

COACH & CO. PTY LTD

# SUCCESS IN WORK LIFE

PERFORMANCE + ENJOYMENT



# AT WORK IN LIFE

STRATEGIES FOR IMPROVING  
PERFORMANCE AT  
WORK AND ENJOYMENT IN LIFE



MAXIMISING  
PERFORMANCE



REACHING CAREER  
POTENTIAL

&



QUALITY OF LIFE



EXPERIENCING  
LIFE'S PLEASURES

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# ULTIMATELY, WE ARE RESPONSIBLE FOR BOTH OUR PERFORMANCE & ENJOYMENT.

Our experience shows us that the people who take responsibility for their lives at work, and enjoyment in life, are the ones who experience the most success, satisfaction & fulfilment. We can be shown how to be successful and be inspired to want to make subtle, powerful changes, but it's the action - *that we are responsible for* - that creates that success.



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*For purposes of presentation our definitions are:*

## HOW DO WE PERFORM AT OUR PEAK?

- Deliver Value that is Wanted & Needed
- Sustain this over a Career
- Ability to Prioritise, Focus Efforts & Manage Energy

When work is working we feel proud, secure, confident, satisfied

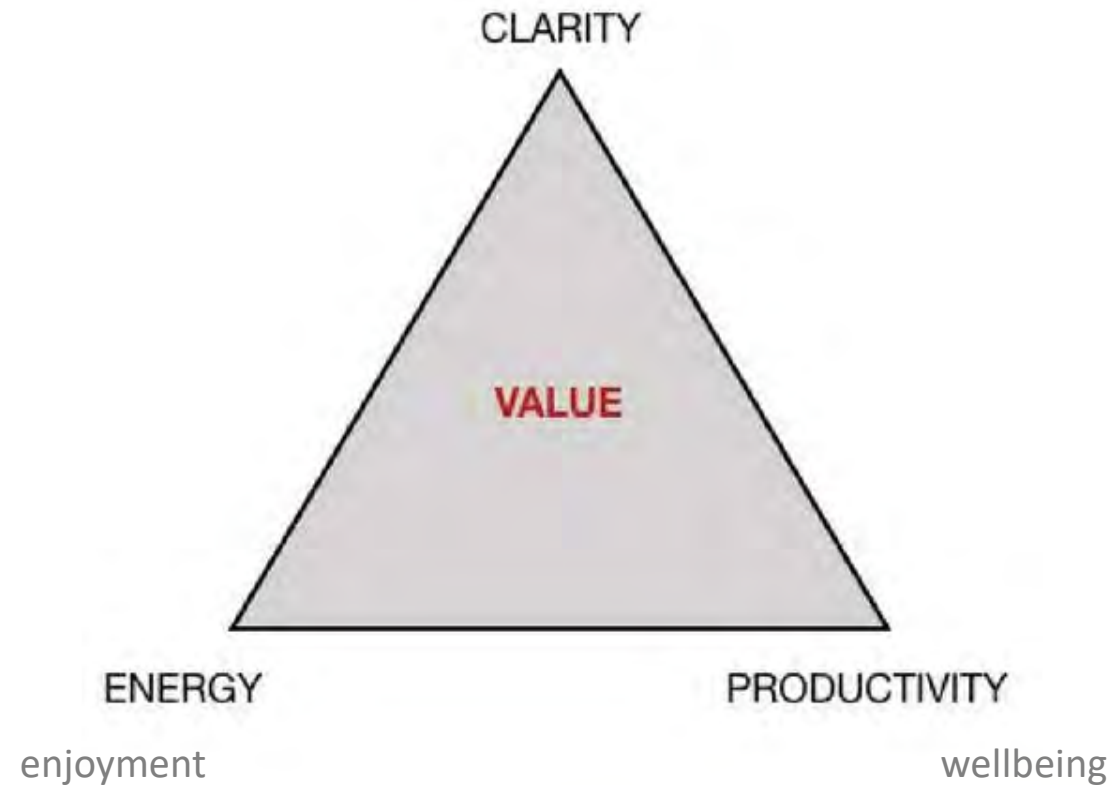
When life is working we feel engaged, secure, confident, satisfied

## HOW DO WE MAXIMISE OUR QUALITY OF LIFE?

- Fulfilling work
- Healthy & Well
- Fun & Leisure
- Social Connections



# VALUE OVER ACTIVITY



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*What performance and success are not,  
questioning our behaviours & assumptions:*

**HOURS +  
EFFORT DOES  
NOT =  
PERFORMANCE**

**VOLUME DOES  
NOT = QUALITY**

**ACTIVITY  
DOES NOT =  
VALUE**

**HOURS DO NOT  
= OUTCOMES**

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**RESTED,  
FRESH,  
SHARP.**

A rested Andrew can do more in 4 hours than a tired Andrew can do in 8. Not being rested doesn't just deliver less return it can undo things. People need to be fresh to be productive. I don't have to be the smartest person in the room, I do need to be the sharpest.

Andrew McKenzie

BHP Chief Executive



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*Case against long hours:*

**AN 8 HOUR  
DAY RETURNS  
80%  
PRODUCTIVITY**

**LEADS TO LESS  
OUTPUT & MORE  
MISTAKES**

**MENTAL HEALTH  
DECLINES AFTER  
39 HOURS**

**PRODUCTIVITY  
DECLINES  
FURTHER  
AFTER 40 HOURS**

**REDUCES  
CAPACITY TO  
MANAGE  
CHANGE OR  
ISSUES**

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# IMPACT OF DECISIONS

*Not saying No:*

**68%**

DECREASED  
PRODUCTIVITY DUE TO  
OVERLOAD

*Distracted not focused:*

**28%**

WORKWEEK SPENT ON  
EMAILS

*Not prioritising rest:*

**72%**

MANAGERS HAVE DIFFICULTY  
CONCENTRATING DUE TO  
FATIGUE

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**QUALITY  
NOT  
AMOUNT.**

**RESULTS.**

We think mistakenly that success is the result of the amount of time we put in, instead of the quality of time we put in.

Arianna Huffington  
Entrepreneur & Executive

It's not necessary to do extraordinary things to get extraordinary results.

Warren Buffett  
Billionaire

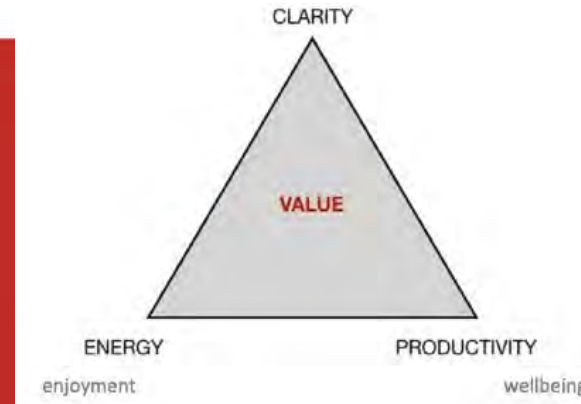


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# WHAT DO WE MEAN BY CLARITY?

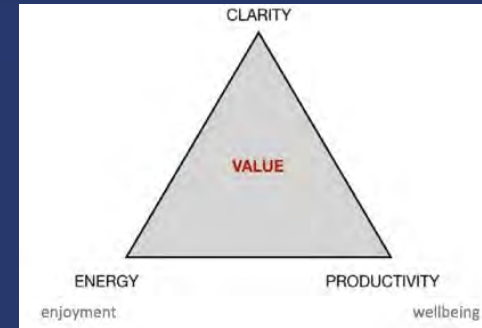


- Clear on Priorities
- Clear on what is Needed & Wanted not Nice to Have
- Clear on what is of Value
- Clear on what will make an Impact

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# WHAT DO WE MEAN BY PRODUCTIVITY?



- Ability to be Efficient & Effective on a Day to Day Basis
- Mentally Healthy, ability to consistently make good decisions
- Always has space for Emergent Needs
- Resilient, ability to Bounce-Back well
- Rested, ready, sharp
- Ability to Focus & deliver only valued outcomes
- Does not fall victim to **distraction, procrastination or perfectionism**

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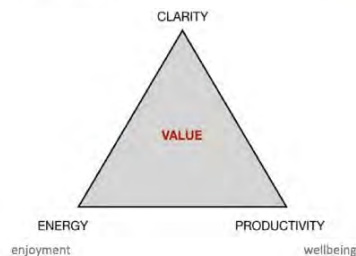
# ACTIVITY:

- How clear am I on High Value Priorities?
- How many hours do I work? How many would I prefer to work? GAP
- How productive am I? /10
- What would take me up one level?

3 minutes

Small groups of 3 or 4

Share key insights



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# HOURS WORKED, TIPPING POINT.

\*\* Context

Our experience and research shows the greatest performance in terms of engagement and quality of outcomes comes from the leaders & employees who understand there is a tipping point. Too many hours is counter-intuitive, not sustainable over a career, results in poor productivity and leads to mistakes.

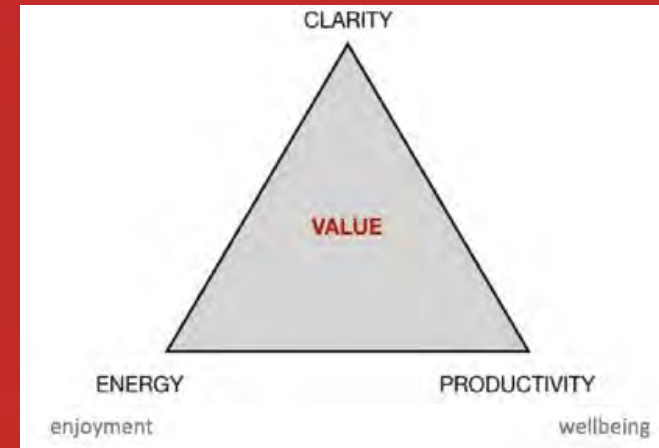


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# WHY DO WE WORK LONG HOURS?



- Job Insecurity or Job Progress
- Stress or Fatigue leads to drop in effectiveness
- Lack of Interests Outside Work
- Organisation Rewards it or Team Culture
- Lack skills to do our Job
- Lack discipline, unable to focus, distracted

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# HOW TO BE MORE PRODUCTIVE



Focus on Priorities only

Be Efficient - Get organised, Minimise Distractions, Say No

Be Effective - Self-Aware, Clear on my Strengths, Skilled in my Role

Seek clarification - Organisation's Vision, High Value Outcomes

Leave Space for the unexpected - daily or weekly

Rest - quality sleep sharpens the mind, supports emotional strength  
& resilience

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# WHAT DO WE MEAN BY ENERGY?

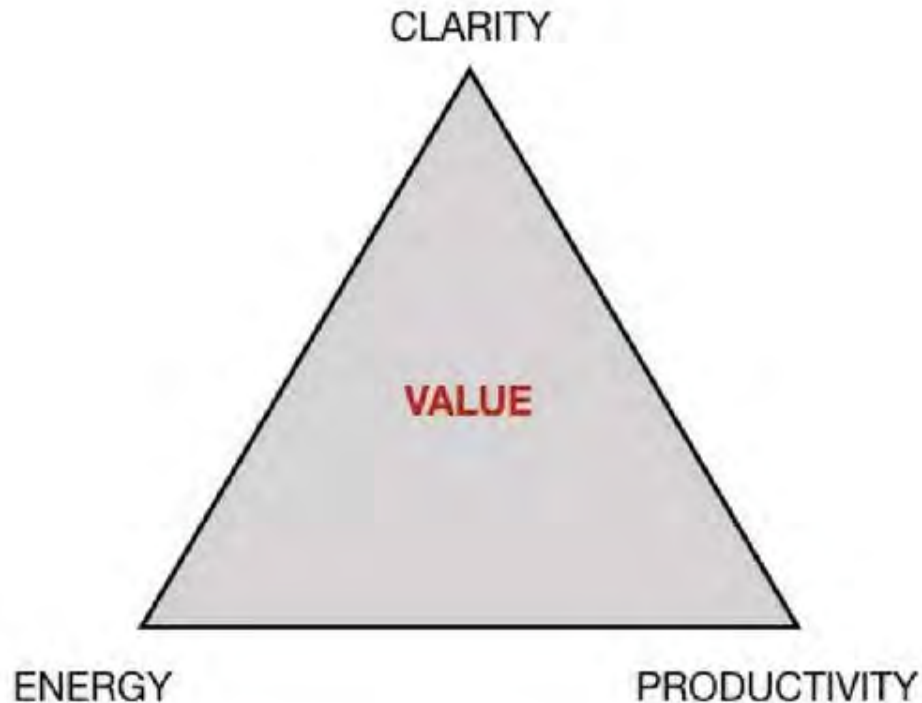
- Ability to deal with Peaks & Troughs
- Ability to Appreciate & Understand Energy drainers & enhancers (eg adapting too long, using strengths to create ease)
- Ability to use enjoyment to replenish reserves (eg social connections & other interests)

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# COMMON CHALLENGES



## **Dissatisfaction**

due to poor progress

## **Overload**

leads to poor - brain function  
- emotional management  
- physical health

## **Burn-out**

from energy depletion with no replacement

**ENERGY IS  
ENHANCED BY  
OUR LEVELS OF  
ENJOYMENT IN  
LIFE**

**KEEP YOUR  
BUBBLE  
INFLATED....**



**OUTSIDE  
INTERESTS GIVE  
PERSPECTIVE &  
ENHANCE  
ENERGY**

**USE YOUR  
STRENGTHS  
TO SUPPORT  
ENERGY**



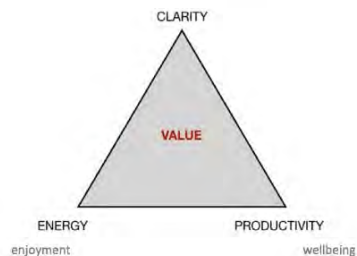
# ACTIVITY:

- How refreshed do I feel? /10
- How much energy do I have? /10
- How clear am I on what drains and adds to my energy levels? /10
- One way I could be refreshed & sharp .....

3 minutes

Small groups of 3 or 4

Share key insights



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# HOW IS OUR INDUSTRY DOING?

## WORK-LIFE BALANCE BY INDUSTRY

Among those industry sectors where 3000 professionals ranked their work-life balance, as defined by them, as **poor or terrible** were call centres and customer service; procurement, manufacturing or transport;



SEEK, Australia  
Defining Work-Life Balance Report

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# PRODUCTIVE & WELL. QUALITY OF DECISIONS, IMPACT OF ACTIONS.

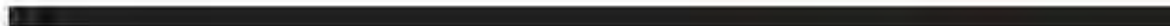
The Connection.

Without a doubt, it's the quality of our decisions and the impact of our actions that move us towards more success or further away from it. A clear mind, ability to manage our emotions and care for our physical health supports our ability to be productive, focused and manage work challenges & opportunities.



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**TRY NOT TO BE A  
PERSON OF  
'SUCCESS', BUT A  
PERSON OF VALUE,  
WHICH LEADS TO  
SUCCESS.**

Albert Einstein



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# THANK YOU!

1300 788 678

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