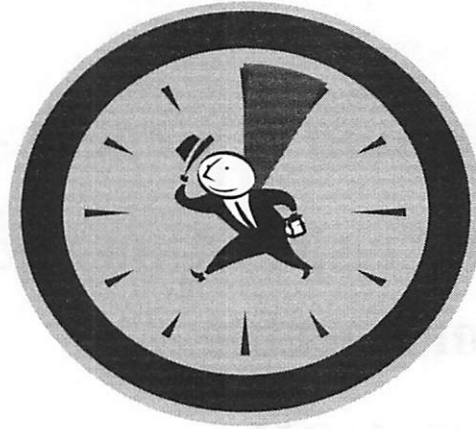
iv. **Not Urgent** - Not now

# Prioritize Action Items

- **Important & Urgent - \_\_\_\_**
  - **Real Crisis! - Unavoidable or Unforeseeable**
  - **DO IT NOW**
- **Important, but not Urgent – \_\_\_\_**
  - **Needs to be done, but Not Now**
  - **PLAN IT – Then Delegate**
- **Urgent, but not Important – \_\_\_\_**
  - **Rush jobs & Unexpected problems**
  - **Done NOW to avoid trouble later**
  - **Plan BETTER – then Delegate**
- **Not Important -Not Urgent – \_\_\_\_**
  - **DELEGATE!**

Get More Done in Less Time for Better Customer Service!

# Four Types of Time



**1. Personal**

**2. \_\_\_\_\_**

**(Tension Relieving Time)**

**3. \_\_\_\_\_**

**4. Presentation**

**(Goal Achieving Time)**



*What Changes would you make in  
living your Life if ...?*



- **You had 10 years to live?**

---

---

- **You had 5 years to live?**

---

---

- **You had only 1 year or less to live?**

---

---

- **How much time are you spending on the things that REALLY matter?**

---

---

## **Tips for achieving balance** **Schedule Everything!**

- ☐ **For the year – Major Items and Milestones**
  - School & Family Vacations, Birthdays, Anniversaries, periodic long weekends
  - Business meetings, conventions, conferences
- ☐ **For the month and weeks – Secondary items**
  - Day(s) off
  - Showings, Listing Appointments, CMAs, Education courses, Floor/Opportunity Time, Counseling Sessions
- ☐ **For the day – Minor Items**
  - Errands
- ☐ Program in time buffers around major appointments
  - Allow extra time for unanticipated circumstances
- ☐ **These are now BUSINESS APPOINTMENTS!**

## **Time Management Rules to Remember**

### **1. Life should go on your calendar first**

- ☐ **Set Peace of Mind as your highest goal and organize your time & life around it.**

### **2. “Block off” time to do nothing**

### **3. Know when to say “NO”**

## 4. Family Matters

- ☐ Time with your Family -  
\*Devote 100% attention\*
- ☐ Remember it is the...  
\*Quantity of Family Time  
\*Quality of Work Time

## 5. Effective Time Management yields more LIVING out of life!

More time for the people and things you  
enjoy!

So...There's no time to waste. Life is too  
short.

**Thank You all for**

**Thank You all for  
Hanging out with me!**