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I undertook PEP training to increase my efficiency at work. I have always been quite organised, but PEP showed me how to remove the distractions of other work from my desk. Having a clear desk has increased my focus and I can now start work at the beginning of the day without even opening a drawer. I have also been able to eliminate a lot of distractions from my inbox by setting up simple rules to manage my emails and newsletters. For example, incoming content is now sent straight to relevant folders to await action until I am ready.

I found PEP to have a practical approach– I loved being able to relate the PEP principles to actual work or existing scenarios. I thought that the program successfully catered to a variety of skill levels and working practices.

Although most training was of a technical nature, this was about self-development, and the biggest benefit of undertaking PEP for me has been the significant improvement in how I manage my time. I am now much more aware of my own time and how to value it. Although I previously considered myself to be efficient, I am now much better at breaking my work down into manageable tasks and scheduling work into my calendar. If other staff members require assistance I find that I am more inclined to tell them if I am unable to assist immediately and instead schedule a time when I can give them my full attention. This has not only increased my focus on my own scheduled work, but has also increased my focus when coaching staff or assisting colleagues, as it enables me to be more present. I also ask staff to batch their questions for discussion at a later time, which provides more focus on key work, and when coaching, I ask them to stop and think if a manager's input is really required – often something can be revisited and answered without the need for assistance.

If everyone is working to similar principles and making an effort to minimise interruptions, it can be an incredibly powerful boost to efficiency. This in turn frees us to focus on all-important business strategies.