

# 7 STRATEGIES

TO

OVERCOME

OVERWHELM



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## INTRODUCTION

**S**elf-employed and independent professionals have more choices today than ever before. Unfortunately, all of these choices can contribute to your life feeling cluttered and overwhelming.

When most people think of clutter, they usually think of things in their physical environment—but clutter can go far beneath the surface. Clutter can show up in the form of unimportant *activities* that find their way onto your calendar, *relationships* that drain you, or disempowering *thoughts* that hijack your mind.

**Here's my definition of clutter:** Anything you **own, possess, or do** that does not enhance your life on a regular basis.

Most people don't realize how much clutter costs them. All types of clutter have a way of draining your time, your energy, and your bank account...and it can also drain you of experiencing joy in your everyday life.

You probably started your own business with the idea that you could enjoy having control of your own destiny and find a good work/life balance while following your passions.

**Unfortunately, some of the business owners I know are among the most captive people I've ever met.** They have become prisoners of their own walls with a tyrant of a boss who cracks the whip much harder than any previous employer ever did. They have a belief that if they just “work a little harder,” they will be successful. This path can take its toll on your lifestyle when you fall prey to some of the traps common to many.

To understand these traps, it's important to recognize that success is not just about the paychecks you receive for your efforts. Success includes much more than the external wealth accumulating in your bank account. Wealth from within includes peace, joy, love, contribution, satisfaction, safety, and well-being.

**All of us are given the same amount of time—168 hours each week.** Yet some people manage their time more effectively than others. If your goal is simply to work more efficiently, you may be setting yourself up for failure. There's a huge difference between *efficiency—doing more things faster*, and *effectiveness—doing the right things*.

In the pages that follow, I will share seven strategies that will help you be more effective and productive. You'll be able to apply these strategies to your life immediately, and the results will amaze you!

I hope the contents of this book will help you make a shift from feeling overwhelmed to experiencing peace-of-mind.

# 7 STRATEGIES TO OVERCOME OVERWHELM

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## STRATEGY #1 : BE SURE THE LADDER YOU'RE CLIMBING IS LEANING AGAINST THE RIGHT WALL.



Are you focused on how many things you can check off of your to-do list? With everything that needs to be done, how can you stay focused on what's most important?

Instead of measuring quantity, measure value. As Stephen Covey says in his book [First Things First](#), "What does it matter how much we do if what we're doing isn't what matters most?"

If the ladder you're climbing is leaning against the wrong wall, it doesn't matter how quickly you reach the top. Make sure your ladder is leaning against the right wall. A regular review of your own personal mission statement can help keep you on the right path.

Although most companies have a mission statement, very few individuals have taken the time to write one. I compare this to a pilot who is flying without a flight plan. I don't know about you (perhaps you are more adventuresome than I am), but I'd rather be on a plane with a flight crew who know where they are going and have a plan to get us all there. Someone once said, "If you don't know where you're going, any road will take you there."



### TODAY'S IMPACT ACTION STEP

Write a personal mission statement and review it weekly at the start of your weekly planning session. This will serve as a directional tool--a life compass that will help you know when you're on the right path and when you have veered off course. A well-crafted personal mission statement reflects the following:

- **Your values** - the core of who you are and what you uniquely have to offer. Be clear about what's most important to you from the deepest place in your heart. Ask yourself, "Is this *what I really want*, or is it *what others think I should do*?"

Exercise: Write down the names of at least 10 people whom you admire (they can be living or historical, fictional or real). Next to each name, write down the qualities you admire in each person on your list. Example: Mother Teresa -- compassionate, generous, unconditional love. These qualities you admire *are your values!*

- **Your Vision** - a compelling image of an achievable future.

Exercise: Imagine it's your 100th birthday and you are at a party celebrating your life's achievements. Write down what you want people to say about who you are and what you have done with your life. What legacy do you want to leave?

- **Your Mission** - what you will do to achieve your vision.

Exercise: If you want some help getting started, visit the FranklinCovey Mission Statement Builder by clicking [here](#).

## STRATEGY #2 : UNDERSTAND THE DIFFERENCE BETWEEN URGENCY AND IMPORTANCE.

	URGENT	Not urgent
IMPORTANT	Urgent and important	Important but not urgent
Not important	Urgent but not important	Not urgent and not important

From Stephen Covey's *First Things First*

Once you are clear about your priorities, planning and organizing around those priorities becomes essential. This is because we are an *urgency addicted* society. We tend to focus on that which is urgent--whether it is important or not.

As Stephen Covey reminds us in his book, [First Things First](#), "Urgency itself is not the problem. The problem is that when urgency is the dominant factor in our lives, importance isn't. We get so caught up in doing things that we don't even stop to ask if what we're doing is really all that important."

I'll illustrate this point with a story...

**Challenge:** Bob is the owner of a small company with seven employees. He has a knack for understanding computers and is good at solving IT problems, so he is the unofficial "go-to" person for any computer issues that arise in his company. As a result, he is constantly interrupted with urgent requests from others. Bob also is a people-pleaser, and he has a hard time saying no when people ask for help...regardless of any high-priority things he has on his task list.

Several months ago Bob made a commitment to focus on the development of a new product he is really passionate about--something that will make his company much more competitive in the current market. Although there's no deadline by which this product must be ready for the market, it is very **important** to the overall success of the company, and it is also **important** to Bob.

Here's the challenge: the day-to-day computer problems are **urgent** for the people who are experiencing the problems. It usually takes a day or two for an outside IT person to respond to requests for help, and Bob's employees need help solving problems right now so they can get back to work. There's no doubt that Bob's assistance really helps them, but when he spends time helping with their computer issues—something that *others could do*--it gets in the way of him completing his own **important** work on the new product—something that *only he can do*.

Does this scenario sound familiar to you? How do you reconcile the difference between urgency and importance? That is a question that only you can answer, based on how *you* define importance.

**Solution:** For Bob, being helpful to his employees is important, and so is creating the new product. Bob feels torn between two competing priorities, both of which are important to him--one because he is passionate about the work and is excited about the potential of his new product, and the other because he wants to help his employees work more productively and he likes being helpful. Here are a couple of possible solutions:

- ◉ Bob can dedicate a portion of his time for doing IT support work for his employees, and schedule blocks of time each day to close his door and spend uninterrupted time to create the new product. (I'll share more about the importance of *protected time* in the next lesson.) He might also consider establishing an internal deadline for completing the new product, so he has a specific timeline to keep him on task.
- ◉ Bob can hire an in-house person to address the company's day-to-day computer challenges. This way he can stay focused on his work to develop the new product without feeling bad about saying no to his employees' requests for assistance.

If you are a visual learner, I encourage you to view or print out the sample Time Management Matrix at the end of this chapter, so you can follow along while you read the tips below. As you review this model, take a moment to think about which quadrants your activities belong in.

In the Time Management Matrix, Quadrant II (the Quadrant of Quality and Personal Leadership) represents activities that are **important**, but because they are **not urgent**, they are easy to put on the back burner for "when I have more time." Of course, we will never FIND the time; we must MAKE the time for what's most important. So in order to focus on these activities, one must be *proactive*. The more time we spend in Q-II, the more quality we add to our lives.



If we neglect Q-II activities long enough, sometimes they become Q-I activities (**urgent and important**). For example, exercise is generally considered a Q-II activity because there is no deadline by which you must exercise. However, if you neglect exercise long enough--"I'll do it when I have more time," it may become a Q-I (urgent) activity when your healthcare provider reports that you will face a major health crisis if you don't start exercising regularly.

Distractions--answering the phone, checking emails and text messages, and other interruptions--drain energy and slow progress. A survey has found that people in the US work an average of 45 hours a week; of that, 16 hours are considered unproductive. In addition to distractions, poor team communication and ineffective meetings are among the top time-wasters that reduce productivity in the workplace.

The best way to be more productive is to say NO to activities that fall into Q-III and Q-IV. Both represent activities that are **not important** to you. This means that you must learn to set limits.

### TODAY'S IMPACT ACTION STEPS

#### Step 1

Print out the blank Time Management Matrix below and fill in your own activities for each of the four quadrants.

#### Step 2

After you've completed Step 1, review the "not important" activities in Quadrant III and IV that you will say no to. In some cases, you may need to renegotiate some commitments you've made before saying no. Then identify what Quadrant II activities you will schedule into your calendar now that you have freed up some wasted time from Quadrants III and IV.

**Remember that every time you say YES to someone or something, you are saying NO to someone or something else!**

Need additional support around clarifying the difference between urgency and importance? Read my article, [Capturing That Elusive Thing Called Time](#).

## TIME MANAGEMENT MATRIX

from Stephen Covey's books: The Seven Habits of Highly Effective People and First Things First

	Urgent	Not Urgent
Important	<p><b>I</b></p> <p>(MANAGE)</p> <ul style="list-style-type: none"> <li>• Crisis</li> <li>• Medical emergencies</li> <li>• Pressing problems</li> <li>• Deadline-driven projects</li> <li>• Last-minute preparations for scheduled activities</li> </ul>	<p><b>II</b></p> <p>(FOCUS)</p> <ul style="list-style-type: none"> <li>• Preparation/planning</li> <li>• Prevention</li> <li>• Values clarification</li> <li>• Exercise</li> <li>• Relationship-building</li> <li>• True recreation/relaxation</li> </ul>
	<b>Quadrant of Necessity</b>	<b>Quadrant of Quality &amp; Personal Leadership</b>
Not Important	<p><b>III</b></p> <p>(AVOID)</p> <ul style="list-style-type: none"> <li>• Interruptions, some calls</li> <li>• Some mail &amp; reports</li> <li>• Some meetings</li> <li>• Many "pressing" matters</li> <li>• Many popular activities</li> <li>• Other people's urgencies</li> </ul>	<p><b>IV</b></p> <p>(AVOID)</p> <ul style="list-style-type: none"> <li>• Trivia, busywork</li> <li>• Junk mail</li> <li>• Some phone messages/email</li> <li>• Time wasters</li> <li>• Escape activities</li> <li>• Viewing mindless TV shows</li> </ul>
	<b>Quadrant of Deception</b>	<b>Quadrant of Waste</b>

Rectangular Sr

## TIME MANAGEMENT MATRIX

from Stephen Covey's books: The Seven Habits of Highly Effective People and First Things First

	Urgent	Not Urgent
Important	<b>I</b> (MANAGE) • • • • •	<b>II</b> (FOCUS) • • • • •
	<b>Quadrant of Necessity</b>	<b>Quadrant of Quality &amp; Personal Leadership</b>
Not Important	<b>III</b> (AVOID) • • • • •	<b>IV</b> (AVOID) • • • • •
	<b>Quadrant of Deception</b>	<b>Quadrant of Waste</b>

## STRATEGY #3 : KNOW YOUR PRIORITIES AND PLAN AROUND THEM.



### WE DON'T PLAN TO FAIL...WE FAIL TO PLAN.

Here's a guarantee: Your most productive and fulfilling weeks will be the ones you have planned ahead of time.

Planning consists of long-range planning, annual planning, quarterly planning, weekly planning, and fine-tuning your daily plan. If you have not carved out time on your calendar for planning, you need to plan for that, too, or it won't happen.

Why is planning so important? Once you are clear about what's most important to you and what your next action steps are, you need to set aside the time to do those things--especially for Quadrant II (not urgent and important) activities and projects.

Planning ahead for 90 days or more provides an opportunity to look at the bigger picture and make adjustments to your overall direction, based on priority shifts. Short-term planning (weekly and daily) provide an opportunity to fine-tune as you go.

I highly recommend that you spend one hour each week planning for the next week. During your weekly planning session, you can block out time in your schedule for the things that are most important to you.

**This weekly planning time is one of the most important blocks of time you can schedule each week.**

**Without planning, the urgency mindset takes over.** I've already mentioned the challenges that come with urgency addiction.

I also suggest that you spend **the last 10 minutes of your workday planning for tomorrow**, so when you enter your office in the morning, you know exactly what the priorities are for the day.

## TODAY'S IMPACT ACTION STEPS

### Step One

Get your calendar out right now and schedule a standing appointment with yourself for weekly planning. I like planning on Friday afternoon for the following Monday through Sunday. In other words, I am planning a week ahead of time for the weekend immediately following. If you prefer to plan on Sunday, do so for Monday through the following Sunday.

Here are four tips to help you be successful with your **Weekly Planning Session**:

- If possible, do your planning away from where you normally work--someplace where there are no distractions and interruptions.
- Have a pad of paper and a pen handy so you can jot down "things I gotta do" as you think of them. **DO NOT** do these activities *during* the planning time, or you'll get mired in handling all these "sticky notes on your brain" that need to be handled, and you won't get your planning done for the coming week. (I've learned this from personal experience!) Reserve some time *after* your planning session for handling the things you wrote down that need to be handled.
- During your Weekly Planning Session, follow the process outlined [here](#). Do not cut corners--each step is important. A few additional tips for planning:
  - Plan tasks according to your *priorities and deadlines*.
  - Schedule time for working on *important projects that do not have a specific deadline*, so you don't over-commit yourself and run out of time to work on these things. In other words, make an appointment with yourself in your calendar to spend uninterrupted time to work on important but not urgent projects.
  - Plan for your whole life--professional AND personal.



- ◉ Read [96 Minutes a Day That Will Change Your Life](#). You will learn about the 80/20 rule and how you can apply it to your life. After you've read the article, identify your most important activities that will fill 96 minutes of each day. Doing this will have a huge positive impact on the quality of your week.

Why 96 minutes? Because 20% of an 8-hour workday is 96 minutes. If your work day is more or less than 8 hours, you can adjust this number by doing the math to figure out what 20% is.

As a business owner, you have some activities that will make a huge difference in your company when you practice them daily. For example, what would happen to your business if you got into the daily practice of expressing gratitude and staying in touch with your most important customers and referral partners? If you'd like to learn more about the productivity tool that I use to help me with this daily practice, [request a time](#) for us to talk and I will share it with you.

### Step Two

Once you are clear about your priorities and you have planned your week, you will need to guard against competing requests for your time that are not important (or as important) to you. Ask yourself: "What boundaries do I need to put in place in order to have the emotional and physical space I need to stay focused on what's most important to me?" Here are three tips to help you with setting and keeping boundaries:

1. When you are working on a project, close your door and put a sign up: "From 9:00-11:00 AM I am working on a project requiring concentration. Unless the building is on fire or you have something that cannot wait, please come back after 11 AM." Have a conversation with co-workers to let them know that, from time to time, you will request uninterrupted time so they are not surprised when they see this sign on your door or cubicle.
2. If you are working at your desk, close your door, turn the ringer off on your phone, and do not check email or texts during your project time. Reserve some time afterwards to reply to messages, check e-mail, and talk with others who are waiting to speak with you. If this is not possible, go somewhere else to do work requiring concentration.
3. When something else comes up, exercise integrity in the moment of choice. What's most important--what you scheduled, or something else that has just come up? If you say yes to this request of your time, what will you be saying no to? If you say no to what you scheduled and it is still important to you, reschedule it whenever possible.

For additional insights on today's topic, read these articles: [Too Much of a Good Thing](#) and [The Power of Intention](#).

## STRATEGY #4 : CAREFULLY CHOOSE YOUR SELF-TALK.



We cannot change some of the events that take place in our lives, but we can change our response to those events, which will change the outcome for us. Using the example of a mathematic equation, remember that when you change one of the numbers you are adding together, it changes the sum (outcome). Here's a powerful equation:

$$E \text{ (event)} + R \text{ (response)} = O \text{ (outcome)}$$

Events (E) happen in our lives and sometimes we have no control over them. Your response (R) is largely determined by your self-talk. You have two kinds of self-talk, which I refer to as *The Gremlin* and *The Wise Self*.

**The Gremlin** represents your critical inner voice or negative self-talk. The Gremlin loves status quo... "Don't rock the boat or do anything that might involve risk!" Gremlins are those inner voices which conspire to keep you from being happy. I frequently hear my clients say, "I have to..." or "I gotta..." or "I should..." and when I hear those phrases I often ask, "Do you *have* to or do you *choose* to?" There are very few things in life that we *have* to do. Yet some of us forfeit our choice to the point of seeing our options in life as limited. This generally leads to a feeling of hopelessness.

**The Wise Self** represents your inner voice that is informed by your values and priorities. When you focus on your values--what is most important to you at the core--you are more at choice and less at effect. You recognize that you have the freedom to choose based on your own values, versus being influenced by limiting beliefs, circumstances, or the opinions of others.

Your **paradigms**--the lens through which you view things--inform your thoughts. Your **thoughts** inform your feelings. Your **feelings** inform your response. Your **responses** affect the **outcome**.

This explains how two people working from different paradigms can experience the same event and yet also experience completely different outcomes.

Here's a great example of the power of shifting your framework and assumptions (your paradigm). A shoe factory sends two marketing scouts to a region of Africa to study the prospects for their expanding business. One sends back a message saying, "Situation hopeless! No one wears shoes." The other writes back triumphantly, "Glorious business opportunity! They have no shoes!"

### TODAY'S IMPACT ACTION STEPS

#### Step One

Read my article, [The Art of Possibility](#), and complete the dot exercise near the end of the article. If you cannot figure out how to do it, we'll show you how at the very end of the article. Try it first without peeking!

During the coming week, ask yourself these questions, and write down your answers in a journal as they come to you. You might want to post these questions someplace where you will see them daily:

1. What assumptions am I making, that I'm not aware I'm making, that gives me what I see?
2. What might I now invent, that I haven't yet invented, that would give me other choices?

#### Step Two

Project yourself 12 months into the future and write a congratulatory message in a card to yourself about all the insights you have acquired and the milestones you have attained over the last 12 months, as if your accomplishments for the next year were already in the past. Send yourself this card in the mail, and date it for a year from now.

How do you do this? Go to [www.SendOutCards.com/kathy](http://www.SendOutCards.com/kathy) and click on the Send a Card button in the upper right corner to set up a free sample account. I will pay for the card and the postage. Create your card online and before you click the SEND button, set the SEND date for a year from now. It will be printed and sent in the mail to you on whatever date you specify. If you have questions about how to do this, contact my office for assistance.

If you'd like to increase your understanding and knowledge about how to unleash the power of your own self-talk, read these articles I've written:

[Independence Day: Free Your Mind](#)

[Happiness is a Choice.](#)

## STRATEGY #5 : MANAGE INCOMING INFORMATION EFFECTIVELY.

Surveys show that people's stress levels are at an all-time high, and a major source of that stress is **information overload**.

Information comes to you in five primary ways:

1. Paper
2. Email or online posts
3. Voice mail or texts
4. Verbal requests from others
5. Thoughts in your head (to-do list)

What typically happens when you sit down at your desk and are overwhelmed with the many choices of where to begin?

You could start with your e-mail... or perhaps you could respond to the message someone texted you on your way to the office, or by checking your voice mail. But then...how about that overflowing "In Box" you haven't looked at for days? Or maybe you should get started working on the brilliant idea you had last night...before you forget!

How can you possibly figure out what is most important to focus on *right now*? Having clarity about your priorities is critical as you wade through the maze of choices that compete for your time. If you have not completed the exercises suggested in the previous chapters in this book, I suggest you complete them before moving forward.

When I feel overwhelmed with the many choices (decisions) I have to make, I review my purpose statement, and then I ask: "Will this (whatever I am considering) move me *toward* or *away from* what is core for me?"





Once you are clear about your priorities, follow the simple method outlined below for processing everything--paper, email online posts, voice mail, texts, verbal requests from others, and thoughts in your head.

### TODAY'S IMPACT ACTION STEPS

#### Step 1

Think of a funnel. Everything that comes into your life starts at the top of the funnel. **Practice using this decision-making process, asking yourself these five questions in this order:**

#### Five Decisions



1. Can I **discard** it (garbage, recycling/giveaway, shredder)?
2. Can I **delegate** it or pass it on to someone else?
3. Do I need to **do it** (take action) right now?
4. Can I **defer** taking action until a later time?
5. Do I choose to **file** this away for future reference?

It's important that you consider the decisions **in the order suggested above**. For example, if you can *discard* it, you don't have to consider the other four options. If you can *delegate* it, you don't have to consider the remaining three options. You get the idea...

#### Step 2

Set up the systems you need to manage information as it arrives. For assistance setting up an effective system, my [Buried in Paper](#) webinar will teach you how to use the tools together. Check out the **Recommended Productivity Tools** section at the end of this book for links to helpful tools.

## STRATEGY #6 : CREATE HABITS THAT KEEP YOU FOCUSED ON WHAT'S MOST IMPORTANT.



Aristotle once said, "We are what we repeatedly do. Excellence then, is not an act, but a habit."

I'll share some ideas to help you form healthy and supportive habits.

For some, procrastination becomes a harmful habit which impedes personal and professional development. **Procrastination is doing low-priority tasks and activities instead of the high-priority ones which contribute the most to your success.**

When we don't want to do something that is unpleasant or difficult, we find less important things to do that will keep us "busy" so we have an excuse for why we didn't get around to it.

**Putting something off does not make it go away, and postponing it often just makes it worse.**

Procrastination is the root of so many of the problems that plague all of us at one time or another--challenges with managing our time, relationships, projects, and information. As someone once said, **"Killing time murders opportunities."**

**If you want to make big changes in your life, start by making small ones.**

What small change have you made recently that yielded positive results for you? By thinking about what is working, you are focusing on the positive. **Remember that you attract whatever you choose to give your attention to--whether wanted or unwanted.** When you focus on what you want, you are more likely to attract it into your life.

Small changes can create a ripple effect of another small change, followed by another. In other words, small changes can lead to other related changes. Before you know it, you've generated an unstoppable tidal wave!

### **What's one activity or habit that, if you did consistently, would make the greatest positive difference in your life?**

I asked a client (I'll call her Kate) this question during a coaching call. Her initial response was that she wanted to start taking the train to her downtown office instead of driving her car in horrible rush-hour traffic...but Kate said she could not do that because she often needed the car to get to client meetings during her workday. I asked her if there were any other kinds of transportation available to her (subway, taxi, etc.) on days she had appointments that were not walking distance from her office.

Kate was not sure how it would work, but she was willing to commit to a one-month trial period of taking the train to work. I spoke with her at the end of her first week. She recognized how this one change was already having a tremendous positive impact on her life. Over time, the impact grew larger. The ripple effect was doing its thing!

Here are some of the benefits Kate experienced by deciding to take the train to work instead of driving:

- She was able to sleep 30 minutes later each day, since she actually got to the office faster by taking the train.
- She saved enough money in gas, tolls and parking fees to pay for her coaching sessions with me.
- She had time for her professional reading, which she did in the mornings on her way to work.
- She had time for pleasure reading on the way home. (She had not read a novel in years!)
- Because she had to catch the train home at a specific time, Kate started leaving her office at a set time instead of staying for "just a few more minutes" (which was never just a few minutes!).
- She started conducting more of her business using technology (teleconference calls and webinars), which saved her a lot of time that she used to spend getting to and from meetings. Her clients appreciated saving time and travel costs, too!

- ◉ By leaving the driving to someone else, her stress level was much lower when she got to the office and returned home.
- ◉ Kate's additional sleep and reduced stress levels gave her added energy, and she started working out at a nearby health club a few evenings a week. Before she started taking the train, she barely had the energy to get home and she rarely ventured out at night.
- ◉ Kate met a wonderful man at a train stop near her home, and they started dating. At last report, a long-term future looked promising!

I could keep listing the effects this one change had on Kate's life. It's a perfect example of the ripple effect in action--all of this by making one change, which led to another, and another.

## TODAY'S IMPACT ACTION STEPS

### Step 1

Answer these questions (in writing):

- ◉ What one activity or habit could you begin or change that--if done consistently-- would make the greatest positive impact in your life?
- ◉ What's stopping you?
- ◉ Do you choose to do it?
- ◉ If so, when will you begin?
- ◉ How will you build in accountability?

### Step 2

Create your own [Weekly Template](#). This template will help you build a powerful structure into your weekly routine. As you create this template, remember the 80/20 rule you learned about by reading my recommended article, [96 Minutes a Day That Will Change Your Life](#). What can you do with 20% of your time that will yield 80% of the results you want?

For additional insight around today's topic, read [First Things First](#) and [Running Out of Time](#) and [The Ripple Effect: Small Steps Lead to Big Results](#).

### Step 3

Here' a powerful daily habit to add to your morning routine. Begin each day by sending a personal card of appreciation to someone you care about. This will set the tone for your entire day, and you will be amazed at the impact this daily gratitude habit will have on your life. In addition, it will have a profound effect on your business and personal relationships. I've done this for the last 10 years. If you'd like to learn more about the Internet-based system I use for sending a real card in the mail—without leaving my office—[request a time for us to talk](#) and I'll show you how.



### STRATEGY #7 : BUILD IN SUPPORT AND ACCOUNTABILITY.



Human nature has demonstrated that a large percentage of the population will ignore or miss deadlines for projects or activities that are difficult, complex, or uncomfortable to do.

Even the biggest projects are really just a series of small ones. So how do you eat an elephant?" One bite at a time!

Once you break a project into bite-size pieces, determine when you want to have it completed by, and then create a timeline with benchmarks for completing each "bite" of the project. Make it as quantifiable as possible, by using measurable numbers (make *five* calls daily vs. make *more* calls daily) and include dates or deadlines. Then build in some accountability by telling someone else about your intentions.

For example, let's say that you have a sales goal and you know from history that 10% of the people you talk with will buy your program. If you want to make 10 sales in the next month, that means you need to talk with 100 prospects. That number may feel overwhelming, but if you break it down into bite-size pieces, it feels much more manageable. One month has about 20 work days in it, so that would mean making 5 calls a day over the next 20 work days.

Keep your intentions in *written form* in front of you so you can keep re-focusing on them when you get off track. Then carve out protected time on your calendar to make it happen.

By asking someone to hold you accountable in a supportive way, you put positive pressure on yourself to make something a priority. When selecting an accountability partner, be sure to choose someone who has your best interest at heart and who can check on your progress without you feeling judged.

### TODAY'S IMPACT ACTION STEP

#### Step 1

Read [The Power of Personal Accountability](#). Then choose a project or activity you want to do but have been procrastinating with. Get specific about what you want to do and when you want to do it by. Write it down.

#### Step 2

Build in some supportive accountability by asking someone you trust to check in with you to see how you are doing with your commitment. Read my article about [how to effectively structure your accountability check-ins](#).

# THE 7 STRATEGIES IN REVIEW

To recap, these are the 7 Strategies that will help you live a more joyful, peaceful, and abundant life:

1. Be sure the ladder you're climbing is leaning against the right wall.
2. Understand the difference between urgency and importance.
3. Know your priorities and plan around them.
4. Carefully choose your self-talk.
5. Clean up your mess by effectively managing information.
6. Create habits and routines that keep you focused on what's most important.
7. Build in support and accountability.

**What would be possible if you expected or imagined your future to be better than your present?** Your expectations and actions will align to realize whatever future you envision for yourself! It's called a "self-fulfilling prophecy."

Ask yourself these powerful questions:

1. What will be possible if I promise myself to \_\_\_\_\_ (fill in the blank with a choice that will make a huge difference in your life)?
2. What will it cost me to NOT make this commitment to myself?
3. What's stopping me from getting, being, doing, or having what matters most?

I stand ready to assist you on your journey. If you want to speed up your success rate, keep reading. I have a special offer on the next page.

## A SPECIAL OFFER FROM THE AUTHOR KATHY PAAUW

Are you a self-employed or independent professional who feels OVERWHELMED and pulled in too many directions?

Perhaps you once worked for someone else who gave you a clear path to run on, a structure that kept you focused on your priorities, and a boss who held you accountable.

**Now you're the boss. You are responsible for creating a structure that supports your priorities and goals.** You no longer have someone else to hold you accountable for being productive and profitable.

Without supportive systems in place, you've been dropping the ball, forgetting important follow-up, and running late.

You're EMBARRASSED about how disorganized your office looks...an outward representation of your hectic schedule and all the sticky notes on your brain.

Or perhaps you LOOK REALLY ORGANIZED and productive, but beneath the surface you feel like a fraud.

Although your health and relationships have suffered, you don't see how you can add ONE MORE THING to your schedule, such as more sleep, exercise, a family vacation... things you only dream about.

**You know that you can't keep up at this pace forever. BUT HOW can you get control of this runaway train?**

That's where I come in!

With a successful 20-year track record as an entrepreneur, certified professional coach and productivity consultant, I can help you tame the overwhelm in your schedule, space and mind so you can:

1. Focus on what's most important.
2. Find what you need when you need it.
3. Remember important follow-up.
4. Honor habits that support you in reaching your personal and professional goals.
5. Create some balance in your life and enjoy peace-of-mind.



Let's schedule a NO-COST **Overcome Overwhelm Strategy Session**, during which we'll cover the following:

1. Create a crystal clear vision for your ultimate business success and the perfect lifestyle you'd like to have.
2. Uncover hidden challenges that may sabotage your success.
3. I hope to end our session with you feeling inspired to make positive changes.



Schedule your **no-cost** strategy session here:

[www.OvercomeOverwhelm.info](http://www.OvercomeOverwhelm.info)

## I VALUE YOUR FEEDBACK!

I love hearing from those who have read my book! Please share your feedback with me at [Kathy@OrgCoach.net](mailto:Kathy@OrgCoach.net):

1. What did you like most about this book?
2. What did you like least? (Constructive feedback may be used for revisions.)
3. What did you learn, and what will you do with that information?

## RECOMMENDED PRODUCTIVITY TOOLS

The following are productivity tools that I use. Some of these contain affiliate links and I am paid a referral fee. Some do not include an affiliate link. I only recommend tools and services that I have a positive personal experience with. I donate 10% of all affiliate profits to human service organizations.

Links to third-party sites do not include any guarantee to the accuracy, claims or effectiveness of information, products or services provided by a third party.

**Relationship/Contact Management System:** I've been using an Internet-based system since 2005 to send greeting cards and gifts in the mail to clients, referral partners, colleagues, service professionals, friends and family. The system has helped me build solid relationships and be remembered as someone who cares. Click [here](#) to schedule a brief phone appointment so I can set you up to test-drive the system, show you how it works, and explain how it has created massive growth for my business.

**FollowUpThen:** This easy email reminder service will help you clear out your inbox, shorten your to-do list, and never forget to follow-up. Type [date]@followupthen.com in the "Cc", "Bcc" or "To" fields of your email. The email will come back to you on the date or time you schedule it to arrive. Try it for free by setting up an account and sending a sample message to [1minute@followupthen.com](mailto:1minute@followupthen.com). Check your inbox in one minute and see what's there!

**TimeTrade:** This online appointment scheduling software makes it easy to schedule calls and other appointments without having to play phone or email tag to get someone else's schedule. It "translates" the time zone for you, which is especially helpful when making international appointments. When you schedule a time to speak with me at [www.OvercomeOverwhelm.info](http://www.OvercomeOverwhelm.info), you are using a TimeTrade link to make that appointment.

**WebinarJam Studio:** Do you love to teach without having to rent a classroom? WebinarJam Studio offers an affordable webinar platform that provides access to unlimited attendees and unlimited webinars. All you and your participants need is an Internet connection—no phone necessary!



This makes it really easy for international participants, too, since no long distance call is required. All webinars are instantly recorded for playback and are stored on Google Hangout. Try it for 30 days and get your money back if it does not meet your needs.

**Instant Teleseminar:** This is an easy-to-use platform for conducting teleseminars. I have used it for years, and it makes delivering and recording teleseminars so easy. Up to 1000 participants can call into a bridge line from a telephone, while unlimited numbers of people can also listen either live or to a Webcast replay via the Internet (no phone or long distance call required). You can now upload PowerPoint slides (in PDF form) so you can offer a visual presentation along with the audio. My favorite feature is that the teleseminar link you use to invite people becomes the recording link after the call ends (no downloading necessary). Click [here](#) to try it for \$1 for the first month.

**Paper Tiger Software:** This allows you to organize your entire office and home in one place. You will have one screen to search for all of your information, be it in PDF format from the paper you have scanned, or in paper format in your file cabinets. The combination of Paper Tiger and Digital Tiger makes it possible to find anything in just a few second with a keyword search. This is what I have used for my own filing and "finding" system since 1996. In addition to using it for paper, it also can be used for tracking items you store in boxes or containers.

**Smead Tickler File/Sorter:** This daily (1-31) and Monthly (Jan-Dec) accordion sorter contains 43 dividers and is an essential organizing tool for every office. With this tool, you can set up the tickler file system that I talk about during my [Buried in Paper](#) webinars. You will also need some [hanging files](#) and the plastic tabs for labeling them. I recommend that you also purchase some [Avery Tab Inserts](#) for making it easier to label your hanging files. In addition, you may want to purchase a [desktop file box](#) that is at least 8 inches deep (the 6 inch ones are not deep enough). If you work while "on the road" from your car, you may want a [portable file box](#). You can also place your tickler file in a nearby desk file drawer if you do not want it to be visible. These tools are recommended to implement Strategy #5. To learn how to use these tools most effectively, I recommend that you participate in my [Buried in Paper](#) webinar.

**Online Shopping Cart & Merchant Account:** Jump-start your online business and enjoy a hands-free income! You've got better things to do than search for the right online services to support your business. From **merchant accounts** to **shopping carts** to **innovative marketing tools** such as autoresponders, DirectPay helps to make the business of running your business effortless and easy. Their **integrated eCommerce tools** allow you to sell products, services and communicate with your clients through your website and mobile app 24 hours a day, 7 days a week, automatically!

**Free Content Formula** offers a simple and brilliant roadmap for how to attract new people to your website while providing great value through content provided by others.

## ABOUT THE AUTHOR

Since 1995, Kathy Paauw has been at the helm of her thriving coaching and consulting business, offering services ranging from productivity consulting and training to personal and business coaching. She has worked with many business professionals over the last 21 years to help them overcome overwhelm so they can increase productivity, profits, and enjoy greater peace-of-mind.

Kathy was in the inaugural group of professionals to pass the first-ever certification exam and become a Certified Professional Organizer in 2007. Kathy also became a Certified Professional Coach in 1999 from the Academy for Coach Training (now invite CHANGE), accredited by the International Coach Federation.

Her greatest joy is to empower, equip, and encourage others to live the life of freedom, fulfillment, and joy they desire and deserve--to give them the internal and external tools and processes to organize their entire life--so their environment and lifestyle reflect their values and passions.

For more information about Kathy, visit [www.OrgCoach.net](http://www.OrgCoach.net).

## CLIENT SUCCESS STORIES

### COACHING

"I had chosen to postpone my MHA degree for two years because of a grant award. I would not have believed that such a rich education awaited me in personal coaching - it has helped me so much with management, leadership, and LIFE skills. This has been an incredibly valuable experience for me. I do not believe I could have been as effective in assuming two difficult jobs and balancing my other commitments in such a short period of time without coaching. Thank you, Kathy!!"

*Emily Wong, MD  
Director of the Women's Health Care Center  
University of Washington, Seattle, WA*

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"Kathy, coaching has brought me to new heights of success. Thank you so much for your guidance and for helping me to reflect on my life. I feel that this coaching experience was extremely positive, and my accomplishments were endless. The things I've learned about myself are amazing. Realizing what is important to me has made my life 100% better! I also feel that my self-esteem is better now, but was in question before. I've been able to schedule my days for maximum success and I've learned how to manage my time for all things and stop spending time on things that are not important to me. Coaching has helped me to manifest my dreams and hopes. My journey has been really fun and fruitful. Thank you, Kathy!"

*Jennifer Ingram  
Student & entrepreneur*

"Your role as my coach, mentor, and teacher has been instrumental in getting my business flowing. Your thought-provoking questions and gentle guidance have helped me in many areas of my life. I appreciate and am grateful for the emotional support, encouragement, and valuable information you have given me on everything from setting up my books and contact management system to marketing strategies and working with clients. I now trust my abilities and know that I have much to offer clients as a professional organizer."

*Karen Roehl  
Clutter Coach  
Kirkland, WA*

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"Your combined skills as a professional organizer and a personal and business coach have helped me build my organizing business. You've provided me with needed encouragement and support, and I've gained the knowledge I needed to move my business forward."

*Kay Wylie  
Professional Organizer  
Springfield, MO*

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"I want to say thank you for your assistance during our coaching session together. You are incredible! Your thought-provoking questions helped me focus on what is most important in both the start-up phase of my organizing business and in my life. Your guidance, support and recommendations gave me the direction I needed and helped me overcome the obstacles that prevented me from moving forward. You generously provided business assistance that jump-started my business and eliminated the need for me to "reinvent the wheel".

*Carole Thomas  
Professional Organizer  
Phoenix, AZ*

"Kathy, you are incredible and brilliant! You are one of the most giving people I've had the privilege of knowing. Thank you for the great coaching and encouragement you provided to help get my business off the ground. I'm so much better prepared than if I'd done this on my own. You have been a true blessing to me. Thank you!"

*Vicki Manning  
Certified Professional Coach & Organizing Consultant  
Organized by Design, Nashville, TN*

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"Some people come into our lives and quickly go. Some stay for a while, leave footprints on our hearts, and we are never, ever the same. The thoughts and concepts you've shared with me as my coach will always influence my choices. Having the opportunity to share my thoughts with you is going to guide me to my true path. I feel such a sense of peace. Thank you from the bottom of my heart."

*Diane Spera  
Real Estate Agent  
Pacific Real Estate Network, Inc., Kirkland, WA*

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"I value your listening ear for my organizing practice...someone to bounce ideas off of who's been there and done that. You've taught me the importance of listening to my clients and not making assumptions about their needs. And your advice has definitely saved me money! At the end of one of our calls you asked me how I was taking care of myself. That really meant a lot to me, and it made me think. I take care of everybody else and don't think about what I should do for me. You also helped take a look at how I value my services and what I charge for them. Thanks for everything!"

*Elizabeth Hagen  
Professional Organizer & Speaker  
Sioux Falls, SD*

Kathy, you've been an incredible resource for helping me build my business and fine-tune & package my services. Your knowledge of business and your clear organized delivery of the coaching process has created great success for me. You have provided innovative and powerful ways of looking at situations that have resulted in concrete action plans. My performance has dramatically increased in a short period of time through your inspiration and highly creative coaching process. Thank you for helping co-create great strategies for my success over these past several months. You have no idea how valuable you are! I am so glad I found you on the web and decided to hire you as my business coach. Our work together has been well worth the investment."

*Sherry Borsheim  
Organizing/Productivity Consultant  
Vancouver, B.C.*

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"Kathy, you were heaven sent for an earthly need. You have revolutionized my way of thinking and have transformed my business. I have immediate results! I have the confidence to ask for the big money, know that I'm worth it, and actually get it! I just signed my first contract with a client for nearly \$6000 -- my biggest job yet. Thank you for your patience, your transfer of skills, and your thoroughness."

*Lesley Adams  
Professional Organizer  
Jackson, MS*

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"Coaching with you was critical in moving forward with the birth of my business. You played a key role. Our work together has allowed me to face my fears head-on, instead of ignoring them and hoping they would go away. In effect, I am now more honest with myself about my circumstances and abilities. I have increased self-confidence and I feel more centered. I have also learned that what I am doing with each minute of my life is a CHOICE that I make – if I'm not making that decision consciously, then I'm letting my subconscious take over – and perhaps make choices for the wrong reasons. Thank you for all of your help."

*Debbie Rodgers  
Business Owner  
Ontario, Canada*



## PRODUCTIVITY CONSULTING

The following was taken from an article for physicians, written by Dr. Francine Gaillour, [Creative Strategies in Physician Leadership](#):

"I am about to share with you a success secret so amazing and yet so simple that you won't believe me when I say it will have significant impact in your life and business. Are you ready?"

Here it is: GET RID OF THE CLUTTER!

I'll share my own experience with de-cluttering. I am not a naturally neat and organized person. Because I have so many ideas in the "in-progress" stage, I tend to keep multiple unfinished pet projects in various documents, post-it-notes and opened-books on my desk, on my book shelves, and in my computer files. In order to keep the idea and project "active" I want it visible. Hence, I have a lot of "stuff" all over the place. Because I hate detailed work, I also procrastinate on my filing, and won't let my assistant touch my files because it would create work for me to help her out.

About two years ago my state of constant creativity and clutter began to choke me. Not only were the files and books an eye-sore, but the ideas and projects that I refused to let go of were creating a serious energy log-jam. In my reluctance to let go of "stuff", I realized I was diluting my creative energy and therefore short-changing the key projects that I had a real passion for. The Solution: Organized De-cluttering.

The solution was a serious de-junking of the paper and a re-prioritizing of my focus. It amazed me to see that I chose to keep only those "things" and activities that truly reflected my passion and where I wanted to go with my professional and personal life. And the result was not only a cleaner office . . . but an immediate and significant boost in my business!

Fortunately, I had help with my paper and organizational challenges from an expert: Kathy Paauw, an organization and productivity consultant and coach whom I met through my professional coach training.

One of Kathy's areas of expertise is in working with medical professionals. As the spouse of a physician and the daughter of a dentist and a nurse, Kathy has a personal understanding of some of the unique challenges facing medical professionals on a daily basis. She also works with professionals from a variety of non-medical fields, including educational, legal, high tech, research, manufacturing, advertising, marketing & public relations, pharmaceutical, financial planning, non-profit, and a variety of small businesses."

*Francine R. Gaillour, MD, MBA, FACPE  
Founder & Executive Director*

"Last Fall I had an opportunity to work with Kathy Paauw to organize both my home and work offices. At the time, I had so many stacks of papers in my work office I wasn't exactly sure as to what was what. I was quite embarrassed whenever anyone entered my office. At home, things were worse. I always intended to get organized "soon." There were so many piles and mounds of paper that the office door was permanently closed. When I needed to add to the mess, I was in and out of there as quickly as I could be. Locating a document was an excruciatingly frustrating and time-consuming ordeal.

Kathy did wonders. We did in two days what would have taken me years on my own. My home and work files were converted to the Paper Tiger system. Now, I can find any document in seconds. It feels great to quickly find a document for a client. Additionally, filing is quick and -- as strange as it sounds -- fun.

I was pleasantly surprised to discover that my consultation with Kathy involved much more than implementing the Paper Tiger. Not only did Kathy clean out and organize all of my desk drawers, she also helped create tickler systems for those items that didn't quite belong in a file. Now, at the end of the day, every paper has its place. It is wonderful.

Additionally, Kathy has worked with me and given me great resources to help me organize my time. She has reminded me how I need to make time and schedule those things that are most important to me. In other words, I can control my schedule instead of allowing my schedule to control me. My time with Kathy has been one of the best investments I have ever made. I wholeheartedly recommend Kathy to anyone who wants help to organize and simplify in order to more fully enjoy relationships and interests."

*Beth A. McDaniel  
Attorney at Law  
Seattle, WA*

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"Kathy, the Paper Tiger is amazing!!!! There is not one sheet of paper without a home in my office. All my CD-ROMS are numbered and filed away and all my software manuals are filed. This has been so painless. The more I do, the more I want to do. The possibilities are endless! This is the difference between making things look organized and BEING organized. Thanks again!"

*Karen Mielke, MD  
Missoula, MT*

"Kathy Paauw spent a day with me last week and we installed an organizing program called the "Paper Tiger." It is awesome. It's a management system that tracks all our files and archives, and I am already seeing how much this is going to increase the efficiency of this office, free me up, and provide a foundation for GROWTH of our company. I am so happy! Today I handled a couple of quick filing actions and it was so EASY!! I found the files immediately - no browsing through the drawer trying to locate the file. It feels great!"

*Fran Fisher  
President  
Academy for Coach Training, a division of LYV Enterprises*

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"In the past I had trouble finding things. Kathy, since you implemented The Paper Tiger for our office, I have saved a lot of time. Now I can retrieve important documents instantly!"

*Wendy Morgan  
Executive Assistant to the CEO  
Publicis Seattle, WA*

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"Yesterday, just six hours after I'd bitten the bullet and 'filed my piles' with The Paper Tiger, an email arrived from our favorite "seat-of-the-pants" manager, asking several supervisors for some reports that he'd never shown any interest in. And by the way, they were needed for an important meeting TODAY. So I went to Reference g, where the documents had just been stored, put copies of the (formerly 'lost') documents on the manager's desk, and told the appreciative supervisors they would not have to look for the documents because the Tiger and I had answered the alarm."

*Carey Giudici  
Sr. Public Relations Specialist  
Seattle City Light*

"I want to tell you how much I appreciate your hard work, patience, and professionalism over this past year. The groundbreaking work you have done has helped immeasurably. I wish you much success in your consulting business, and will mention your name to anyone looking for an outstanding Professional Organizer."

*Mickey Eisenberg, MD  
Director of Emergency Medicine  
University of Washington  
Seattle, WA*

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"Thanks for the efforts and insights you generated for me in our coaching work. Please always consider me a strong reference."

*Dan Kent, MD  
Managed Care Executive*

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"Just getting started with the Paper Tiger makes me feel lighter. I feel more hopeful. I feel like a weight has been lifted from my shoulders and my chest. As a person who remembers where I put something the first time I set it down, I've been afraid to file papers away. That fear has paralyzed me for about two years -- no filing done -- or at least very little. The Paper Tiger is so awesome and I see such great possibilities -- I am so very excited! I feel secure and trustful filing things away with The Paper Tiger because now I know I can find them again. There is hope. The light at the end of the tunnel is sunshine coming in where my piles blocked the lights. Thank you so much for this wonderful program."

*Marian Sjostrom  
Sedona, AZ*

"My Paper Tiger files and tickler file system are working great. I love both, and they are so easy to use. Your system has allowed me so much extra time to focus on other important things. It is wonderful! It's almost too easy...I feel like I should be working harder to find what I need. Thanks, Kathy, for teaching me how to manage paper and information more efficiently and effectively."

*Steven Mattos  
Professional Coach  
The Pyramus Group, San Jose, CA*

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"Kathy, I can't thank you enough for all your help with getting us up and started on the Paper Tiger. I probably was the one dragging my feet about doing all my files this way. However, I am loving the organization of it all. I have been an alphabet filer forever and definitely didn't see myself jumping into hyper-speed with the paradigm shift. But I love it and it is easier to find things. I love the key words function and use it all the time.

This summer I will be organizing my boss's library and illustration files. I can hardly wait to get them done. It will be such a help to him after the process is finished. Again, thanks for all your help. This software is extremely user friendly and I haven't run into any problems. The software and your ideas are being put to use here as we work "smarter," not harder."

*Bonnie Avolio  
Highlands Community Church  
Renton, WA*

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"Kathy, thank you for your help. Today my assistant and I finished up 5 days of working with the Paper Tiger software. We reorganized two offices and files left by three past executive directors from the last 10 years. Dated materials were removed and treasures of ideas and support were discovered. My new assistant of three months now has the ability to find items and be a support. We have laughed together because we could see the rainbow on the other side is this paper mound. Thanks again!"

*N.L.  
Executive Director of a non-profit agency*

Kathy, I've used Paper Tiger over the years and am evangelistic about its value. In May of 1995, I was in a serious accident when a drunk driver hit me while I was riding my bicycle. My skull was fractured and I suffered brain injuries in the area of the brain that affects executive functioning. As a result, I experienced panic reactions when interrupted, when there was clutter, or when my ability to focus was broken. During the next 6.5 years, my very survival depended on having a high degree of order around me. I'm telling you this because I am living proof that the organizing and time management principles you provide really work. Thanks!

*Floyd Green  
Cornerstone Wealth Management  
Raleigh, NC*

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## WEBINARS & WORKSHOPS

"Kathy, thank you for a great introduction to Paper Tiger in the "Find Anything in 5 Seconds" teleclass. I marvel at your seeming calm and ease even in the face of some participants not having downloaded either the software or the PDF file! You were very professional and were clear when you could take no more of the group's time to solve individual problems. Your walking us through the PDF file was very helpful. I had reviewed it last night and you filled in the blanks fully for me. The examples you used both in the PDF file and speaking to answer questions were clear to me and suggested additional possibilities.

I found your pre-class and post-class information clear and rich. Since you cannot make my organizational choices for me, you have given me all that I might want to get started. I suspect after using the software for a while, I might have more questions."

*Michael R. Van Dyke  
Consultant/Trainer  
CEO, Serengeti Enterprises*

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"Thanks for your excellent workshop. It was obviously very well received, and we had record attendance with standing room only!"

*Ellen Curtis  
Community Relations Coordinator  
Barnes & Noble Booksellers*



"I am so grateful that you agreed to speak to our chapter. Besides your well thought-out strategies, you yourself are living proof of the value of being organized and model an excellent example of what we all strive to be. It is easy to imagine what an excellent coach you are. You have a way of supporting people, just in conversation, never stealing their spotlight but affirming them and drawing them out. You do not pretend to be "practically perfect" and that helps us all be more open about ourselves, which gives you the honest data you need to help people take the next step."

*Lucy Stephenson  
Program Chair  
International Association of Administrative Professionals  
Seattle, WA*

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"Your workshop was so valuable and helpful to me that it was worth the entire registration fee for this conference. I also enjoyed and appreciated your presentation style. Your manner conveys an extraordinary calmness and competence -- you demonstrate that you are living 'at choice.' Your talk was both inspiring and practical, and you provided information that I can use immediately to improve my life and my clients' lives."

*Allison Schnipper  
Professional Organizer, Sharon, MA  
2002 NAPO Conference Attendee in Atlanta*

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"I was very inspired by your workshop last week on *Managing Time, Paper, and Information for Maximum Effectiveness*. I began creating my personal mission statement that evening. I also started the weekly planning process last weekend. I managed to achieve a much stronger sense of accomplishment than I have in a long time. Through the implementation of your suggestions, I already feel more balanced. I have passed on the workshop and website info to my Executive Director, who has been particularly aided by the delegation suggestions and log. So I thank you on her behalf as well. Your help has, in a week's time, proven to be invaluable."

*Michelle Nicole Lee  
Program Director  
Central District Forum for Arts & Ideas  
Seattle, WA*

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"Kathy, thanks for your follow-up with me after the workshop last week. I want to let you know that I had the most productive week after your seminar. The goal setting and paper organization did wonders. Thanks for the effective techniques and inspiration."

*Kathy Burrows, Director  
Cybercamps Foundation  
Seattle, WA*

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Hi, Kathy! Thanks for the teleclass notes! I totally enjoyed your Buried in Paper teleclass today. I especially loved the way you ended it, with upbeat affirmation and having participants share their goals. Inspiring! I'm seriously looking into the January course. Blessings to you!

*--S.S., San Anselmo, CA*

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"I thought I knew it all when it came to time management -- use of Franklin Planners, "to-do" lists, etc. Your workshop three years ago trained me how to become more disciplined and faithful to my time management goals as they related to work/life balance, more time with family, increased productivity, more time spent with my representatives, etc. I'm still using the tools I already had, just using them much more effectively and efficiently. I've been committed to using your disciplines, and amazingly I've found myself realizing my goals much more closely than before. I continue to use many of your precepts to this day, and even go back and review my notes from your session whenever I feel like I'm slipping into some of my old time/energy wasting ways.

I'm enjoying your monthly online newsletters. Keep up the good work!"

*Richard W. Bowne  
Executive Business Manager  
Merck & Co., Inc.*