

WorkingSmart Course Results (Client name withheld)	Before Training	Variance	After Training
<i>Prioritise to Work Effectively (WorkingSm@rt with Outlook)</i>			
<b>Key WorkingSm@rt Behaviours</b>			
<i>1. I prioritise my work:</i>			
Always	54%	0%	54%
Frequently	38%	+7%	45%
Sometimes	8%	-8%	0%
Never	0%	0%	0%
<i>2. I make realistic promises</i>			
Always	15%	+4%	19%
Frequently	54%	+19%	73%
Sometimes	31%	-22%	9%
Never	0%	0%	0%
<i>3. My Inbox is under control</i>			
Always	8%	+19%	27%
Frequently	46%	-1%	45%
Sometimes	38%	-11%	27%
Never	8%	-8%	0%
<i>4. I can find emails easily</i>			
Always	15%	+3%	18%
Frequently	31%	+33%	64%
Sometimes	38%	-29%	9%
Never	15%	-6%	9%
<i>5. My To-Do's are realistic for each day</i>			
Always	8%	+10%	18%
Frequently	8%	+65%	73%
Sometimes	77%	-68%	9%
Never	8%	-8%	0%
<i>6. All my work-in-progress is planned</i>			
Always	15%	-6%	9%
Frequently	23%	+59%	82%
Sometimes	62%	-53%	9%
Never	0%	0%	0%
<i>7. I plan time in my schedule to deliver my Objectives</i>			
Always	0%	+18%	18%
Frequently	38%	+26%	64%
Sometimes	62%	-44%	18%
Never	0%	0%	0%
<i>8. Others deliver my requests on time</i>			
Always	0%	+9%	9%
Frequently	23%	+59%	82%
Sometimes	69%	-69%	0%
Never	8%	1%	9%

<i>9. When relevant, I say "No, not now"</i>			
Always	0%	<b>+18%</b>	18%
Frequently	8%	<b>+19%</b>	27%
Sometimes	69%	-24%	45%
Never	23%	-14%	9%
<i>10. I can quickly find my notes of conversations &amp; ideas</i>			
Always	15%	<b>+12%</b>	27%
Frequently	31%	<b>+14%</b>	45%
Sometimes	46%	-28%	18%
Never	8%	1%	9%