

CASE STUDY - Finding Time

Overview	<p>The Operations Director of a company was having to start early and finish late each working day. He was also losing a lot of his weekends in order to try to keep up with the work pressures.</p> <p>He was feeling the stress.</p>
Client	An IT company listed on the London Stock Exchange.
Client's Challenges	<ul style="list-style-type: none"> • The Operations Director had a huge and permanent stack of emails in his inbox awaiting attention. • His starting earlier and staying later just had the effect of enabling his colleagues to try and get more of his time at the beginning or end of the day because they "knew he would be there." • He was working extremely long hours, losing out heavily in his "work/life balance" and unable to see a light at the end of the tunnel.
Services Provided	<ul style="list-style-type: none"> • A two-hour coaching session with the Operations Director, with a strong focus on his priority areas.
Impact on Client's Business	<ul style="list-style-type: none"> • "It is no exaggeration to say that I have gained between one and two hours per day through introducing your suggestions with regard to prioritizing tasks and pro-actively scheduling operational meetings." • "Of course it's not only the extra time, but the more structured way of dealing with all the crises. There are still too many minor decisions that are passed up the line, and sometimes things are still thrown over the fence, but the education process with team members continues and each day is better than the one before. I've even got my unread emails down to 600. Now I just need to get the hours per week to below 60. • "So thank you Nigel for your initial analytical sessions, and the follow-ups, both of which have made such a difference to my working day." • "I can readily recommend your advice to others who faced a similar situation."